





ANNUAL SUSTAINABILITY

Report Vodafone
Ukraine
2023



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CEO Statement

Russia's full-scale invasion of Ukraine has become an extreme challenge for us, for the country, and for the whole world. Our nation, economy and business are facing great shocks and upheavals. Therefore, in 2023, we focused on painstaking routine processes to ensure the greatest possible stability in the face of uncertainty and protracted war.

The entire Vodafone Ukraine team worked productively, restoring and maintaining network functionality even in the most difficult of circumstances. We have completely reorganized our business, set new priorities and redistributed the existing resources to be able to fulfill our responsibilities. Our efforts have been focused on restoring damaged infrastructure in frontline areas, and expanding network capacity in the regions where people and businesses migrated to en masse. In addition, we improved the operation of our services in previously remote areas where Ukrainians moved to from big cities. Before the war, the infrastructure in several of such areas was designed for a significantly smaller number of subscribers, but today many families who work and study remotely have resettled to some of those places. We managed to maintain network performance and provide stable telecommunication services despite periodic shelling, destruction of infrastructure and blackouts.

Despite the realities of the ongoing war, we are already thinking about the future recovery of Ukraine. The development of digital infrastructure is no longer just a matter of business. Communication technologies have become key to our ability to defend ourselves, enhance cybersecurity, and counter propaganda and disinformation. At the same time, they are an effective tool for communication between the government and its citizens. Nowadays, Ukrainians receive dozens of digital services from the government on their smartphones through the Diia application, and we work tirelessly to make sure we're able to provide them with a connection to do that.

In strategic terms, digital technologies are the foundation of sustainable development for any type of activity, business, and the economy in general. So, we continue to build our digital network, expand 4G coverage to overcome digital inequality, and ensure equal opportunities and equal access to digital services. During the past two years, our Group has invested over UAH 9.3 billion, increasing 4G coverage by 40%.

Furthermore, we continue to implement modern digital technologies such as the Internet of Things, artificial intelligence and Big Data. Today, the smart solutions based on these technologies range from smart meters to smart transport and power plants. We cooperate with most Ukrainian energy generating and energy distribution companies in performing tasks such as remote reading and remote technological equipment control and monitoring. Beverage and snack vending machines, ATMs, and POS terminals across the country use our IoT solutions. Vodafone Ukraine offers solutions for smart cities, including remote control of traffic lights in Kyiv, as well as monitoring of snow removal equipment and urban technological transport. We apply Big Data analytics to help government agencies plan the national economy, finance local communities, and implement social assistance programs. Vodafone's geo analytics helps identify community needs and assess gaps in access to social services, medicines and essential goods.

We are preparing the introduction of 5G in Ukraine. Our plans for the future after Ukraine are victorious over Russia are directly related to digitalization, because technological processes and companies will become more automated, creating a greater demand for digital technologies. Vodafone Ukraine's telecommunications and analytical solutions contribute towards a more responsible production and consumption behavior, the use of clean renewable energy, and a more rational use of natural resources. This is a global trend, and our business is a part of it.



Olga Ustinova,
CEO Vodafone Ukraine

Key performance results for 2023

Customers and loyalty

34.0%

Vodafone Ukraine's market share by revenue

238,107

Number of active fixed internet subscribers

430

Number of retail outlets of the brand as of 31 December, 2023

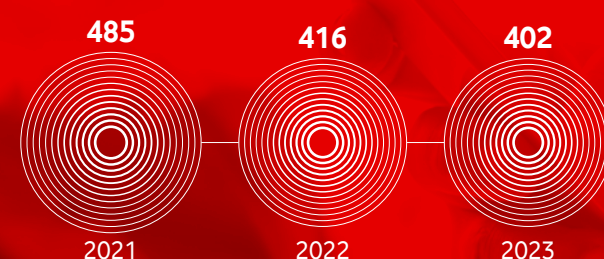
2.07 mln

Number of subscribers who used the Accessible Roaming service

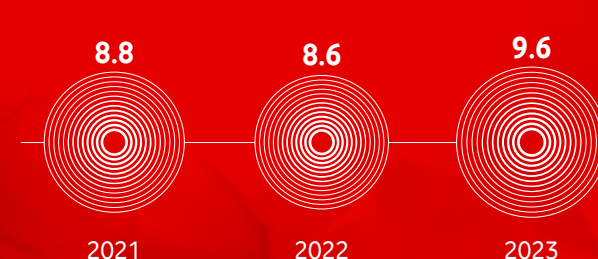
15,898,194

Number of active mobile subscribers as of 31 December, 2023

Voice minutes per subscriber



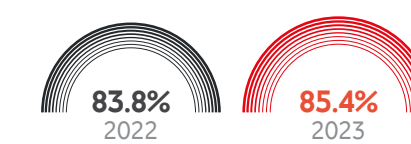
Number of 4G customers, in millions of people



% of 4G subscribers

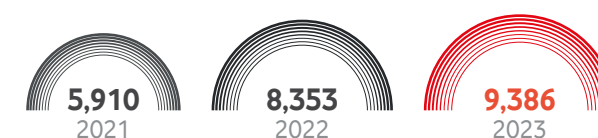


% of the population of Ukraine covered by the 4G LTE network



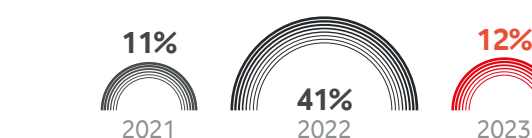
Data traffic

Data traffic per user, MB



33.33 Mbit/s – the mobile internet speed for Q3-Q4 2023, which made

Increase in data traffic per user YoY



Vodafone Ukraine the fastest Ukrainian mobile operator.

Conclusion of the internet service agreement and mobile number registration in the My Vodafone application is now possible through the Diya application.

Capital raising and partnerships

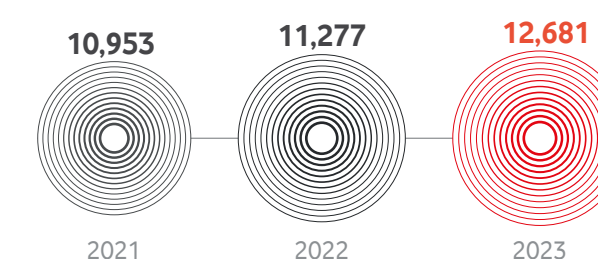
- USD 400 million is the amount of our Eurobonds balance. Interest on the debt in the amount of USD 25 million has been paid. The Group of Companies fulfills its credit obligations and pays the debt in full.
- In 2023, the Group of Companies acquired Freenet LLC and expanded its broadband internet infrastructure to cover more than 11 Ukrainian regions.

Financial indicators

The total investments of the Group of Companies, UAH billion

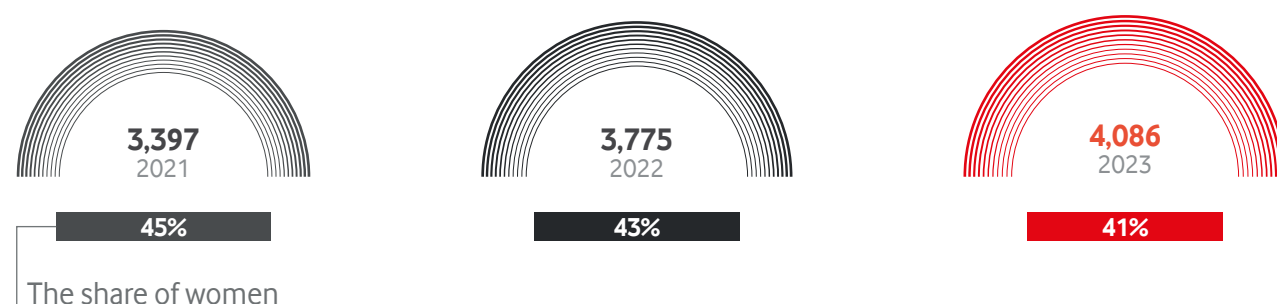


OIBDA, UAH million



Employees

The total number of full-time employees of the Group of Companies:



Self-service channels

- almost 80% of all service operations are currently performed through the My Vodafone mobile application.
- 56% of Vega Telecom's subscriber base prefers self-service channels.

Key sustainability indicators for mobile communication and fixed internet business in 2023

Digital equality

The Group provides high-speed internet access across Ukraine:

- 85.4% of 4G LTE coverage nationwide
- Fixed internet presence in 18 out of 22 regions
- **1.6% increase in 4G LTE connectivity access YoY**
- **Record expansion of the GPON network of 70% YoY**

Inclusive access, digital society

- 15.9 million people
- 61% are 4G users
- The highest internet speed for both mobile and fixed connections
- **Decrease in digital usage gap by 5% YoY**

Equal opportunities within the Group

- Gender parity: 41% of employees in the Group of Companies and 36% of the senior management are women
- Increase in training hours up to 20.9 hours or by 31%
- **Despite the wartime, we keep a high eNPS level (around 71%)**

Energy efficiency

- Energy consumption of VF Ukraine LLC rose by only 5.1% in 2023 with a 12% increase in data traffic per user
- **Energy cost savings of UAH 33.3 million thanks to the implementation of energy management tools (about UAH 112 million over the last 5 years since the introduction of energy management tools).**

Response to blackouts during 2 years of War

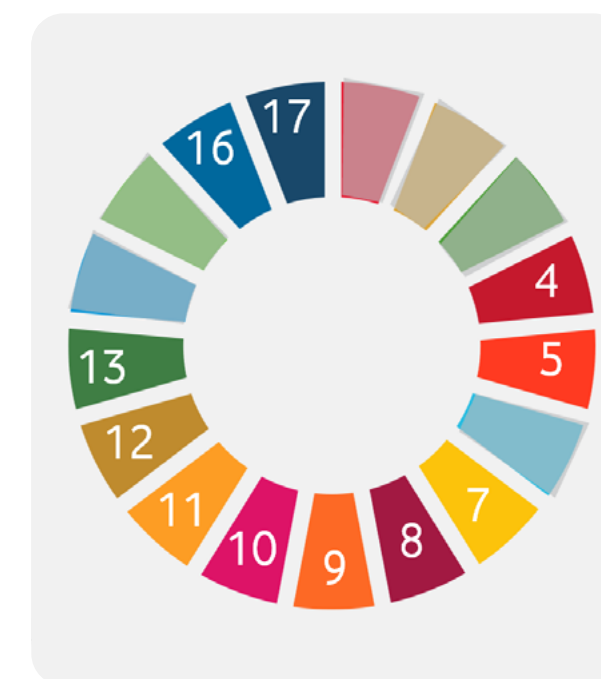
- >9,000 batteries were renewed
- 1,535 sites have been equipped with generators
- **Network autonomy increased by 686 thousand A-hours of backup capacity**

Network resilience

The Group continues its recovery and construction process in 2023:

- Number of destroyed sites – 235
- Number of restored sites – 257
- Number of newly constructed sites – 1,130
- Number of updated or modernized sites – 1,781
- **Increase in the number of LTE sites by 40% (in 2023, compared to the pre-war levels of 2021)**

Impact on the Sustainable Development Goals:



ABOUT VODAFONE UKRAINE GROUP OF COMPANIES



About Vodafone Ukraine

The Group of Companies provides a wide range of telecommunication services in Ukraine, including mobile communications, voice and data transmission, internet access, various additional services using wireless and fixed communication, pay TV, and the sale of equipment and accessories.

We have taken appropriate measures to ensure uninterrupted communication services and we plan on performing maintenance and repair work to maintain network performance and ensure the continuous operations of our critical IT infrastructure in the future. With its revenue from the sale of services and goods, the Group can cover its operating expenses, capital investments and service its debt.

In 2023, given the wartime environment, the Group focused on Vodafone Ukraine's resilience and on supporting the country.

Our key priorities included:

- restoration of the network infrastructure, damaged or destroyed due to military hostilities, and ensuring the network operability,
- restoration of the retail chain in the de-occupied territories,
- ensuring network resilience so that it could provide uninterrupted operation during blackouts,
- maintaining the quality of the services and developing innovative GPON technology – fast optical internet without need for electricity,
- assistance to the country and implementation of social initiatives.



The Group structure

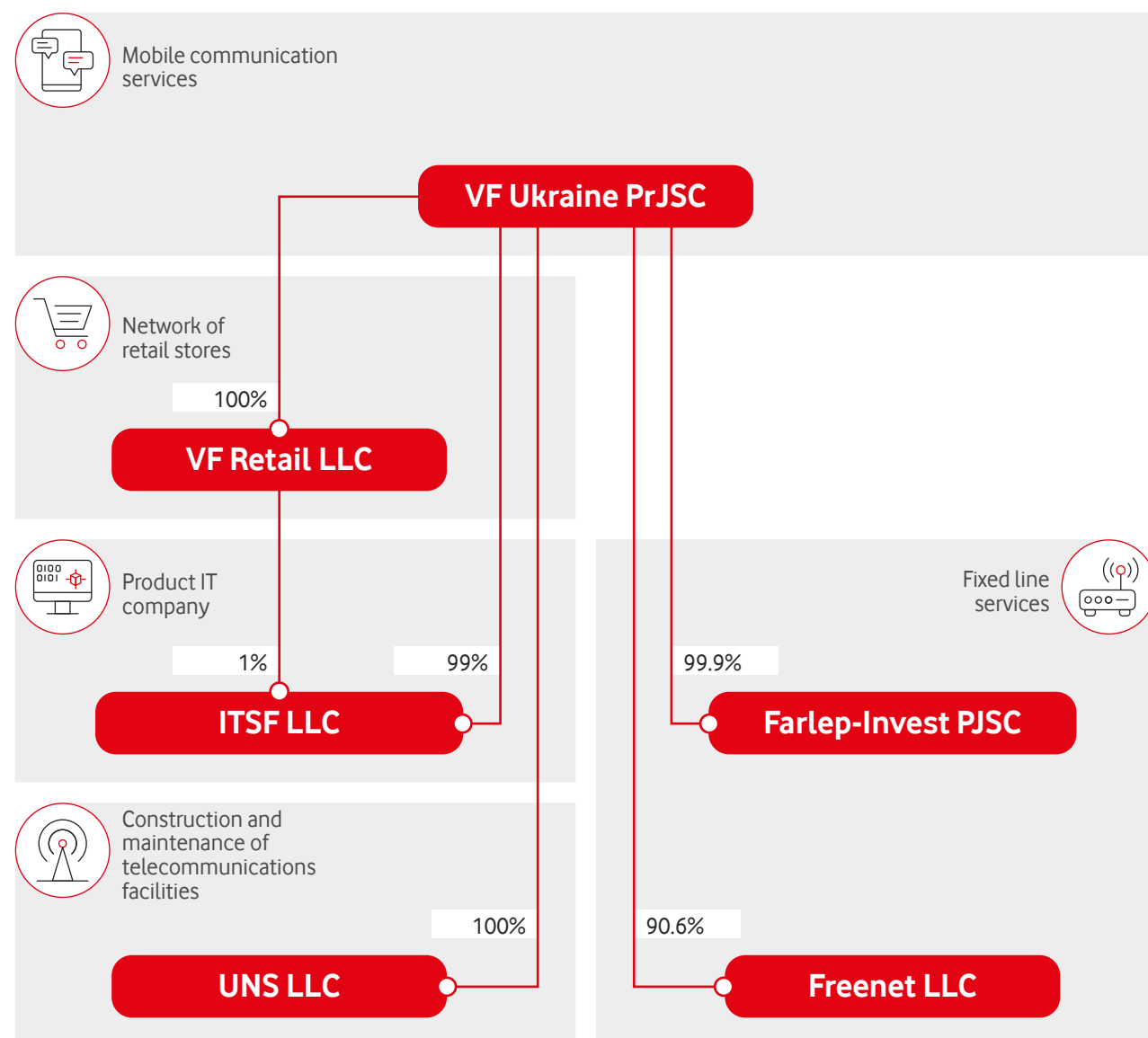
Vodafone Ukraine comprises a number of companies performing various functions in the telecommunications sector. We implement the best global practices in our IT network operations. The synergy of companies with different profiles within the Group allows us to offer customers the most advanced integrated packages of digital services, 5G products, Big Data and IoT solutions. The parent company of the Group is VF Ukraine, whose brand is the umbrella for the following subsidiaries:

- **VF Retail**, a network of mobile gadget stores that serves and advises Vodafone customers in 35 cities across Ukraine.
- **ITSF** provides support services and is engaged in the development of Big Data and IaaS (Infrastructure as a Service) software, and digital innovations in the telecommunications market.
- **Farlep-Invest** provides fixed Internet access and fixed telephone services.
- **Freenet**, acquired during the reporting year, is expanding the infrastructure and subscriber base of broadband access to the internet, which now covers 8 Ukrainian regions.
- At the end of 2023, the Ukrainian Network Solutions (**UNS**) subsidiary was established to consolidate and maintain the company's passive tower infrastructure as an asset on a stand-alone basis.
- VF Ukraine also includes two subsidiaries with special auxiliary functions:
- **Cable TV-Finance**, a company which operates in the field of telecommunications.
- **VFU Funding PLC**, a company established in England and Wales for the purpose of issuing bonds.



The diagram below illustrates the size of the ownership structure of the Group, with Telco Investments B.V., registered in the Netherlands, as the majority shareholder.

Organizational structure of the Vodafone Ukraine Group of Companies¹



In 2023, Vega Telecom (comprising Farlep-Invest and Cable TV-Finance) continued its integration into Vodafone Ukraine, which became bilateral. Additionally, the integration of Freenet was

initiated in the reporting year. While reviewing the Freenet systems and processes, we continued the implementation of the integration plan and effective costs management.

Integration with Freenet

In the reporting year, the Freenet LLC² operator was acquired. Freenet LLC has been operating in the market since 2008 and provides fixed internet services under the O3 and FREENET brands. Freenet LLC is a national provider of broadband internet access in Ukraine. The company is using FTTx, GePON and GPON technologies, and fiber optic lines of 10 and 40 Gbit. Freenet has 18 regional offices and serves about 149,000 subscribers in more than 250 settlements.

After Freenet LLC's acquisition, the Group's total number of broadband internet subscribers increased to more than 200,000 households. The company's assets include more than 7 thousand km of fiber optic networks. The integration with Freenet LLC allows the Group to provide internet access to 3% of households.

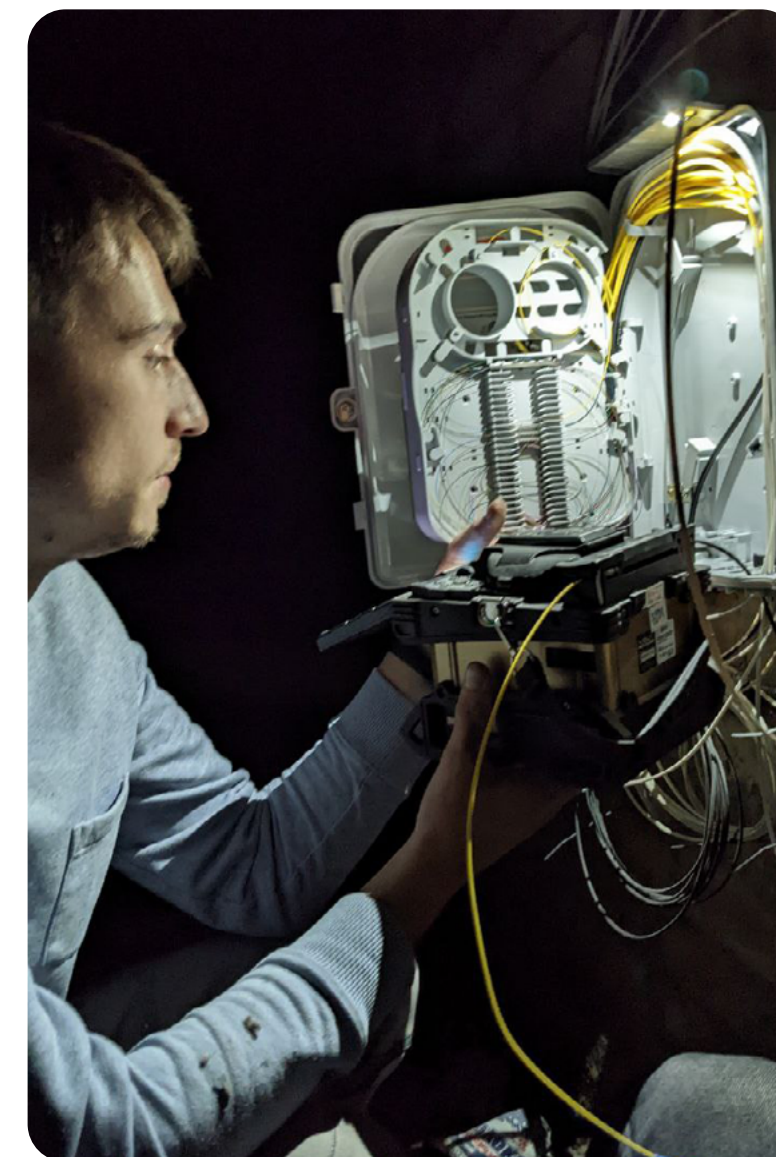
We have already begun to integrate Freenet's personnel into our customer service practices and business processes, and the integration of all policies, approaches and strategic goals is expected to be completed in the first half of 2024. The key steps will be:

- Increased customer base and expanded geographical coverage of the internet network;
- Transition to energy-independent GPON technology and upgrading of the existing FTTx networks;;
- Adapting Freenet's corporate values and principles to those of the entire group.

The acquisition of FREENET LLC is part of Vodafone Ukraine's strategy aimed at the development of convergent services and tariffs.

Establishment of the new subsidiary UNS LLC

In November 2023, a subsidiary company, UNS LLC, was created as a separate legal entity for the purpose of separating and maintaining the passive tower infrastructure of VF Ukraine PrJSC. The core activities of the company are the construction and maintenance of telecommunications facilities, leasing of own passive infrastructure structures, other construction, installation and specialized works. VF Ukraine PrJSC is the sole participant in the authorized capital of UNS LLC with a 100% share. UNS LLC plans to start its operating activities in 2024.



¹ 9.4% of the authorized capital belongs to Freenet LLC, which is owned by Telco Investments B.V., which is the majority shareholder of VF Ukraine PrJSC

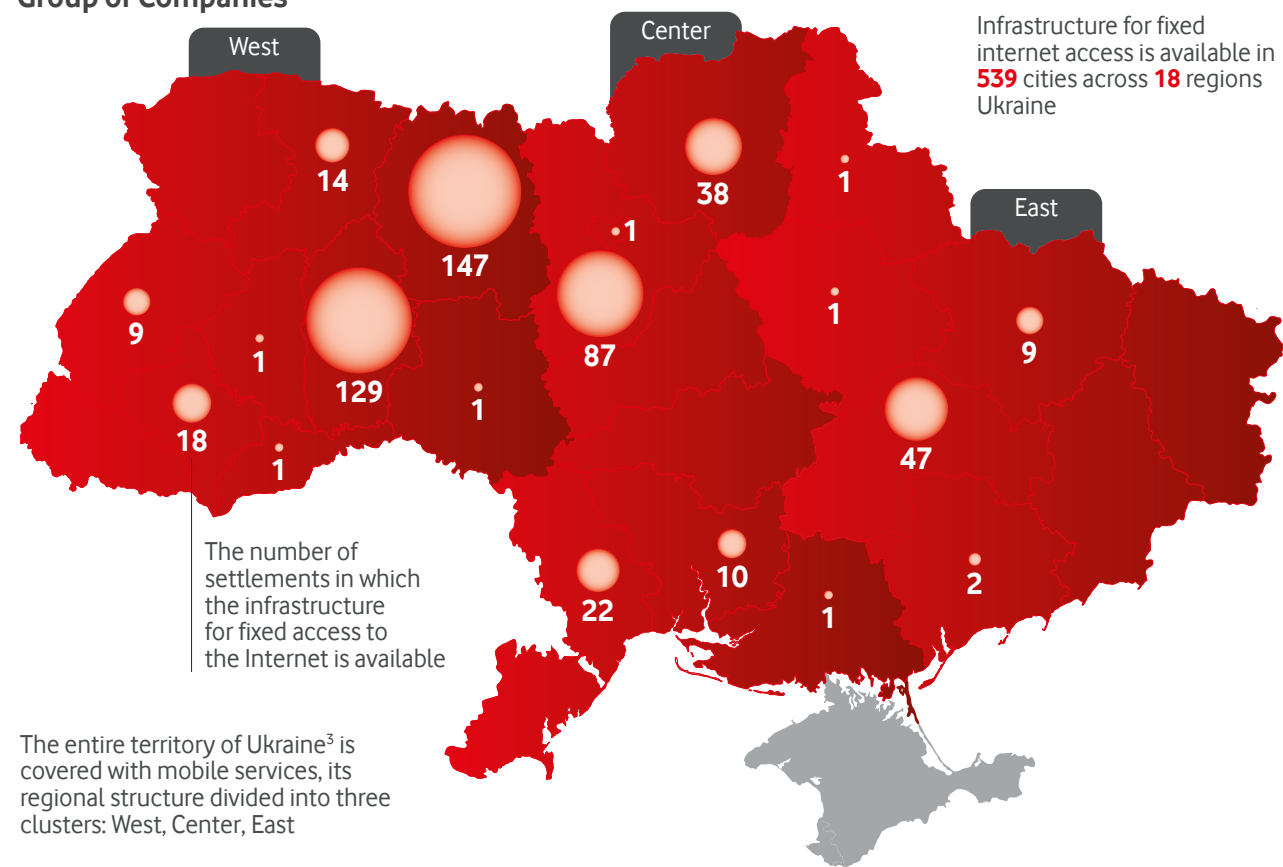
² Vodafone Ukraine has completed the purchase of Freenet.
https://www.vodafone.ua/news/vodafone-ukrana-zavershila-pokupku-kompani-frinet?city_id=&language=®ion_id=

Functional structure of the Group

The effective operation of the Group of Companies is ensured through cooperation between its directorates and departments, which are divided into the following functional areas:

- Sales and customer service
- Technical Directorate
- Development of corporate culture and human capital management
- Administrative function
- Strategy
- IT
- PR
- Corporate governance and control
- Marketing
- Procurement
- Finance
- Quality and customer experience
- Compliance

Regional structure of the Vodafone Ukraine Group of Companies



The Group of Companies has an extensive regional structure, which includes dozens of stores and local offices, thousands of technical sites with base stations, and other

communication equipment. In order to ensure coordinated management and optimal supply, the Vodafone Ukraine Group has set up three regional clusters.

³ This refers to the territory under the control of the Government of Ukraine



Approach to financial reporting

All entities covered by this Annual Sustainability Report are also covered by Vodafone Ukraine's financial statements for 2023. The Group conducts its operations and prepares its financial statements in accordance with International Financial Reporting Standards (IFRS) issued by the International Accounting Standards Board (IASB) and the Law of Ukraine "On Accounting and Financial Reporting in Ukraine".

The consolidated financial statements of the parent company, VF Ukraine, include the financial statements of the company itself and that of the entities under its control. The results of operations of controlled entities acquired or sold during the reporting period are included in the consolidated financial statements from

the date on which the Group obtained control over the entity, or until the date on which the Group lost control over the entity. If necessary, the accounting policy of controlled entities is brought in line with the accounting policy applied by the Group. All intra-group assets and liabilities, equity items, income, expenses and cash flows from transactions between the companies of the Group are eliminated upon consolidation.

The Group's management is responsible for the preparation and accurate presentation of the financial statements, as well as for assessing the Group's ability to continue as a going concern. The Supervisory Board and the Audit Committee oversee the process of preparing and approving the Group's financial statements.

Participation in associations and external initiatives

Vodafone Ukraine and its subsidiaries are active members of Telas, the largest independent association of communications operators in Ukraine. In 2023, as part of the association's activities, the Group participated in drafting by-laws in electronic communications, including

with the aim of implementing the Law of Ukraine "On Electronic Communications". We strive for the harmonization of the Ukrainian telecommunications regulations and law with EU law and requirements.

The Group of Companies also pays membership fees and participates in the following initiatives:



Ukrainian association of telecom operators "Telas"



European Business Association (EBA)



Ukrainian Internet Association (UIA)



The Ukrainian Chamber of Commerce and Industry (UCCI)



American Chamber of Commerce (ACC)

Vodafone Ukraine is a transparent, socially responsible business. We share the principles declared in the UN Global Compact and adhere to them in our activities. However, the Group decided to withdraw from the UN Global Compact network as a sign of protest against the UN inaction and double standards applied to Ukraine and its people. We are disappointed by the examples of shortsightedness and inaction of the UN in addressing the plight of the Ukrainian people during the war with Russia. We have withdrawn from the Global Compact network, but are ready to reconsider our decision if the situation changes. We hope the UN can be more effective in addressing and solving global challenges.

Awards

Thanks to our employees, Vodafone Ukraine has reached new heights in various areas of activity. We are pleased to have been recognized by expert organizations and to have attained leading positions in major business rankings. Specifically, our achievements for 2023 include:

- TOP-50 best wartime employers according to the Forbes ranking in partnership with work.ua;
- TOP-25 best employers for male and female veterans according to the ranking compiled by Forbes;
- RAU (Retailer Association of Ukraine) award – retailer of the year in the portable electronics segment based on consumers' choice;
- TOP-10 Companies that donated the most to the Armed Forces of Ukraine and humanitarian needs during Russia's full-scale invasion of Ukraine according to the NV rating;
- The Vodafone Ukraine Network Resilience Despite Blackout project was shortlisted in the "Tech4Good/Best mobile innovation supporting emergency or humanitarian situations" category of the Global Mobile Awards at the GSMA Mobile World Congress;
- A commercial award from Ookla for the fastest mobile internet speed in Ukraine based on independent measurements.



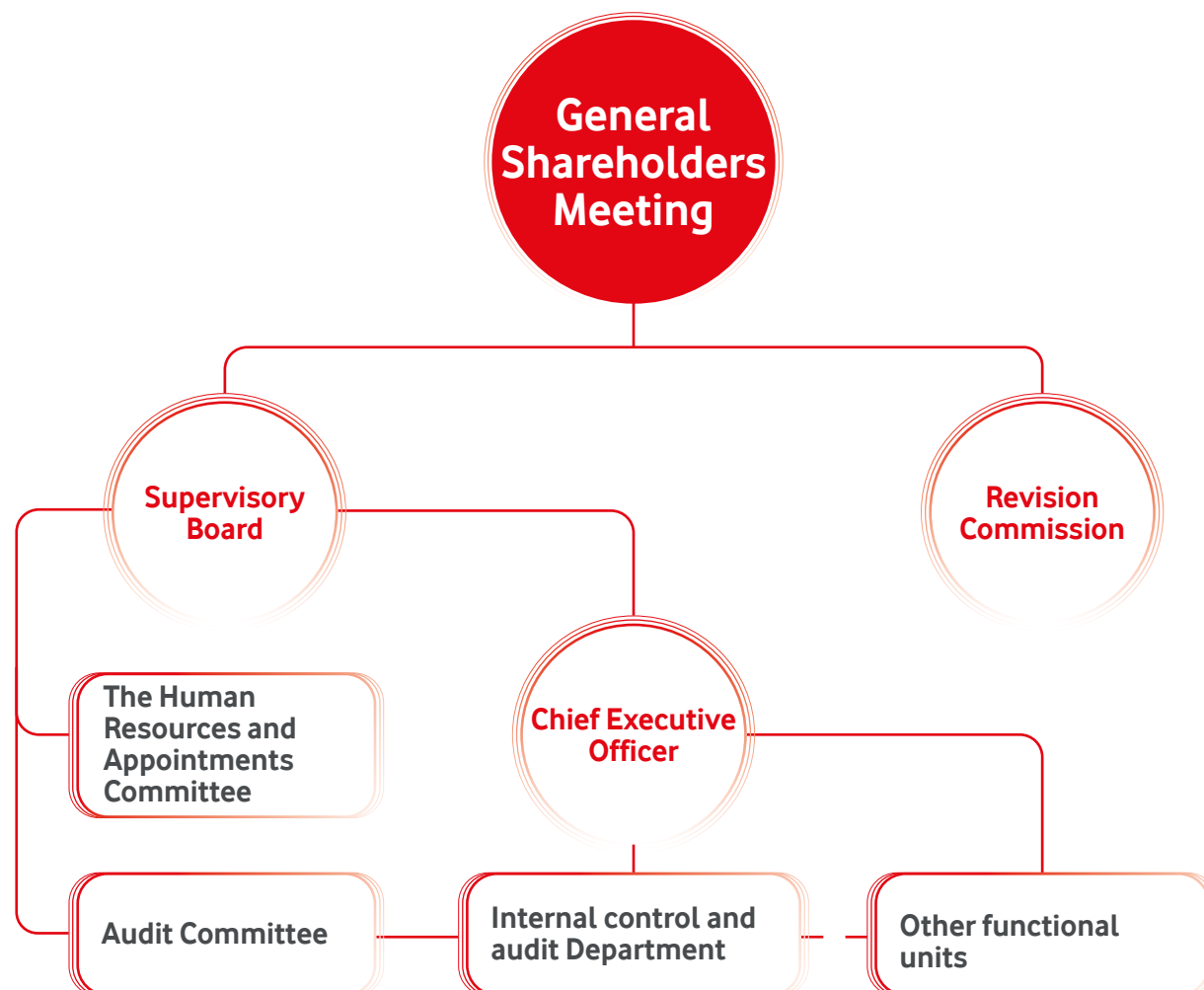
Corporate management

Corporate management structure

VF Ukraine PrJSC in its activities and operations, including management and controls, is guided by the Law of Ukraine "On Joint Stock Companies", as well as by the internal Charter and Regulations. Vodafone Ukraine complies with all these requirements and adheres to the corporate governance standards approved by the National Securities and Stock Market Commission. The Group of Companies is a part of NEQSOL Holding (the Netherlands), with Nasib Hasanov as the ultimate beneficial owner.

VF Ukraine PrJSC has a two-tier management structure in place, with the General Meeting of Shareholders, the Supervisory Board and the CEO being the main management bodies. The two-tier management structure provides for a clear division of functions between the direct management of the company's operating activities, which are performed by the CEO, and the oversight of the work of the executive management and managers, which is performed by the Supervisory Board.

Corporate management structure of VF Ukraine PrJSC⁴:



⁴ From December 27, 2023, in the new version of the Charter of VF Ukraine PrJSC, the Revision Commission is not categorized as management or control body.

According to the Charter, the Chief Executive Officer (CEO) is responsible for drafting and updating the Company's development strategy, which includes the objective, goals, values and functional directions of activity. The Supervisory Board of VF Ukraine PrJSC annually approves the Company's development strategy for 3 years and reviews the sustainable development strategy prepared by the Company's top management.

1. Management bodies

The management bodies of VF Ukraine PrJSC play a key role in defining the strategic directions of development, making important management decisions and ensuring the efficient functioning of Vodafone Ukraine. They include:

- **The General Meeting of Shareholders** – the highest governing body of VF Ukraine PrJSC. Its main function is the adoption of strategic decisions by shareholders, approval of changes to the Charter, and election of members of the Supervisory Board.
- **The Supervisory Board** – a collegial body responsible for monitoring the activities of the executive body and ensuring compliance with the corporate governance principles. The Supervisory Board approves the VF Ukraine PrJSC development strategy, appoints and monitors the work of the executive body. The Supervisory Board represents the interests of shareholders, protects their rights and controls the activities of the CEO.
- **The CEO** – the sole executive body that manages the current activities of the Company. The CEO is accountable to the General Meeting of Shareholders and the Supervisory Board, and facilitates the implementation of their decisions. The term of office of the CEO is 1 year from the date of his/her election, unless otherwise determined by the Supervisory Board.

2. Control bodies:

- **The Revision Commission** – is a body that monitors the financial and economic activities of the Company.

3. The Committees under the Supervisory Board

The Committees under the Supervisory Board are guided by the Charter of VF Ukraine PrJSC and the relevant Regulations on committees.

- **The Supervisory Board Human Resources and Appointments Committee** plays a key role in nominating and selecting candidates for the Group's top management positions. Its main function is the review, analysis and preparation of recommendations for the Supervisory Board on personnel appointments, corporate key performance indicators (KPIs), long-term remuneration plans, and incentive systems in management, control bodies and among senior managers. The Committee performs assessment of the competencies, experience and skills of candidates, and also takes into account the opinions of stakeholders, including shareholders, regarding the composition of the Group's top management. In addition, the committee is responsible for determining the term of office of the Group's top management.
- **The Supervisory Board Audit Committee** exercises independent control over the completeness and accuracy of VF Ukraine's financial statements and the effectiveness of the internal controls. The Committee is responsible for cooperation with external auditing firms and evaluating the work of both internal and external auditors.

4. The Company's Committees

include the following:

- **The Management Committee** is an advisory collegial body under the CEO that prepares draft decisions regarding the management of VF Ukraine PrJSC. The Committee studies the Company's key strategic development issues and proposes specific measures to achieve the set goals.
 - **The Business and IT Committee** is a collegial body that determines the development areas of the Group through the implementation of products and projects that require the involvement of external and internal IT resources.
 - **The Investment Committee** is a collegial body that coordinates, approves and monitors the implementation of investment projects. The Committee studies the feasibility of financing various projects and evaluates their effectiveness in achieving the strategic goals.
 - **The Ethics and Discipline Committee** is an advisory body responsible for raising the level of labor discipline among employees, as well as compliance with the established business conduct rules and ethical standards. The Committee is also responsible for the legality of applying disciplinary measures, other measures applied to the employees, provided for by labor legislation, the Code of Conduct and internal regulatory documents.
 - **The Products, Tariffs and Services Committee** is a collegial body that makes decisions on the launch, development or replacement of products, tariffs and services of VF Ukraine PrJSC. The Committee studies market demand, conducts competitor analysis, and develops product development strategies.
 - **The Risk Committee** is a collegial body responsible for risk management coordination and control. The Committee identifies potential threats and develops approaches to manage them in order to ensure a stable and successful operation of the Company.
 - **The Sponsorship Committee** is a permanent advisory body that is accountable to the Chief Marketing Officer and provides advice and support in the field of sponsorship activities. The Committee analyzes the needs of NGOs and develops approaches to sponsoring socially important projects in accordance with the development priorities of VF Ukraine PrJSC.
 - **The Charity Management Committee** is a permanent advisory body that determines the Company's priorities in the field of charity. The Committee develops programs and initiatives aimed at supporting social and humanitarian projects.
- VF Ukraine PrJSC has communications channels in place that ensure that employees, top management, management, and control bodies are timely informed about any existing problems:
- **Top-down** – quarterly review of the risk report by the Supervisory Board, with risk assessment and preventive measures.
 - **Down-top** – presentation by the top management of the issues related to the Company's impacts at the Supervisory Board meeting.

Changes in the management structure

According to the Law of Ukraine "On Joint-Stock Companies", the General Meeting of Shareholders has the exclusive competence of adopting decisions to change the management structure, including termination of powers and election of the members of the Supervisory Board, approval of the terms of civil law agreements, and employment contracts concluded with the members of the Supervisory Board.

As of the end of 2023, there are 6 members of the Supervisory Board. In December 2022, Vasyl Igorevych Latsanyh, who also holds the position of Head of Telecom Group at NEQSOL Holding Azerbaijan LLC, was elected Chairman of the Supervisory Board.

Candidates for election to the Supervisory Board can only be nominated by the shareholders of VF Ukraine PrJSC. A shareholder's proposal shall be submitted in advance for its subsequent consideration at the General Meeting of Shareholders. The main requirements for the competencies and experience of members of the Supervisory Board are defined in the Regulations on the Supervisory Board. When candidates for the Supervisory Board are nominated, information about their education and academic degrees, about the positions they held in the last 5 years, as well as information about their membership in management bodies of legal entities in the last 5 years are considered.

The Supervisory Board has the right to nominate candidates for elections of the executive body and committees. The criteria for nominating a candidate for the position of CEO are determined

by the Supervisory Board Human Resources and Appointments Committee of VF Ukraine PrJSC, in view of the opinions of the shareholders, the independence of the candidate, and his/her experience and skills. The Committee reviews and submits for further approval by the Supervisory Board the issues regarding the CEO and directors of subsidiary companies, namely the selection of candidates, approval of the terms of the contract and additional agreements thereto.

The exclusive competence of the Supervisory Board includes the following:

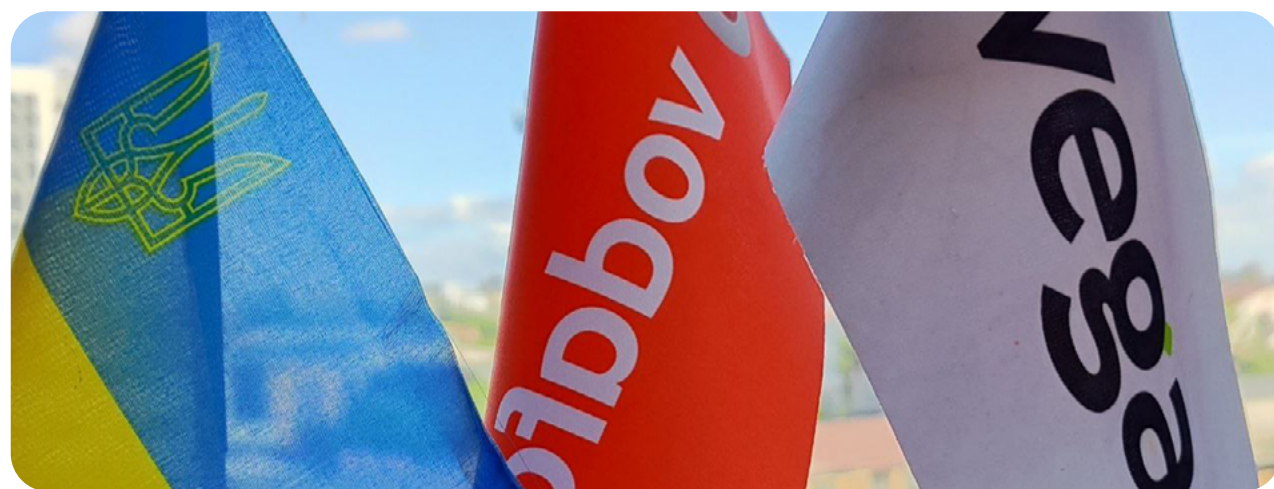
- election and termination of the CEO's powers, approval of the terms of the CEO contract, establishing the amount and procedure for payment of the remuneration;
- approval of the performance evaluation and remuneration system, as well as monitoring the activities of the CEO and top managers reporting directly to the CEO;
- review and approval of candidates to be nominated for inclusion to the subsidiaries' management and control bodies.

While nominating candidates and selecting members of the top management body, executive body and committees, the **Supervisory Board Human Resources and Appointments Committee** adheres to the principles of diversity in corporate governance bodies, independence of candidates and their relevant competencies, expertise and skills.

Changes in ownership structure

In 2023, according to the decision of the shareholders, Telco Solutions and Investments LLC (Ukraine) joined VF Ukraine PrJSC, leading to a change of the majority shareholder, which is now Telco Investments B.V. (the Netherlands). The changes in the ownership structure reflect the strategic decisions and development of the Group of Companies through mergers,

acquisition of shares and reorganization of assets, which contributes to strengthening competitiveness and business expansion. As of the time of writing this Report, the shareholders of VF Ukraine PrJSC are Telco Investments B.V. (99.00209% of shares), and Enterprise with 100% foreign investment "PTT Telecom Kyiv" (Ukraine) (0.99791% of shares).



Changes in the Charter

At the end of 2023, a decision was made to amend the Charter of VF Ukraine PrJSC in connection with the increase in the size of the authorized capital, and the legal succession of the rights and obligations of Telco Solutions and Investments LLC. The main changes in the new version of the Charter are as follows:

- an increase in the size of the authorized capital in connection with the accession of Telco Solutions and Investments LLC,
- new procedures for conducting the General Meeting of Shareholders have been established in accordance with the current law and regulations,
- the election and termination of the powers of the Chairman of the Supervisory Board are transferred to the competences of the General Meeting of Shareholders,
- exclusion of the Revision Commission from the list of the management and control bodies,
- the concept of significant transactions has been expanded,
- the deadline for convening the General Meeting of Shareholders is set at 45 days,
- introducing the possibility of holding a General Meeting of Shareholders without a convening procedure if all shareholders owning 100% of the voting shares are present,
- the mandatory election of the Corporate Secretary and the conclusion of a contract with him/her are established,
- the term of office for the Supervisory Board is set at 3 years, and for the CEO as 1 year (unless otherwise determined by the Supervisory Board),
- the limits for approval of transactions in the Company have been brought into line with the requirements of the shareholder.

Preventing conflict of interest

Vodafone Ukraine has a Conflict of Interest Management Policy in place that determines the procedures for preventing and minimizing conflicts of interest. We ensure the transparency of our activities by providing banks and counterparties with relevant information upon request. Every six months, Vodafone Ukraine officials, including top management, are subject to a survey. Based on the conducted questionnaire and the available data, a list of related parties (affiliated entities and persons) of Vodafone Ukraine is compiled and posted on the internal information resource (in the Corporate Management section).

Discussing important issues

The top management of the Group may bring issues related to the Company's social, environmental and economic impacts to the meeting of the Supervisory Board. Also, in view of the martial law in Ukraine, Vodafone Ukraine's top management prepared an action plan for emergencies. The updated information on monitoring the implementation of the plan is submitted for review to the Supervisory Board.

Remuneration determination process

The remuneration of the members of the Vodafone Ukraine Supervisory Board and top managers is determined based in clear criteria stipulated in the Regulations on the Supervisory Board and other internal regulations. Top management remuneration issues are also regulated by the Long-Term Material Incentive Program for the employees of VF Ukraine PrJSC and its subsidiaries. The remuneration of the members of the top management body is fixed, and the remuneration of the senior managers depends on the Group's net profit, as well as individual and corporate KPIs.

The terms of the contract with the CEO, including the terms of payment, remuneration, and payments upon termination of employment are approved by the Supervisory Board. Additional payments to the CEO are determined by regulations approved by the Supervisory Board. During 2023, no cases of paying back previously paid amounts or pension benefits were reported. The Supervisory Board Human Resources and Appointments Committee of VF Ukraine PrJSC develops recommendations on how to improve the incentive system for both management and control bodies.



Engaging with stakeholders and identifying material topics

Engaging with stakeholders

Vodafone Ukraine regularly communicates and interacts with stakeholders. We always carefully review all the requests received from our stakeholders regarding any social, environmental and economic impacts caused by the Group's operations. In the reporting year, there were ongoing discussions regarding network resilience and providing communication to critical infrastructure facilities, shelters and

bomb shelters. To make the process of sharing information and submission of requests more convenient, the online feedback form is now available on the Group's official website: <https://www.vodafone.ua/support/call>.

This report is one of the key tools for establishing a constructive dialogue with both external and internal stakeholders. Therefore, Vodafone

Ukraine engages with them in identifying the material topics that are most meaningful to them and that we publicly disclose in our sustainability reports.

Vodafone Ukraine's key stakeholder groups are the customers (subscribers), the Group's employees and their families, shareholders and investors, partners (including suppliers), the

media, and public authorities. The departments that, through their operations, directly interact with the relevant groups of stakeholders are responsible for stakeholder engagement planning. The annual action plans or strategies developed by the relevant department heads determine their stakeholders groups and the methods for engagement.

Results of stakeholder engagement in 2023:

Stakeholder Group	Way of engagement	Frequency of engagement	Key topics	Engagement in 2023
Customers (subscribers)	Corporate website, advertising, hotline, presentations, negotiations, service center, official correspondence, SMS-notification	On a daily basis	<ul style="list-style-type: none"> Services and tariffs News of the Group of companies Maintaining and restoring communications in wartime 	All types of stakeholders engagement
Group employees and their families	Corporate meetings, internal corporate portal, trainings, questionnaires, SMS-notification, official correspondence	On a daily basis	<ul style="list-style-type: none"> News of the Group of companies Corporate ethics Information about programs for employees Support of employees and their family members in wartime conditions Video conferences with top management 	All types of stakeholders engagement
Shareholders and investors	Annual and quarterly reports, presentations, annual and extraordinary shareholders' meetings, in-person meetings, round tables, corporate website, official correspondence	On a regular basis, quarterly reporting	<ul style="list-style-type: none"> Funding by Vodafone Ukraine Financial results of the Group Informing about important decisions, changes, appointments within the company, launch of new services, acquisition of assets 	All types of stakeholders engagement
Partners (including suppliers)	Tenders, negotiations, presentations, meetings, corporate website, official correspondence	On a regular basis; as needed	<ul style="list-style-type: none"> Terms of cooperation Fulfillment of the terms of contracts, in particular contracts for the construction of networks and connecting customers to the network 	All types of stakeholders engagement
The Media (journalists, bloggers, opinion leaders)	Comments, online and in-person interviews, meetings, press releases, speeches at conferences, business forums, external events	On a daily basis	<ul style="list-style-type: none"> News of the Group of Companies Development of the Internet using GPON technology in Ukrainian regions Activities and solutions to challenges during martial law, including network restoration and maintenance during power outages Financial results, launch of new products, technologies, acquisition of assets 	All types of stakeholders engagement
Public authorities	Meetings, round tables, conferences, charity and social projects, official correspondence	On a regular basis; as needed	<ul style="list-style-type: none"> Regulatory requirements Social and charitable programs Implementation of decisions of public authorities and ensuring network stability during martial law and power outages Development and adoption of regulations in the field of electronic communications and access for the purposes of construction of the Internet network 	All types of stakeholders engagement

Material topic chart

Vodafone Ukraine maintains a list of social, environmental and economic topics that are significant in regards to all aspects of the Group's activities and updates it on a regular basis. In accordance with the requirements of the GRI Standard, the topics should be prioritized for inclusion and disclosure in the Annual Sustainability Report. In order to determine our material topics, we review international initiatives, publications, standards, and media publications regarding the activities of Vodafone Ukraine and its impact on sustainable development. In addition, we actively interact with our internal and external stakeholders and formulate their common vision of the Group's impact on different aspects of sustainable development.

The use of GRI Industry Standards in identifying material topics is mandatory according to the current version of the 2021 GRI Standard. However, by the time of the preparation of this Report, a separate GRI Telecommunications Sector Standard had not yet been published. The relevance of the selected material topics for Vodafone Ukraine is proved by our review of various industry studies and reporting practices of telecommunications companies.

In order to determine the most significant positive or negative, actual or potential impacts of Vodafone Ukraine's operations on the social, environmental and economic spheres, the following steps were taken

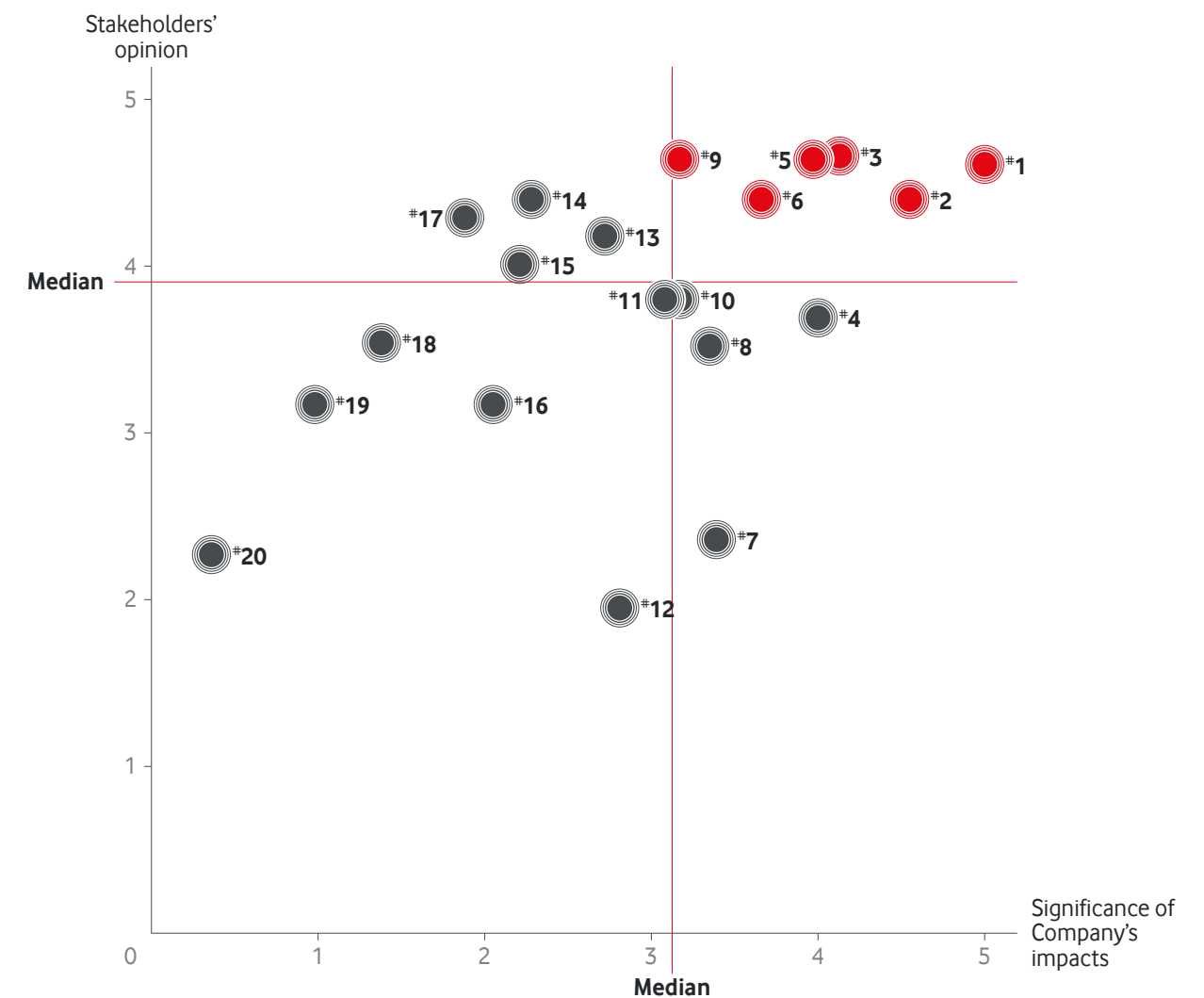
1. Analysis of industry trends and global initiatives and standards within the industry in the context of sustainable development.
2. Review of the approaches by the leading national and multinational telecommunications companies to sustainable development reporting.
3. Studying media communications about the activities of Vodafone Ukraine.
4. Analysis of the Group's internal management strategies and policies.
5. Surveying both internal and external stakeholders to determine their vision of the most significant social, environmental and economic impacts of the Group's activities (short-, medium- and long-term).

Based on the analysis, the topics were prioritized. The topics that relate to the Group's significant impacts on sustainable development and specified as the most significant by the stakeholders were identified as material.

In the Annual Sustainability Report of Vodafone Ukraine for the year 2023, our aim was to comprehensively disclose all aspects and impacts of our activities. Even those that were not deemed material during materiality assessment were included in the report to ensure transparency of the Group's operations and provide comprehensive information to stakeholders."

Results of essential topics assessment:

- | | |
|--|--|
| #1. Training and education of employees | #11. Anti-discrimination and equal opportunities |
| #2. Indirect economic impacts | #12. Water resources |
| #3. Customer privacy and consumer safety | #13. Local communities |
| #4. Employment and opportunities for employees | #14. Taxes |
| #5. Anti-competitive behavior | #15. Procurement and assessment of suppliers |
| #6. Economic performance | #16. Materials |
| #7. Emissions into the atmosphere | #17. Marketing and labeling |
| #8. Energy consumption | #18. Impact on the observance of human rights |
| #9. Anti-corruption measures | #19. Waste |
| #10. Safety and occupational health of employees | #20. Biodiversity |



According to the results of the survey, the list of material topics for Vodafone Ukraine in 2023 is as follows:



Economic results

Vodafone Ukraine protects its customers by providing them with high-quality services, even in critical wartime conditions. Throughout the reporting year, we have observed a stable growth in the company's key financial and operational indicators. In the future, we plan to expand our digital services, 5G and IoT (Internet of Things) products throughout the territory of Ukraine.



Anti-competitive behavior

The Group upholds business standards of honesty and transparency and meets the requirements of anti-monopoly legislation. We review and update the rules for our employees and deepen their understanding of antitrust policy on a regular basis. We expect fair competition from our partners and suppliers and strive to create a transparent and competitive business environment.



Indirect economic impacts

Vodafone Ukraine invests in the development of telecommunications, improving the quality of communication and access to digital services. In addition, the impact of the war requires measures to restore the network. We are committed to restoring damaged infrastructure, providing support to the population during emergency power outages, improving the quality of our services, stimulating innovation and implementing social projects.



Training and education of employees

Vodafone Ukraine creates a supportive environment for the development and self-realization of its employees. We implement comprehensive training programs adapted for modern challenges, hold conferences and webinars, and develop high-quality e-courses, career and personal growth programs. In addition, we take care of the physical and mental well-being of our employees.



Anti-corruption

We understand the risks of corruption and its negative impact. Vodafone Ukraine implements advanced internal controls, and develops policies to create a transparent and ethical business model. The "Do the right thing" principle is fundamental in our relations with our customers, employees, partners and society.



Client Privacy and Consumer Security

The Group is committed to ensuring the integrity and availability of its information systems. Our goal is to protect our customers' private data and inform them on security and possible fraud threats. We respect the right to privacy and adhere to the principles of avoiding potential information security risks.



Nataliya Shevchenko
Chief Financial Officer
of PrJSC "VF Ukraine"

THE GROUP STRATEGY



Vodafone Ukraine Group strategic benchmarks

Vodafone Ukraine provides quality communication services for its customers and supports positive changes in society. The Group strives to help rebuild Ukraine and create a better future for the country. We create sustainable business opportunities in the face of uncertainty, and focus on network development and expanding our fixed businesses.

In August 2023, the development strategy of VF Ukraine PrJSC and its subsidiaries was

updated. The Group's strategic goals have been reviewed taking into account the impact of external factors and the company's strategic development projects. The strategic directions of Vodafone Ukraine for 2024-2026 are aimed at restoring and expanding its network, scaling up innovations and continuous customer focus. We confidently address the challenges we face and contribute to positive changes in the Ukrainian society, maintaining optimism and faith in a better future.



Dmytro Ponomarenko,
Chief Strategy Officer
of PrJSC "VF Ukraine"

Vodafone Ukraine strategic directions for 2024-2026:

Recovery and Build

Our goals:

- Sustainable network operation
 - Quicker recovery
 - Fast adaptation to new challenges (residence relocation, electricity blackout, cyber security attack, etc.)
- Digital leadership
 - LTE coverage and capacity growth
 - 5G initiatives development
 - Fixed broadband internet: expanding GPON network coverage

Customer centricity

Our goals:

- Best quality for the customers
- Wide coverage and digital equality
- Best Brand communication
- Triple-play offer development
- Retail stores openness
- Feel abroad like at home

Scaling up innovations

Our goals

- Advanced technologies
 - Billing transformation program
 - Other IT programs launching
- The best partner for businesses
 - Digital and innovative products development
 - Leadership in IoT & Solutions, Big Data, digitalization, etc
- The best operator for customers
 - Digital-users growth, digital society supporting and creation of equal opportunities for all

Sustainable development strategy

The sustainable development strategy approved in 2021 has demonstrated its effectiveness. The goals of the sustainable development strategy remain relevant for Vodafone Ukraine. Therefore, the Group has made the necessary amendments and prolonged its validity period for 2024-2026. Our corporate social responsibility policy, which has been in place since 2009, continues to serve as the basis for the implementation of the strategic goals. An important aspect of the Group's sustainable development strategy is interaction with the stakeholders, including partners, customers and NGOs. We actively cooperate with them and take into account their needs.

Recognizing the importance of digital equality, we continue developing technologies and services and promote their accessibility. In addition, the Group is actively involved in promoting social and economic development in the communities where we operate. Our operations are guided by environmental values and ensure decent working conditions for our employees. We cooperate exclusively with those suppliers who adhere to the business ethics principles and meet the requirements of anti-corruption legislation. By implementing this strategy, the Group contributes to achieving 12 out of the 17 UN Sustainable Development Goals throughout its value chain.

The Vodafone Ukraine Sustainable Development Report demonstrates our commitment to achieving the goals set forth in the Sustainable Development Strategy. In 2023, the Group joined other companies in collecting data for its parent company NEQSOL Holding, which marks the start of preparations to reporting in accordance with the new requirements of the EU Corporate Sustainability Reporting Directive⁵.



Digital equality, social and community

Our goals are:

- providing access to high-speed Internet
- digital society, inclusion for all
- providing opportunities for young people to receive a digital education, skills and jobs
- social projects and charitable activities



Human capital development

Our goals are:

- to have equal opportunities for employees in career development, learning and personal growth
- to continue implementation of the diversity & inclusion principles in the working environment
- protection of employees rights, and their health and safety



Tax and economic contribution & transparency

Our goals are:

- direct and indirect taxation
- regional and infrastructure contribution in building a well-being economy
- transparency principles and disclosing financial contributions through regular public reporting (IFRS, etc.)

Strategic priorities



Responsible supply chain

Our goals are:

- centralized procurement structure (with integrated transactional activity), fully implemented strategic and operational procurement management, supply management
- to continue ensuring that every supplier complies with the Certificate of Compliance Business Ethics and Anti-Corruption Law Requirements



Strong Compliance System

Our goals are:

- to ensure sustainable compliance system and compliance with international and Ukrainian regulations
- to obtain certificates of compliance with International Standards ISO "Anti-bribery management systems" and "Compliance management systems"



Environmental impact

Our goals are:

- modernization of power supply systems
- implementation of commercial Smart Metering System
- improving energy efficiency, activation of Power Saving features, energy consumption control and optimization

⁵ Corporate Sustainability Reporting Directive – CSRD,
<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32022L2464>

CORPORATE ETHICS AND COMPLIANCE



Ethical approach to business

Vodafone Ukraine operates under the principles of integrity and ethical business practices. We value the trust of our customers, shareholders and the society in which we operate. Our business principles, embodied in the Do the Right Thing Code of Conduct and the Supplier's Code of Business Conduct, underpin everything we do. They meet the international standards established by the **UN Universal Declaration of Human Rights**⁶ as well as the **WTO Agreement on Trade-Related Aspects of Intellectual Property Rights (TRIPS)**⁷. We ensure that our employees and business partners are familiar with the Group's corporate ethics principles by providing them with regular training sessions. Each contract with a counterparty contains references to the Group's ethical standards, including the right to verify compliance with the relevant requirements and terminate the contract in case of violations. The standards of engagement outlined in the Codes of Conduct entail transparent and ethical behavior by our employees, compliance with the law, and accountability to all stakeholders.

The **Do the Right Thing** Code of Conduct is the Group's cornerstone policy that delineates our standards for ethical business conduct. It mandates compliance with both national and international law, encompassing the proper handling of customer and employee information, advocating for free and fair competition, occupational safety, and the prevention of bribery and improper payments. Each employee is personally responsible for adhering to such business principles when working and communicating with our clients and partners.

Charitable, social, educational and environmental initiatives are part of the Group's corporate policy. The Group encourages its employees to utilize environmentally friendly solutions and energy-efficient technologies available and implemented in our offices. Vodafone Ukraine not only welcomes eco-friendly behavior among its employees, but also strives to increase environmental awareness in society at large.

Vodafone Ukraine's corporate culture encourages open dialogue among its employees. We appreciate any reports regarding violations of rights, laws or corporate principles. The Group has created a supportive environment for employees to engage in open communication with their immediate superiors. Also, each one of our employees, contractors, suppliers or business partners can report any issues to the hotline (via e-mail at hotline@vodafone.ua) while maintaining absolute confidentiality. We guarantee that no-one who reports a potential violation will face any repercussion, even if the information provided turns out not to constitute a violation. Each report is analyzed in detail by an authorized employee of Vodafone Ukraine or by an accredited external party. If a violation is substantiated, we take appropriate measures against the responsible parties.

The Supplier's Code of Business Conduct upholds principles of cooperation such as striving for genuine partnership relations, fair competition, honesty and integrity. The Group's aspiration is to encourage all suppliers to adopt the standards outlined in our Code.

⁶ The Universal Declaration of Human Rights of 10.12.1948 (rada.gov.ua)

⁷ Agreement on Trade-Related Aspects of Intellectual Property Rights of 15.04.1994 (rada.gov.ua)

Olga Deinega
Chief Corporate Governance
and Control Officer
of PrJSC "VF Ukraine"

Anti-corruption and anti-competitive behavior

Prevention of corruption

We continuously enhance our business environment by prioritizing commercial integrity, compliance with anti-corruption legislation and conditions for fair competition. Our **Anti-corruption Compliance Policy and Codes of Conduct** for employees and suppliers set out principles for preventing corruption of any form. The Policy establishes a comprehensive set of rules, standards and procedures for detecting, combating and preventing corruption within the Group's activities. It was developed taking into account the requirements of Ukrainian and international anti-corruption legislation, the NEQSOL Holding Corporate Compliance and Business Ethics Program, and the international standards ISO 37001:2016 Anti-corruption management systems and ISO 19600:2014 Compliance management systems. The Policy is also aimed at the implementation of responsible business conduct standards and best management practices.

When conducting business in any country around the world, we adhere to the principles of legality, transparency and social responsibility. The Vodafone Ukraine Anti-Corruption Policy is available for consultation by any employee, business partner or customer at the Company's website. The person responsible for the implementation of the Policy at Vodafone Ukraine is the head of the compliance department.

The Policy regulates the activities of all employees of the Group, as well as any third party acting on behalf of or in the interests of the Group. The Policy is reviewed every 3 years, and risk assessment is conducted annually. In 2023, the effectiveness of anti-corruption approaches through anti-corruption monitoring was evaluated every 6 months. The anti-corruption monitoring report is presented to the board on a quarterly basis, and the relevant measures are taken following its consideration.

Anti-competitive behavior

In 2023, no confirmed cases of corruption or initiated corruption-related court proceedings concerning Vodafone Ukraine were reported.

We monitor changes in regulatory requirements and anti-corruption law enforcement practices, and promptly inform all our stakeholders about the identified changes and trends. All our employees take mandatory anti-corruption e-courses when they are hired or promoted. In addition, anti-corruption has been traditionally one of the key focuses during the regular meetings of top management with employees.

A special training system helps implement the training program in the principles and standards of compliance with anti-corruption legislation for Vodafone Ukraine employees and its representatives. In 2023, 1,089 employees of VF Ukraine PrJSC underwent training on the topic, which is 47% of the total workforce. All top managers have been briefed on anti-corruption policies and procedures, and 6 managers have attended the training.

Compliance with the requirements of antitrust law is part of Vodafone Ukraine's corporate values. Our Antitrust Policy includes all its main prohibitions and establishes mandatory rules of conduct for employees aimed at preventing violations. All our employees are familiar with the requirements of the Policy and have access to it on an internal corporate resource. We also conduct training for our employees in the format of regular meetings, where we explain the main provisions of the Policy. We constantly monitor new and relevant risks of unfair competition. Depending on the identified risks, we implement the relevant procedures and mechanisms for their elimination and mitigation, and additionally train the responsible employees.

Potential violations of antitrust law can be identified in several ways:

- based on the examination of reports received through the hotline;
- as a result of receiving information indicating signs of violation through other available communication channels under the Prevention of Illegal Actions Program;
- during the implementation of internal control measures to manage antitrust risks.





Vodafone Ukraine develops relationships with its partners and customers based on these three pillars: equality, transparency and fairness. We are committed to preventing discrimination and violations of customer rights, and comply with antitrust laws regardless of commercial interests. Our marketing and other informational materials undergo thorough scrutiny before publication, and monitoring by as well as cooperation with the Antimonopoly Committee of Ukraine (AMCU) ensures a timely response to all legal requirements. Our managers and other employees provide the necessary support during interactions with the AMCU, adhering to our Antitrust Policy and internal procedures. In 2023, there were no investigations by the AMCU involving Vodafone Ukraine.

Vodafone Ukraine provides feedback to stakeholders about the need to comply with anti-competitive legislation at the meetings and during the conclusion of agreements. This practice helps minimize such risks. **In 2023, no complaints about the Group's activities in this area were submitted and, accordingly, no cases of anti-competitive behavior were detected.**

An update of the VF Ukraine PrJSC Antitrust Policy is planned for October 2024. Additionally, in 2023, Freenet LLC implemented its Antitrust Policy similar to other companies of the Group.



Taxation management

Vodafone Ukraine is a responsible taxpayer, making timely payments of all relevant taxes in full. In 2023, the Group's Tax Policy was updated in accordance with the recent amendments to the Tax Code of Ukraine. We adhere to the principle of separation of responsibility for reporting and control of this process. Therefore, the obligation to monitor changes and analyze the tax risks of Vodafone Ukraine is assigned to the tax administration unit. Tax declarations for the main taxes (VAT, income tax, fee for radio frequency resource) are checked and agreed upon by the employees of the tax administration unit. The unit reports quarterly to the Financial Director, and also develops the Tax Policy, which is approved annually by the Financial Director. The monitoring results are updated twice a month on the relevant internal resource, and the bonuses of the tax administration unit employees depend on the quality of their work.

We cooperate with tax auditors and provide them with all the requested information, and representatives of Vodafone Ukraine hold quarterly meetings to discuss important issues with the tax auditors. In case of conflicts with tax authorities, the Group has the option to appeal to the Business Ombudsman Council.

In the reporting period, Vodafone Ukraine was included in the Register of Large Taxpayers by the State Tax Service of Ukraine. The Group is actively engaged in discussing tax issues specific to the industry with representatives of other telecommunication companies. Vodafone Ukraine continues to participate in the activities of such NGOs as the Taxpayers Association of Ukraine, the European Business Association, and the American Chamber of Commerce. We remain open to discussing taxation concerns with stakeholders.

Information security and data protection

Vodafone Ukraine is one of the key actors in Ukraine's critical telecommunications infrastructure. We ensure the stability of our network and protect the privacy of our users' data. The Group realizes the significance of personal data protection as an important component of the country's overall information security. Our approach is based on the use of advanced technologies, compliance with international standards and continuous development of our employees' professional skills in data protection. Equally important is our contribution towards raising public awareness of information security issues among the Ukrainian population.

Policies and management approach to information security

Vodafone Ukraine's approach to information security management is aimed at ensuring business continuity, preserving data security, privacy, integrity and availability, as well as minimizing potential risks. We comply with all the requirements of the current Ukrainian legislation and international standards in the field of telecommunications.

The main principles of information security at Vodafone Ukraine are enshrined in our internal policies and apply to all the processes of the Group related to data processing. The principles are mandatory when interacting with suppliers, customers and other third parties.

- **The Information Security Policy of the Vodafone Group** defines the main goals, principles and methods of ensuring information security, and it delineates the responsibilities and powers of the Group's management.
- **The Information Security Policy for the use of corporate information resources** establishes the requirements for the use of software and resources for holding online meetings. The policy also assigns responsibility for maintaining confidentiality principles during online meetings.
- **The Information Security Policy** sets forth the rules for handling information overall, as well as the principles and procedures for handling confidential information.
- **The Information Security Risk Management Policy** specifies a transparent information security risk management process and related actions and procedures.
- **The Personal Data Processing Policy** establishes a clear procedure and rules for personal data processing by both the Group's employees and its service providers. In 2023, the policy was amended to introduce a more balanced approach to compliance with non-disclosure agreements (NDAs) at the contracting level.



We regularly review our internal information security policies and processes for their relevance and effectiveness. Indeed, our regulatory documents and procedures on information security and privacy were reviewed in 2023. The recommendations included the development of the Suppliers Relationship Policy for 2024. In 2023, the supplier's Code of Business Conduct regulated the protection of confidential information while interacting with suppliers.

Currently, we are implementing information security systems which will help identify and minimize the impact of cyber attacks on the Vodafone Ukraine infrastructure. Every year, the responsible employees undergo mandatory information security training. We also regularly inform our employees about new fraud schemes and rules for the safe handling of information.



Stakeholder engagement in information security

Stakeholder engagement helps Vodafone Ukraine to improve its management approaches, and to determine the information security priorities.

We actively cooperate with **public authorities** in combating cybercrime and inform our consumers on potential threats. For example, Vodafone Ukraine cooperates with the **Computer Emergency Response Team of Ukraine (CERT-UA)** by exchanging the results of monitoring and detection of cyber threats. Similarly, we receive advice, recommendations and updates from leading manufacturers of information security software and solutions, such as Microsoft, Cisco TALOS, CrowdStrike and others. This includes receiving patches and updates from vendors, as well as recommendations for configuring security policies.

We have implemented prompt notifications to our **subscribers** about the actions in the context of Russia's full-scale invasion of Ukraine, such as during air raid alerts, cyber-attacks, and in emergencies. We also regularly inform our customers about the necessity of cyber hygiene and potential cases of fraud or phishing.

Should our subscribers have any questions, complaints or suggestions regarding information security or data confidentiality, they can submit

their inquiries via the official email address of the Group (vodafone@vodafone.ua) or by mail to the postal address (15 Leiptsyzka St., Kyiv, Ukraine, 01601). They can also contact one of the customer service centers or the contact center (tel.: 111 or 0 800 400 111), use the online chat on the official website (<https://www.vodafone.ua/support>) or in the My Vodafone mobile application. The employees of Vodafone Ukraine can directly contact the Group's management or the corporate e-mail address of the Information Security Department.

In 2023, there were no cases where our products or services did not meet the external or internal requirements for customer safety and health. However, some vulnerabilities were discovered on individual Vodafone Ukraine web pages that could lead to information security issues. We carefully examine the vulnerabilities, monitor the security of our applications and implement additional information protection. We also analyze the risks of data leakage and implement appropriate security measures.

In 2023, we changed our approaches to personnel training, and also expanded the functions, responsibilities, and powers of the information security department. Our goal for 2024 is to ensure the proper functioning of the information security systems in the context of the military hostilities on the territory of Ukraine.

CREATING ECONOMIC VALUE



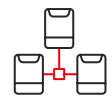
Services for our customers

Vodafone Ukraine's services revolve primarily around providing stable and convenient communications. We expand, develop and improve our services, helping customers to stay in touch with family and friends, and enjoy access to the network at any time.

The key services offered by Vodafone Ukraine for private customers include:



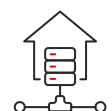
Mobile communication and messaging.



Mobile Internet and advanced Internet services, such as PASS services, Internet for a second device, 5G services.



International and national roaming, information services.



Vodafone Gigabit Net — based on fixed GPON technology.



Modern security technologies, such as Geoposhuk, Vodafone Guardian and other technological solutions.



Telephony and messaging, as well as promotions and mailings.



High-speed fixed Internet.



Internet of Things (IoT) and IoT SIM card management (IoT Monitor).



Big Data and Vodafone Analytics.



Cloud solutions and data center rental.

Another one of our client groups is Ukrainian businesses. They also need to be "connected", to develop and keep up with innovative global trends. We believe in the power of partnership and collaboration, which help us reach new heights and provide our customers with the best solutions. Therefore, Vodafone Ukraine's B2B services are designed to accelerate our joint progress. Currently, the following services are available for our business customers:

Always in touch

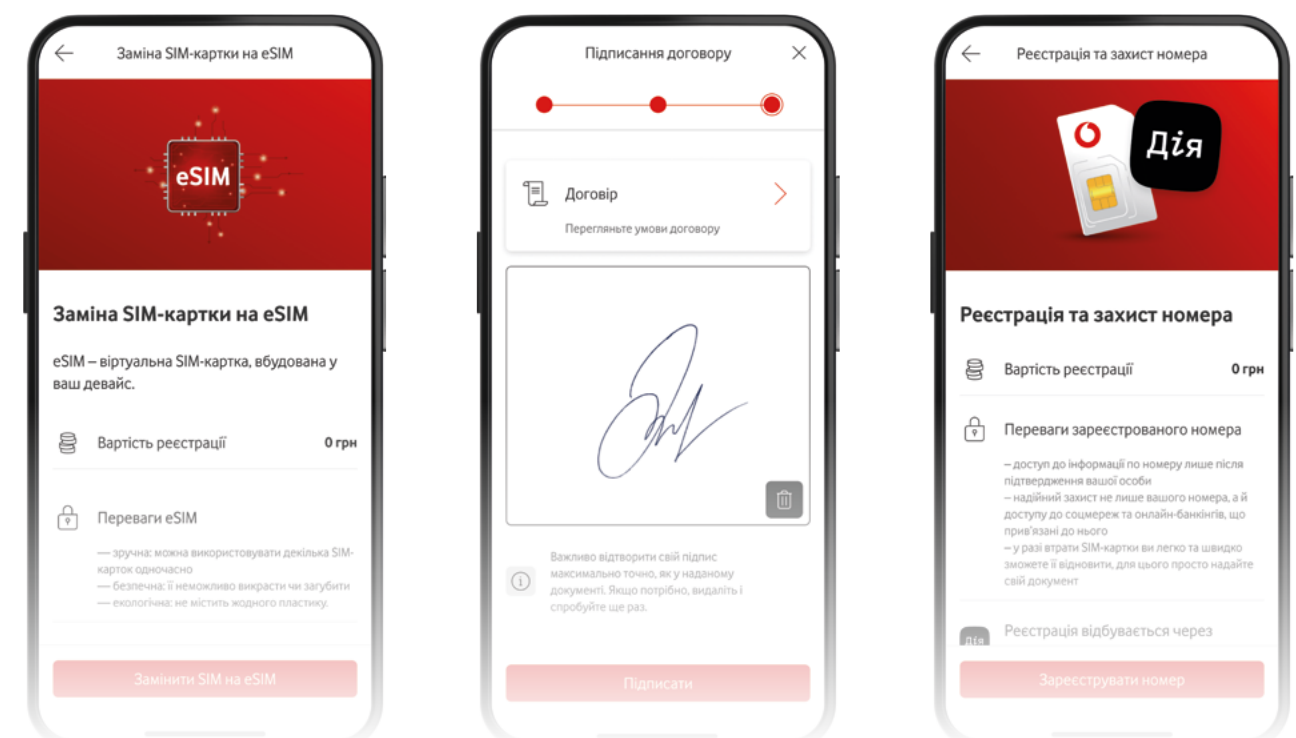
Since communication is the foundation of our services and relationships with customers, we have created a variety of convenient communication channels. Online chat is available on our website, and email can be used for solving complex issues. The Remote Customer Service Center is open 24 hours a day for customers, accepting calls as well as messages sent via social media. With a bot and an innovative voice assistant, more customers can be served simultaneously. Our My Vodafone application plays a special role in communicating with subscribers.

The key features of the **My Vodafone** application include an intuitive interface where you can top up the account for yourself and

your loved ones without a commission, easily compare your tariff with others and change the tariff plan, connect and disconnect services, as well as track the balance of package services and balance status. The app answers most of the subscribers' questions in a convenient visual format without the need to contact an operator. Our specialists continuously work on expanding the functionality of the app by introducing new innovative tools. As of the end of 2023, the My Vodafone app received a rating of 4.6 on Google Play and 4.5 on the Apple App Store and Huawei Market, making it the best in its category.

For more details about the new My Vodafone features introduced in 2023 please see the [Digital Development and Advanced Technologies](#) section.

According to the results of assessments conducted in Q4 of 2023, the Net Promoter score for mobile communication, indicating the level of customer satisfaction with mobile communication, reached 33% (which is 9% more than in Q3), and the Net Promoter score for m-data, indicating the level of customer satisfaction with mobile internet, was 45% (which is 9% more than in Q3).



Convenient Internet services

Over the last few years, the Group has integrated companies that provide fixed internet services into its structure. Following the 2023 infrastructure expansion, we now have the largest GPON coverage in Ukraine, which operates even during power outages. In addition to internet connection, we offer our private customers the accompanying services such as renting equipment and using a static IP address, and for business customers, domain registration, provision of SSL certificates, telephony with a virtual PBX, use of the 0 800 line, etc. The Pause service is available to all subscribers, which allows to temporarily suspend the internet access service.

In 2023, Vodafone Ukraine introduced convenient options for fixed internet users. We encourage our customers to use self-service channels, which has become especially relevant during the power outages and constant air raid alerts. Our achievements in this area include:

- creation of a mobile-adapted version of the tool to request a new connection.
- improved Chatbot with new options (calculation of the amount to be paid and adaptive content delivery).
- upgraded personal account, where the customer can quickly top up his/her account, manage additional services and enjoy other convenient features. Launch of an adapted version of the personal account for Vodafone Home users with the function of ordering the Vodafone TV service.

Our personal account offers users convenient access to important information, including customer details, account balances and amounts due. The internal functionality enables quick top-up of the account without commission, additional service management and contacts editing. Users can contact us regarding technical issues or other requests, and obtain statistics regarding their account, payments and traffic. In 2023, a project was launched jointly with Diia to verify new customers and sign contracts with the Diia.Pidpys electronic signature.

The improved internal services resulted in a significant achievement: as of the end of the year, **56% of Vega Telecom's subscriber base** prefers self-service channels — that's more than 48,000 active customers.

According to our 2023 survey, the Consumer Loyalty Index for fixed internet services was 36.1%.

In 2023, the Group launched Fixed Mobile Convergence and updated the Vodafone TV online platform. The integrated platform combines various types of communication and entertainment services, allows connection of up to 5 devices to a single account, and provides our customers' families with a more convenient and full range of services in one package.

Vodafone Ukraine is socially responsible and supports Ukrainians with the ability to stay "online" at any time. Therefore, in 2023, we installed internet connection in 77 bomb shelters at our own expense, and we continue to increase the number of such connections.

Andrii Otroschenko
Chief Marketing Officer
of PrJSC "VF Ukraine"

Developing Infrastructure and network

Our approach to management and achievements

Vodafone Ukraine is one of the main telecommunications providers in the country and is committed to its critical role. Despite challenging circumstances, the Group continues to invest in the expansion of its infrastructure in order to meet the needs of Ukrainians. Since the first day of Russia's full-scale invasion of Ukraine, we have been working hard to keep our network up and running so that millions of Ukrainians can stay connected with their loved ones and access information during these difficult times. In 2023, the high-speed coverage area has been growing despite all the challenges. The Group continues to invest in the development of fundamental technological infrastructure in order to achieve digital transformation, contribute to social development, improved public services and the country's economic growth. In developing our mobile communication network, we are guided by the following 5 principles:



Responsibility

This is about compliance with all regulatory requirements regarding network development and operation. We are conscientious and strictly comply with all the requirements of Ukrainian legislation and Vodafone Ukraine's internal standards. To ensure compliance with external requirements and best global practices, we have developed a number of regulatory documents, that regulate the construction and operation of the network and, in particular, determine the requirements for high-quality and timely:

- technical maintenance of the network equipment and infrastructure;
- carrying out geodetic monitoring of antenna supports;
- designing and commissioning a radio access network object;
- radio subsystem testing and optimization of its parameters and functions.

In addition, we are building new base stations and preparing all required documentation in compliance with sanitary norms, including the acceptable level of electromagnetic radiation.

Efficient network planning

This is about ensuring the proper quality of communications in compliance with all standards and requirements. We choose the location of the base stations taking into account the terrain, the height of the surrounding buildings and the coverage sector. Our specialists provide uniform coverage and the highest possible quality of services.

Network and infrastructure centric approach

This is about construction of an optimal network based on the quality of services to investment ratio. Every year, Vodafone Ukraine reviews and updates its strategic network & infrastructure development plans. The long-term plans cover three years and outline the general vision of developing the network in line with our business priorities. The medium-term plans for 1-2 years are aimed at solving clearly set goals and objectives. Every six months, we adjust the plans and monitor the implementation of short projects (usually with an implementation period of less than twelve months).

In 2023, we launched the implementation of a strategic project to separate the tower infrastructure into a separate legal entity (UNS LLC). Its operational activities and the relevant internal regulations will be developed in 2024. The decision will contribute towards the optimization of investments and smooth coordination with our partners.

Network recovery

This is about quick recovery of the network damaged as a result of hostilities. Vodafone's mobile network suffered the most destruction among Ukrainian operators, however since the beginning of Russia's full-scale invasion of Ukraine, we have restored the operation of about 900 base station sites and reached 90% of network operability. Thanks to our specialists, communication in more than 750 settlements has been restored. The Group recorded over 1,000 damages of trunk networks; while 22 km of damaged fiber optic cable and 112 optical couplings were fixed.

Uninterrupted operation during blackouts

To increase the reliability and increase the autonomous operation time of the base stations, we purchased new high-capacity batteries that are more resilient during long-term power outages. As a result of these measures, the autonomous operation of the network increased by 685,800 Ah of its reserve capacity. By the end of 2022, autonomous power generators provided uninterrupted power supply during blackouts to about 1,500 base stations,⁸ and the number of such stations is constantly increasing. During the period of martial law, more than 400 mobile generators were purchased.

Acknowledging the importance and special role of mobile communications in Ukraine especially since 2022, Vodafone Ukraine has invested in expanding coverage and increasing network capacity. During 2023, the number of 4G base stations increased by 40% compared to 2021. More than 16,000 cities, towns and villages where 85.9% of the Ukrainian population reside, have high-speed mobile Internet coverage⁹. We continue to expand the LTE 900 network coverage by increasing the number of such base stations by more than 10%. In 2023, we also started to build the LTE 2100 network in order to increase the capacity and bandwidth of the network in locations with a high density of subscribers.

In 2023, the Group built 1,130 base stations, which is 62.6% more than in the previous year. In addition, 1,781 base stations were modernized.

⁸ Including the installations owned by the Group of Companies and our partners.

⁹ High-speed Internet refers to BMI 3G and 4G coverage, including loss of coverage in temporarily occupied territories and destruction due to military operations in the eastern part of the country.

Challenges in network and infrastructure development

Russia's war against Ukraine caused a number of challenges related to infrastructure development. There has been a significant increase in the prices of equipment, materials and services, which are critical for the restoration of the infrastructure and the development of the network. Due to the destruction of the established supply chains, the supply of necessary components and materials has become a significant challenge.

In the reporting year, 235 base station sites were destroyed, while 257 sites were restored. In 2022, 531 sites had been destroyed, while 289 sites had been restored.

Because of the war, many Ukrainians moved abroad or changed their place of residence; as the result, many local councils lacked a quorum to consider land allocation for the construction of new infrastructure. In addition, land allocation procedures have become even more complicated due to the closure of the State Land Cadaster database.

During the expansion of our high-speed internet network coverage for highways and national roads, we encountered difficulties in the allocation of land plots in forests and protected areas. Many Ukrainian highways go through such terrain, which hinders the expansion of Vodafone's 4G coverage. To address the issue, we asked the Ministry of Digital Transformation

to help us in understanding the procedure for allocating such land plots. Supported by the Ministry of Digital Transformation, our specialists have developed the appropriate procedure. Another challenge we faced while installing our base stations along highways is the fact that power supply network infrastructure is located at a significant distance from the highways, which significantly increases construction budgets.

Protests in local communities because of radiophobia are quite common for the telecommunications industry globally. Misinformation about the harmfulness of 5G makes construction of infrastructure in certain locations impossible. To address this issue, Vodafone Ukraine involves representatives of regional administrations and the Ministry of Digital Transformation. However, even such interventions by professional communicators often do not lead to the desired results.

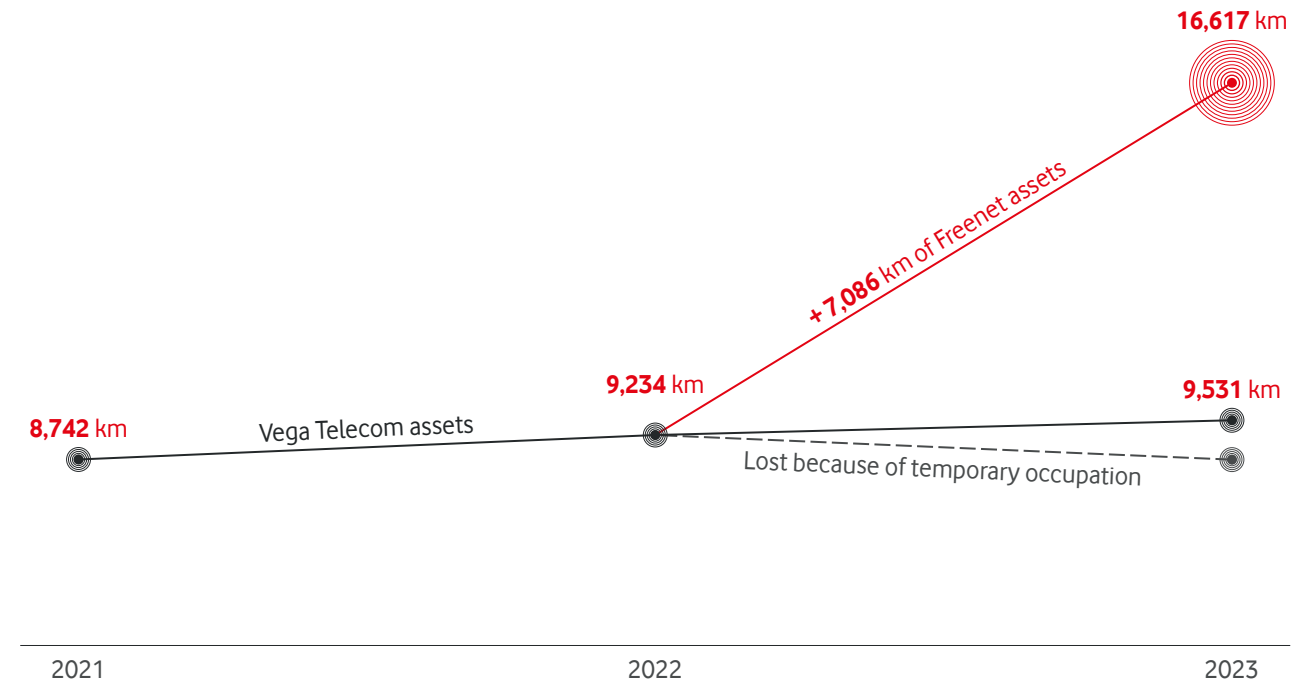
Interacting with customers and communities regarding the development and operation of our network is one of our focuses. To address their questions and/or concerns, the representatives of Vodafone Ukraine participate in public meetings and increase public awareness regarding mobile communications. If necessary, we take measurements of electromagnetic radiation at a specific base station to confirm compliance with Ukrainian regulations.

approaches to the further development and increase of the subscriber base of high-speed internet users is still in process. Throughout 2023, construction of the GPON network continued in the cities with existing coverage and started in a number of new ones, in particular in Ivano-Frankivsk and Mykolaiv.

Developing our fixed network

Over the past two years, the Group has focused on the development of broadband Internet access infrastructure. Vodafone Ukraine's fixed network assets consisted of lines served by Vega Telecom, to which more than 7 thousand km of fiber optic lines owned by Freenet LLC were added in 2023. The integration of the companies'

Total assets of the Group's fixed fiber optic network



In 2023, 297 km of fiber-optic communication lines were built, and 16,131 new GPON optical boxes with a total capacity of 154,560 optical ports were installed. Due to the expansion of the GPON network, an additional 3,125 residential buildings were connected to the network, and more than 411,000 households now can enjoy access to our high-speed internet. In addition to

covering new locations, we are also increasing the network's capacity in order to improve the quality of the services provided to our customers. Vodafone Gigabit Net home internet is already available for connection in 5,370 buildings, serving over 780,000 households.

As a result of the occupation of part of the Ukrainian territory by Russia, Vega Telecom lost 245 km of fiber-optic communication lines and 148 technical sites in the city of Mariupol and about 170 km of fiber-optic communication lines and 67 technical sites in the city of Kherson. In addition, Freenet LLC lost 134 km of its network in the city of Melitopol and in the Melitopol district.

When planning the development and expansion of our network and infrastructure, we focus on lowering energy costs and environmental impact. Therefore, the Group plans to upgrade its FTTx networks by switching them to GPON technology, which will reduce costs and provide subscribers with energy-independent internet access.

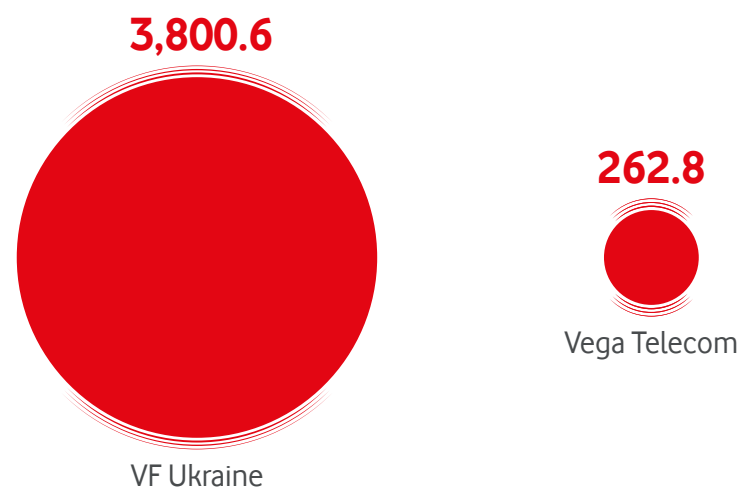
Having been faced with the realities of Russia's fullscale war against Ukraine and the ensuing power outages, we have equipped our technological sites with backup energy sources. In 2022, 994 batteries and 39 diesel generator sets were purchased, and in 2023 – 440 batteries and 2 diesel generators.

Investing in infrastructure

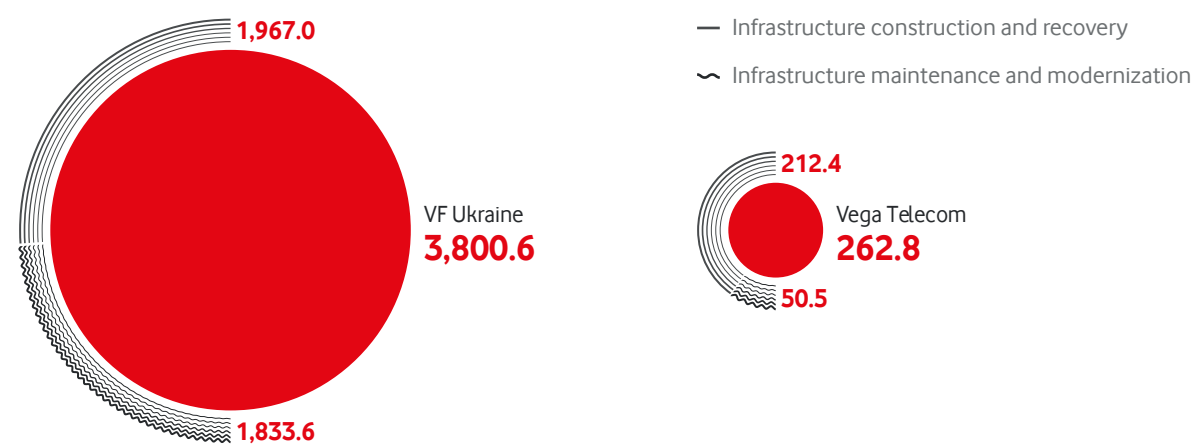
The Group invests in the development and modernization of its infrastructure and finances the network's operational needs in order to ensure high quality services. The main area of investments in 2023 was the development and restoration of the telecommunication infrastructure, both mobile and fixed. In addition, a significant portion of the resources was invested in the maintenance of the current network and its modernization.

In 2023, the Group's total capital investments in infrastructure increased by more than 36.8% compared to 2022, and amounted to UAH 4.1 billion. The investments in GPON construction in 2023 exceeded UAH 250 million. The Group's total capital expenditures in 2023 amounted to UAH 5,659 million. The volume of investments in the infrastructure of Freenet LLC in 2023 amounted to UAH 9.7 million.

Investments in infrastructure by company, UAH million:



Distribution of infrastructure investments in 2023, UAH million:



Plans for the future

The key priorities for 2024 include expanding network coverage and capacity in order to provide quality services to Ukrainians, promptly restoring the damaged parts of the network, and increasing network resilience to power outages.

In 2024, the Group plans to extend GPON network connectivity and expand household

coverage. Additionally, the regional networks in the cities are to be modernized, including expanding network rings from 10-20 Gigabit links to 100 Gigabit links. Increased bandwidth of the network will improve the quality of services and attract new subscribers. Upgrading of FTTx networks to GPON will allow subscribers to switch to energy-independent internet.



Yevhenii Frunza,
Chief Technical Officer
of PrJSC "VF Ukraine"

Digital development and advanced technologies

Vodafone Ukraine sees innovation as its key to growth and success. Striving for continuous improvement, creativity and cooperation are our core underlying values and principles. Digitalization is not just part of our mission — it is an integral part of it. Over the years, the Group's mission has remained unchanged — the development of innovative technologies and services that make our customers' and partners' lives easier, accelerate joint progress, and result in the creation of more effective and competitive business solutions.

The activities of the Group in fields such as Big Data, IoT, Smart City, Cloud Services, Digital Communication Platforms, DVAS, IT projects & Core platforms reflect our commitment to advanced technologies and innovations. In addition, we are actively developing new approaches in business process management to

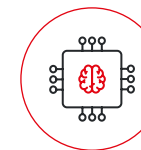
ensure sustainable and efficient development. The Group has developed an innovation implementation mechanism, which creates a supportive environment for developing innovative concepts by our employees. The mechanism includes innovation committees, and the Technology Radar Club, where each employee can share his/her idea for further development by a team of specialists. If the analysis of the potential of an idea results in a positive conclusion, it is further developed for implementation.

Our continuous monitoring system enables us to effectively track the progress in the implementation of innovations. Should the need arise, we promptly adjust our actions and strategies. This approach fosters the cultivation of an open and forward-thinking culture of innovation at Vodafone Ukraine.



Directions of innovative development in the Group's activities

The Group's innovation priorities in 2023 and beyond include the following:



Artificial intelligence (AI) development and implementation:

AI plays a key role in improving services, streamlining operations and enriching customer experiences. We develop and implement new AI-based solutions to improve efficiency, automate processes and enhance customer engagement.



Leadership in IoT and BigData:

IoT and BigData technologies enable the collection and analysis of vast volumes of data, which helps in the development of new products and services, in the optimization of business processes and in the provision of personalized solutions for customers. We are also actively developing analytical tools and platforms for processing and analyzing large volumes of data, allowing us to make more informed decisions.



Cloud Services:

Providing cloud storage, file-sharing, information processing, and application deployment services. Cloud technologies are a main component of our infrastructure development. We are actively developing and implementing cloud services to provide our customers with scalability, elasticity and reliability.



Digital Communication Platforms:

Development of digital platforms for convenient and effective communication between the users and the Group. Digital business has become essential for businesses to remain competitive in today's ever changing technological landscape, so we are constantly improving our digital products and services to remain competitive and meet the needs of our customers.



DVAS (Digital Value-Added Services):

Providing digital services that add value to customers, such as multimedia entertainment, mobile applications, etc. Vodafone Ukraine develops new digital platforms and services that provide convenience, accessibility and innovation for its customers. This includes the development of mobile applications, payment systems, self-service platforms and much more.



Innovative achievements 2023:

The city of Kyiv has now deployed a NB-IoT network: We have successfully implemented a project designed to deploy a narrowband Internet of Things (Narrowband IoT or NB-IoT) network in the city of Kyiv, which opens up new opportunities for the implementation of innovative solutions in city management, transportation, energy and other sectors.

Cooperation with e-Dnipro, the digital transformation department of the Dnipro City Council: We have established a partnership with e-Dnipro, which unlocks new opportunities for joint development and implementation of innovative digital transformation projects in the city.

ITSF LLC joined Diia.City: ITSF took an active part in the Diia.City initiative aimed at creating innovative solutions for the development of our country.

Upgrading the billing process: this project is aimed at improving the process of creating new tariff offers and services for our customers. With the new billing system, we will reduce time to market and launch our products faster, improve service quality and increase flexibility in tariff configuration. Moreover, this will enable us to achieve a higher level of computerized automation, leading to more efficient use of resources and lower costs. The implementation of this project has already resulted in a significant improvement in the productivity and efficiency of our internal processes.

Digital services

The Group analyzes the needs and requests of subscribers in order to add new useful functions into the My Vodafone application and through

other communication channels and services. In particular, the following features were added in 2023:



Registration of a mobile number through the Diia service in My Vodafone application: the objective is to simplify the registration process and increase convenience for customers.



Switching from pre-paid to a contract plan through My Vodafone: the service provides the customers with easy and convenient conditions and simplifies the process of changing tariff plans.



Replacement of a regular SIM card with an eSIM through My Vodafone, which provides access to new technologies and convenience in their use.



Sales of eSIM through Monobank: this service simplifies and makes the process of purchasing an eSIM more convenient by allowing customers to purchase it through the Monobank service.



Suspicious Number: this service allows customers to protect themselves from phone scammers by blocking calls and messages from suspicious numbers.

Innovative services for our business customers

Throughout 2023, the Group was actively implementing a number of programs aimed at digitizing services and products, as well as technological improvement of business processes. My Vodafone Web is a self-service platform that allows business customers to effectively manage their SIM cards online. Popular features that customers have already liked:

- connect new numbers or replace the SIM card in a matter of minutes
- manage services and rates on existing rooms for groups of rooms online or plan necessary changes for the future
- monitor costs for each SIM card and receive reports in various sections to analyze and optimize the communication budget
- track the exact location or monitor the location of IoT maps in a defined geofence
- set up alerts and know precisely about blocking numbers to ensure the stable operation of business units and devices
- connect Internet bundles for IoT to ensure high-quality data transmission with minimal traffic usage.

The aim of My Vodafone Web is to provide business customers with a convenient and efficient tool to manage their mobile numbers and IoT devices, helping to increase the productivity and efficiency of business processes. We are constantly developing new functionality for the My Vodafone platform, not forgetting technical support and informing customers about new opportunities. All of this ensures improved availability, efficiency and security of IoT asset management for business customers, as well as increased control over communication provisioning for business customers' employees.

Cooperation with stakeholders

Cooperation between Vodafone Ukraine and local communities, public authorities and other partners is of strategic importance for the development and implementation of our innovative digital projects and services. In 2023, the key cooperation initiatives included:

- **Simplified access to the NB-IoT network in the city of Kyiv:** A new approach to connecting devices to the NB-IoT network in the city of Kyiv has been introduced. Now, a separate request is not needed to activate the required tariff and connect devices. The program simplifies the process of deploying Internet of Things projects.
- **Support for Smart City and IoT projects:** We actively collaborate with local communities in developing their smart city/community plans and strategies. The advanced digital technologies promoted by the projects will improve the lives of citizens, optimize infrastructure and improve the quality of life.
- **BigData products for government agencies:** We have provided innovative products and services for the processing and analysis of large volumes of data for government agencies, helping them to make informed decisions.

The implementation of the above initiatives resulted in an increased accessibility of digital services for residents, improved infrastructure within cities and communities, and the creation of a favorable environment for the development of business and innovation.



Procurement

Approach to procurement

Over the years, Vodafone Ukraine has developed a comprehensive approach to the interaction with its suppliers. This approach is fully covered by our policies and internal regulations, available on the Group's procurement website at <https://tenders.vodafone.ua/ua/tenders/docs/>.

Every year we improve our procurement management process. In particular, in 2023:

- the Group's Procurement Policy was further simplified and updated to reflect current global and Ukrainian economic and business environment, including accelerated decision making limits, a simplified force majeure purchases channel, specific fast procurement channel for our Retail business, to name a few;
- Procurement and Security functions worked together to create a more effective and transparent control environment, and there is further work ongoing on a detailed step by step levels of procurement process to further identify forensic supply chain risk management improvement opportunities;
- changes were made to the Procurement Management Policy and Supplier Relations Policy of Farlep-Invest PJSC, including the adjustment of the market analysis procedure when organizing a procurement cycle;
- Farlep-Invest PJSC's procurement department staff contributed to updating and automating the internal SAP accounting system.

The Group's procurement management system includes clustering procurement items into categories based on their characteristics and counterparty markets. A category manager is responsible for developing a relevant strategy for managing groups of goods and services, including the methodology for evaluating proposals and efficient supplier selection tools. Each category strategy shall be in line with the overall strategy of the Group and approved by top management.

The Group of Companies is expanding and seeks to introduce time-tested procurement practices to its new areas and subsidiaries. Careful centralization helps to implement overall discipline, as well as build and fine-tune efficient processes and procedures in the Group's supply chain. Group of companies compare their purchasing plans to establish synergy opportunities without over-engineering simpler/faster purchasing channels that each Group company can implement if that achieves a better overall Total Cost of Ownership for the Group. During the reporting period, harmonization of the Farlep-Invest PJSC procurement procedures with the Group's procurement procedures was still in progress. In the future, the Farlep-Invest approach to supply chain management is to be fully in line with Vodafone Ukraine's standards. In turn, Freenet LLC, acquired in 2023, is adapting its procurement processes to Farlep-Invest PJSC and Vodafone Ukraine procedures in order to improve the overall efficiency of financial resources. The first step here was the presentation of the Group's Procurement Policy to the employees of Freenet LLC in order to familiarize them with the new procurement management principles and relations with suppliers. Additionally, during the reporting period, the first Farlep-Invest and Freenet consolidated procurement plan for 2024 was prepared and implemented.

We are open to dialogue with our potential and existing suppliers. Communication is done through e-mail, phone, online and in-person meetings. The procurement officer is responsible for communication with the tender participants, and the tender initiator communicates with the selected supplier.

Our "open door" policy becomes more known to the market, as more and more suppliers are willing to visit us and make input into further improving overall transparency and effectiveness of supplier engagement and communication.

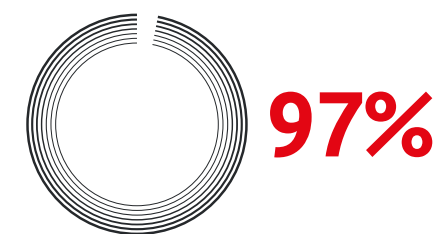
The participants in the procurement process including suppliers and other stakeholders can submit their complaints and suggestions to hotline@vodafone.ua or procurement@vodafone.ua

The Group's supply chain

Vodafone Ukraine creates a positive impact on the market by promoting fair competition.

The centralized tender procurement system, which includes both strategic and operational management, ensures a complete lifecycle from initial search to tender results analysis. Based on the results of regular analysis of the Group's internal procurement structure and market trends, we can identify key opportunities for creating additional value. One of the main principles of the Group's procurement activities is to focus on qualified suppliers and local manufacturers. The output of the improved tender procedure is the list of potential suppliers that includes market leaders whose participation in the procedure enhances the quality and cost of the goods, works and services being purchased.

The main categories of goods, works and services that the Group purchases from both local and foreign suppliers are equipment and services for radio networks and transport networks, IT services, consulting, equipment for deployment of the GPON network, etc. A significant portion of procurement from local contractors is infrastructure services and software. Equipment for the deployment of fixed services networks, cable products and components, and subscriber equipment were purchased from Ukrainian suppliers. The Group's foreign suppliers are based in mostly China, Europe, the United States, etc, and provide auxiliary equipment, international voice and data traffic maintenance services, switching and platforms.



97% of all suppliers¹⁰, with whom the Group cooperated in 2023 and contracted under the tender procurement process are **local suppliers**¹¹. This indicator has consistently exceeded 90% in the last four years.



74% of the Group's total tender procurement budget was spent on goods, works and services from **local suppliers**.

¹⁰ The indicator is calculated based on the number of suppliers of all companies of the Group. The information on the purchases of Freenet LLC is indicated in the calculation only for the period from 08/23/2023 to 12/31/2023. The purchases made before the acquisition of Freenet LLC by the Group are not taken into account.

¹¹ Within the scope of this report, the term "local suppliers" covers Vodafone Ukraine suppliers who are residents of Ukraine.

Suppliers and procurement quality assessment

We pay significant attention to the Group's impact in the supply chain, hence the Procurement Policy involves evaluating suppliers for compliance with our principles and values. The Group's Supplier Code of Conduct prohibits working with suppliers that use child labor, as well as those that use raw materials extracted from conflict zones.

All our suppliers confirm compliance with our main requirements by filling out the Counterparty Questionnaire. This questionnaire includes a Certificate of Compliance with the requirements of VF Ukraine PJSC. By signing the certificate, the supplier confirms compliance with anti-corruption legislation, the Code of Conduct, Vodafone Ukraine's Supplier Code of Conduct, including the health and environmental principles and requirements. All contractors of the Group involved in the procurement and disposal of decommissioned equipment comply with the requirements of the legislation on scrap metal, hold licenses for operations with hazardous waste, and have the appropriate equipment.

The Group's procurement staff classify suppliers and rank them for internal purposes. In addition, the Security Department evaluates the reliability of the supplier. Supplier categorization facilitates cooperation with counterparties and helps managing negotiations as well as achieving the required outcome from the purchases made. Non-compliance of a supplier with our internal requirements may lead to a decrease in their rating, refusal to enter into a contract with them, or even terminating contractual relations.

100% of the Group's new suppliers in 2023 were assessed using the social and environmental criteria¹².

Vodafone Ukraine tracks the efficiency of its procurement function, setting targets for savings and timeliness of the procurement procedures. Procurement experts can see their savings and timeliness results on the live wall screen and improve their actions based on their real time KPIs – this live wall screen is a unique knowhow of Vodafone procurement team and is not to be seen in other companies in Ukraine.

Apart from technology innovations, Vodafone procurement team is itself building short term and long-term roadmaps for team its and process improvement and then tracks progress of these roadmaps and holds the procurement management accountable for success or delays.

This transparent system helped significantly in boosting employee trust in Company's decision making between 2022 and 2023 from 62% to 91 percentage points (a record in Vodafone history).

Despite significant shortage of resources since 2022, the procurement experts fulfil their KPIs although the level of savings expectedly dropped in 2023 vs 2022 (due to 2022 being much higher in the vendors agenda of helping Ukraine).

Due to live indicators monitoring system, the trends in KPIs are detected early and improvement measures are taken to further create value adding projects to further improve efficiency in procurement.

We also conduct regular internal surveys on the satisfaction with the procurement function's performance.



Achievements and goals for the future

The main goal for 2023 was the implementation of an updated, improved and simplified procurement policy, which was successfully achieved. However, due to the continuation of Russia's full-scale war against Ukraine, other goals set for 2023 such as radical improvement of contracting process and move to a local tender platform were delayed. The main goal was the implementation of projects critical to the Group's business and the stabilization of procurement activities under challenging conditions.

We also launched a close cooperation between the procurement departments of Farlep-Invest PJSC and Freenet LLC. In the future, the Farlep-Invest procurement department will assist the new company in the Group in holding

tenders for network maintenance projects and improving the level of services provided to subscribers. Special attention will be paid to inventory management in order to avoid overstocking or shortages.

In 2024, we continue simplifying the legacy procedure of selection of suppliers. The Group plans on implementing a NEQSOL wide systematic approach to assessing and categorizing suppliers in order to improve cooperation with them. In the next reporting period, multiple complex tenders will be conducted to implement new radio technologies, upgrade existing infrastructures and build significantly larger network across whole country.

¹² The indicator does not include the suppliers of Vega Telecom and Freenet LLC.

Marketing

Our approach to marketing

Despite the challenges faced by the country, Vodafone Ukraine continues to provide its customers with high-quality services, creates relevant offers, and maintains stable and effective communication with subscribers. We publish ads and marketing materials in a way that provides existing and potential customers with accurate information about the tariffs and services in the most straightforward and understandable manner.

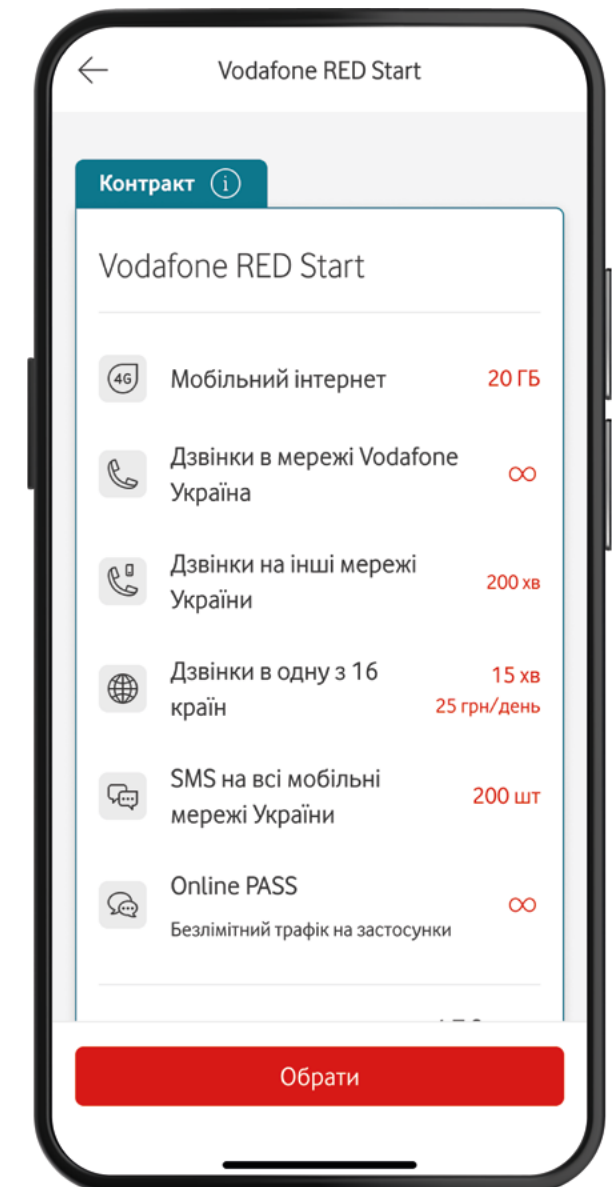
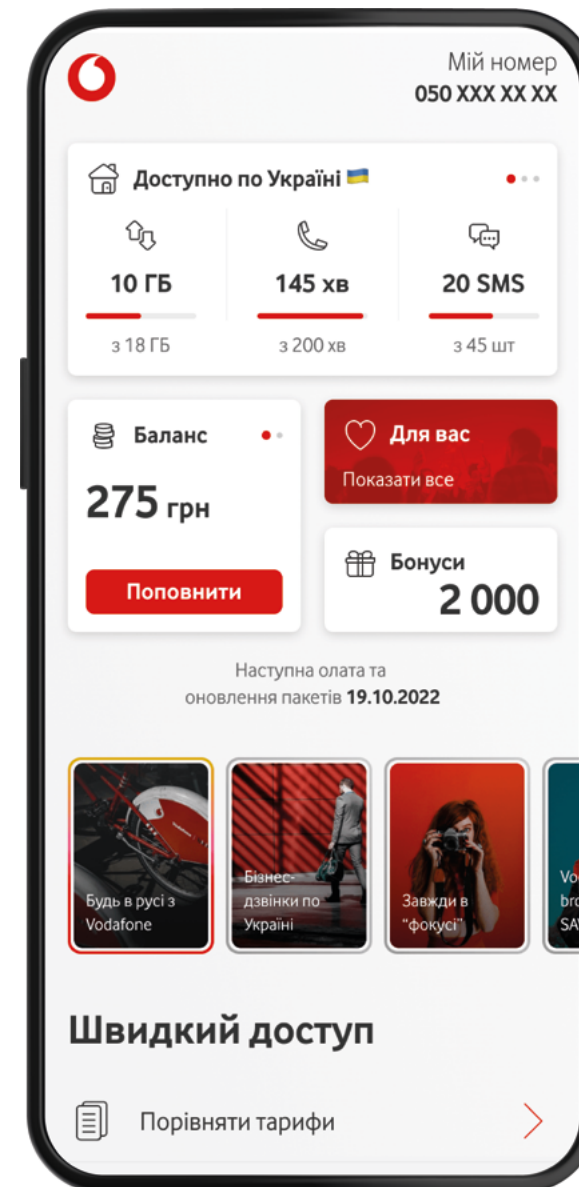
The Group of Companies complies with the requirements of the Ukrainian law and the internal Regulation on the "Development, Endorsement and Approval of Advertising and Marketing Materials", which was updated and approved in 2021. The Regulation determines the procedure for initiation, development, endorsement, approval and production of advertising and marketing materials.

In the process of approving advertising communications, we cooperate closely with Vodafone Global, our global partner. The

development of the visual part of the marketing materials is guided by the Vodafone Global Brand Book. If needed, we involve our legal, financial and other departments in the development and implementation of marketing campaigns. We also supervise the relevant activities of our subcontractors.

In the reporting year, during the massive power outages, the needs of our customers for energy-efficient Internet were fully met thanks to the efforts of Vega Telecom. The company was the first among its competitors to launch the relevant marketing campaign to inform our customer about the advantages of its product on the market.

Our customers can share their suggestions, wishes or complaints via standard communication channels, such as customer service centers, sales points, social networks, telephone or the feedback form on the Vodafone Ukraine official website (<https://www.vodafone.ua/support/call>).



Marketing quality evaluation

In 2023, Vodafone Ukraine resumed its marketing evaluation in the form of the Brand Health and Advertising Track Study. The study evaluates more than 50 quantitative and qualitative indicators on a regular basis. The key indicators covered by the study include brand recognition, willingness to recommend the brand, its identification, and others. Once the findings of the study are formulated, they are then reviewed by the people responsible for each area, and changes to the customer journey process¹³, to the approach to informing subscribers, or to the methods for developing

ads are initiated, if necessary. The results of the assessment conducted in 2023 show an increase in the level of customer satisfaction and their willingness to recommend Vodafone Ukraine's services to others.

Vodafone Ukraine also conducts additional studies for specific brand tasks. To track the potential customers' behavioral trends, the Group of Companies uses the results of external sociological and economic research or initiates the launch of such surveys through contractors.

¹³ Customer journey is the process that a consumer goes through from his/her first contact with a brand to making a purchase or receiving a customer experience. It includes all interactions and experiences of the consumer on the way towards making a purchase.

Product labeling

All Vodafone Ukraine materials and products fully comply with Ukrainian law and the Group's requirements for proper and high-quality work with the clients. The list of materials and products subject to labeling includes starter packs, informational and advertising materials at points of sale, advertising on TV, Internet, and radio, outdoor advertising, etc. For our customers' comfort, information about the name of the product, its validity period, tariff coverage area, and the information about our services and promotions is placed on the labels of our products.

In 2023, no cases of non-compliance with the marketing communication requirements or the norms regarding information about services and product labeling were recorded.

Marketing activities in 2023

In order to improve its brand image, the Group engages celebrities with a large media following, who share the Vodafone brand values – optimism, readiness to win and faith in a better future – in its advertising communications.

Throughout 2023, the Group cooperated with the well-known Ukrainian music bands Kalush and Tvorchi. We also actively engage popular Ukrainian Internet bloggers with a positive image, such as Dasha Kvitkova, Oleksiy Durnev, Dasha Astafieva, Vlad Shevchenko, Lesyk, Dasha Mayorova and others, to promote our products.

In addition, Vodafone Ukraine continues to actively support and sponsor large social and cultural projects. Among them:

- Support for the television broadcast of Eurovision 2023 in Ukraine, in order to promote the event and support the band Tvorchi, which represented Ukraine.
- Development of the Day of Defenders of Ukraine television project and expressing gratitude to all Ukrainian defenders through sensitive communication.
- Promotion of the House of Culture YouTube project jointly with the famous singer Dantes. The project is aimed at organizing cultural events in the de-occupied Ukrainian cities.
- Christmas concert with the participation of the First Lady, military representatives, volunteers and Ukrainian celebrities: The Hardkiss, Monatyk, Alyona Alyona, Dorofeeva, Tina Karol, Verka Serdyuchka, Alina Pashta, Jerry Heil. This project was aimed at supporting all Ukrainians and inspiring them to believe in our victory.

2023 also saw the launch of a number of advertising campaigns, including:

- Joice. Important applications, to support the Joice national tariff line,
- Unlimited Internet in the new Turbo tariff, to increase awareness of the new national Turbo tariff,
- Let's create a connection for creative Ukrainians, to support the Group's image with the participation of the band Tvorchi.



Our marketing goals

Thanks to the effective implementation of the marketing strategy, all the main goals for 2023 were achieved. In particular, fixed Internet services under the Vodafone GigabitNet brand were launched. All advertising campaigns were developed and implemented in a way as to ensure an almost continuous presence of Vodafone Ukraine and its advertising in communication channels such as TV, digital space, outdoor advertising of the UN (advertising on billboards, street LED panels), radio, printed materials in retail outlets, etc.

Our main goal for 2024 is to continue providing consumers with relevant and up-to-date tariffs and high quality services, and to communicate them effectively to our consumers. Therefore, the goals for 2024 include increasing of our subscriber base, as well as the level of satisfaction and willingness to recommend Vodafone Ukraine by our customers. Additionally, the Regulation on the "Development, Endorsement and Approval of Advertising and Marketing Materials" will be reviewed and updated in the next reporting period.

CONTRIBUTION TO SOCIETY



Personnel management and talent attraction

The activities of Vodafone Ukraine in the field of personnel recruitment and management are based on the principles of internal fairness and transparency, in accordance with the current regulatory requirements and internal policies of the Group. We carefully accompany the labor market and offer competitive wages, equal opportunities, timely payment, an extended social package, and benefits. We also create comfortable working conditions and opportunities for the development of each employee.

In building and maintaining successful teams, we are guided by the Values model, Competence Based Interviews, and panel interviews. Vodafone Ukraine pays special attention to the selection of employees for managerial positions. We apply comprehensive methods to assess the candidate's competencies, including observing their integrity and behavior in business situations and involving the participation of the company's top management.

The Group has internal policies and procedures in place that regulate various aspects of work, including hiring, firing, assignment of responsibilities, training, and personal development support. We also pay special attention to the flexibility of the work process, introducing hybrid work models that combine working in the office and remotely. We regularly evaluate the effectiveness of our programs and policies, and make changes and improvements whenever needed.

For three consecutive years, Vodafone Ukraine has been ranked in the TOP-50 Best Employers of Ukraine in the Forbes rating in partnership with work.ua. In 2023, survey participants highlighted Vodafone Ukraine's strengths as an employer, namely its "Sense of security", "Brand", "Information transparency" and "Working conditions".



Nadiia Sirenko
Chief People and Culture
Officer of PrJSC
“VF Ukraine”



Recruitment, selection and hiring of employees

In 2023, we revamped the content of the Vodafone Ukraine career website. The Group's career website is a source of transparent information for candidates about our values, philosophy and corporate culture, including well-being and conscious responsibility for one's own health and development.

Being a socially responsible company, Vodafone Ukraine promotes advanced technologies during its career events. In 2023, we participated in the KNU JOB EXPO 202 festival both online and offline, and also signed a memorandum of cooperation with Kyiv Taras Shevchenko National University.

Employee encouragement and motivation

Vodafone Ukraine creates a supportive work environment where every employee can develop and achieve success. We motivate our colleagues to strive towards professional growth and high productivity. Corporate events, achievement recognition projects, opportunities for open communication and sharing ideas are important components of our employee motivation system.

Regardless of work responsibilities and employment contract, Vodafone Ukraine offers its employees a wide range of benefits:

- Official employment and the full range of social security benefits, in accordance with the law
- All types of vacations
- Paid sick leave
- Health care insurance
- Accident insurance
- Financial aid
- Flexible work schedule
- Competitive salary
- Career growth
- Work phone and other benefits
- Preferential tariffs for Internet connection
- Reimbursement of transportation costs in accordance with the accepted policies

Vodafone Career Way, the six-month paid program launched in 2016, is designed to develop future talents and proved to be one of the Company's successful practices. Every year, more than 50% of the program's graduates continue to build their careers at Vodafone Ukraine. The program enables the participants to gain practical experience in using modern technology under the guidance of professional mentors. In 2023, the focus was on the recruitment and development of young talents in data analytics. We are also actively developing the Vodafone Career Way alumni community to help us in supporting the future interns.

The financial reward system is designed based on principles of transparency and fairness. This contributes to maintaining a high level of trust and engagement in internal communications, where all employees can get information on the Company's financial motivation system. The level of salary is determined in accordance with the position. Bonuses are based on achievement of personal KPI targets and goals. Any additional questions about remuneration can be asked via a dedicated e-mail address.

In 2023, the ratio of the starting salary at VF Ukraine PrJSC to the minimum wage established by the Ukrainian law increased significantly compared to the previous year. For example, the ratio reaching 214%, for both men and for women.

Vodafone Ukraine strives to diversify its system of employee bonuses and incentives. Rewards should not be limited to financial incentives alone, which is why the Group offers other types of bonuses and incentives for the team. Our employees can receive various forms of rewards both for improving professional skills and for personal development and recreation.

A system of non-material rewards to motivate employees is also implemented within the Group. For example, as part of the PROSTOR corporate network, there is a digital thanksgiving module OVACIA (Ovation), which enables employees to send each other virtual gratitude (OVATION) for the manifestation of one of the five corporate values. The Golden Ovation is recognition of the highest level by our top managers for important business decisions, projects and work results. Every month, each employee can issue 10 ovations. During 2023, 117,037 ovations were issued, including 675 Golden ones.

Vodafone Ukraine's employees have a digital profile in the PROSTOR corporate network, where their own virtual dashboards of achievements are placed. The dashboard is filled with virtual badges representing various projects, programs and activities. To receive a badge, it is necessary to participate in the corresponding project or program. For employees, this means recognition of their involvement, activity and interests, belonging to communities and acts as a valuable motivational factor.

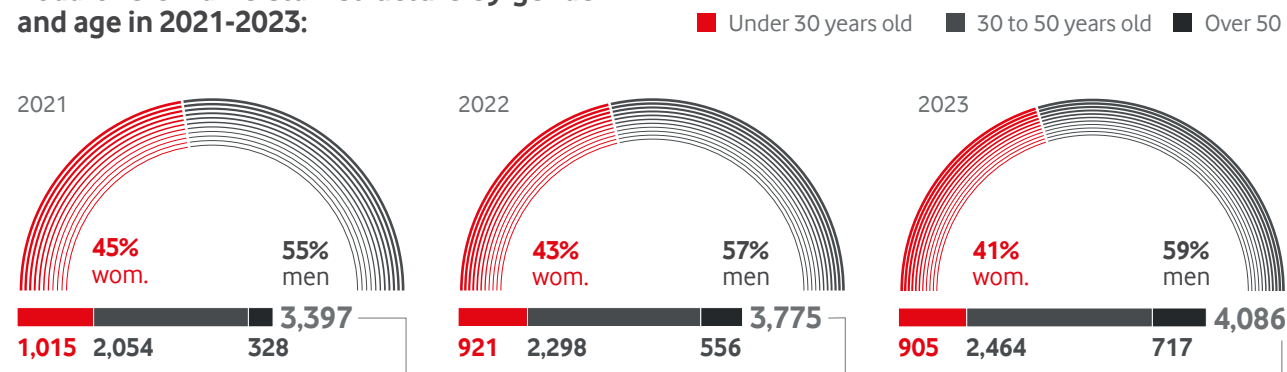


Staff structure

In 2023, the number of employees at Vodafone Ukraine increased by 8% compared to the previous year, which is mostly due to the new company Freenet LLC joining the Group.

Therefore, as of the end of 2023, the total number of Vodafone Ukraine employees was 4,086.

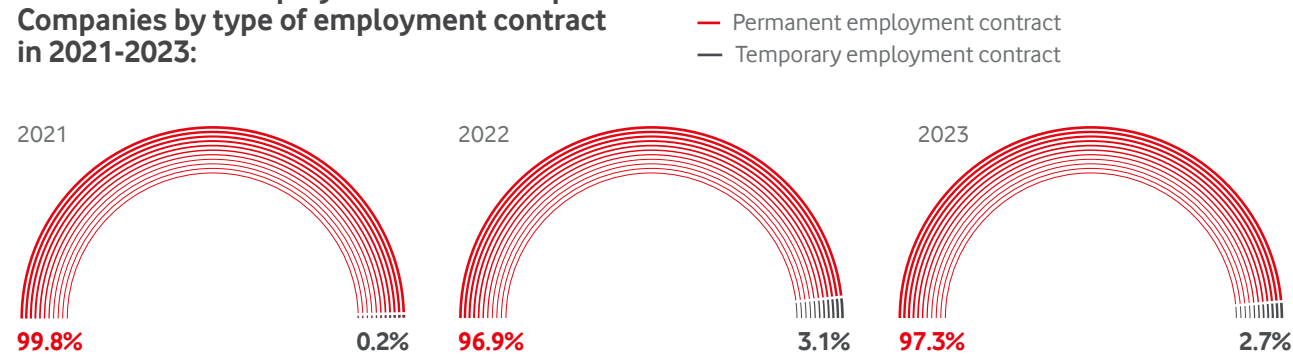
Vodafone Ukraine staff structure by gender and age in 2021-2023:



The vast majority of the employees have a permanent employment contract and full-time job. In 2023, 97.3% of all employees had

a permanent employment contract, and 2.7% – a temporary employment contract.

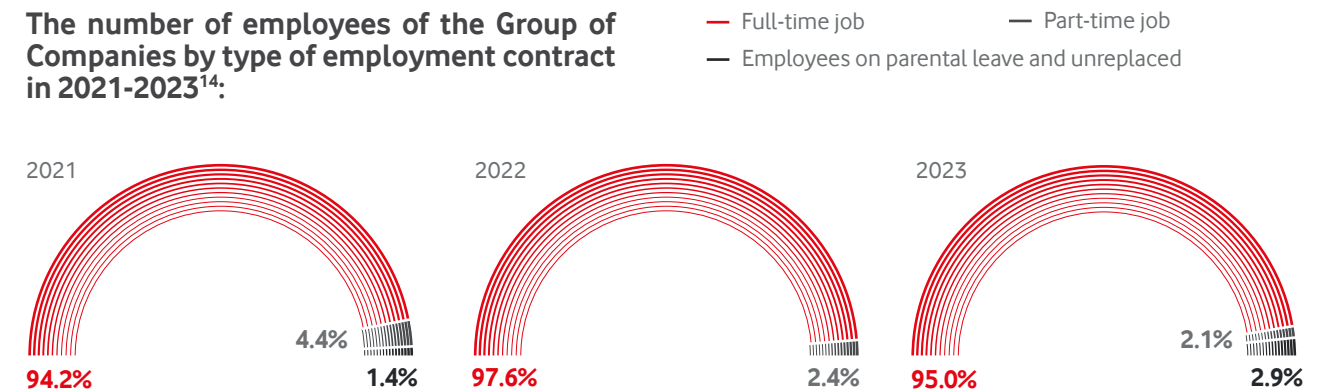
The number of employees of the Group of Companies by type of employment contract in 2021-2023:



Vodafone Ukraine's employees get their parental leave in accordance with the current Ukrainian legislation.

At the end of 2023, 119 employees of the Group were on parental leave, including 117 women and 2 men.

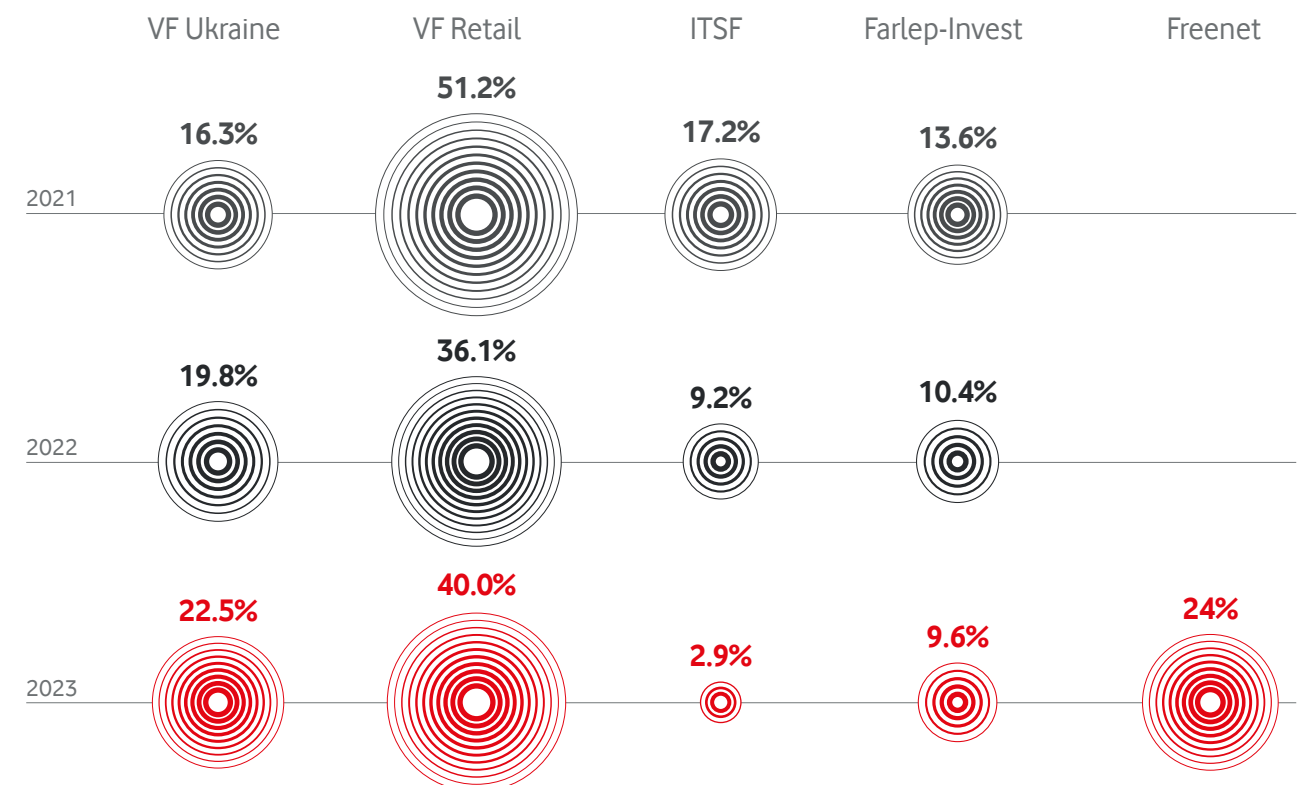
The number of employees of the Group of Companies by type of employment contract in 2021-2023¹⁴:



During 2023, the companies of the Group hired a total of 848 new employees, whereas 967 resigned. The staff turnover rate within the Group is calculated for each individual company as the ratio of the number of employees who

left of their own will to the average number of employees for the reporting period. The turnover rate for Freenet LLC is provided only for 2023, since it was integrated into Vodafone Ukraine in this year.

The staff turnover rate in 2021-2023:



¹⁴ The calculation for 2022 does not take into account employees who are on parental leave and unreplaced.



Feedback

Communication with employees. We use numerous channels to ensure convenient and accessible internal communications. The corporate network PROSTOR which combines Youtube, Facebook, LinkedIn and Instagram social media features is our main channel. It has been operational for ten years already and our employees love it! PROSTOR is primarily a working digital environment, but it also acts as a place for free expression of thoughts and sharing ideas. As of the end of 2023, a total of 3,650 individual access licenses to the PROSTOR corporate network were issued.

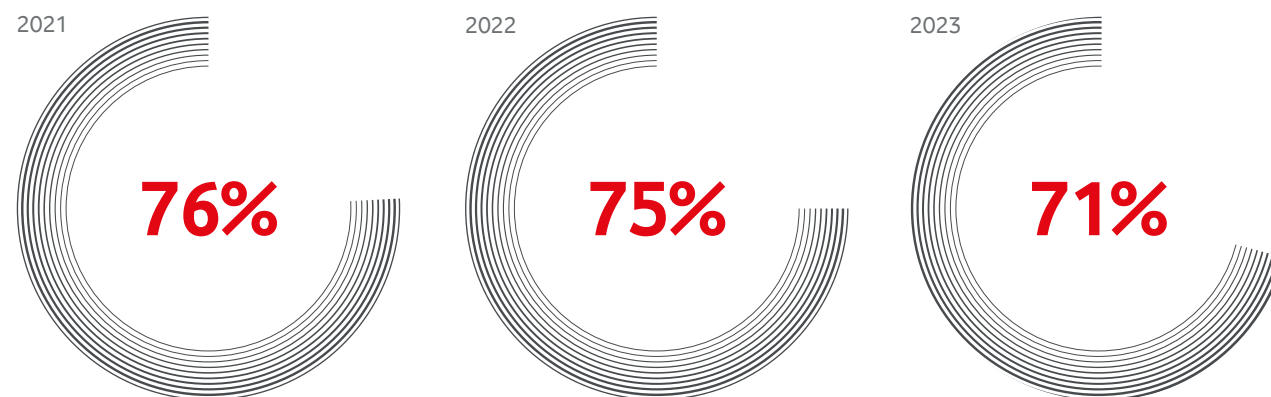
The PROSTOR network offers a supportive environment for learning, development, communication, motivation and feedback. It is an excellent tool kit to solve various work and personal issues, in a single place. In 2023, information security was our key focus, so access to PROSTOR was only possible via the corporate network. During the reporting year, 1,752 news items were created in the network and more than 21,000 likes were collected.

Our employees also have access to the ZvyazOK (connection) digital tool, which is part of the PROSTOR intranet. This tool promotes the development of a culture of openness and enables feedback among colleagues. Every employee can request ZvyazOK from anyone, regardless of their position or work location.

In addition, any employee can submit a complaint or propose an idea to a separate department responsible for compliance within the Group of Companies. Vodafone Ukraine also encourages its employees to stay up-to-date with the latest corporate news and events through the weekly "Equator of the Week" email. Every quarter, we hold online meetings with management to discuss overall performance and future prospects.

Employee survey. Every year, the Group conducts an anonymous survey using the eNPS (Employee Net Promoter Score) method to obtain feedback from its employees. The survey questionnaire includes main question — whether the respondent would recommend Vodafone Ukraine as an employer — and a number of additional questions that help to evaluate the reply to the question "Are there enough opportunities and support to fully recommend the Company as an employer?" The survey participants can also provide their comments and detailed feedback. The survey is anonymous and confidential.

The Employee Net Promoter Score (eNPS)¹⁵



Supporting our employees' mental health during wartime

The ProBezpeku (about safety) section of the PROSTOR corporate network is intended for all employees of the Group. It includes information to educate and advise people on a variety of topics, including physical, psychological and family safety, as well as information and cyber security. All this is aimed at helping to better protect people during Russia's full-scale invasion of Ukraine. The section contains more than 60 thematic publications, courses, recommendations and activities.

Since 2020, the Wellbeing section of the PROSTOR corporate network consolidates materials in four areas of well-being: mental health, physical health, financial well-being and social connections.

In 2023, the mental health and well-being development programs included:

- Webinars on topics such as adapting to the new reality of war, chronic stress, anxiety, fatigue, loss, self-help through relationships and social connections, relationships, supporting children, burnout, self-mindfulness practices, and more. They were held online and participation was open to all Group employees. In 2023, there were 12 such events totalling 770 attendees.

- Will to live on complex marathons, which include webinars, workshops, masterclasses, and discussion clubs with interactive support within the PROSTOR corporate network.
- Psychological online clubs, which included a discussion format for discussing participants' life cases moderated by a psychologist. The events were attended by 548 participants, over a total of 21 events held.
- Leader and Team Mental Health in Wartime Leadership program offering recommended methods and tools for taking care of one's own mental health and improving it within their teams.
- The Trauma-informed approach in management processes workshop was held offline for 64 participants in 4 groups.
- The online psychological counseling service provided 3 consultations per quarter for Vodafone Ukraine's employees.
- Self-help groups were held offline for case analysis, joint reflection, and self-help skills training.

- Meetings with a social psychologist to learn supportive conversation techniques in various situations in the context of the war were held online.
- Art therapy workshops on intuitive drawing were conducted in a group offline format, and raised donations for the needs of our defenders. A total of 50 participants were recorded over 5 events.

War is the hardest psychological challenge. In order to help taking care of the mental state of our employees, we have developed a mental health support program for the Group's employees. In January-March 2023, anyone who was interested could join the Will to Live on comprehensive program, which contains both theoretical and practical components. It included webinars, workshops, psychology clubs, Q&A sessions, interactive support and digests of useful resources. Additionally, in 2023, Vodafone Ukraine launched practical webinars on hot topics such as "Working with different war experiences" and "Recruiting veterans: features and recommendations."



¹⁵ The data for 2021 includes the results of the survey at VF Ukraine PrJSC — 80%, VF Retail LLC — 62%, and ITSF LLC — 40%; data for 2022 includes VF Ukraine PrJSC — 80%, VF Retail LLC — 76%, ITSF LLC — 60%, and Vega Telecom — 51%; and the data for 2023 includes the results for VF Ukraine PrJSC — 78%, VF Retail LLC — 55%, ITSF LLC — 64%, and Vega Telecom — 57%.

Employee engagement activities and projects

The **Vodafone Bloggers HUB** project is a training and development program for Vodafone's internal corporate bloggers, which proved to be an effective tool for the development of brand ambassadors and content creators for the PROSTOR corporate network. The training program 2023-2024 is aimed at developing the skills in information hygiene, psychology of social media, public speaking, video shooting using smartphones, writing texts, working with artificial intelligence tools and etc.

The **New Leadership** corporate managers development program was implemented in 2022-2023. This program is aimed at preparing managers for new challenges and opportunities. The first wave of the program included cycles of lectures, webinars and workshops on various topics aimed at developing leadership skills, and awareness of modern trends in business and in management. The second wave focused on defining the Group's values after significant events or changes. The objective of the program is to engage employees in shaping new values and identifying key principles that define their work and culture. The implementation of these values into the corporate culture is planned for 2024.

The **STRUM** course is aimed at training civilians on skills and recommended behaviors in urban environments during extreme situations, such as terrorist attacks or military operations. The course curriculum is based on Israeli safety protocols for urban residents in emergency situations.

The objective of the **Ukrainian DNA** Project is to educate employees on topics related to the Ukrainian language, literature, culture and history, as well as the roots and history of the Company. The main activities of the project include thematic and educational publications in the PROSTOR corporate intranet, conducting Ukrainian culture and history quizzes, as well as joint activities such as taking part in the nationally radio-broadcasted All-Ukrainian dictation. As part of the Project, four **Vodafone IQ Battles** (a corporate team online quiz game aimed at education and emotional relaxation for the teams) were held.

The **Wake UP Ukraine** program includes informal interviews with role models. The interviews take the form of inspirational conversations where the guests answer questions about their lives, dreams and books they read. The main topic of the project in 2023 was **Ukrainian DNA**, which means that the conversations were mostly about the history, language, and culture of our people. The purpose of the project is to raise socially important topics and to get to know each other better.

With the help of a series of online games **Lovets Sliv** (Word Catcher), which attracted 137 participants, we strengthened communication skills, which are extremely important in working with remote teams. The development of communication skills was achieved among employees of various functional directions and spheres of activity. Participants learned how to write texts and communicate with different target audiences, the purpose and specificity of the communication message.

Several of our multi-family projects have an environmental focus, aiming to increase environmental awareness and conscious consumption among our employees, their children and family members. One of such projects is the **Vodafone Family Eco Club**, involving 12 experts from various fields. During 12 weeks, participants watched video lectures on various environmental topics and completed thematic homework. The participants also involved their family members and children in completing their homework, asked lecturers questions in the chat room, discussed and exchanged experiences. For completing homework, the participants received motivational rewards – eco-boxes and badges for their own profiles in the PROSTOR network.

In 2023, the **Vodafone Ukraine Team** and the **Go-green** communities launched a sports and environmental stream called Plogging. Plogging is the activity of picking up trash while jogging. It is already a common practice in European countries, but not yet developed in Ukraine. To introduce the initiative, a video interview was filmed with Serhiy Preskorniyk, the well-known

ambassador of plogging, the head of the Clean Ukraine NGO and the Ukrainian record holder for the longest distance without sleep from Dnipro to Kharkiv. Participants took part in digital plogging races, during which they also listened to short lectures on environmental topics, communicated and exchanged experiences.

The **#BloodGoodDay** corporate blood donor community was formed in 2020 with the aim of supporting the culture of donating blood among the Group's employees. However, because of the pandemic and security measures, the format of corporate blood donations was changed. In 2023, the corporate donor community participated in external blood donation events

organized by team DonorUA. There were 6 such events during the year. In addition, members of the community of corporate donors collected UAH 50,000 of donations for the needs of the regional blood center.

As part of the preparation of the **Vodafone running team**, thematic fundraising events, online training sessions and sports activities were organized on the Microsoft Teams platform and the PROSTOR intranet platform. The purpose of the events was to restore the physical activities of the Group's running community, strengthen the focus on the culture of volunteerism and charity, as well as promote physical and mental health, and mutual aid in times of war.



Equality, diversity and human rights

Our approach to diversity, inclusion and human rights management

Vodafone Ukraine adheres to all legally established norms regarding labor relations and provides equal opportunities for all. We do not tolerate any forms of discrimination. The Group's decision-making regarding employees, customers and business partners is not influenced by their race, religion, gender, age, national origin, self-identity, or marital status. The Group conducts employee surveys on a regular basis to assess their level of loyalty and determine further areas for improvement. Any behavior that exhibits signs of discrimination must be challenged, and Vodafone Ukraine supports the initiative of anyone drawing attention to this issue.

We provide our employees with the opportunity to support their mental health and receive psychological counseling. The Group preserves the jobs of its employees who were mobilized to the Armed Forces of Ukraine, so that they can get back to work after returning from service. Our approach to personnel remuneration, appraisal, recruitment and onboarding are based on the principles of fairness and equality, and take into account the rights and interests of employees with disabilities.

Vodafone Ukraine builds up relationships with its employees and partners based on the principles of mutual respect and respect for human rights and does not tolerate the use of child or forced labor.

Our principles of diversity and respect for human rights are enshrined in the internal documents, in particular in the Code of Conduct. The document is mandatory for all employees and defines the following principles:

- equal opportunities for all employees,
- creating an inclusive environment where everyone feels respected and valued,
- inadmissibility of discrimination in any form,
- building relationships based on mutual respect and respect for human rights,
- encouraging discussion of issues related to discrimination and human rights.

Adaptation of veterans

Vodafone Ukraine is ranked in the TOP-25 best employers for male and female veterans according to Forbes Ukraine¹⁶. We consistently work in this direction:

- In 2022, a designated hotline was created for our military personnel and their families. The hotline helps us to keep direct contact with our mobilised colleagues. The hotline is a two-way communication. With constant communication and care, we can quickly gather the necessary information, and receive honest feedback from our heroes first-hand.
- Vodafone Ukraine keeps in touch with the families of our colleagues in the military, provides and pays for their access to psychological counseling services, congratulates them on the holidays, and sends gifts to their children.
- We relentlessly raise funds to make the difficult field conditions of our colleagues a little more comfortable. Since September 2022, the Group has held 6 such fundraising events and has already collected more than UAH 1,800,000. In each next event, the Group increases the target amount in order to purchase better quality sets for our military personnel.
- We have successful stories of our employees returning to work after military service and examples of career growth – 13 employees have already returned to their workplaces from the Armed Forces of Ukraine.



¹⁶ 25 best employers for veterans, Forbes Ukraine, <https://forbes.ua/ratings/25-naykrashchikh-robotodavtsiv-dlya-veteraniv-05092023-15785>



By implementing the carefully designed “**Veteran's Way**” support and integration program, Vodafone Ukraine ensures the adaptation and professional development of our veterans, helping them successfully recover from military service.

Veteran's Way Program at Vodafone Ukraine:

Start of civilian life

- Message from a Veteran about his/her return
- Acquaintance with the case manager who accompanies the Veteran (identification of needs)
- Joint meeting: case manager/HR Business Partner, manager
- Assistance with the preparation of documents and benefits (outsourced)

Taking care of the veteran

- Medical examination
- Sanatorium treatment (planned)
- Psychologist counselling
- Special working conditions during the adaptation period
- Flexible work schedule

Reinventing oneself

- Career guidance
- Vocational and non-formal education
- The possibility of changing job duties or functionality
- Career development in the Vodafone Ukraine Group of Companies

Business adaptation

- A program to support the manager and the team during the return of the veteran colleague
- Consultations with a company psychologist for the manager and the subordinate
- Support of the decision on the implementation of job instructions
- Functional Mentoring Program

Rooting

- Invitation to the community (Vodafone Veteran Community)
- Regular meetings with the case manager to discuss the veteran's needs
- The company cares about the veteran's family
- Defenders honoring Programs

Ensuring diversity and human rights feedback

The relationships with our employees and partners are based on mutual trust and respect. The Group has a transparent mechanism for feedback and interaction with management in place, which includes surveys, general team meetings and facilitation of open communication through internal communication channels.

Each employee can make suggestions or submit a complaint regarding human rights violations or discrimination by contacting the hotline at hotline@vodafone.ua or vodafone@vodafone.ua. The employees can also contact their immediate supervisor or the compliance department.

In 2023, no cases of human rights violations or discrimination were reported.

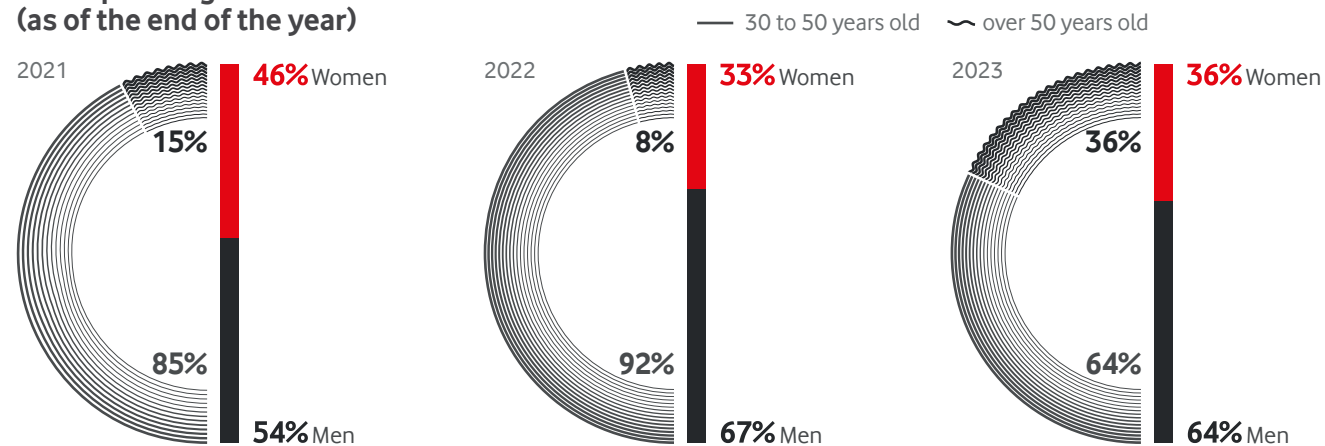
Promoting human rights and diversity awareness

To ensure respect for human rights and reduce the risks of violations, Vodafone Ukraine conducts training to raise employee inclusivity and diversity awareness on a regular basis. We have developed a training plan for all employees, regardless of their position. According to the plan, each employee shall undergo special training once every two years. The training covers the principles of the Vodafone Ukraine Code of Conduct, including diversity and self-realization issues. Some of the principles are mandatory for all new employees.

Gender and age diversity among our employees

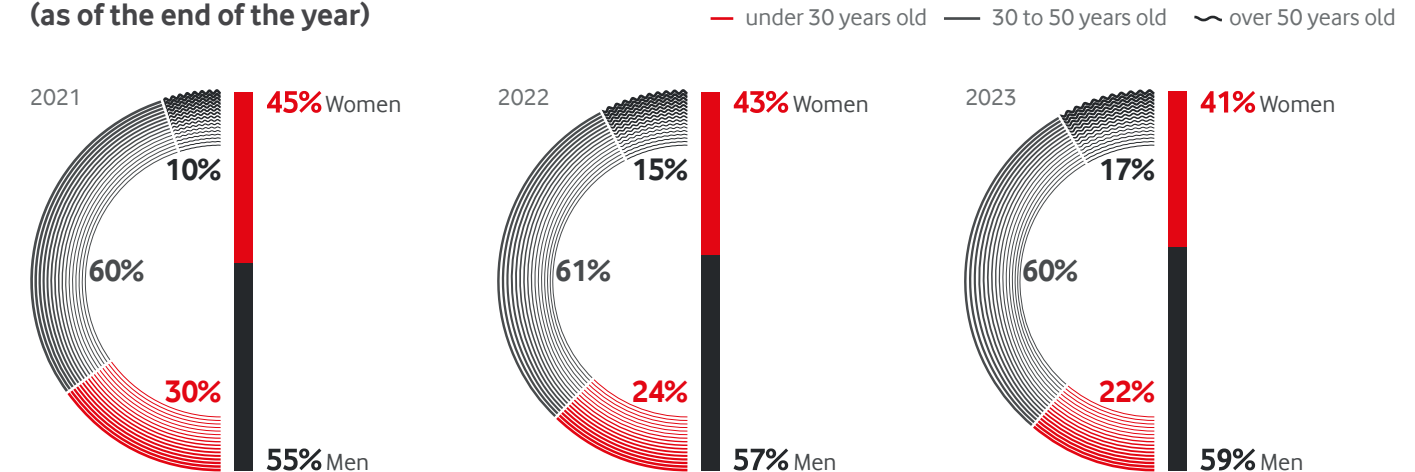
In 2023, the top management of Vodafone Ukraine consisted of 14 people, while the rest of the workforce totalled 4,073 people¹⁷. The proportion of women in the top management was 36%, while among the rest of the personnel, it was 41%. The predominant age bracket both among top management and among other personnel was 30 to 50. The representatives of the corporate management bodies of VF Ukraine PrJSC, namely the Supervisory Board and the Audit Commission, include 8 men and 1 woman, including 5 persons aged 30 to 50 and 4 persons over 50.

The top management structure (as of the end of the year)

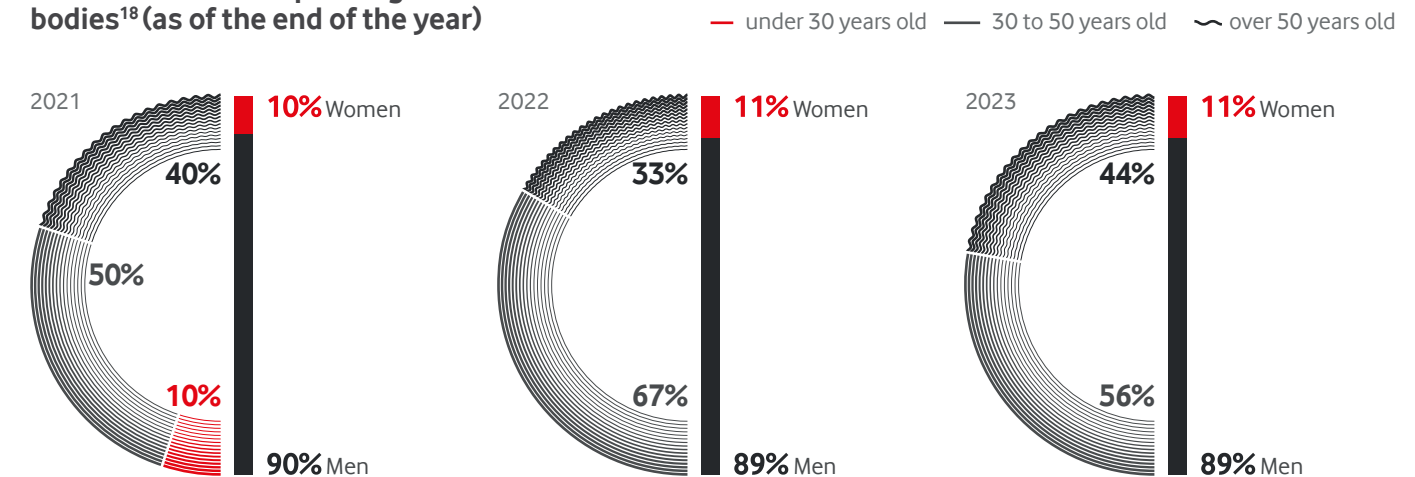


¹⁷ The data on the number of employees are presented as the actual number of persons as of the end of the calendar year.

Structure of the workforce (as of the end of the year)



The structure of corporate governance bodies¹⁸ (as of the end of the year)



Gender pay ratio

In 2023, the Group's remuneration (the sum of basic salary and additional bonuses) ratio between men and women was 93.7%¹⁹. Among other personnel (excluding top management),

the ratio was 83.1%. For VF Ukraine PrJSC the ratio was 97.8%, which is 6.6% more than in the previous year. For more detailed information on the indicator, please see Annex 1 of this Report.

¹⁸ The data presented in the diagram covers representatives of the Supervisory Board and members of the Audit Commission only at VF Ukraine PrJSC.

¹⁹ The indicator does not include the Freenet LLC data, as it was not part of the Group of Companies for the full calendar year.

Career growth

Approach to employee training

Vodafone Ukraine is constantly improving its approach to employees' training, their career and personal growth. The professional development of employees is regulated by the Company policies. The Personnel Development and Corporate Communications Policy is designed to ensure effective knowledge sharing within the Group. The Corporate Personnel Training Policy determines the ways how we form and improve the competencies of our employees. Since April 2023, a similar Corporate Training Policy has been implemented in Vega Telecom. The existing consistent set of policies is the implementation of a unified approach to employee training management with the following key pillars:

- Training in the environment that is most comfortable for employees given the availability of distance learning.
- Implementation of micro learning for quick access to the required knowledge.
- Development of self-learning to support individual needs and capabilities of employees.
- Increasing staff awareness in topics that contribute to the implementation of the Group's strategy.
- Ensuring the professional development of key employees in the Group's priority areas.
- Promoting personnel training as an integral part of business efficiency and development.
- Encouraging and enabling employees to change their job function within the Company.
- Scaling up the Moco IT system to increase training management effectiveness in all Companies of the Group.
- Organization of mentoring and adaptation for new employees using the expertise of their more experienced colleagues.
- A mix of online and offline events as an opportunity for continuous learning for a wide range of participants.

For more details about career growth at Vodafone Ukraine, please visit our [career portal](#).

The results of our corporate culture-building activities and the employee training and development efforts have been widely praised and appreciated – the Vega Telecom Group division was nominated in the category Best Educational Programs under the TOP-100. Rating of the Best of the delo.ua business portal.²⁰

The employee training programs

We take all possible measures to ensure that employees have adequate access to training programs and we encourage their continuous career development. Each employee according to their position, has a list of mandatory courses to be completed during their working hours. For example, a contact center employee can start working only after a special preparatory training is completed. In 2023, there were 44 of such training courses in the city of Lviv and 45 in the city of Dnipro. This training lasts for 74-hour, during which the future operator acquires the skills and knowledge required for providing basic quality customer service.

During their career at Vodafone Ukraine, our employees acquire specialized knowledge, develop the skills required for their positions, and update their knowledge about new services and conditions for customers. For example, in 2023, training on Vodafone Ukraine's current promotions for subscribers was completed by 1,500 service and sales employees. Training is conducted in various formats. Our trainers develop special courses, written instructions and leaflets, conduct webinars or record informative videos for colleagues.

A special focus is training employees in the Group's values, ethical work principles and its remuneration system, as well as developing a culture of curiosity and feedback.

Vodafone Ukraine is interested in growing leaders among its employees, hence, training on soft-skills development is conducted regularly and a separate training program is provided for new managers. Also, there is a list of mandatory training programs for the heads and top management of the Group. The skills they acquire help our business move towards digitalization, sustainability, and meet the key innovative trends in the telecommunications industry. We also plan to launch a young manager development program for Vega Telecom employees.

In addition to mandatory training, a wide range of courses and programs on various topics are available to employees of all levels for their personal growth.

Against the backdrop of military hostilities, Vodafone Ukraine makes considerable efforts to ensure maximum security for its employees, customers, partners, and business as a whole. Each and every employee is responsible for strengthening the security at his/her level. For example, everyone should know and follow the Group's information security rules. To achieve this, every year we conduct mandatory training, which includes a thematic webinar followed by knowledge testing.

²⁰ Special nominations of the Best Employers of Ukraine rating — Delo.ua



The employee skills development programs also include the following:

Professional Training Matrix for New Contact Center Operators Program

A special mandatory training matrix is developed for contact center employees to identify, track and manage the training needs and qualifications in order to ensure positive cumulative effect.

Project Understanding

Constant uncertainty and a colossal amount of information are currently the features of our new reality. To find effective and efficient solutions, one should be able to quickly analyze the data, convert it into understandable reports and dashboards, draw conclusions and convey their thoughts convincingly to others. Through the Understanding Educational Project, employees can improve their skills in all these areas.

Project Lecture Hall

The Lecture Hall is a platform for storing and transferring unique professional knowledge within the Company, including peer-to peer learning. All employees can become part of the project.

Modular training program for new company managers

Being a leader is an important role which also carries responsibility. New managers of the Group can acquire management skills and tools at a special training. During its sessions, participants study various management styles, analyze the features of management planning, consider the components of effective team organization, and address the issues of motivation and the formation of the team's emotional state

The average hours of employee training per year

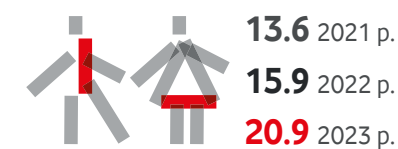
According to the results of 2023, the average number of hours of training per employee at the Vodafone Ukraine Group of Companies (consolidated calculation) was 20.9²¹ hours, which is 31.4% more than in the previous year.

The reasons for the significant growth of this indicator are:

- Successful launch of Moco's automated distance learning system for Vega Telecom. This helped to improve the accuracy of data collection regarding the training completed by employees;
- Completion of compulsory courses by employees of Vega Telecom at the request of the Group of companies within the framework of integration initiatives.

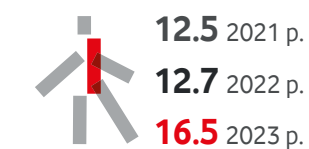
The average number of training hours per employee of the Group of Companies, 2021-2023^{22, 23}:

All employees

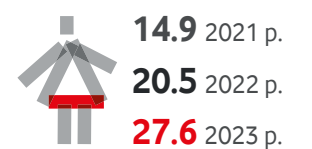


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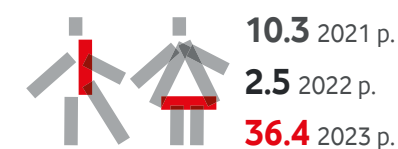
Men



Women

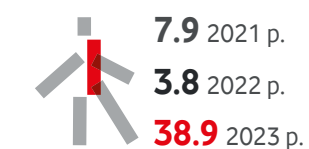


Top management

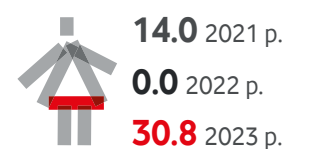


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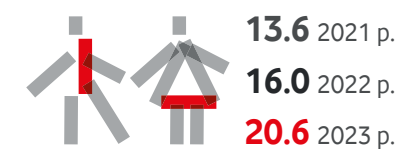
Men



Women

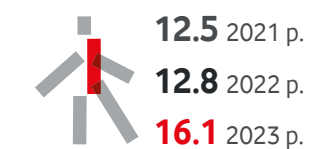


Other personnel

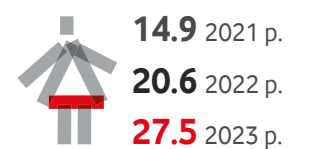


including

Men



Women



²¹ The indicator is calculated as the ratio of the total number of training hours of the Group's employees to the total number of employees (as of the end of the year).

²² The data for 2021-2023 does not include Freenet LLC, and the data for 2021 does not include Vega Telecom, as they were not part of the Group of Companies during these full calendar years.

²³ The indicators for 2022-2023 do not include the training of employees of VF Retail LLC, as the data was lost during a hacker attack.

Employee career growth and performance evaluation

In accordance with the Performance Evaluation and Employee Rewards Policy, we regularly evaluate the performance of our employees based on their achievements. The evaluation is held twice a year and consists of three components: evaluation according to key performance indicators (KPIs), results of individual tasks, and feedback.

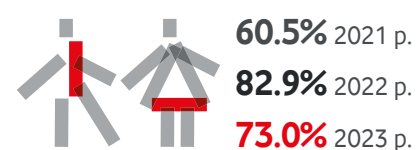
There is a separate Bonus Standard for sales and customer service employees. According to the

Standard, appropriate performance indicators are set for each position, and professional knowledge and skills are tested on a monthly basis.

In 2023, the performance of 73% of employees (the indicator is calculated on a consolidated basis) was evaluated and their career development was reviewed, while for top managers the indicator was 70%.

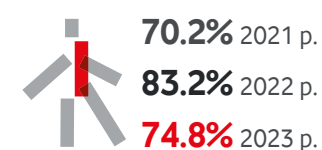
The share of employees of the Group of Companies whose performance was evaluated regularly in 2021-2023²⁴:

All employees

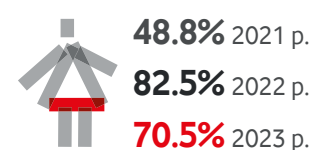


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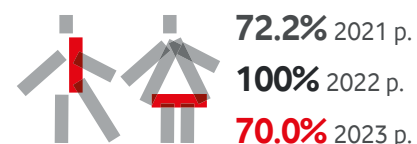
Men



Women

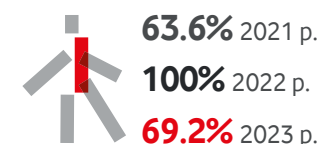


Top management

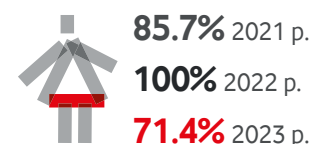


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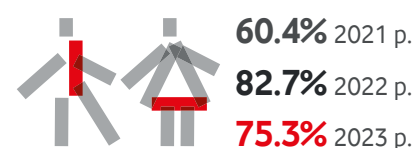
Men



Women

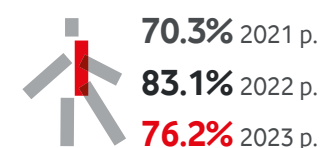


Other personnel

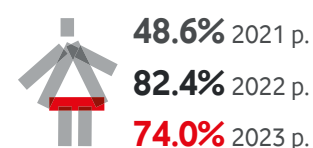


including

Men



Women



Plans for the future

The Group's Development Plans in the field of employee training include the integration of new subsidiaries into the general Vodafone Ukraine system. In particular, Vega Telecom's future projects include the implementation of a centralized knowledge base management system and the development of an evaluation center. The plans for 2024 also envisage the creating of a new Internship module in the Moco IT system for Vega Telecom.

Vodafone Ukraine remains committed to fostering a culture of continuous professional development, by implementing comprehensive solutions to conduct and track its training programs, and by facilitating knowledge sharing and feedback mechanisms across the Group. Furthermore, we are actively rolling out new training initiatives and ensuring that all employees within the Group are given every opportunity to acquire the required set of skills and knowledge.

²⁴ The indicators for 2022 do not include Vega Telecom, and the data for 2023 does not include Freenet LLC, as the data for these companies were not collected.

Occupational health and safety

Occupational health and safety policies and standards

Vodafone Ukraine strives to improve the occupational health and safety of its employees. Our key priority is creating an environment that minimizes the risk of injuries or occupational illnesses. We implemented the Occupational Health and Safety Management System (hereinafter referred to as the OHSM System), which establishes the responsibility of employees for organizing safe working conditions at the workplace and ensures the safety of both our employees and our subcontractors' employees. The OHSM System meets the requirements of Ukrainian law and is certified according to DSTU ISO 45001:2019. The implementation and maintenance of the system is the responsibility of the occupational health and fire safety unit.

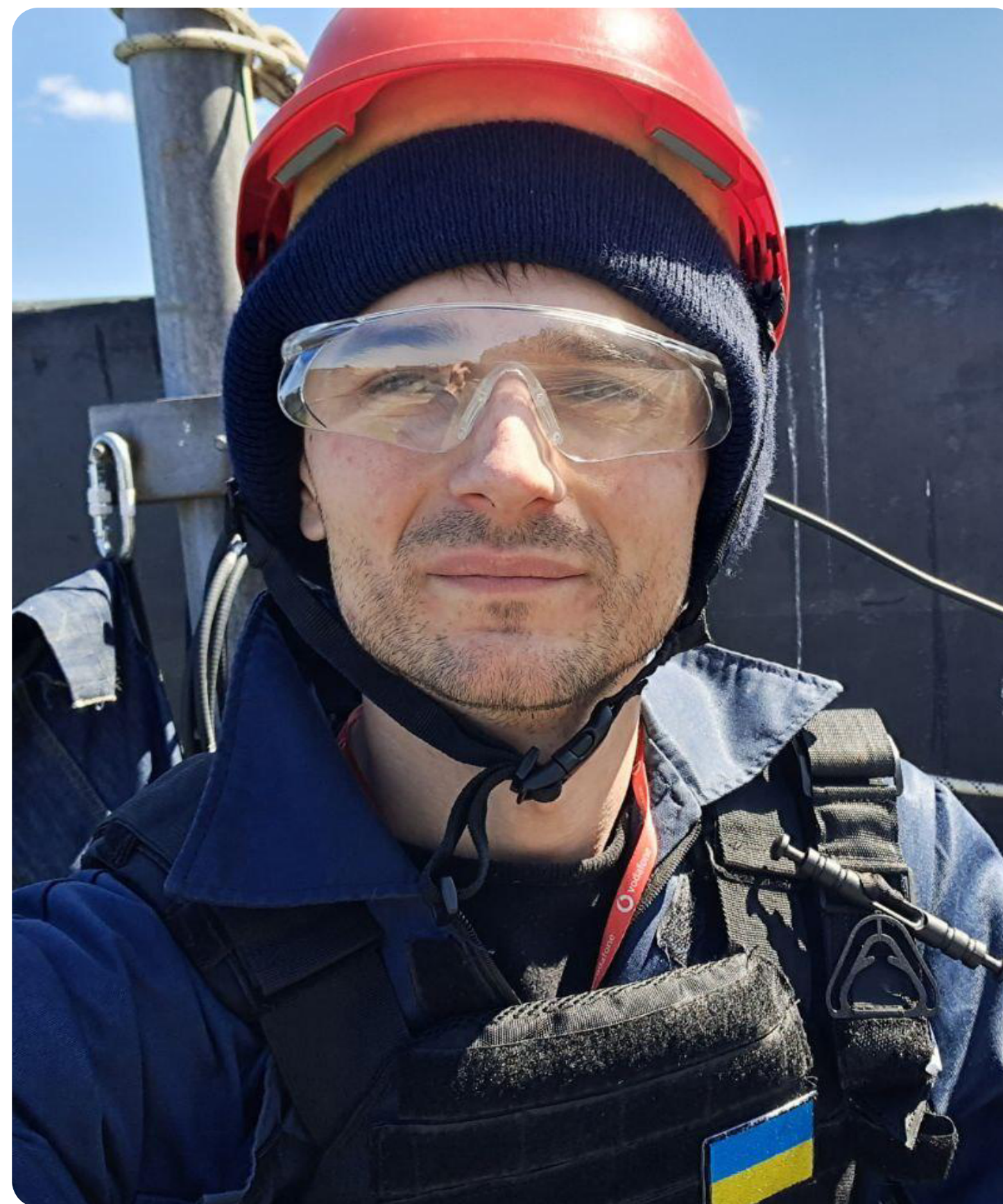
The OHSM System is guided by the OHSM Policy. The Policy establishes the duties and rights of employees, the procedure for internal occupational safety audits, regulates the hazard identification and risk assessment processes, and protects the employees who report any hazards or threats.

Every year, we improve the OHSM System Policy and a number of internal regulations. In 2023, three standards were revised, updated, and put into effect: "Planning of occupational

health and safety works", "Regulations on the procedure for conducting training and testing the knowledge of occupational health and safety for employees and officials" and "Provision, accounting and disposal of overalls, special footwear and other personal protective equipment". The Group also has a list of other policies and standards in place aimed at controlling and organizing high-risk work, training employees in occupational safety, conducting knowledge assessments, planning occupational safety work, conducting medical examinations, providing, accounting, and disposing of overalls and other personal protective equipment, etc.

All current occupational health and safety regulations are posted on our internal corporate resource PROSTOR in the Corporate Governance section. Group employees can access it from their PCs and mobile devices.

In 2023, the Occupational Health and Safety Management System covered the vast majority of the Group's employees. However, information regarding the number of employees of our subcontractors covered by the system was not collected in the reporting year. In 2021-2023, the OHSM system was used by all the companies of the Group.



The number of employees of the Group covered by the OHSM System:

Occupational Health and Safety Management System	Number of employees covered by the system	% of the total number of employees	Number of employees covered by the system	% of the total number of employees	Number of employees covered by the system	% of the total number of employees
Year:	2021		2022		2023	
VF Ukraine	2,662	96	2,711	94	2,616	95
including the system audited by internal audit	2,440	88	2,711	94	2,616	95
including the system audited by external audit	—	—	2,711	94	—	— ²⁵
Farlep-Invest	615	100	561	100	600	100
including the system audited by internal audit	383	62	143	25,5	—	—
VF Retail	884	92	810	95	595	95
Freenet	—	—	—	—	427	100

Identifying hazards and preventing injuries at the workplace

Employees of the Group may encounter certain sources of danger that pose a threat of industrial injuries and serious health consequences, such as operation of electronic equipment, work in cable wells, work at heights, etc. Vodafone Ukraine assesses the risks associated with work processes and promptly eliminates them or mitigates their impact to a safe level. We conduct laboratory measurements of working conditions at workplaces on a regular basis. All identified hazards are immediately reported to senior management for prompt discussion and appropriate decision-making.

The occupational safety is supervised by authorized representatives and department heads, occupational health and safety engineers, and fire safety engineers. Thanks to a convenient grievance system, every employee of the Group can submit his/her complaints, questions, or ideas regarding the improvement of working conditions, investigation of accidents, or social protection of employees who suffered from accidents. In the event of a threat to life and health, all employees have the right to refuse to perform the assigned work and leave the dangerous area upon notifying the appropriate manager. Workers who are visually or hearing impaired are not allowed to perform high-risk work. For them, the place of work, the scope of work and safety measures are predetermined. In addition, employees of the Group who perform high-risk work have access to a more extensive list of medical services, including those not necessarily related to occupational illnesses.

Vodafone Ukraine pays attention to the safety of equipment, buildings, and structures, as well as to proper sanitary and hygienic working conditions. Employees are provided with special overalls, footwear, and personal protective equipment. To support the employees' health and efficiency of their work, we organize an optimal work and rest regime, as well as sanitary and hygiene services for employees.

Occupational injuries are the main indicator of the effectiveness of occupational health and safety measures. Occupational Health and Safety Service specialists keep a register of persons who have suffered accidents in the workplace. The occupational illness records cover all groups of workers; occupational illnesses shall be proved by a certificate issued by the medical commission. In the event of an accident, a thorough investigation of the circumstances and causes is immediately conducted in accordance with the requirements of the Ukrainian law. A special commission shall be established to investigate the accident.

In 2023, no accidents at the workplace (including injuries) among Group employees were recorded. Also, no illnesses related to the performance of work duties were detected.

There were no recorded cases of discrimination against employees using personal health information.

In terms of occupational safety, Group employees are not our only focus – we also provide training for subcontractors on potential hazards at the Group's facilities. When subcontracting a company, Vodafone Ukraine requires the subcontractor to ensure that its employees comply with the equipment safety requirements, occupational and environmental safety, electrical safety, as well as fire and industrial safety. In working with customers, we conclude and annually renew a voluntary third-party liability insurance contract during wired telecommunication business operations. The insurance is related to compensation for damage caused to the life, health and property of third parties.

²⁵ In 2023, the OHSM System was not audited by a third party, i.e. an independent organization.

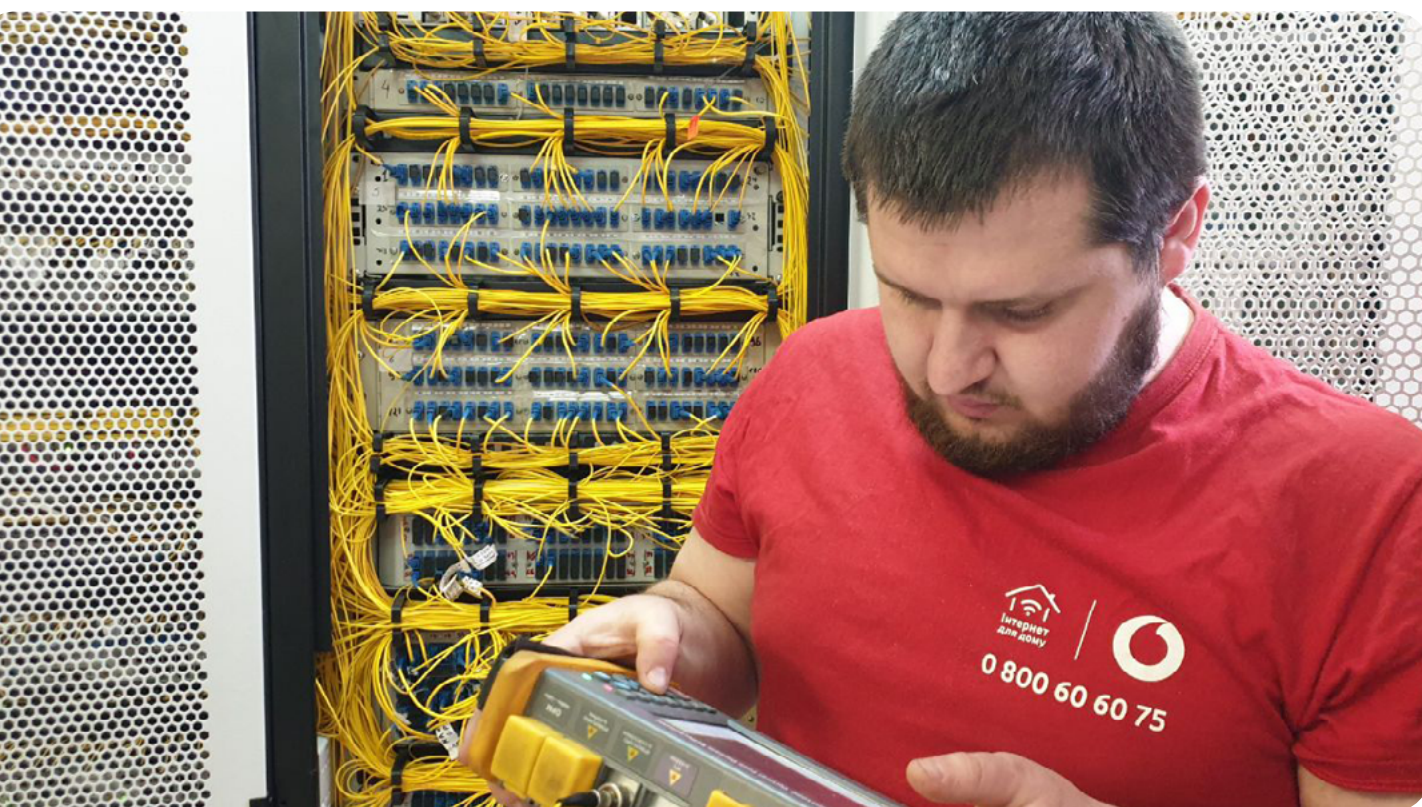
Trainings and testing of knowledge on occupational health and safety

VodafoneUkraineconductsregularoccupational health and safety trainings for its employees and tests their knowledge. All trainings and education are carried out in accordance with the Group's Standard "Regulations on the procedure for conducting training and testing the knowledge of occupational health and safety for employees and officials" and the Law of Ukraine "On Labor Protection".

The trainings are developed and conducted by external educational institutions, and their topics are chosen in accordance with the requirements of regulatory documents and the presence of hazards that require practicing the skills of safe work performance. The managers of the Group can apply for the organization of trainings to help employees acquire theoretical knowledge as well as develop practical skills for safe work performance. We determine the effectiveness of the trainings, and the competences of the trainers using a questionnaire survey of the employees who have undergone the training.

There are two types of trainings – general and specialized. The general occupational health and safety course teaches actions in emergency situations. In 2023, the Group's managers completed a particular general occupational health and safety course specifically for managers. Specialized training on labor protection is aimed at employees who are involved in high-risk work. Such training is also provided for the newly employed staff. In 2023, within the framework of specialized training, the Group organized sessions on the following topics:

- Safe work in electrical installations;
- Safe work at heights;
- Occupational safety rules during the operation of forklifts.



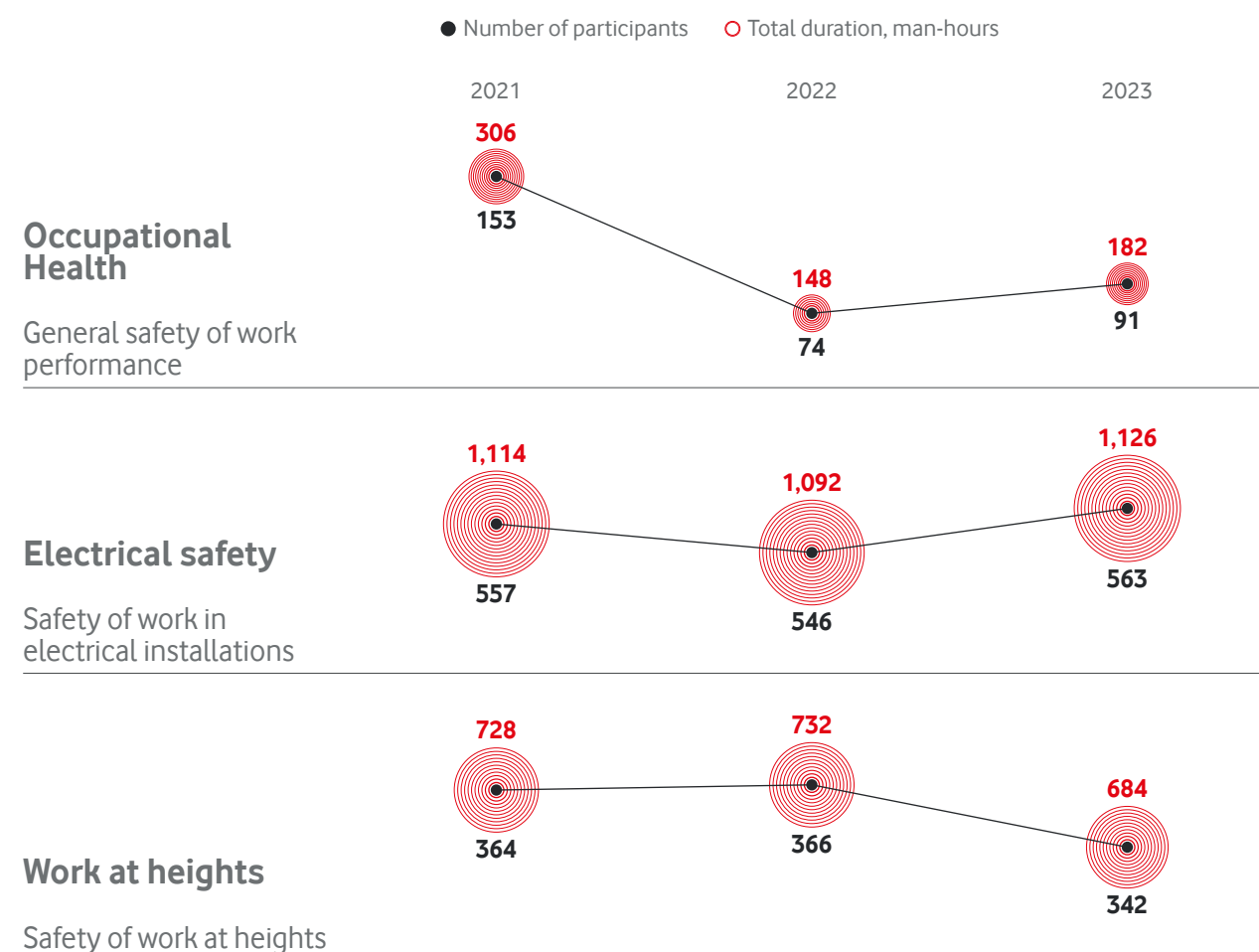
In 2023, the Group's employees were also involved in training on the correct use of gas-insulating devices to prevent occupational hazards when servicing the telephone and speakerphone network in blast furnaces. The training was conducted by Zaporizhstal PJSC.

All employees who are allowed to perform high-risk work shall undergo annual training on Occupational Health and Safety Rules for performing high-risk work and an electrical safety category shall be determined for each of them. Work supervisors and engineering and technical personnel involved in high-risk work undergo training and knowledge assessment on general occupational health and safety issues as well as on the rules of high-risk work

by type of work. Once every 3 years, trainings on occupational health and safety rules are held for the Group managers.

In 2023, 430 employees of Vega Telecom (143 employees in 2022) and 30 employees of Freenet underwent the mandatory training on "Actions in Emergency situations". The training included information on actions to be taken when evacuating from premises, rules for operating and using fire extinguishers, and on providing first aid. A total of 1 mandatory training session for 600 participants were conducted for Vega Telecom (1 training session for 561 participants in 2022), and 1 training session for 130 participants of Freenet. The figure below includes the list of training sessions completed by VF Ukraine employees.

Training



Promoting a healthy lifestyle for employees

Vodafone Ukraine actively promotes a healthy lifestyle and supports the mental health of its employees. We promote sports and physical activities, engage our employees in sports events, and launch anti-smoking campaigns. To protect vision and prevent eye diseases, work breaks are provided for employees throughout the working day. Articles by leading doctors with recommendations on physical and mental health are available on our internal corporate resource PROSTOR for all our employees. In addition, the Group's employees participate in annual mass sports events, including nationwide marathons. Employees who follow a

healthy lifestyle often share their successes with colleagues. We organize training on physical and mental health, as well as first aid courses.

The insurance provided for the employees of the Group covers, among other things, visiting gyms and recreational facilities. Vodafone Ukraine has a number of recreational and psychological relaxation zones for its employees. Through the corporate website, every employee can voluntarily initiate programs to promote a healthy lifestyle and reduce health risks not necessarily related to working conditions.



Occupational health and safety: results achieved and goals for the future

In 2023, occupational health and safety was continuously monitored within the Group of Companies. Spontaneous measures to identify hazards and assess their risks were mainly related to shelter equipment. In 2023, the Civil Defense Instruction on the Safe Execution Of Emergency Restoration Work of Networks and Equipment under Martial Law, as well as the Air Raid Alerts Action Plan were approved. Despite the difficulties caused by hostilities on the territory of the country, the Company provided funding for occupational health and safety activities in 2023.

The plans for 2024 include implementation of the updated OHSM System in accordance with the international DSTU ISO 45001:2019 standard for Farlep-Invest and Freenet LLC. The companies of the Group also plan to update The Regulation of OHSM System, The Regulation on the procedure for conducting training and testing knowledge on occupational health and safety, The Regulation on Occupational Health and Safety Service and occupational health and safety standards. All the regulatory documents are subject to review and approval by the OHS authorized persons at the development or review stage.



Contribution to the development of local communities

Despite Russia's war against Ukraine, we continue developing digital infrastructure, because we realize that it is key for the country's recovery, and in ensuring equal access to digital services, information, medicine, education, other basic needs of people and overcoming digital inequality. In just 2 years of the war, we have invested more than UAH 9.3 billion in the development of digital infrastructure. Construction of 5,461 4G base stations was completed, marking a 40% increase compared to 2021.

Our objective is to create value for society, and to provide high-quality and reliable

communication. In addition, we are actively engaged in the elaboration and implementation of development and restoration plans in the territory of Ukraine, as well as various infrastructure projects. We study the best social responsibility and technological innovation practices in order to develop a comprehensive approach to our interaction with local communities. The Group regularly reviews and updates its internal regulations on its subscription services, as well as its policy in the field of corporate social responsibility, charity and provision of information about the activities of Vodafone Ukraine for the mass media and the analytical community.



Cooperation and feedback from local communities

Our cooperation with local communities is focused on supporting the operation of the network in emergency situations: during shelling, destruction, blackouts. Vodafone Ukraine also helps residents of the local communities to respond to their current challenges: emergency public alerts, organization of humanitarian aid, provision of telecommunications, including some free-of-charge. The Group supports local business with its services and technologies, developing solutions that reduce costs and increase efficiency. We also support relevant social initiatives, such as educational programs for schoolchildren in the city of Dnipro and for students in the city of Sumy.

Vodafone Ukraine has a simple and reliable algorithm in place for responding to the requests from local communities, including the reception, registration and consideration of requests with the provision of prompt feedback. To address the issues, we invite the relevant regional experts to the meetings with community representatives. In the case of any questions about the state and quality of the network, we involve the responsible departments of the Group to analyze the exact state of the network and communicate the plans for its development.

Unfortunately, the Group does not enjoy physical access to its infrastructure in the occupied territories. Furthermore, in the areas where active hostilities took place, the entire infrastructure was fully destroyed. Nevertheless, Vodafone Ukraine provides assistance to the Ukrainians most affected by the war: internally displaced persons, veterans, children who have lost their parents. This assistance includes direct financial support, free or discounted services and gadgets, and psychological support. We sustain the operation of the free Lifeline Ukraine hotline (dial 7333 or visit <https://lifelineukraine.com/contact>). It was created in 2019 to support

the mental health of veterans and their loved ones in order to help prevent suicide, however today the hotline counselors provide assistance to anyone in need. In 2023, the number of phone calls increased almost ten-fold compared to 2021.

We develop and implement IoT and smart solutions for monitoring the use of natural resources: water, electricity, heat, gas, etc. Our intelligent solutions based on IoT and Big Data analytics enable more accurate planning of the economy, budgets and resources of cities and local communities, optimize the operation of public transport, traffic lights, street lighting, etc.

We utilize Big Data analytics to help collect evidence of Russian crimes in Ukraine in order to take effective action at the international level to prevent the further spread of aggression, violence, cruelty, and abduction of adults and children.

We work closely with local communities to resolve any crisis or emergency caused by the war as quickly as possible. In order to quickly restore communication networks, we combine the efforts and resources of Vodafone Ukraine, local businesses, local authorities and communities. For example, during the long-term blackouts in the regions, we cooperated with other businesses on the shared use of available diesel generators.

The employees of Vodafone are engaged in conducting surveys and analytical studies, designing projects, and developing proposals for local communities, and take part in regional project working groups. We interact with the local communities through official meetings, telephone conversations, and correspondence.

Charitable initiatives:



Vodafone Ukraine has been helping the country since the very beginning of the full-scale invasion. In 2023, a total of approximately UAH 400 million was allocated to **support Ukraine and Ukrainians**. The assistance was provided in two formats: free services/gadgets, and direct material and financial assistance. Throughout 2023, discounts on telecommunication services to subscribers amounted to UAH 345.5 million. In particular, free telecommunication services were provided to Ukrainian doctors, military personnel, residents affected by military operations, and to roaming subscribers who were forced to seek refuge in European countries.



Thanks to the cooperation between Vodafone Ukraine and the Chysti Sertsem Charitable Foundation, **residents of frontline regions of Ukraine were given first aid kits**. As part of the project, 3,368 first aid kits worth over UAH 9 million were handed to the people living in frontline regions. The assistance was provided to residents of Kherson, Zaporizhzhya, Sumy, Kharkiv, Donetsk and Luhansk regions.



Vodafone Ukraine transferred a total of UAH 48.6 million in direct material financial assistance. The funds were used for donations to the **Povernys Zhyvym (Return Alive)** Charitable Foundation, for the organization of emergency pre-medical care close to the battlefields, as well as other charitable organizations, for financial assistance to children who lost their parents due to the war, for the supply of first-aid kits for military and civilians in the areas close to the battlefields, for surgeries for congenital heart defects in children, for support to medical and educational institutions, for assistance to schoolchildren and students in IDP families, and the provision of computers, IT and other equipment.



2023 was a jubilee year for Vodafone Ukraine – 30 years on the Ukrainian market. The employees' unanimous decision was to celebrate this date not with festive promotions, but by helping those in need during these difficult times. To this end, the **Vodafone Ukraine team donated UAH 3 million to the Children of Heroes Charitable Foundation**. As a result, 300 children received financial assistance and 90 children received gadgets - tablets and laptops for distance learning.



Vodafone Ukraine also **provided permanent access to online classes for 5,000 Ukrainian schoolchildren**. The Group equipped 5,000 educational tablets destined to Ukrainian schoolchildren with SIM cards and prepaid 4G Internet for one year. The project, designed to ensure access to education for internally displaced children from socially vulnerable categories, was implemented together with the BGV charitable foundation in partnership with the German charity organization #WeAreAllUkrainians and the international organization Plan International.



We provide free telecommunications to rescuers, doctors, volunteers, and employees of municipal and social services who restore damaged communications and provide assistance to victims. Also, together with the non-governmental organization Regional Center for Sustainable Development, we donated servers, laptops, MFDs and other IT equipment to the Kherson water utility company Vodokanal in order to help it restore its operations and speed up the recovery from the consequences of the destruction of the Nova Kakhovka dam by the russians.



In 2023, Vodafone Ukraine continued to participate in the open charitable initiative of Ukrainian business called the **League of Warmth**, by providing alternative heating for maternity wards in Ukraine. For example, in 2023, the Obstetrics and Gynecology Center of the intensive care hospital in the town of Boyarka, Kyiv region, received 49 heat pumps used for heating the premises in winter and cooling in summer, which work on renewable energy sources.

Social projects:

4

QUALITY
EDUCATION

Despite the difficult situation, in 2023 the Group continued the **Vodafone Big Data Lab** project and announced the fifth recruitment to the Data Science training school. Vodafone Big Data Lab is a comprehensive intensive training course for future Data Science specialists, which includes the fundamental mathematical disciplines, subject matter expertise and practice with real big data from Vodafone Ukraine. This is another contribution of the Group to the recovery of Ukraine, which requires highly qualified specialists with a set of knowledge in the fields of artificial intelligence, big data analytics, and the Internet of Things to be used in all sectors of the economy. In total, during the implementation of the project (since 2020), more than 1,000 applications for training were received and 70 highly qualified big data analyst specialists working in large companies and government institutions were trained.

4

QUALITY
EDUCATION

Vodafone Ukraine continues to provide **unlimited free access to the All-Ukrainian Online School educational content platform**. We also provided a free Online PASS service for schoolchildren to access learning tools such as Google Classroom, MS Teams, Zoom, Skype, Hangouts, Google Meet, etc.

4

QUALITY
EDUCATION

In 2023, the **Antidote** informational and educational program was launched. Vodafone Ukraine, in partnership with the Armed Forces of Ukraine and media literacy experts, started cooperation in order to improve the media literacy of Ukrainians, teach them the basic principles of digital hygiene and develop critical thinking. The Antidote program involves an educational campaign on information hygiene using various resources and platforms, including social networks, resources of the Armed Forces of Ukraine, public initiatives and the media. More detailed information about the Antidote program can be found at this [link](#).

4

QUALITY
EDUCATION

A memorandum of cooperation was signed with the Sumy National Agrarian University, envisioning the development of educational lectures and materials for deepening the knowledge in the field of the Internet of Things, cloud solutions, the use of big data and artificial intelligence, as well as promoting the development of national education and the country's scientific potential.

9

INDUSTRY, INNOVATION
AND INFRASTRUCTURE

In 2023, a joint project between Vodafone Ukraine and **e-Dnipro**, the municipal enterprise for Digital transformation and automation of information processes of the Dnipro City Council, was launched. We joined forces to create conditions for quality digital development at the city of Dnipro. As part of the partnership, a memorandum was signed on cooperation in the areas of information resources development, communication and implementation of digital technologies to improve the quality of life of the city's residents through access to advanced technologies and information resources. For more details about the cooperation please see the [link](#).

9

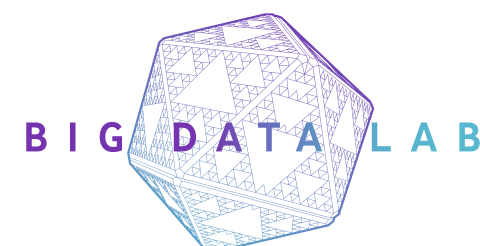
INDUSTRY, INNOVATION
AND INFRASTRUCTURE

"Roaming like at home" is an initiative that arose because of partnership with European operators. It gave Ukrainian refugees the opportunity to use mobile communications at "home" tariffs throughout the territory of the European Union. Also, this initiative prepared the foundation for the permanent inclusion of Ukraine in the Euroroaming zone, which works for EU countries. In 2023, the most favorable conditions were worked out with European operators, so that the tariffs were affordable for Ukrainian subscribers.

More information about the social and charitable projects supported by Vodafone Ukraine is available at the links below:



<https://findandfollow.com.ua/>



<https://www.bigdatalab.com.ua/>



<https://www.ligatepla.com.ua/>

ENVIRONMENTAL RESPONSIBILITY



Energy consumption

When it comes to energy management, Vodafone Ukraine is guided by its internal regulations and the requirements of the Ukrainian law. Energy consumption is subject to internal reporting on a regular basis, and the effectiveness of energy saving measures is constantly being monitored. The quality assessment of the energy management system is carried out on a monthly and quarterly basis, and as part of internal and external audits. An automated metering system is used to collect information and monitor electricity consumption. The Group's Energy Manager software, developed in-house, uses the collected data as input. The efforts of the Group's energy specialists to implement efficient management approaches and best practices received high ratings in the reporting period.

The Group of Companies is committed to reducing its energy consumption and optimizing costs in this area. In 2023, Vodafone Ukraine continued implementing ASKOE, the automated commercial electricity metering system. Currently, we are at the stage of approval of the ASKOE design and construction documents and the implementation of measures to reduce electricity consumption. This project is one of the Group's priorities for 2024. Also, we plan on continuing our cooperation with the current electricity suppliers in order to optimize the commercial supply terms and implement other measures aimed at reducing our electricity costs.

In view of improving the efficiency of our energy consumption, Vodafone Ukraine implements a number of measures, including the use of the Power saving system on base station equipment, applying the energy saving mode for power supply units on base stations, the use of

Freecooling systems, optimization and control of power supply modes, and the replacement of outdated equipment with modern energy-efficient equipment. Moreover, Vega Telecom has chosen GPON (Gigabit Passive Optical Network) technology as its strategic network development technology. The switch from FTTB to GPON also contributes to reducing electricity costs.

In 2022, there was a 6.9% decrease in the total amount of electricity consumed compared to 2021. One of the reasons was the widespread power outages in the country due to Russia's war against Ukraine. However, in 2023, the energy consumption increased by 5.07% compared to 2022, partly due to Freenet LLC, the new subsidiary, joining the Group. Nevertheless, the volume of electricity consumption per site (network object) decreased in the reporting year.

In 2023, the thermal energy consumption amounted to 516.93 GJ, which is 7.4% less than in 2022. The measurement includes a complex of technical buildings (garages, administrative building) in Kyiv, which consumes heating from the municipal heating network through a distribution point. Thermal energy is measured using the installed meters.

The volume of fuel consumption in 2022 increased by 27.5% compared to the previous year, and in 2023, by 2.1%. In the context of the ongoing hostilities and massive power outages, Vodafone Ukraine requires power generators for its operations. In 2023, the generators consumed 375.45 thousand liters of diesel fuel and 35.45 thousand liters of gasoline, which is 2.7 times higher than the fuel consumption for generators in 2021.

Electricity consumption by Vodafone Ukraine in 2021-2023²⁶

Type of energy	2021	2022	2023
Total volume of electricity consumption within the organization, GJ²⁷	987,989.34	919,407.87	966,015.32
Total volume of energy consumption within the organization, thousand kWh	274,441.48	255,391.08	268,337.59
Total volume of purchased thermal energy, GJ	-	557.84	516.93
Total volume of purchased thermal energy, Gcal	-	133.24	123.32

Fuel consumption by Vodafone Ukraine in 2021-2023²⁸:

Type of fuel	2021	2022	2023
Total Vodafone Ukraine (GJ)²⁹, including:	37,471.88	47,793.04	48,800.06
Diesel fuel (thousand liters), including:	861.29	1,146.24	1,105.21
• Diesel for generators	147.30	514.69	375.45
• Diesel for vehicles	713.99	631.55	729.76
Gasoline (thousand liters) including:	196.60	150.96	211.19
• Gasoline for generators	3.92	19.89	35.45
• Gasoline for vehicles	192.68	131.07	175.74
Propane, butane for vehicles (thousand liters)	-	-	7.36
Natural gas for boilers (thousand m³)	-	47.30	55.33

²⁶In 2022-2023, Vodafone Ukraine's electricity consumption includes Vega Telecom, acquired by Vodafone Ukraine in 2021. The electricity consumption for 2021 does not include Vega Telecom. The data for 2023 also includes Freenet LLC, acquired by Vodafone Ukraine in 2023.

²⁷ 1 kWh = 0.0036 GJ

²⁸ In 2022-2023, Vodafone Ukraine's fuel consumption includes Vega Telecom acquired by Vodafone Ukraine in 2021. Fuel consumption for 2021 does not include Vega Telecom. The data for 2023 also includes Freenet LLC, acquired by Vodafone Ukraine in 2023.

²⁹ To convert fuel units from liters to joules, standard coefficients from open sources and IPCC (Intergovernmental Panel on Climate Change) were used: density of diesel fuel – 834 kg/thousand l, gasoline – 756 kg/thousand l, liquefied petroleum gas (propane, butane) – 530 kg/thousand l; LCV for diesel fuel – 43 MJ/kg, for gasoline – 44.3 MJ/kg, and for liquefied petroleum gas (propane, butane) – 47.3. Also, coefficients from the Ukraine National Inventory Report (2022) were used: density of natural gas – 0.719 kg/m³; LCV for natural gas – 47.96 MJ/kg. The fuel for vehicles and for generators was assumed to be identical in their characteristics.

Climate change and atmospheric emissions

The operations of the Group do not result in significant emissions of greenhouse gases and pollutants into the atmosphere. Direct GHG emissions (Scope 1) amounted to 3.69 thousand tons of CO₂-equivalent in 2023, which is 2% more than the previous year's figure (3.62 thousand tons of CO₂-equivalent). The increase is explained by the inclusion of the subsidiary company Freenet LLC into the Group.

The Group of Companies has mechanisms and procedures in place to monitor, control, and account for fuel purchase and consumption, which are supervised by the Technical and Financial Departments. The collected data is reported to the relevant state statistical authorities. The GHG emissions accounting methodology for 2023 is based on the generally recognized GHG Protocol Standards and Guidance³⁰. The Scope 1 and Scope 2 GHG emissions were calculated using the information consolidated under the majority ownership approach. The calculation included the companies of the Group under the direct control of the parent company VF Ukraine PrJSC.

Scope 2 GHG emissions were calculated in accordance with the GHG Protocol methodology using two methods:

- the location-based method, which uses the data on the intensity of greenhouse gas emissions for the whole unified energy system of Ukraine.

- the market-based method, which involves calculating greenhouse gas emissions from electricity directly purchased on the market by the Group of Companies. The method takes into account data from suppliers that disclose the shares of electricity generation types in the volume of supply. The calculation takes into account the carbon intensity of each individual type of generation of electricity supplied to and consumed by Vodafone Ukraine.

Scope 2 GHG emissions were generated as a result of consumption of electricity purchased by Vodafone Ukraine from its suppliers. Indirect GHG emissions (Scope 2) in 2023 amounted to 77.48 thousand tons of CO₂-equivalent, according to the location-based method. The volume of Scope 2 GHG emissions according to the market-based method is smaller and in 2023 amounted to 63.69 thousand tons of CO₂-equivalent. That is, the electricity consumed by Vodafone Ukraine contains a larger share of low-carbon sources than the national average for Ukraine.

In 2023, for the first time in its history, the Group of Companies conducted a calculation of its Scope 3 emissions in the supply chain. When gathering information and calculating Scope 3, we followed the GHG Protocol Standards and Guidance, as well as relevant guidance for the telecommunications sector developed by the GSMA jointly with GeSI and ITU. Currently,

Vodafone Ukraine is in the process of calculating its Scope 3, which covers a wide range of business activities, divided into 15 categories. According to the GSMA guidelines for telecommunications operators, the most important categories are:

- **1.** Purchased goods and services;
- **2.** Capital goods;
- **3.** Fuel- and energy-related activities;
- **8.** Upstream leased assets
- **11.** Use of sold products
- **13.** Downstream Leased Assets.

In view of the above list and the Group's current capacity to collect the relevant information, in 2023, we focused on the calculation of the first three categories.

The GSMA guidelines for telecommunications operators allows companies to disclose supply chain greenhouse gas emissions from operational costs of purchasing goods and services (Category 1) together with emissions from capital expenditures (Category 2). We used this option because the Group of Companies' approach to accounting for purchases involves the comprehensive collection of information on all purchases, including for the infrastructure restoration and expansion. Therefore, "Categories 1 and 2. Purchased goods and

services include "cradle-to-gate"³¹ emissions from all purchased products and fixed assets³².

Scope 3 emissions under "Category 3. Activities related to fuel and energy" cover emissions resulting from the consumption of electricity by all companies of the Group at the stage of transportation and distribution of this electricity in the network. We based our calculations on Scope 2 emissions, calculated by the market-based method, thereby estimating the average losses of electricity during its transmission and distribution.

Thus, in 2023, the total volume of GHG emissions (with Scope 2 emissions calculated using the location-based method) amounted to 118.53 thousand tons of CO₂-equivalent. However, the total volume of GHG emissions (with Scope 2 emissions calculated using the market-based method) amounted to 104.74 thousand tons of CO₂-equivalent.

³⁰ GHG Protocol Standards, <https://ghgprotocol.org/standards>. GHG Protocol Guidance, <https://ghgprotocol.org/guidance-0>

³¹ A product life cycle assessment model that determines the product's impact on the environment from raw material extraction to factory release.

³² The indicator reflects data on the Group of Companies, including all subsidiaries except Freenet LLC, which was acquired by Vodafone Ukraine in 2023.

GHG emissions in 2021-2023:

Scope of emissions	2021	2022	2023
Total (tons of CO2-eq.) ³³ , including:			
• Scope 2 emissions, location-based method	90,942.63	85,414.57	118,535.37
• Scope 2 emissions, market-based method	-	-	104,739.88
Direct GHG emissions (Scope 1), including:	3,056.97	3,615.91	3,692.89
• stationary emission sources ³⁴	508.15	1,454.38	1,296.20
• mobile emission sources ³⁵	2,548.82	2,161.53	2,396.69
Indirect CO2 emissions (Scope 2) ³⁶ :			
• location-based method ³⁷	87,885.66	81,798.66 ³⁸	77,481.18
• market-based method ³⁹			63,685.69
Indirect CO ₂ emissions (Scope 3), including:	-	-	37,361.30
• for Categories 1&2. Purchased goods and services	-	-	30,271.97
• for Category 3. Fuel and energy related Activities			7,089.33

In 2023, the volume of pollutant emissions into the atmosphere from the combustion of natural gas for boilers amounted to 0.935 tons. Emissions of other pollutants were not recorded in the reporting period⁴⁰.

Pollutant emissions in 2021-2023:

Name of the pollutant	2021	2022	2023
Total (tons), including:	9.21	26.38	0.935
Carbon monoxide	4.45	13.26	0.196
Nitrogen dioxide	3.47	9.31	0.739
Non-methane volatile organic compounds	0.87	2.60	0
Sulfur dioxide	0.42	1.21	0

³³ The total GHG emissions for 2023 includes Scope 3 emissions for categories 1-3, whereas the figure for previous years includes only Scope 1 and Scope 2 emissions.

³⁴ To calculate direct GHG emissions from stationary emission sources we used the following data on fuel consumed by generators and natural gas consumed by boilers, open sources and standard IPCC (Intergovernmental Panel on Climate Change) coefficients: density of diesel fuel – 834 kg/thousand l, of gasoline – 756 kg/thousand l, of natural gas – 0.73 kg/m³; LCV for diesel fuel – 43 MJ/kg, for gasoline – 44.3 MJ/kg, for natural gas – 48 MJ/kg; CO₂ emission factor for gasoline – 69,300 kg/TJ, for diesel fuel – 74,100 kg/TJ, for natural gas – 56,100; CH₄ emission factor for gasoline – 50 kg/TJ, for diesel fuel – 4.15 kg/TJ, for natural gas – 1 kg/TJ; N₂O emission factor for gasoline – 2 kg/TJ, for diesel fuel – 28.6 kg/TJ, for natural gas – 0.1 kg/TJ. To convert emissions into CO₂-eq., the global warming coefficients from the 6th IPCC Report were used: for methane – 27.9, for nitrous oxide – 273.

³⁵ To calculate direct GHG emissions from mobile emission sources, we used the following data on fuel consumption by vehicles, open sources and standard IPCC (Intergovernmental Panel on Climate Change) coefficients: density of diesel fuel – 834 kg/thousand l, for gasoline – 756 kg/thousand l, for liquefied petroleum gas (propane, butane) – 530 kg/thousand l; LCV for diesel fuel – 43 MJ/kg, for gasoline – 44.3 MJ/kg, for liquefied petroleum gas (propane, butane) – 47.3 MJ/kg; CO₂ emission factor for gasoline – 69,300 kg/TJ, for diesel fuel – 74,100 kg/TJ, for liquefied petroleum gas (propane, butane) – 63,100; CH₄ emission factor for gasoline and diesel fuel – 3.9 kg/TJ, for liquefied petroleum gas (propane, butane) – 62 kg/TJ; the N₂O emission factor for gasoline and diesel fuel is 3.9 kg/TJ. To convert emissions into CO₂-eq., global warming coefficients from the 6th IRSS Report were used: for methane – 27.9, for nitrous oxide – 273.

³⁶ The calculation of Scope 2 for 2023, both location-based and market-based, takes into account the volumes of heat consumption mentioned in the Energy Consumption section.

³⁷ In 2023, the Scope 2 emissions using the location-based method were calculated using the emission factor of gCO₂/kWh for 2021, published by the IEA (International Energy Agency) in 2023. This was due to the unavailability of more reliable data due to the closure of official information and databases related to operation of Ukraine's energy system facilities, which were previously freely available, since such data are categorized as strategically important and shall not be disclosed during wartime.

³⁸ In 2022, indicators of indirect emissions of greenhouse gases (Scope 2) were calculated on the basis of emission factors per unit of electricity in general for the energy system of Ukraine for 2021. This was due to the unavailability of more reliable data due to the closure of official information and databases on the operation of Ukraine's energy system facilities, which were previously freely available, since such data are of strategic importance and are not disclosed during the war.

³⁹ The Scope 2 emissions using the market-based method were calculated using public data of suppliers regarding the share of the total volume of energy supplied by them by source. The emissions by the volume of consumed electricity, for which identifying the supplier was challenging, namely emissions from 27.87% of consumed electricity, were calculated using the emission factor gCO₂/kWh, published by the IEA.

⁴⁰ Since the Group of Companies was exempted from the environmental tax in 2023, there was no comprehensive accounting of pollutant emissions in 2023. The data for the reporting year includes only emissions from burning natural gas for boilers.

Water consumption

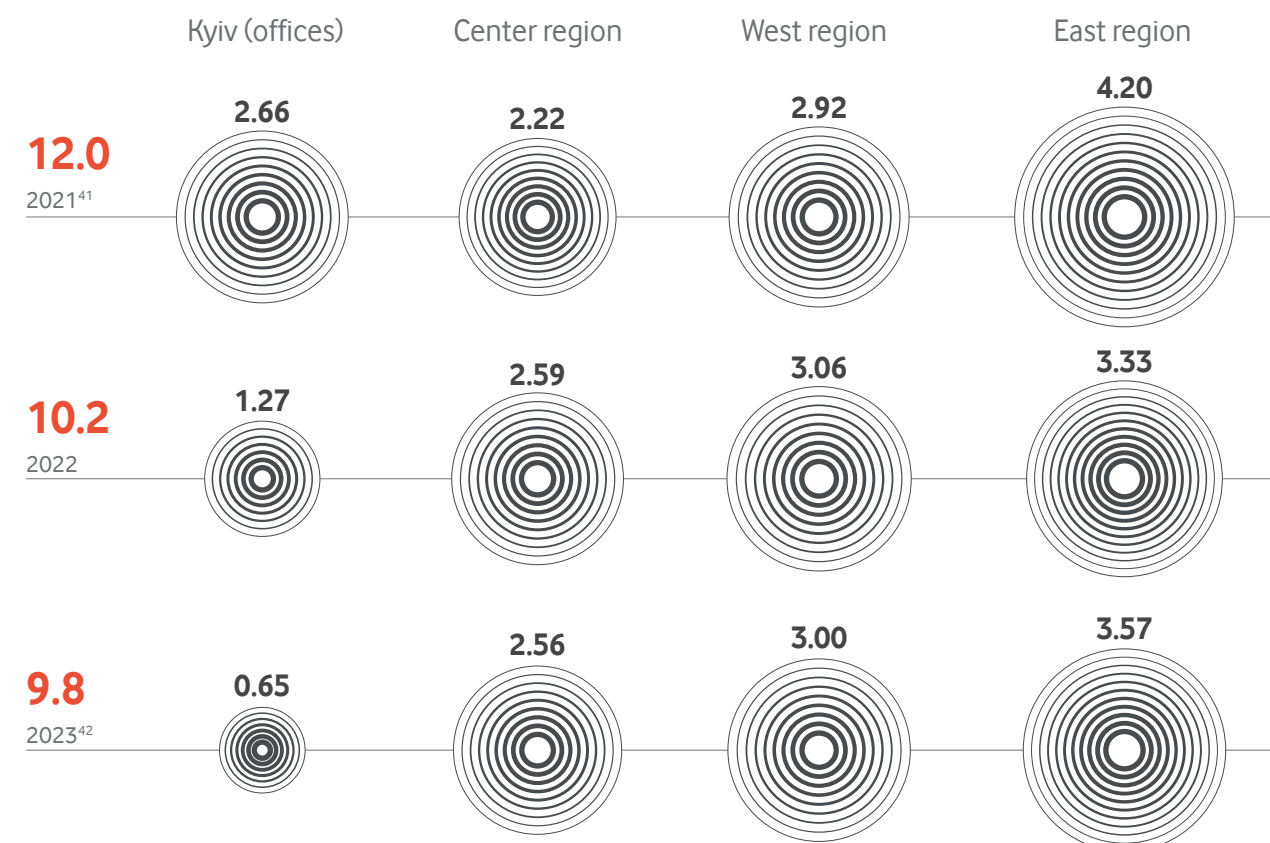
Vodafone Ukraine complies with all the requirements regarding water and wastewater management. The Group's operations do not require any special water and wastewater management, therefore, there is no separate unit within the Group that oversees this process.



For its water needs, the Group relies on the centralized municipal water supply systems. Water usage in offices is only intended for domestic purposes, and wastewater is handled by the centralized municipal sewage networks. Information on the water usage and its disposal is collected and recorded monthly, and reports are submitted to local water distribution organizations based on the readings of household water consumption meters. The quality control of wastewater is conducted on a quarterly basis in accordance with the terms of the contract performed by service providers – environmental monitoring departments of municipal water utilities.

Vodafone Ukraine complies with the established standards for wastewater discharge, taking into account local specifics and requirements (for example, the city of Kyiv has its special rules for wastewater disposal). In 2022, the decrease in water consumption reached 14.6%, which was due to the fact that many Vodafone Ukraine employees were working remotely at the time because of the martial law. In 2023, the Group of Companies reduced its water usage by 4.5%.

Volume of water usage, thousand cubic meters:



⁴¹ The data for 2021 excludes the subsidiary company Vega Telecom, as it was not part of the Group of Companies for that full calendar year.

⁴² The data for 2023 does not include the subsidiary company Freenet LLC, as it was not part of the Group of Companies during this full calendar year.

Waste management practices

Vodafone Ukraine strives towards waste minimization and its proper disposal. The Group adheres to the legislative requirements and internal regulations regarding both waste management and the selection of waste disposal service providers. The key is to work with a reliable contractor who handles the disposal of all classes of hazardous waste and drops used batteries into an appropriate recycling plant. When choosing a contractor, a license for hazardous waste management is a mandatory requirement. Additionally, starting in 2023, we have been actively looking for buyers of our equipment that is no longer used in the Group's technological processes. Vodafone Ukraine strives to reuse valuable technical resources instead of throwing them away.

In the reporting year, the Group of Companies did not receive any complaints or suggestions regarding waste management from stakeholders. The Group employs various measures to reduce the amount of waste and its environmental impact. These include, among others, the implementation of electronic document management system to conserve natural resources. Vodafone Ukraine is aware of the Group's potential negative environmental impacts. We store car batteries in a separate

compartment of the tire warehouse to avoid electrolyte leakage. Furthermore, the Group conducts educational lectures and webinars to raise awareness among employees regarding waste management issues and rules for sorting waste.

Vodafone Ukraine collects and disposes of waste. In 2023, the Group of Companies collected about 91.56 tons of waste⁴³, including:

- **1.12 tons** of class 1 hazardous waste. This category includes halogen and fluorescent lamps.
- **57.15 tons** of class 2 hazardous waste. This category includes waste cable and wire products, lead acid batteries with electrolytes, complex scrap, air conditioners, household appliances and batteries.
- **0.08 tons** of class 3 hazardous waste.
- **33.21 tons** of class 4 hazardous waste. This category includes solid household waste, ferrous metal scrap, complex scrap, used tires, fiber optic cables and conductors, furniture, polymer, textile waste, and aluminum scrap and waste

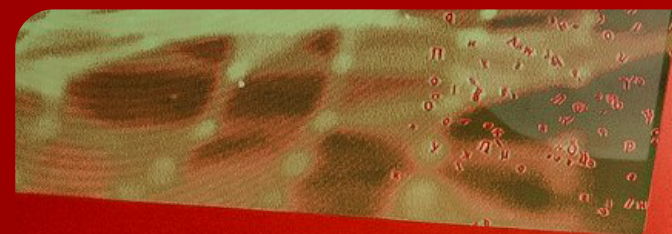
In 2022, there was no transfer or disposal of the waste generated by Vodafone Ukraine. The waste was accumulated, to be collected by the contractors in the following calendar year.

Therefore, in 2023, 216 pieces of worn tires, 50 car batteries, 33 halogen lamps and also 130 kg of power cells were collected and handed over to the contractor for disposal.



⁴³ The data provided does not include the subsidiary company Freenet LLC, since it was not part of the Group of Companies during this full calendar year.

ABOUT THE REPORT AND ADDITIONAL INFORMATION



About the Report

In our cooperation with the shareholders and other stakeholders, we adhere to the principles of openness and transparency. The Group of Companies is committed to disseminating clear and reliable information, while preserving trade secrets and ensuring the confidentiality of our customers.

This Annual Sustainable Development Report for 2023 (hereinafter referred to as the Report) is the third report of Vodafone Ukraine, prepared in accordance with GRI (Global Reporting Initiative) Standards. It covers the activities of Vodafone Ukraine⁴⁴ during 2023 (the period from 01.01.2023 to 31.12.2023).

The Report provides detailed information on the Group's approaches and practices in managing the social, environmental, and economic aspects of its operations, as well as on the Group's achievements in these areas during the reporting period. The Report contains a description of Vodafone Ukraine's results and the plans for the future in personnel management, occupational health and safety, customer relations, use of natural resources, implementation of infrastructure projects, etc. The Report allows readers to form their objective opinion about both the positive and potentially negative impacts of the Group's activities, as well as track the results of Vodafone Ukraine's operations over time.

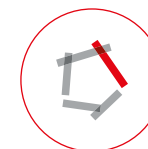


⁴⁴ For the purposes of this Report, "Vodafone Ukraine" (or "the Group of Companies", or simply "the Group") includes the activities of PJSC "Vodafone Ukraine" and its subsidiaries, namely: LLC "Vodafone Retail" (with PJSC "Vodafone Ukraine" as sole shareholder), LLC "ITSF" (99% of the statutory capital belonging to PJSC "Vodafone Ukraine" and 1% to LLC "Vodafone Retail"), PJSC "Farlep-Invest" (99.9929% of shares belonging to PJSC "Vodafone Ukraine"), LLC "Freenet" (90.60% of the statutory capital belonging to PJSC "Vodafone Ukraine"), and LLC "UNS" (100% of the statutory capital belonging to PJSC "Vodafone Ukraine"). In addition, Vodafone Ukraine also includes such subsidiary enterprises of PJSC "Vodafone Ukraine" that do not have a separate staff and do not conduct active operational activities but perform special auxiliary functions: LLC "Cable TV-Finance" (provider of fixed Internet access services, 100% of the statutory capital belonging to PJSC "Vodafone Ukraine") and VFU Funding PLC (a special-purpose enterprise established in England and Wales for bond issuance purposes, 100% of the statutory capital belonging to PJSC "Vodafone Ukraine").



1. Accuracy

The validity of the information provided, both qualitative and quantitative, is ensured by supporting evidence and well-determined methods of data collection, processing and analysis.



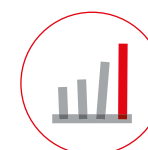
2. Balance

We have ensured impartiality and a fair balance between reflecting the existing and potential negative and positive impacts arising from our activities.



3. Clarity

Our approach ensured the clarity and comprehensibility of the data for all stakeholders in a format that does not require any additional knowledge on the part of the readers of the Report.



4. Comparability

While preparing our third Report, we chose the standards, formats and calculation methodologies with a view to facilitate the comparison of indicators with the results of our competitors and tracking them over time.



5. Completeness

The topics covered by the Report and the level of their disclosure were determined in a way as to provide the readers of the Report with a complete and fair understanding of the activities of the Group of Companies.



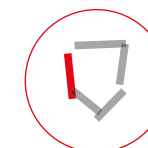
6. Sustainability context

The Report discloses information on the Group's contribution to achieving the Sustainable Development Goals (SDGs) and sustainable development in general.



7. Timeliness

The Report covers the results of the activities of the Group of Companies for the year 2023 and was prepared and published in the year following the reporting period, so that the users of the Report could receive relevant information in a timely manner.



8. Reliability

The information was collected, consolidated, and disclosed in a way that its quality could be verified. We have provided all the necessary details in the Report with references to supporting primary sources.

Providing limited assurance about the selected information in the Report

To ensure the reliability and transparency of the Sustainability Report, the Group engaged an independent third party, LLC AF PricewaterhouseCoopers (Audit), to provide limited assurance on selected information. Section “Independent Limited Assurance Report” of this Report contains the Limited Assurance Report issued by LLC AF PricewaterhouseCoopers (Audit) on the review of certain non-financial indicators and their compliance with the GRI Standards. The limited assurance report contains the conclusion of an independent third party, a list of indicators that have been independently verified and a description of any limitations that arose during the assurance of the indicators. During cooperation, Vodafone Ukraine provided LLC AF PricewaterhouseCoopers (Audit) with access to internal data necessary for the assurance of the selected information of the Vodafone Ukraine Sustainability Report. The assurance process was designed and conducted in accordance with the

requirements of the International Standard on Assurance Engagements 3000 (Revised) “Assurance Engagements other than Audits or Reviews of Historical Financial Information” and International Standard on Assurance Engagements 3410 “Assurance Engagements on Greenhouse Gas Statements”, both issued by the International Auditing and Assurance Standards Board, as relevant to the underlying selected information. Vodafone Ukraine’s management is responsible for the completeness and accuracy of the information in the Report and for communication and exchange of information with the independent third party. The Supervisory Board is responsible for overseeing the process of preparing and approving the Vodafone Ukraine Annual Sustainability Report. Engaging an independent third party to verify the information in this Report is important for Vodafone Ukraine as it provides assurance that the selected information in the Report is reliable.



GRI content index

Statement of use	Vodafone Ukraine has reported in accordance with the GRI Standards for the period from January 1, 2023 – December 31, 2023.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	The applicable GRI Sector Standards has not been prepared by the date of issue the Report

Material topic	Nº	Disclosure title	Page number	References and comments
General disclosures				
GRI 2: General Disclosures 2021	2-1	Organizational details	13-18	About Vodafone Ukraine The group of companies conducts its main activities in Ukraine. Addresses of the head office by company: <ul style="list-style-type: none">• PJSC "VF Ukraine" 01601, Kyiv, str. Leiptsyzka, building 15• VF Retail LLC 01601, Kyiv, str. Leiptsyzka, building 15• "ITSF" LLC 03057, Kyiv, Beresteyskyi Avenue, building 49/2• PJSC "FARLEP-INVEST" 01011, Kyiv, Yevgena Hutsal lane, building 3• "CABLE TV-FINANCE" LLC 02100, Kyiv, Verkhovna Rada Boulevard, building 20• "FREENET" LLC 02068, Kyiv, str. Drahomanova, building 17, apartment 268• "UNS" LLC 02000, Kyiv, Havela Vaclav Boulevard, building 6, pavilion 3
	2-2	Entities included in the organization's sustainability reporting	13-18	About Vodafone Ukraine
	2-3	Reporting period, frequency and contact point	131-132, 163	About the Report Contacts The cycle of financial reporting, as well as the cycle of preparing Sustainability Report - one calendar year.
	2-4	Restatements of information	—	Some data for 2021 and 2022 has been revised compared to what was published in the previous Annual Sustainability Report 2022. These changes are not significant and are related to the correction of accounting or technical inaccuracies. Such data include: <ul style="list-style-type: none">• Volumes of electricity consumption for 2021 and 2022• Volumes of fuel consumption for 2021 and 2022.

Material topic	Nº	Disclosure title	Page number	References and comments
General disclosures				
GRI 2: General Disclosures 2021	2-5	External assurance	135-136	About this Report This Annual Sustainability Report 2023 has been verified an independent third party of "PricewaterhouseCoopers (Audit)" LLC AF. A limited assurance report issued by an independent third party is included in this Report (Independent Limited Assurance Report). The group of companies publishes its reporting on the official website: https://www.vodafone.ua/company/investors/zvity-ta-rezultaty .
	2-6	Activities, value chain and other business relationships	13-20, 53-56, 69-72, 41-42	About Vodafone Ukraine Services for our customers Procurement Ethical approach to business There were no significant changes in the types of activities of the Group, in relations with partners for the sale of products and services, and in other business relations.
	2-7	Employees	83-84, 151-154	Personnel management and talent attraction: Staff structure Appendix
	2-8	Workers who are not employees	—	Not applicable The Group engages third parties to perform certain works.
	2-9	Governance structure and composition	21-26, 154-155	Corporate management Appendix: Tables 8, 9 Detailed information on the experience and competences of the members of the higher management body is presented in the <u>Annual reports of the issuer of securities</u> . The main skills and competencies of the members of the higher management body are described in the Regulation on the Supervisory Board

Material topic	Nº	Disclosure title	Page number	References and comments
General disclosures				
GRI 2: General Disclosures 2021	2-10	Nomination and selection of the highest governance body	21-26	Corporate management
	2-11	Chair of the highest governance body	21-26	Corporate management The head of the highest management body is not the executive director/manager of the Group. Since the Group has implemented a two-level management structure, the highest management bodies are the General Meeting of Shareholders, the Supervisory Board and the CEO (single). The functions of the Chairman of the Supervisory Board are determined by the Statute of PJSC "VF Ukraine" and the Regulation on the Supervisory Board of the Company.
	2-12	Role of the highest governance body in overseeing the management of impacts	21-26	Corporate management The management of the Group is developing a Sustainability strategy, which is approved by the Supervisory Board of PJSC "VF Ukraine". The Supervisory Board approves the development strategy of PJSC "VF Ukraine", appoints and monitors the work of the CEO. PJSC "VF Ukraine" has established communications that ensure informing employees, top management and management and control bodies about existing problems.
	2-13	Delegation of responsibility for managing impacts	21-26	Corporate management The right to delegation can be exercised in accordance with the Charter of PJSC "VF Ukraine" and in accordance with the order of the General Director. The Supervisory Board of PJSC "VF Ukraine" annually reviews the sustainable development strategy prepared by the Company's top management.
	2-14	Role of the highest governance body in sustainability reporting	—	The Annual Sustainability Report, including the list of identified material topics, is reviewed and approved by the Supervisory Board of PJSC "VF Ukraine" before its publication.
	2-15	Conflicts of interest	26	Corporate management Preventing conflict of interest
	2-16	Communication of critical concerns	26	Corporate management Discussing important issues The information is incomplete Information on the total number of critical issues reported to senior management was not collected during the reporting period. Vodafone Ukraine works to ensure proper data collection for their coverage in future reporting periods.

Material topic	Nº	Disclosure title	Page number	References and comments
General disclosures				
GRI 2: General Disclosures 2021	2-17	Information on the total number of critical issues reported to senior management was not collected during the reporting period. Vodafone Ukraine works to ensure proper data collection for their coverage in future reporting periods.	—	Not applicable , since measures aimed at developing the collective knowledge, skills and experience of the highest body of corporate governance in the field of sustainable development are not the Group's area of responsibility
	2-18	Evaluation of the performance of the highest governance body	—	Not applicable , since the Group has not implemented the process of evaluating the activities of the higher management body.
	2-19	Remuneration policies	26	Corporate management: Remuneration determination process
	2-20	Process to determine remuneration	26	Corporate management: Remuneration determination process Details of the reward determination process are confidential and not publicly disclosed.
	2-21	Annual total compensation ratio	—	Privacy restrictions Information regarding the total annual compensation ratio is confidential and not publicly disclosed.
	2-22	Statement on sustainable development strategy	5-6	CEO Statement
	2-23	Policy commitments	41-42, 91-96	Ethical approach to business Equality, diversity and human rights Policies/standards for ethical and responsible business conduct are approved by the General Director.
	2-24	Embedding policy commitments	41-42, 91-96	Ethical approach to business Equality, diversity and human rights The Compliance Manager is responsible for implementing policies/standards for ethical and responsible business conduct
	2-25	Processes to remediate negative impacts	41-42, 91-96	Ethical approach to business Equality, diversity and human rights Incomplete information , as data on the processes of elimination of negative consequences are not collected. Vodafone Ukraine works to ensure proper data collection for their coverage in future reporting periods.

Material topic	Nº	Disclosure title	Page number	References and comments
General disclosures				
GRI 2: General Disclosures 2021	2-26	Mechanisms for seeking advice and raising concerns	27-28, 41-42, 49-50, 54, 69-70, 73-74, 85-86, 95, 97-98, 111-112	Engaging with stakeholders and identifying material topics Ethical approach to business Information security and data protection Services for our customers Procurement Marketing Personnel management and talent attraction Equality, diversity and human rights Career growth Contribution to the development of local communities In separate sections of this Report, information on feedback channels for each of the topics is disclosed.
	2-27	Compliance with laws and regulations	–	During 2023, there were no cases of non-compliance with legislation or regulatory requirements, including those for which fines were imposed or non-monetary sanctions were applied.
	2-28	Membership associations	19-20	About Vodafone Ukraine: Participation in associations and external initiatives
	2-29	Approach to stakeholder engagement	27-28	Engaging with stakeholders and identifying material topics
	2-30	Collective bargaining agreements	–	During 2023, the Group had no practice of concluding collective agreements.
Topics disclosures				
GRI 3: Material Topics 2021	3-1	Process to determine material topics	29-30	Engaging with stakeholders and identifying material topics
	3-2	List of material topics	29-32	Engaging with stakeholders and identifying material topics In the reporting period, the list of significant topics included the topic "Anti-competitive behavior", which was not included in the list in the previous year. Instead, the topics "Employment and opportunities for employees" and "Anti-discrimination and equal opportunities", which were identified as essential in the 2022 Report, were not included in the list of essential topics in 2023. This is mainly due to a change in the opinions of the Group's stakeholders.
Economical disclosures				
Economic performance				
GRI 3: Material Topics 2021	3-3	Management of material topics	53-76, 35-38, 27-32	Creating economic value Vodafone Ukraine Group strategic benchmarks Engaging with stakeholders and identifying material topics
GRI 201: Economic performance 2016	201-1	Direct economic value generated and distributed	158	Appendix: Table 14

Material topic	Nº	Disclosure title	Page number	References and comments
Economic performance				
GRI 201: Economic performance 2016	201-2	Financial implications and other existing risks and opportunities caused by climate change	–	The Group of Companies did not assess the risks associated with climate change and their impact on the Group's operational activities and financial results during the reporting period
	201-3	Defined benefit plan obligations and other retirement plans	–	The group pays contributions from the wages of employees, in accordance with the Law of Ukraine "On the collection and accounting of a single contribution to mandatory state social insurance". The single contribution for the payers specified in Article 4 of this Law is set at the rate of 22 percent of the single contribution calculation base specified in Article 7 of this Law, which includes wages, other incentive and compensatory payments.
	201-4	Financial assistance received from the government	–	The group received no financial assistance from the government during 2023.
Market Presence				
GRI 3: Material Topics 2021	3-3	Management of material topics	81-82	Personnel management and talent attraction: Employee encouragement and motivation
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	81-82, 157	Personnel management and talent attraction: Employee encouragement and motivation Appendix: Table 12
	202-2	Proportion of senior management hired from the local community	–	During 2023, 92% of the representatives of the Group's top management were citizens of Ukraine
Indirect Economic Impacts				
GRI 3: Material Topics 2021	3-3	Management of material topics	57-58, 63-68	Developing Infrastructure and network: Our approach to management and achievements Digital development and advanced technologies
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	61	Developing Infrastructure and network: Investing in infrastructure Incomplete information Detailed information on the scope and duration of each significant investment in infrastructure and the degree of their impact on local communities and the economy during the reporting periods was not collected. Vodafone Ukraine works to ensure proper data collection for their coverage in future reporting periods.
	203-2	Significant indirect economic impacts	29-32	Engaging with stakeholders and identifying material topics: Material topic chart

Material topic	Nº	Disclosure title	Page number	References and comments
Procurement Practices				
GRI 3: Material Topics 2021	3-3	Management of material topics	69-70	Procurement: Approach to procurement
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	70	Procurement: The Group's supply chain
Anti-corruption				
GRI 3: Material Topics 2021	3-3	Management of material topics	43-44, 29-32	Anti-corruption and anti-competitive behavior: Prevention of corruption Engaging with stakeholders and identifying material topics: Material topic chart
GRI 205: Anticorruption 2016	205-1	Communication and training about anti-corruption policies and procedures	43-44	Anti-corruption and anti-competitive behavior: Prevention of corruption Incomplete information Due to the continuation of martial law, the risk assessment, which was carried out in 2022, was recognized as relevant in 2023. The assessment of corruption risks in 2022 covered the activities of the entire Vodafone Ukraine Group of companies.
	205-2	Communications and training on anti-corruption policies and procedures	43-44	Anti-corruption and anti-competitive behavior: Prevention of corruption Incomplete information The group of companies does not collect data on the number of employees familiar with anti-corruption policies and procedures by region.
	205-3	Confirmed incidents of corruption and actions taken	43-44	Anti-corruption and anti-competitive behavior: Prevention of corruption
Anti-competitive Behavior				
GRI 3: Material Topics 2021	3-3	Management of material topics	44-45, 29-32	Anti-corruption and anti-competitive behavior: Anti-competitive behavior Engaging with stakeholders and identifying material topics: Material topic chart
GRI 206: Anticompetitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	44-45	Anti-corruption and anti-competitive behavior: Anti-competitive behavior In 2023, there were no court cases regarding Vodafone Ukraine's anti-competitive behavior pending or completed during the reporting period.
Tax				
GRI 3: Material Topics 2021	3-3	Management of material topics	46	Anti-corruption and anti-competitive behavior: Taxation management

Material topic	Nº	Disclosure title	Page number	References and comments
Tax				
GRI 207: Tax 2019	207-1	Approach to tax	46	Anti-corruption and anti-competitive behavior: Taxation management Vodafone Ukraine does not have an approved tax strategy. The Group pays taxes in accordance with current legislation.
	207-2	Tax governance, control, and risk management	46	Anti-corruption and anti-competitive behavior: Taxation management Tax risks are part of the Company's overall risks, which are considered by the Risk Committee
	207-3	Stakeholder engagement and management of concerns related to tax	46	Anti-corruption and anti-competitive behavior: Taxation management
	207-4	Country-by-country reporting	–	Vodafone Ukraine carries out operational activities on the territory of Ukraine. All business entities are included in the audited consolidated financial statements published on the Group's website: https://www.vodafone.ua/company/investors/zvity-ta-rezultaty/finansovi-rezultaty .
Environmental disclosures				
Energy				
GRI 3: Material Topics 2021	3-3	Management of material topics	119	Energy consumption
GRI 302: Energy 2016	302-1	Energy consumption within the organization	119-120	Energy consumption Vodafone Ukraine does not consume fuel from renewable sources.
	302-4	Reduction of energy consumption	119-120	Energy consumption The base year for tracking the dynamics of energy consumption as of the end of 2023 has not been established. The process of its installation is complicated by external circumstances, such as massive power outages in the country. In this report, the dynamics of the indicator were monitored using the chain method (relative to each previous year). Vodafone Ukraine is working on establishing a base year for tracking the dynamics of the indicator in future reporting periods.
Water and Effluents				
GRI 3: Material Topics 2021	3-3	Management of material topics	125	Water consumption

Material topic	Nº	Disclosure title	Page number	References and comments
Water and Effluents				
GRI 303: Water and Effluents 2018 2018	303-1	Interactions with water as a shared resource	125-126	Water consumption
	303-2	Management of water discharge-related impacts	125-126	Water consumption
	303-3	Water withdrawal	–	Water intake is carried out from central water supply systems and is equated to the volume of water use (consumption).
	303-4	Water discharge	125-126	Water consumption The total volume of water discharge in 2023 amounted to 10.07 thousand cubic meters, of which: <ul style="list-style-type: none">• Kyiv (offices) – 0.93• Center region – 2.57• Region West – 3.00• East region – 3.57
	303-5	Water consumption	125-126	Water consumption
Emissions				
GRI 3: Material Topics 2021	3-3	Management of material topics	121-122	Climate change and atmospheric emissions
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	121-123	Climate change and atmospheric emissions The base year for tracking the dynamics of Scope 1 greenhouse gas emissions as of the end of 2023 has not been established. In this report, the dynamics of the indicator were monitored using the chain method (relative to each previous year). Vodafone Ukraine is working on establishing a base year for tracking the dynamics of the indicator in future reporting periods. Scope 1 greenhouse gas emissions include gases such as CO ₂ , CH ₄ , N ₂ O.
	305-2	Energy indirect (Scope 2) GHG emissions	121-123	Climate change and atmospheric emissions The base year for tracking the dynamics of Scope 2 greenhouse gas emissions as of the end of 2023 has not been established. In this report, the dynamics of the indicator were monitored using the chain method (relative to each previous year). Vodafone Ukraine is working on establishing a base year for tracking the dynamics of the indicator in future reporting periods. Scope 2 greenhouse gas emissions include gases such as CO ₂ , CH ₄ , N ₂ O.

Material topic	Nº	Disclosure title	Page number	References and comments
Emissions				
GRI 305: Emissions 2016	305-3	Other indirect (Scope 3) GHG emissions	121-123	Climate change and atmospheric emissions The base year for tracking the dynamics of Scope 2 greenhouse gas emissions as of the end of 2023 has not been established, since the calculation was carried out for the first time in the reporting year. Scope 1 greenhouse gas emissions include gases such as CO ₂ , CH ₄ , N ₂ O.
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	124	Climate change and atmospheric emissions
Waste				
GRI 3: Material Topics 2021	3-3	Management of material topics	127-128	Waste management practices
	306-2	Management of significant waste-related impacts	127-128	Waste management practices
	306-3	Waste generated	127-128	Waste management practices Vodafone Ukraine does not generate significant amounts of waste.
	306-5	Waste directed to disposal	127-128	Waste management practices
Supplier Environmental Assessment				
GRI 3: Material Topics 2021	3-3	Management of material topics	69-70	Procurement: Approach to procurement
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	71	Procurement: Suppliers and procurement quality assessment
Social disclosures				
Employment				
GRI 3: Material Topics 2021	3-3	Management of material topics	79-90	Управління персоналом та залучення талантів
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	81-82, 152-153	Personnel management and talent attraction: Recruitment, selection and hiring of employees Appendix: Table 4, Table 5

Material topic	Nº	Disclosure title	Page number	References and comments
Employment				
GRI 401: Employment 2016	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	81-82	Personnel management and talent attraction: Employee encouragement and motivation
	401-3	Parental leave	155	Appendix: Table 10
Labor/Management Relations				
GRI 3: Material Topics 2021	3-3	Management of material topics	79-90	Personnel management and talent attraction
GRI 402: Labor/Management Relations 2016	402-1	Minimum notice periods regarding operational changes	—	Notification of employees regarding the implementation of significant operational changes that may significantly affect them is carried out in 2 months, in accordance with the legislation of Ukraine
Occupational Health and Safety				
GRI 3: Material Topics 2021	3-3	Management of material topics	103-105	Occupational health and safety: Occupational health and safety policies and standards
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	103-105	Occupational health and safety: Occupational health and safety policies and standards
	403-2	Hazard identification, risk assessment, and incident investigation	103-105	Occupational health and safety: Occupational health and safety policies and standards The Group operates in accordance with the Law of Ukraine "On Personal Data Protection". All medical information of employees is confidential.
	403-3	Occupational health services	106	Occupational health and safety: Identifying hazards and preventing injuries at the workplace
	403-4	Worker participation, consultation, and communication on occupational health and safety	103-106	Occupational health and safety: Occupational health and safety policies and standards, Identifying hazards and preventing injuries at the workplace

Material topic	Nº	Disclosure title	Page number	References and comments
Occupational Health and Safety				
GRI 403: Occupational Health and Safety 2018	403-5	Worker training on occupational health and safety	107-108	Occupational health and safety: Trainings and testing of knowledge on occupational health and safety Trainers' competences and the effectiveness of training are determined by the results of a questionnaire survey of trainees.
	403-6	Promotion of worker health	109	Occupational health and safety: Promoting a healthy lifestyle for employees
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	106	Occupational health and safety: Identifying hazards and preventing injuries at the workplace
	403-8	Workers covered by an occupational health and safety management system	103-106	Occupational health and safety: Occupational health and safety policies and standards, Identifying hazards and preventing injuries at the workplace
	403-9	Work-related injuries	106	Occupational health and safety: Identifying hazards and preventing injuries at the workplace All groups of employees are considered in the accounting of accidents, in accordance with the requirements of the current legislation. There were no recorded industrial injuries among contractors.
	403-10	Work-related ill health	106	Occupational health and safety: Identifying hazards and preventing injuries at the workplace Workers whose workplaces were found to contain chemical factors (dust) as a result of workplace attestation for working conditions may be at risk of developing occupational diseases.
Training and Education				
GRI 3: Material Topics 2021	3-3	Management of material topics	97-100, 29-32	Career growth: Approach to employee training Engaging with stakeholders and identifying material topics: Material topic chart
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	100	Career growth: The average hours of employee training per year

Material topic	Nº	Disclosure title	Page number	References and comments
Training and Education				
GRI 404: Training and Education 2016	404-2	Programs for upgrading employee skills and transition assistance programs	98-99	Career growth: The employee training programs At the end of a career, the Group can provide letters of recommendation, post information about candidates in specialized sources, provide consulting support and facilitate future employment.
	404-3	Percentage of employees receiving regular performance and career development reviews	101-102	Career growth: Employee career growth and performance evaluation
Diversity and Equal Opportunity				
GRI 3: Material Topics 2021	3-3	Management of material topics	91	Equality, diversity and human rights: Our approach to diversity, inclusion and human rights management
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	152-155, 95-96	Appendix: Tables 3, 6, 7, 8, 9 Equality, diversity and human rights: Gender and age diversity among our employees
	405-2	Ratio of basic salary and remuneration of women to men	96, 156	Equality, diversity and human rights: Gender pay ratio Appendix: Table 11 The Group applies the principle of equal pay regardless of gender. That is, the basic salary and remuneration are the same for men and women. Confidentiality constraints Information on the ratio of basic wages and remuneration of women to men in the category of "senior management" employees due to the requirements of internal policies on ensuring information security and protecting personal data is confidential, and its disclosure may violate the personal data of persons included in this category. Accordingly, such information is not publicly disclosed.
Non-discrimination				
GRI 3: Material Topics 2021	3-3	Management of material topics	91-96	Equality, diversity and human rights
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	91-96	Equality, diversity and human rights

Material topic	Nº	Disclosure title	Page number	References and comments
Freedom of Association and Collective Bargaining				
GRI 3: Material Topics 2021	3-3	Management of material topics	91-96	Equality, diversity and human rights
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	–	In 2023, no Group divisions and suppliers were identified, for which there was a significant risk of violation of employees' rights to freedom of association and collective bargaining.
Child Labor				
GRI 3: Material Topics 2021	3-3	Management of material topics	91-96	Equality, diversity and human rights
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	91-96	Equality, diversity and human rights: During 2023, no Group divisions and suppliers were identified, in relation to which there was a significant risk of using child labor.
Forced or Compulsory Labor				
GRI 3: Material Topics 2021	3-3	Management of material topics	91-96	Equality, diversity and human rights
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	91-96	Equality, diversity and human rights: During 2023, no Group units and suppliers were identified that were at significant risk of using forced labor.
Security Practices				
GRI 3: Material Topics 2021	3-3	Management of material topics	95	Equality, diversity and human rights: Promoting human rights and diversity awareness
GRI 410: Security Practices 2016	410-1	Security personnel trained in human rights policies or procedures	95	Equality, diversity and human rights: Promoting human rights and diversity awareness Information is unavailable The security of the offices of the Group of companies is ensured by employees of subcontractors. Trainings on policies and procedures related to various aspects of human rights compliance were not conducted for such employees in the reporting year.
Local communities				
GRI 3: Material Topics 2021	3-3	Management of material topics	111-116	Contribution to the development of local communities

Material topic	Nº	Disclosure title	Page number	References and comments
Local communities				
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	111-116, 63-68	Contribution to the development of local communities Digital development and advanced technologies An assessment of the social and environmental impacts of the Group of Companies' activities on local communities in 2023 was not carried out.
	413-2	Operations with significant actual and potential negative impacts on local communities	—	In 2023, there were no activities of the Group of Companies that created a potential threat of negative impact or caused a significant actual negative impact on local communities.
Supplier Social Assessment				
GRI 3: Material Topics 2021	3-3	Management of material topics	69-70	Procurement Approach to procurement
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	71-72	Procurement Suppliers and procurement quality assessment
Public Policy				
GRI 3: Material Topics 2021	3-3	Management of material topics	41-42	Ethical approach to business
GRI 415: Public Policy 2016	415-1	Political contributions	—	According to the Code of Conduct, Vodafone Ukraine does not make gifts or donations to political parties and does not interfere in party-political matters.
Customer Health and Safety				
GRI 3: Material Topics 2021	3-3	Management of material topics	47-50, 57-58, 29-32	Information security and data protection Developing Infrastructure and network: Our approach to management and achievements Engaging with stakeholders and identifying material topics: Material topic chart
GRI 416: Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	49-50	Information security and data protection: Stakeholder engagement in information security In the field of communication services, there are legislative norms regulating the level of radiation. Compliance with such norms is checked by regulatory authorities during the start-up and operation of the base stations.

Material topic	Nº	Disclosure title	Page number	References and comments
Customer Health and Safety				
GRI 416: Customer Health and Safety 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	49-50	Information security and data protection: Stakeholder engagement in information security
Marketing and Labeling				
GRI 3: Material Topics 2021	3-3	Management of material topics	73-74	Marketing: Our approach to marketing
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	75-76	Marketing: Product labeling
	417-2	Incidents of non-compliance concerning product and service information and labeling	75-76	Marketing: Product labeling
	417-3	Incidents of non-compliance concerning marketing communications	75-76	Marketing: Product labeling
Customer Privacy				
GRI 3: Material Topics 2021	3-3	Management of material topics	47-48, 29-32	Information security and data protection: Policies and management approach to information security Engaging with stakeholders and identifying material topics: Material topic chart
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	49-50	Information security and data protection: Stakeholder engagement in information security Information is unavailable Data on the total number of complaints received in 2023 regarding violations of customer confidentiality from external parties and regulatory bodies was not collected in the reporting year. Vodafone Ukraine works to ensure proper data collection for their coverage in future reporting periods.

Appendix

In this appendix, data for 2023 covers the entire Vodafone Ukraine company, including Freenet LLC, which Vodafone Ukraine acquired in 2023.

Data for 2021 does not include Vega Telecom as it has not been part of the Group of Companies during these calendar years.

Table 1. Number of employees by type of employment contract in 2021-2023 (as of year-end), persons⁴⁵

Type of employment contract	Gender	2021	2022	2023
Total, including:		3,397	3,775	4,086
Permanent employment contract	Male	1,851	2,128	2,389
	Female	1,540	1,531	1,588
	Total	3,391	3,659	3,977
Temporary employment contract	Male	6	38	40
	Female	0	78	69
	Total	6	116	109

Table 2. Number of employees by type of employment in 2021-2023 (as of year-end), persons⁴⁶

Type of employment	Gender	2021	2022	2023
Total, including:		3,397	3,775	4,086
Full-time	Male	1,794	2,132	2,383
	Female	1,407	1,514	1,578
	Total	3,201	3,646	3,961
Part-time	Male	61	32	44
	Female	88	58	44
	Total	149	90	88
Employees on parental leave and unreplaced	Male	0	2	2
	Female	47	37	117
	Total	47	39	119

Table 3. Number of employees by gender, age and regions in 2021-2023 (as of the end of the year), persons

Indicator	2021	2022	2023
Total, including:			
By gender			
Male	1,857	2,166	2,429
Female	1,540	1,609	1,657
By age			
up to 30 years	1,015	921	905
30-50 years	2,054	2,298	2,464
more than 50 years	328	556	717
By region			
Headquarters (Kyiv)	2,042	2,099	2,383
Centre	524	752	699
West	305	348	351
East	526	410	389
North	0	104	193
South	0	62	71

Table 4. Number of hired and dismissed employees in 2021-2023, persons

Indicator		Number of hired employees			Number of dismissed employees		
		2021	2022	2023	2021	2022	2023
Total, including:		927	714	848	1,113	909	967
By gender	Male	439	359	440	601	382	449
	Female	488	355	408	512	527	518
By age	up to 30 years	706	499	596	675	534	603
	30-50 years	209	198	230	408	331	325
	more than 50 years	12	17	22	30	44	39
By region	Headquarters (Kyiv)	588	446	493	495	507	559
	Centre	158	124	168	238	182	194
	West	55	57	72	157	63	85
	East	126	60	80	223	122	103
	North	0	19	19	0	30	20
	South	0	8	16	0	5	6

⁴⁵ The number of employees is reported here in the actual number of persons as of the end of the calendar year. The indicator includes all actually staff units, including those on maternity leave and mobilized persons. In case of replacement of jobs of persons on maternity leave and mobilized by other employees, double calculation was not carried out (in this case, the full-time position is counted as "one occupied").

⁴⁶ The total number of employees by type of employment in 2023 does not match the sum of employees by category, since the category "Employees on parental leave" includes employees who were on parental leave and were unreplaced.

Table 5. Staff turnover rate by gender, age and regions in 2021-2023⁴⁷, %

Indicator	VF Ukraine PrJSC			VF Retail LLC			ITSF LLC			FarlepInvest PrJSC		Freenet LLC
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2022	2023	2023
Total, including	16.3%	19.8%	22.5%	51.2%	36.1%	40.0%	17.2%	9.2%	2.9%	10.4%	9.6%	24.0%
By gender												
Male	7.6%	7.5%	9.1%	30.0%	16.0%	42.0%	15.5%	6.2%	0.0%	9.2%	10.5%	26.0%
Female	8.7%	12.3%	13.4%	21.2%	20.1%	38.0%	1.7%	3.1%	2.9%	12.4%	8.1%	18.0%
By age												
up to 30 years	9.8%	13.0%	15.2%	34.9%	22.8%	58.0%	6.9%	2.4%	1.4%	34.4%	17.9%	22.0%
30-50 years	6.3%	6.2%	6.8%	15.3%	12.5%	22.0%	10.3%	9.8%	1.4%	8.7%	11.5%	20.0%
more than 50 years	0.3%	0.5%	0.5%	1.0%	0.8%	29.0%	0.0%	1.5%	0.0%	7.6%	5.3%	43.0%
By region												
Headquarters (Kyiv)	14.2%	17.2%	20.6%	7.9%	1.8%	16.0%	-	-	-	11.2%	11.0%	30.0%
Centre	0.8%	1.4%	0.6%	18.4%	15.2%	64.0%	-	-	2.9%	9.4%	8.1%	3.0%
West	0.7%	0.4%	0.5%	8.7%	5.7%	48.0%	-	-	-	12.4%	14.1%	8.0%
East	0.6%	0.7%	0.8%	16.3%	13.4%	32.0%	-	-	-	0.0%	0.0%	9.0%
North	-	-	0.0%	-	0.0%	0.0%	-	-	-	14.8%	11.8%	0.0%
South	-	-	0.0%	-	0.0%	0.0%	-	-	-	3.3%	5.9%	0.0%

Table 6. Number of employees by age and position categories in 2021-2023, persons

Category of employees	Gender	2021	2022	2023
Total, including:		3,397	3,775	4,086
Senior management	Male	7	8	9
	Female	6	4	5
	Total	13	12	14
Other employees	Male	1,850	2,158	2,420
	Female	1,534	1,605	1,652
	Total	3,384	3,763	4,072

⁴⁷ The staff turnover rate is calculated as the ratio of the number of employees fired by their own initiative during the year to the average number of employees.**Table 7. Number of employees by age and position categories in 2021-2023, persons**

Category of employees	Gender	2021	2022	2023
Total, including:		3,397	3,775	4,086
Senior management	up to 30 years	0	0	0
	30-50 years	11	11	9
	more than 50 years	2	1	5
	Total	13	12	14
Other employees	up to 30 years	1,015	921	905
	30-50 years	2,043	2,287	2,455
	more than 50 years	326	555	712
	Total	3,384	3,763	4,072

Table 8. Number of representatives of corporate governance bodies by gender in 2021-2023, persons

Indicator	2021			2022			2023		
	Total, including:	Male	Female	Total, including:	Male	Female	Total, including:	Male	Female
VF Ukraine PrJS									
Supervisory Board	7	7	0	6	6	0	6	6	0
Members of the Inspection Committee	3	2	1	3	2	1	3	2	1
Audit Committee	3	3	0	3	3	0	3	3	0
VF Retail LLC									
Supervisory Board	4	3	1	4	3	1	4	3	1
Members of the Inspection Committee	3	2	1	4	2	1	3	2	1
Audit Committee	-	-	-	-	-	-	0	0	0
ITSF LLC									
Supervisory Board	5	3	2	5	3	2	5	3	2
Members of the Inspection Committee	-	-	-	-	-	-	0	0	0
Audit Committee	-	-	-	-	-	-	0	0	0
Farlep-Invest PrJSC									
Supervisory Board	-	-	-	5	3	2	5	3	2
Members of the Inspection Committee	-	-	-	0	-	-	0	-	-
Audit Committee	-	-	-	3	2	1	0	-	-

Table 9. Number of representatives of corporate governance bodies by age in 2021-2023, persons

Indicator	2021			2022			2023		
	Up to 30 years	30-50 years	More than 50 years	Up to 30 years	30-50 years	More than 50 years	Up to 30 years	30-50 years	More than 50 years
VF Ukraine PrJS									
Supervisory Board	0	3	4	0	3	3	0	2	4
Members of the Inspection Committee	1	2	0	0	3	0	0	3	0
Audit Committee	1	1	1	0	1	2	0	1	2
VF Retail LLC									
Supervisory Board	-	-	-	-	-	-	-	4	-
Members of the Inspection Committee	-	-	-	-	-	-	-	3	-
Audit Committee	-	-	-	-	-	-	-	-	-
ITSF LLC									
Supervisory Board	-	-	-	-	-	-	-	5	-
Members of the Inspection Committee	-	-	-	-	-	-	-	-	-
Audit Committee	-	-	-	-	-	-	-	-	-
Farlep-Invest PrJSC									
Supervisory Board	-	-	-	-	4	1	-	4	1
Members of the Inspection Committee	-	-	-	-	-	-	-	-	-
Audit Committee	-	-	-	-	3	-	-	3	1

Table 10. Number of employees who took parental leave and returned to work in 2021-2023, persons

Indicator	2021		2022		2023	
	Male	Female	Male	Female	Male	Female
Number of employees entitled to parental leave in the reporting year	84	144	64	115	38	68
Number of employees who took parental leave in the reporting year	0	114	0	94	1	34
Number of employees who had to return to work after the end of parental leave in the reporting year	89		79		95	
Of these, in the reporting year, who actually returned to work after the end of parental leave ⁴⁸	46		36		38	
Number of employees who returned to work after the end of parental leave in the previous reporting year	38		46		33	
Of them, those who during the next 12 months (i.e. as of any period in the reporting year) did not leave the Group and remained to work in the Group ⁴⁹	5		38		28	

⁴⁸ The share of employees who returned to work in 2023 is 40%, 46% in 2022, 52% in 2021.⁴⁹ The retention rate for employees in the workplace for 12 months after returning from parental leave is 85% in 2023, 83% in 2022, 13% in 2021.**Table 11. The ratio of the average basic wage and additional remuneration of women to the average basic wage and remuneration of men in 2021-2023, %**

	Employee category	Total for a base salary and additional remuneration
Vodafone Ukraine		
2021	All employees, including:	93.7%
	Other employees ⁵⁰	83.1%
VF Ukraine PrJS		
2021	All employees, including:	94.0%
	Other employees	95.0%
2022	All employees, including:	91.2%
	Other employees	81.5%
2023	All employees, including:	97.8%
	Other employees	83.4%
VF Retail LLC		
2021	All employees, including:	91.0%
	Other employees	87.0%
2022	All employees, including:	92.9%
	Other employees	86.4%
2023	All employees, including:	105.8%
	Other employees	92.4%
ITSF LLC		
2021	All employees, including:	76.0%
	Other employees	78.0%
2022	All employees, including:	88.7%
	Other employees	97.5%
2023	All employees, including:	76.9%
	Other employees	90.3%
Farlep-Invest PrJSC		
2022	All employees, including:	82.2%
	Other employees	84.0%
2023	All employees, including:	75.5%
	Other employees	81.3%

⁵⁰ The category "other employees" refers to all employees of the Group, excluding top management employees.

Table 12. The ratio of the standard starting salary of employees to the minimum salary established by law in 2021-2023, %

Indicator	VF Ukraine PrJS			VF Retail LLC			ITSF LLC			Farlep-Invest PrJSC		Freenet LLC
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2022	2023	2023
All employees	190%	184%	214%	200%	200%	200%	570%	641%	665%	119%	152%	119%
By gender												
Male	190%	184%	214%	200%	200%	200%	570%	641%	665%	119%	152%	119%
Female	190%	184%	214%	200%	200%	200%	570%	641%	665%	119%	152%	119%
By region												
Headquarters (Kyiv)	190%	184%	214%	-	-	-	-	-	-	119%	152%	119%
Centre	363%	452%	419%	-	-	-	-	-	-	119%	152%	119%
West	296%	349%	368%	-	-	-	-	-	-	119%	152%	119%
East	342%	422%	422%	-	-	-	-	-	-	119%	152%	119%
North	-	-	-	-	-	-	-	-	-	119%	152%	119%
South	-	-	-	-	-	-	-	-	-	119%	152%	119%

Table 13. The average number of traininghours per employee in 2020-2022

Category of employees	The average number of hours of training per employee ⁵¹		
	2021	2022	2023
All employees, including:	13.6	15.9	20.9
Male	12.5	12.7	16.5
Female	14.9	20.5	27.6
Senior management, including:	10.3	2.5	36.4
Male	7.9	3.8	38.9
Female	14.0	0.0	30.8
Other employees, including:	13.6	16.0	20.6
Male	12.5	12.8	16.1
Female	14.9	20.6	27.5

⁵¹ The calculation of the average number of hours of training per employee includes compulsory training, advanced training and skills development.

Table 14. Created economic value in 2021-2023^{52, 53}, thousand UAH

Indicator	2021	2022	2023
1. Direct economic value created:	20,144,755	19,824,428	21,610,372
Revenue from the sale of services and products	20,144,755	19,824,428	21,610,372
2. Direct economic value distributed:	16,313,207	18,724,074	16,537,431
Operating costs (except wages and bonuses)	12,064,829	10,781,399	10,790,172
Employee salaries and bonuses, etc	2,159,440	2,526,821	2,730,834
Payments to capital owners	3,480,700	26,300	1,828,430
Other expenses	2,088,938	5,415,854	3,016,425
3. Economic value preserved ⁵⁴ (direct economic value created (point 1)) – (direct economic value distributed (point 2))	3,831,548	1,100,354	5,072,941

⁵² Information on the created economic value is collected in accordance with the data of the audited financial statements.

⁵³ Some values for 2021-2022 differ from the data of the Annual Report on Sustainable Development of Vodafone Ukraine 2022, since a different calculation methodology was used in 2023

⁵⁴ When calculating the direct economic value distributed, the amount of payments to capital owners was not deducted, since the transaction on the distribution of capital between owners does not increase the amount of expenses and does not affect the financial result of the current period. The indicator "Economic value preserved" corresponds to the indicator "Total income for the year" reflected in the financial statements of the Consolidated statement of profit or loss and other comprehensive income.



Independent Limited Assurance Report

To the management of Private Joint Stock Company "VF Ukraine":

Introduction

We have been engaged by the management of Private Joint Stock Company "VF Ukraine" (the "Company") to provide limited assurance on the selected information described below and included in the Sustainability Report of the Company and its subsidiaries (the "Group") for the year ended 31 December 2023 (hereinafter – the "Sustainability Report").

Description of the subject matter and applicable criteria

We assessed the quantitative information specified in Appendix 1 to this report, that is disclosed in the Sustainability Report and referred to or disclosed in the GRI content index of the Sustainability Report (hereinafter – the "Selected Information"). The Selected Information has been prepared in accordance with GRI Sustainability Reporting Standards published by the Global Reporting Initiative (GRI) (hereinafter – the "GRI Standards").

The Selected information represents information related to the Group as indicated in the section "About Vodafone Ukraine" of the Sustainability Report.

The scope of our assurance procedures was limited to the Selected Information for the year ended 31 December 2023 only. We have not performed any procedures with respect to earlier periods or any other items included in the Sustainability Report and, therefore, do not express any conclusion thereon.

We assessed the Selected Information using reporting requirements in the GRI Standards and methodology and guidelines developed by the Group and disclosed in the Sustainability Report (hereinafter – the "Reporting Criteria"). We believe that the Reporting Criteria are appropriate given the purpose of our limited assurance engagement.

Responsibilities of the management of the Group

The management of the Group is responsible for:

- designing, implementing and maintaining internal control relevant to the preparation of the Selected Information that is free from material misstatement, whether due to fraud or error;
- establishing internal methodology and guidelines for preparing and reporting the Selected Information in accordance with the Reporting Criteria;
- preparing, measuring and reporting of the Selected Information in accordance with the Reporting Criteria; and
- the accuracy, completeness and presentation of the Selected Information.



Our responsibility

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the Selected Information is free from material misstatement, whether due to fraud or error;
- forming an independent limited assurance conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to the management of the Group.

We performed the limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised) "Assurance Engagements other than Audits and Reviews of Historical Financial Information" and, in respect of greenhouse gas emissions, International Standard on Assurance Engagements 3410 "Assurance Engagements on Greenhouse Gas Statements", issued by the International Auditing and Assurance Standards Board.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks. The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Quality control requirements and professional ethics

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour and the ethical requirements of the Law on Audit of Financial Statements and Auditing that are relevant to our limited assurance engagement.

Our firm applies International Standard on Quality Management 1, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Summary of the work performed

We are required to plan and perform our work in order to consider the risk of material misstatement of the Selected Information. In doing so, we:

- made enquiries of the management of the Group, including the Strategy Planning and Special Projects team and those with responsibility for sustainability reporting;
- conducted interviews of personnel responsible for the preparation of the Sustainability Report and collection of underlying data;
- performed analysis of the relevant internal methodology and guidelines, gaining an understanding of the design of the key structures, systems, processes and controls for managing, recording, preparing and reporting the Selected Information; and
- performed limited substantive testing on a selective basis of the Selected Information to check



that data had been appropriately measured, recorded, collated and reported.

Inherent Limitations

Under the Reporting Criteria there is a range of different, but acceptable, measurement and reporting techniques. The techniques can result in materially different reporting outcomes that may affect comparability with other organisations. The Selected Information should therefore be read in conjunction with the methodology used by management as described in the Sustainability Report, and for which the Group is solely responsible.

Our conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Information for the year ended 31 December 2023 has not been prepared, in all material respects, in accordance with the Reporting Criteria.

Restrictions of use and distribution

This report, including our conclusion, has been prepared solely for the management of the Group in accordance with the agreement between us, to assist the management of the Group in reporting on the Group's sustainability performance and activities.

We permit this report to be disclosed in the Sustainability Report, which will be published on the Company's website¹, to assist the management of the Group in responding to their governance responsibilities by obtaining an independent limited assurance report in connection with the Selected Information. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the management of the Company and the Company for our work or this report except where the respective terms are expressly agreed in writing and our prior consent in writing is obtained.

LLC AF "PricewaterhouseCoopers (Audit)"

Kyiv,

26 April 2024

¹ The maintenance and integrity of the Group's website is the responsibility of management; the work carried out by us does not involve consideration of these matters and, accordingly, we accept no responsibility for any changes that may have occurred to the reported Selected Information or Reporting Criteria when presented on the Group's website.



Appendix 1 to the Independent Limited Assurance Report

The Selected Information subject to limited assurance procedures and prepared in accordance with the GRI Standards is set out below:

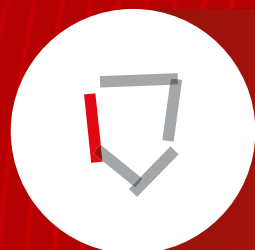
GRI disclosure and related description
203-1 Infrastructure investments and services supported;
204-1 Proportion of spending on local suppliers;
302-1 Energy consumption within the organization;
305-1 Direct (Scope 1) GHG emissions;
305-2 Energy indirect (Scope 2) GHG emissions;
404-1 Average hours of training per year per employee;
405-2 Ratio of basic salary and remuneration of women to men.

Contacts



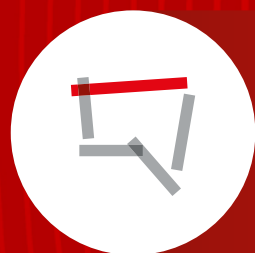
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