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We support Climate Week

We're supporting Climate Week (3-9 March) with a long list of activities at our Newbury HQ.

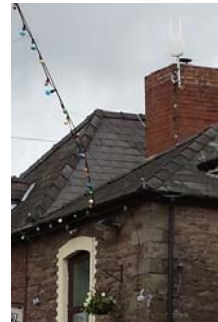
Environmental sustainability is at the heart of our business operations whether it's reducing the power demands of our network, cutting back on paper use or recycling unwanted phones. We also help our customers—and our employees—live more sustainably with products and services that make flexible working easy and secure.

Activities will include film screenings,

low carbon food, and a SWAP event—one of the official events promoted by Climate Week to encourage the re-use of unwanted items.

Village trials community-led mobile network

With the support of local MP Jesse Norman, we've installed a community-led 3G mobile phone network in Ewyas Harold in Herefordshire. This is part of a



trial to bring coverage to rural areas across the country. Called Open Sure Signal, the small antennas are

mounted on village buildings—the picture above shows an Open Sure Signal on the chimney of the local pub.

Jesse Norman said "With luck, Ewyas Harold will enjoy the benefits of improved connectivity and I hope that the success of the trial will allow Open Sure Signal to be rolled out rapidly across rural communities in Herefordshire."



Our new phone recycling charity—Vodafone Instant Network

From January, all the income from the old handsets our customers donate will go to support the Vodafone Foundation Instant Network. Instant Network brings communications back to disaster-hit areas—helping aid agencies

communicate and people affected get in touch with loved ones.

You can see a film about Vodafone Instant Network in the Philippines at: vodafonefoundation.org/m4gplayer

Customers can drop off unwanted phones in-store, or send them to Freepost Vodafone Recycling.

Our aim is to keep them out of landfill where they could cause harm to the environment.

Returned phones can be refurbished and re-sold in lower income countries where the cost of new phones is prohibitive and landlines are scarce. If they can't be re-used, they're recycled.

We're aiming to reuse or recycle 300,000 phones every year.



Vodafone Foundation Instant Network at work in the Philippines

RESPONSIBILITY

A new Vodafone customer service for BSL users

As an extra service for some of our hearing-restricted customers, we'll be offering a BSL (British Sign Language) interpreter link from Spring this year.



BSL users can simply click the link on our accessibility pages to contact qualified Sign Video BSL interpreters by video link. The interpreter will then relay the request or conversation to a Vodafone adviser and come back with the response.

We are the first mobile operator to offer this service to the estimated 156,000 BSL users across the country.

For more information about the service that Vodafone will provide go to Signvideo.co.uk.

Vodafone 24—stimulating innovation

To promote our successful grad programme, we asked students at universities across the country to form teams and spend up to 24 hours coming up with innovative but workable mobile solutions. Vodafone 24 offered a brilliant incentive – a paid placement at Vodafone for the winning team and an iPad each for the three runners up. The competition created a stir, with more than 200 students, and 28 teams from 59 universities applying.

Tony 'The Fridge'—raising thousands through JustTextGiving by Vodafone

Using JustTextGiving by Vodafone, Tony 'The Fridge' Morrison plans to raise thousands of pounds for Cancer Research UK. He's aiming to be the first man to run more than 100 miles in 24 hours—with a 42-kilo fridge strapped to his back.

Tony's challenge starts with the London Marathon next month, but instead of hanging up his boots at the end of the run, he'll leave his fellow runners behind to complete the Marathon a further three times to reach his 104 mile goal.

Running with the added weight of the fridge—the equivalent of four car tyres or 42 bags of flour—adds to

the challenge he has set himself. "I'm just an ordinary guy trying to do something extraordinary. Running with the fridge adds a serious amount of weight and affects my stamina and body co-ordination but the weight I am carrying doesn't compare to the burden of cancer.

"I'm really hoping the general public will get behind me and pledge their support by text donating as that is the key to me completing the challenge."

Vodafone bear all the running costs for JustTextGiving so there is no charge to the donor, or to the charity, and 100% of the donation goes to the good cause. Anyone wanting to support Tony and his charity can text FRID93 £5 to 70070.



Tony the Fridge on one of his epic runs

Please address any feedback or queries to:

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Vodafone UK Women's Network: one year on

The UK Women's Network is celebrating their one year anniversary on International Women's Day by inviting Olympic champion, Sally Gunnell, to the Vodafone HQ on 6 March to talk about her brilliant

sporting career.

Since it launched in 2013, the Women's Network membership have worked to empower and support women (and men) across the business to maximise their potential at Vodafone. The group has run a series of networking

and mentoring sessions and provided a secure environment to challenge the status quo at Vodafone.



