

Independent Limited Assurance Report to the Directors of VMO2

Telefonica UK Limited engaged ERM Certification and Verification Services Limited (“ERM CVS”) to provide limited assurance to the Directors of VMED O2 UK Limited (“VMO2”) in relation to the Selected Information set out below and in Appendix A and presented in the Sustainability Performance Update 2023 (the “Report”).

Engagement summary	
Scope of our assurance engagement	<p>Whether the selected 2023 ESG non-financial indicators (the “Selected Information”) in Appendix A are fairly presented in the Report, in all material respects, in accordance with the reporting criteria.</p> <p>Our assurance engagement does not extend to information in respect of earlier periods or to any other information included in the Report.</p>
Reporting period	1 January 2023 – 31 December 2023
Reporting criteria	<p>The Selected Information must be read and understood together with:</p> <ul style="list-style-type: none">• VMO2’s Reporting Criteria 2023
Assurance standard and level of assurance	<p>We performed a limited assurance engagement, in accordance with the International Standard on Assurance Engagements ISAE 3000 (Revised) ‘Assurance Engagements other than Audits or Reviews of Historical Financial Information’ issued by the International Auditing and Assurance Standards Board.</p> <p>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 and 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.</p>
Respective responsibilities	<p>The Directors of VMO2 are responsible for preparing the Report and for the collection and presentation of the information within it, and for the designing, implementing and maintaining of internal controls relevant to the preparation and presentation of the Selected Information.</p> <p>ERM CVS’ responsibility is to provide conclusions to VMO2 on the agreed scope based on our engagement terms with VMO2 the assurance activities performed and exercising our professional judgement.</p>

Our conclusion

Based on our activities, as described below, nothing has come to our attention to indicate that the 2023 data and information for the disclosures listed under ‘Scope’ above are not fairly presented in the Report, in all material respects, in accordance with the Reporting Criteria.

Our assurance activities

Considering the level of assurance and our assessment of the risk of material misstatement of the Selected Information a multi-disciplinary team of sustainability and assurance specialists performed a range of procedures that included, but was not restricted to, the following:

- Evaluating the appropriateness of the reporting criteria for the Selected Information.
- Performing an analysis of the external environment, including a media search, to identify sustainability risks and issues in the reporting period that may be relevant to the Selected Information.
- Interviews with management representatives responsible for managing the issues.
- Interviews with relevant staff to understand and evaluate the management systems and processes (including internal review and control processes) used for collecting and reporting the Selected Information.
- A review at corporate level of a sample of qualitative and quantitative evidence supporting the Selected Information.
- An analytical review of the year-end data submitted by locations included in the consolidated 2023 group data for the Selected Information which included testing the completeness and mathematical accuracy of conversions and calculations, and consolidation in line with the stated reporting boundary.
- Virtual visits to VMO2's offices to review source data and local reporting systems and controls.
- Assessing the conversion factors, and emission factors and assumptions used.
- Reviewing the presentation of information relevant to the scope of our work in the Report to ensure consistency with our findings.

The limitations of our engagement

The reliability of the assured information is subject to inherent uncertainties, given the available methods for determining, calculating or estimating the underlying information. It is important to understand our assurance conclusions in this context. We did not undertake source data verification at any operated facilities.

Our independence, integrity and quality control

ERM CVS is an independent certification and verification body accredited by UKAS to ISO 17021:2015. Accordingly we maintain a comprehensive system of quality control, including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements. Our quality management system is at least as demanding as the relevant sections of ISQM-1 and ISQM-2 (2022).

ERM CVS applies a Code of Conduct and related policies to ensure that its employees maintain integrity, objectivity, professional competence and high ethical standards in their work. Our processes are designed and implemented to ensure that the work we undertake is objective, impartial and free from bias and conflict of interest. Our certified management system covers independence and ethical requirements that are at least as demanding as the relevant sections of the IESBA Code relating to assurance engagements.

ERM CVS has extensive experience in conducting assurance on environmental, social, ethical and health and safety information, systems and processes, and provides no consultancy related services to VMO2 in any respect.



Gareth Manning
Partner, Corporate Assurance
London, United Kingdom

17th April 2024

On behalf of:

ERM Certification and Verification Services Limited
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Appendix A: Selected Information

Indicator	2023	Unit of Measurement
Scope 1 & 2 GHG emissions (market-based)	55,207	Metric tonnes of CO2e
Scope 1 & 2 GHG emissions (location-based)	254,001	Metric tonnes of CO2e
Reduction in Scope 1 and 2 (market-based) against baseline ¹	45	Percentage
Reduction in Scope 1 and 2 (location-based) against baseline ¹	12	Percentage
Total energy consumption	1,187,097	Megawatt hours
Total electricity use	1,106,617,423	Kilowatt hours
Renewable electricity consumption	1,023,481	Megawatt hours
Non-renewable electricity consumption	83,137	Megawatt hours
Reduction in non-renewable electricity consumption against 2022 baseline ¹	25	Percentage
Scope 1 and 2 GHG emissions (market-based) per petabyte of data	1.23	Metric tonnes of CO2e
Scope 1 and 2 GHG emissions (location-based) per petabyte of data	5.65	Metric tonnes of CO2e
Total Scope 3 GHG emissions – Business travel	7,503	Metric tonnes of CO2e
Scope 3 Business GHG emissions – Air travel	2,469	Metric tonnes of CO2e
Scope 3 Business GHG emissions – Land travel	5,034	Metric tonnes of CO2e
Total operational waste	5,622	Metric tonnes
Total recycled waste	4,503	Metric tonnes
Total operational waste incinerated	1,117	Metric tonnes
Total operational waste sent to landfill	2.2	Metric tonnes
Operational waste recycled	80.1	Percentage
Operational waste incinerated	19.9	Percentage
Operational waste sent to landfill	0.04	Percentage
Female representation on leadership team (Leadership level defined as L6+)	32.6	Percentage
Gender parity – female employees as of 31 st December	30.0	Percentage
Leadership from Global Majority communities (Leadership defined as L6+)	14.4	Percentage
Global Majority employees as of 31 st December	16.9	Percentage
Percentage of electric vehicles out of total owned and leased vehicle fleet as of 31 st December	7	Percentage
Total circular actions	2,271,892	Number
Total number of people equipped with digital skills through Internet Matters & Good Things Foundation	1,811,252	Number
Number of people digitally connected through National Databank, Free Community Broadband, Community Calling, Tech Lending Hubs and Essential Broadband	106,467	Number
Total number of people supported through volunteering	108,811	Number
Financing raised during the year which is ESG linked	100	Percentage

¹ We have not performed any procedures in relation to the relevant baseline that VMO2 has used in calculating these indicators; therefore, our work does not provide any assurance over it. We have performed limited assurance over the FY23 data and performed a recalculation of the percentages.