



social
responsability
report
07

APRIL 07 a MARCH 08
VODAFONE PORTUGAL

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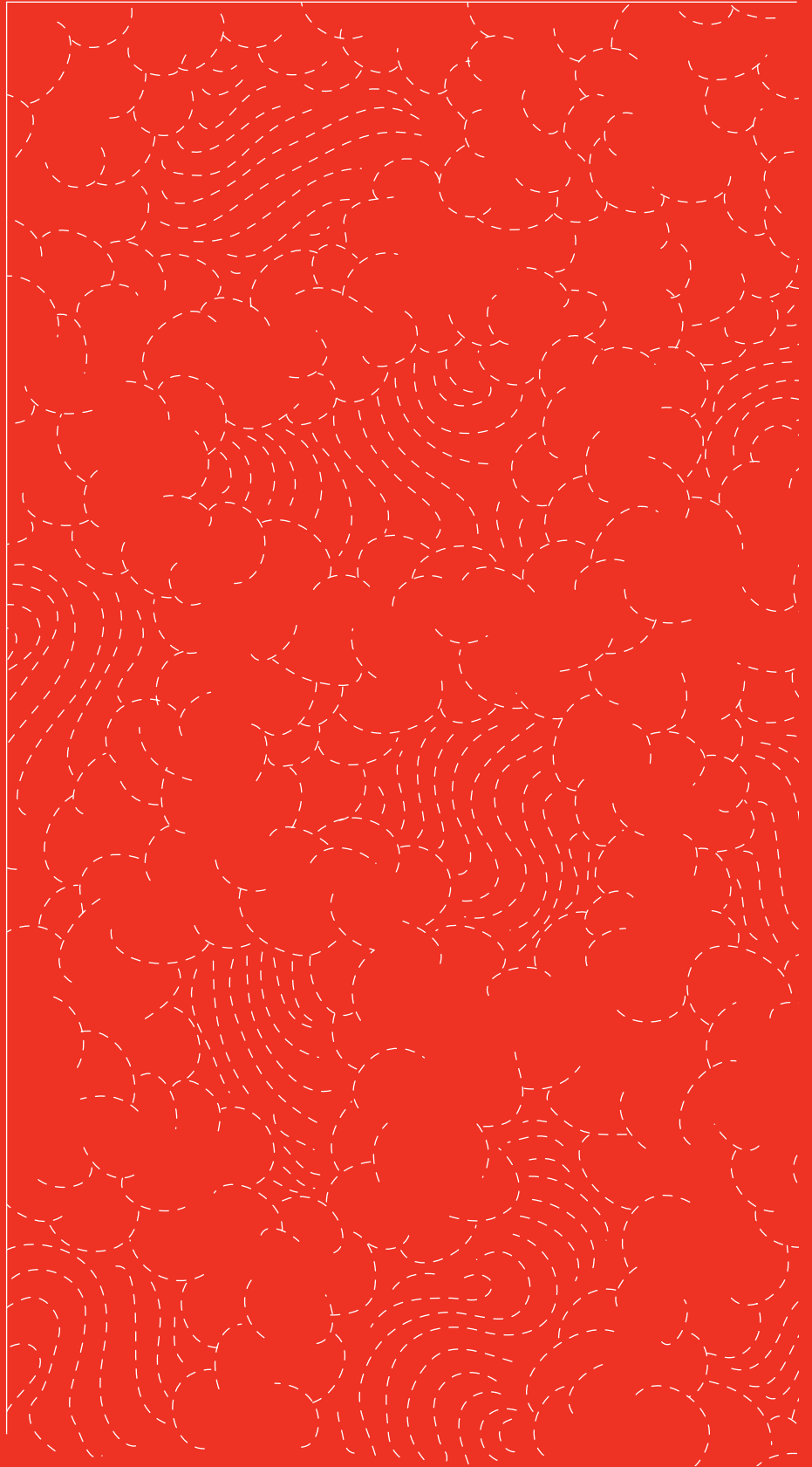
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introduction
and chairman's message



introduction

The fifth **Vodafone Portugal** Social Responsibility Report covers the period between 1 April 2007 and 31 March 2008. It has been prepared to comply with the A+ level reporting criteria of the Global Reporting Initiative (GRI G3), while continuing to observe the principles of the Account Ability 1000 Assurance Standard (AA1000 AS).

GRI APPLICATION LEVEL

		2002 In Accordance	C	C+	B	B+	A	A+	
Mandatory	Self Declared								
Optional	Third Party Checked								
	GRI Checked								

Vodafone Portugal's Social Responsibility Reports, which have been published annually since 2004, are audited by an independent organisation of recognised credibility. This organisation audits the collection, treatment, validation and reporting of the principal environmental and social data contained in these reports and the degree of achievement of the commitments made in the previous year. The reliability of the information contained in this report related to the key performance indicators and to the content defined in the GRI G3 Guidelines has been similarly audited.

In comparison with the last Report published, for the period 1 April 2006 to 31 March 2007, there have been no significant changes in terms of management model, organisational structure and business – with the exception of the transfer of certain services from the Information Technologies development area due to a company-global project to consolidate suppliers.

This Report has been prepared having regard to the principles of materiality, stakeholder inclusiveness, sustainability context and completeness. The identification of the themes and indicators reported was based on the application of those principles.

The chapters on Organisational Profile, Ethics and Corporate Governance, and Strategy and Sustainability of the Business present general information about **Vodafone Portugal**, together with a brief description of the business, the organisational structure and the governance model. The Company's approach to Social Responsibility is also described in those chapters.

The chapters on Management of Material Aspects, Economic Performance, Ties with the Community, and the **Vodafone Portugal** Foundation describe how the Company treats both materially relevant aspects and non-relevant aspects, although managed within the scope of the sustainability strategy. Throughout these chapters, performance indicators are presented to illustrate the projects described. In order to reduce paper consumption resulting from the publication of its Social Responsibility Reports, **Vodafone Portugal** has opted this year to use its webpage to publish the appendices supporting this Social Responsibility Report in terms of compliance with the GRI G3 A+ level reporting criteria (GRI Cross-Reference Index, GRI Performance Indicators Verified and Assumptions, Stages in the Preparation of the Report and Methodology of Classification of Material Aspects), and **Vodafone Portugal** Specific Performance Indicators Verified and Assumptions (these appendices can be consulted on the Vodafone website at <http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm>). All the data disclosed in this Report arise from processes and activities carried out at sites under the responsibility of **Vodafone Portugal**, namely offices, technical facilities and shops.

chairman's message



ANTÓNIO CARRAPATOSO
CHAIRMAN

In the introduction to one of our first Social Responsibility Reports, I wrote that one of **Vodafone Portugal's** main objectives was to become recognised as one of the best Portuguese companies, not only as a leader in the development of mobile communications but also as one of those acclaimed for their good ethical, sustainable and socially responsible practices. We regard ourselves as a corporate citizen, aiming to help people lead better lives, both as a result of the services that we provide in our core business and through our compassionate and responsible relations with the community around us.

Half a decade later, we can now claim on the basis of specific data that this objective has been progressively achieved in a sustained and secure way. **Vodafone Portugal's** activities, and those of its Foundation, are recognised today, both by specialist segments of the public and by the general public as a whole, as among the most relevant carried out by Portuguese companies.

This recognition, which is so important and encouraging to us, is the result of the investment and effort of a vast number of people applying their experience, specialist technical skills and creative ability to develop innovative solutions to meet the needs – sometimes drastic – of the society of which we are part.

Without being exhaustive, I would mention, among many other examples in this Report: the Paediatric Epilepsy Remote Monitoring System and the Remote Monitoring System for Cardiac Patients, in the health area; the production of digital school textbooks for blind and visually impaired students, the training programme of blind trainers in the information technology, and the Mobile School Programme for the children of itinerant families, market traders and circus artistes, in the special education segment; the Safe Taxi and Safe Filling Stations, Healthy Beaches and Floresta + Verde projects in the safety and civil protection fields; and various charitable projects and social welfare programmes involving the volunteering contributions of our employees, in particular at Christmas.

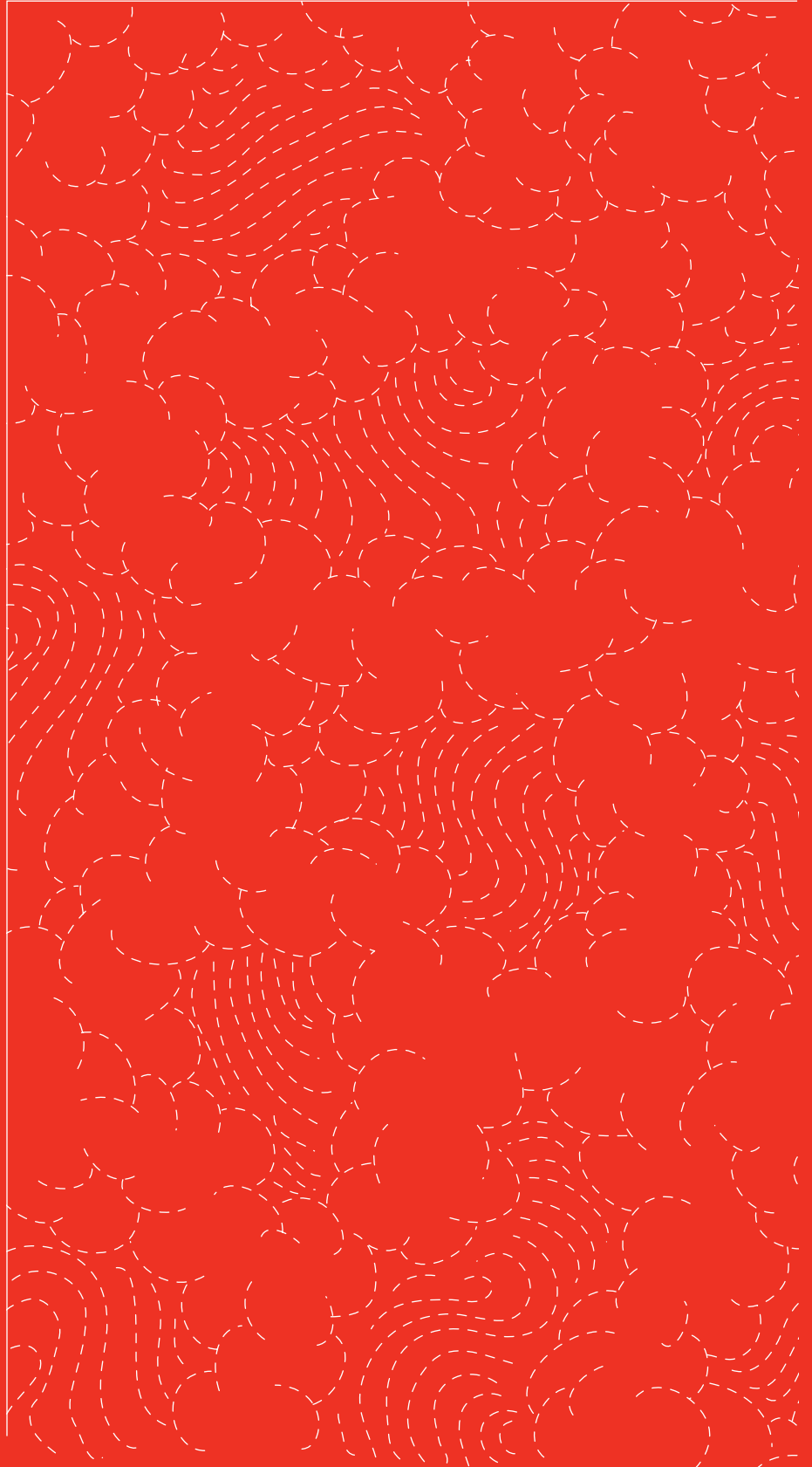
Another important area which has received greater attention year after year is environmental quality. Even though the Company's business is not one that causes significant environmental damage, nevertheless Environmental Management has been the subject of growing investment in resources and effort. **Vodafone Portugal's** Environmental Policy reflects its Vision and Values and is widely publicised and put into practice in the Company and with its employees, shareholder, customers and partners. Stemming from this Policy, a wide range of actions have been implemented, such as the recycling and re-use of mobile phones, batteries and accessories, the selective separation of waste, the controlled use of resources, the conservation of biodiversity and the landscaping of network infrastructures.

During the fifteen years of its existence, **Vodafone Portugal** has learned to manage its business in a way that preserves the balance between economic, social and environmental aspects, thereby meeting its objective of continuing to offer sustainable and useful growth to the world around it.

António Carrapatoso

01

organisational profile



01

organisational profile

01.1 The Vodafone Group

Vodafone Portugal is part of the **Vodafone Group**, the world's largest mobile communications company, with a presence in Europe, the United States of America, the Far East, Africa and Oceania.

The **Vodafone Group** is also the company that offers the widest range of mobile voice and data communication services in the world.

At 31 March 2008, the **Vodafone Group** employed a total of 69,000 staff and had 260.5 million proportional customers, a number calculated on the basis of its holdings in each of its 25 Operations. The brand is also present in more than 42 countries through partner networks.

That scale demands the scrupulous application of specific Social Responsibility programmes. **Vodafone** has accordingly been working to systematise its Social Responsibility practices and procedures by annually defining its objectives and public commitments in this area, both at **Group** level and at the level of the various countries where it operates.

For further information about the **Vodafone Group**, visit the website: www.vodafone.com/start/about_vodafone.html.

01.2 Vodafone Portugal

A leader in innovation, brand image and customer satisfaction, **Vodafone Portugal** defines itself as a global telecommunications operator that, building on the assets and high level of competence acquired in the sector over 15 years' of service to the public, responds to its customers' varied communications needs, whether mobile, fixed or convergent.

Over 15 years, the company has constantly been at the forefront of technological innovation and the satisfaction of its customers' and the general public's needs, in particular by being the first Portuguese company to provide a Customer Care Service 24 hours a day, 7 days a week. A relationship of excellence with customers continues today to be one of the main differentiating factors on which it bases its business and strategy.

Over those years, **Vodafone** has pioneered the introduction in Portugal of the main mobile communications technologies (EFR, Dual Band, WAP, 2.5G/GPRS, HSCSD, MMS, 3G/UMTS and 3.5G/HSDPA/HSUPA), as well as developing and offering innumerable highly innovative technical solutions and facilities to meet the needs of customers (Consumer and Business) and the general public.

In 2007, **Vodafone** launched a large number of pioneering services in Portugal, including the new 3G Broadband Express Card, the new TeleMultibanco service that reproduces the experience of Multibanco ATMs on mobile phones, and the innovative Vodafone My Mail, Vodafone web phone, Vodafone Toolbar, Vodafone Backup, Vodafone Messenger and Google Maps for Mobile services resulting from the company's investment in the Mobile-PC convergence.

Another important step in broadening **Vodafone's** strategy to new business areas was the launch of its fixed Broadband Internet access offer based on the implementation of its proprietary ADSL 2+ network. The focus on fixed and mobile broadband is central to **Vodafone Portugal's** strategy, and it is by this means that the Company plans to win share in the total telecommunications market.

KEY INFORMATION:

Name: Vodafone Portugal - Comunicações Pessoais, S.A.

Registered Office: Av. D. João II, lote 1.04.01, Ala Sul, 8º piso, 1998-017 Lisbon

Shareholder: Vodafone Group

Business: The establishment, management and operation of telecommunications infrastructures and services, and the carrying on of any complementary or related business

Headcount: 1,658

Number of registered mobile services customers: 5.209 million customers

Note: Information at 31 March 2008

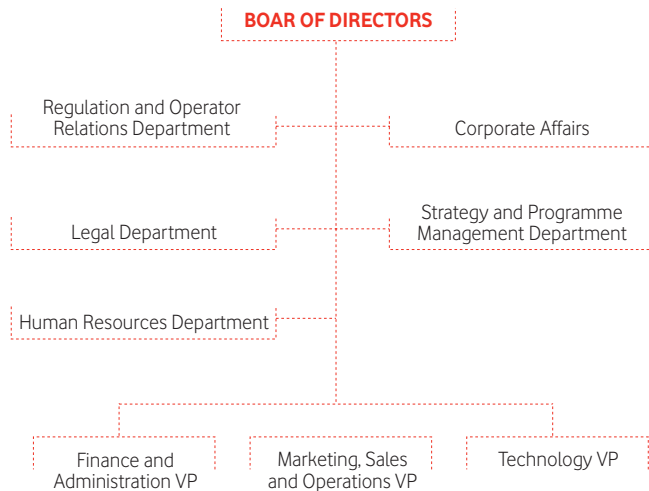
FINANCIAL INDICATORS *:

Million Euros

	31 March 2008	31 March 2007
Revenue	1,495,89	1,381,42
Operating Costs	833,00	777,10
Staff Costs	98,30	90,30
Salaries	82,70	79,90
Other Benefits	15,60	10,40
Donations and other Investments in the Community	0,32	0,77
Retained Profits	0,00	0,00
Payments to the State	182,86	167,36
Dividends	0,00	0,00

* For further information see the Table GRI Performance Indicators Verified and Assumptions on the website:
<http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm>

The organisational structure of **Vodafone Portugal** is depicted in the following functional diagram:



01.3 Vodafone Portugal Foundation

The **Vodafone Portugal Foundation**, established in 2001, is a not-for-profit institution with legal personality and its own funds. Its mission is to further develop the Information Society and to combat info-exclusion, in particular through the following areas of activity:

- Promotion of scientific and technological research, and professional training and qualification in the telecommunications sector and information technologies;
- Support for special social inclusion projects of demonstrable social value;
- Sponsoring the development of content and initiatives to defend and promote Portuguese language and culture, especially through new communications technologies.

Within this framework, the activities of the **Vodafone Portugal Foundation** have focused mainly on the following areas:

- Environment

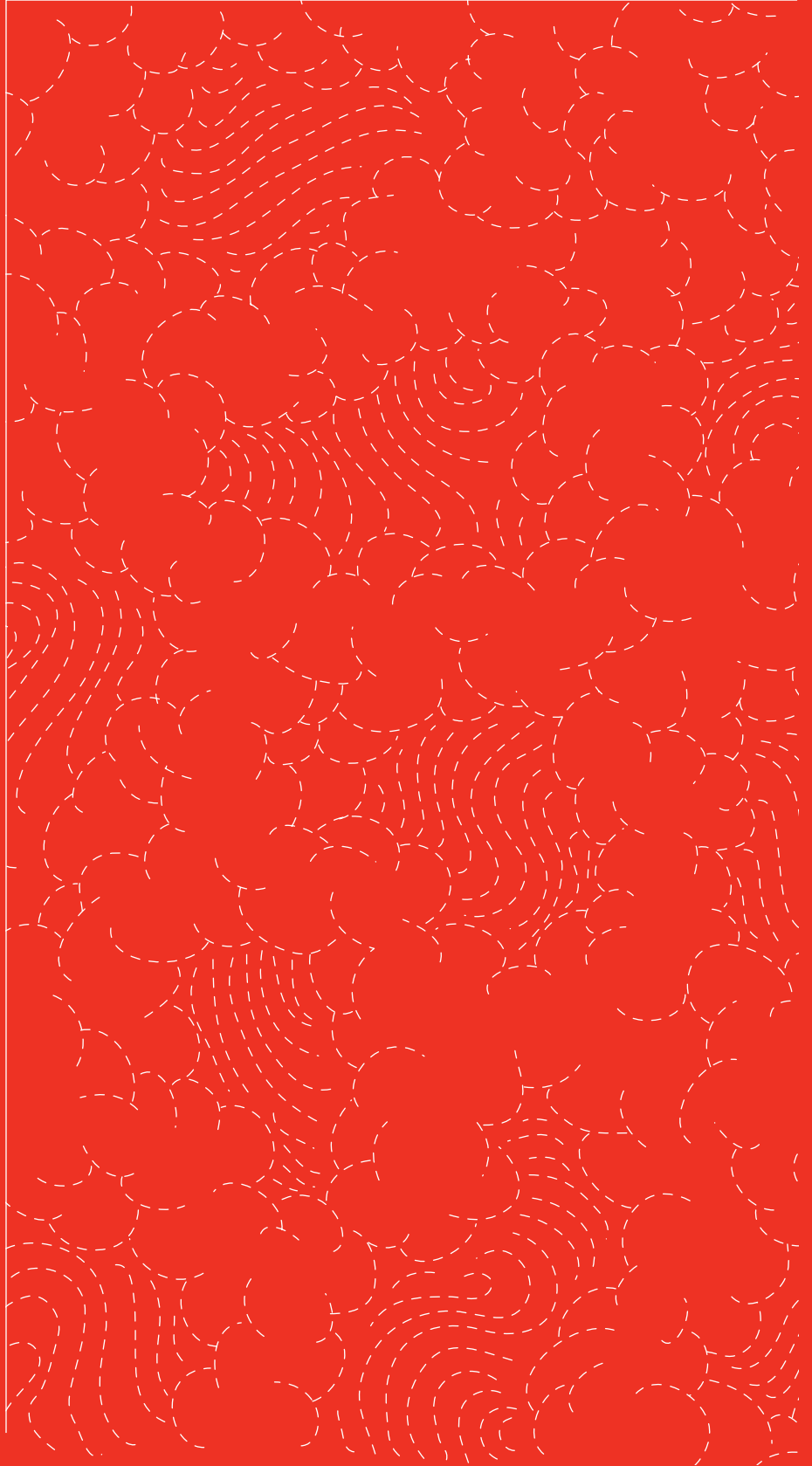
- Education and Culture
- Scientific Research
- New Information Technologies
- Health
- Safety

In order to pursue its objectives, the **Vodafone Portugal Foundation** received 1,070,000 euros from the **Vodafone Group Foundation** between April 2007 and March 2008.

The professional skills, office space and other resources needed to support the work of the **Vodafone Portugal Foundation** are donated by **Vodafone Portugal**.

02

ethics and corporate governance



02

ethics and corporate governance

02.1 Business Principles

Vodafone Portugal not only strictly complies with the legislation and norms governing its business, but also pursues a management style that reflects ethical, social and environmental concerns.

These commitments, based on the Company's Business Principles, are reflected in its day-to-day practices: for example, its Environmental Policy, Purchasing Code of Ethics, Quality Policy, Health and Safety Policy, and its Responsible Network Development Policy.

The Business Principles also define the Company's approach in terms of how the business is run and the way it relates to stakeholders.

The Business Principles impact on a range of areas such as Environment, Health and Safety, but also on ethical matters such human rights, corruption, conflicts of interest and data protection.

The Business Principles are available for consultation by all employees on the Company's intranet, and are also included in the training of new employees.

For more detailed information on this subject, visit **Vodafone Portugal's** website at <http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm>.

02.2 Modelo de Gestão

Each Operator is responsible for the results presented to national regulatory bodies and to the **Vodafone Group**.

Through the preparation of detailed reports examined by external auditors and subjected to rigorous control procedures, it is possible to analyse the results obtained locally and compare them with previously established commitments and objectives. These control processes include the active, informed and responsible involvement of employees and the commitment and accountability of management, the most recent example of which is the application of the Sarbanes-Oxley Act to all Operators in the **Vodafone Group**.

One of the provisions of the Sarbanes-Oxley Act 2002 (Section 404) requires the Board of every company listed on the financial markets of the United States to undertake an annual evaluation of the effectiveness of its internal controls on the integrity of its financial statements and to issue a report containing its conclusions. As its shares are listed on the New York Stock Exchange, the **Vodafone Group**, as a non-American company, is required to comply with section 404 of the Sarbanes-Oxley Act. 2007 was **Vodafone Portugal's** second year of certification under Section 404 of the Sarbanes-Oxley Act. The internal control system was accordingly evaluated once again and received a positive report on its effectiveness.

CORPORATE GOVERNANCE MODEL OF VODAFONE PORTUGAL

Organic Structure of Vodafone Portugal



The General Assembly is, by definition, the decision-making body of shareholders of **Vodafone Portugal**, which must by law meet once a year to review the management and auditing of the Company and to approve the Directors' Report and Accounts for the year.

Apart from the above case, a General Meeting may be called whenever the Board of Directors or the Statutory Auditor consider it necessary.

The main powers and responsibilities of the General Meeting are to approve the Company's accounts, elect members of the governance bodies and decide the Directors' remuneration.

The day-to-day management of the Company is the responsibility of the Board of Directors, which currently consists of six members. The Shareholder only pronounces on matters at the request of the Board.

In addition to the Chairman of the Board of Directors, who is responsible in overall terms for the conduct of the Company's business as a whole, the structure of **Vodafone Portugal's** Board of Directors allows for the distribution of responsibility for certain areas among the other Board members.

The members of the Board of Directors are elected by the General Meeting for a term of three calendar years, renewable for similar periods. The General Meeting appoints one of the elected Directors as the Chairman of the Board of Directors.

Composition of the Governance Bodies

At 31 March 2008, the **Vodafone Group** directly or indirectly held 100% of the shares and voting rights in **Vodafone Portugal**.

At the same date, the composition of the Governance Bodies of **Vodafone Portugal** was as follows:

Board of Directors

António Rui de Lacerda Carrapatoso (Chairman)
António Manuel da Costa Coimbra (Marketing, Sales & Operations)
Miguel Filipe Veiga Martins (Technology)
Stephen Collins (Finance)
José Miguel Alarcão Júdice
Paulo Rodrigues da Silva

Statutory Auditor

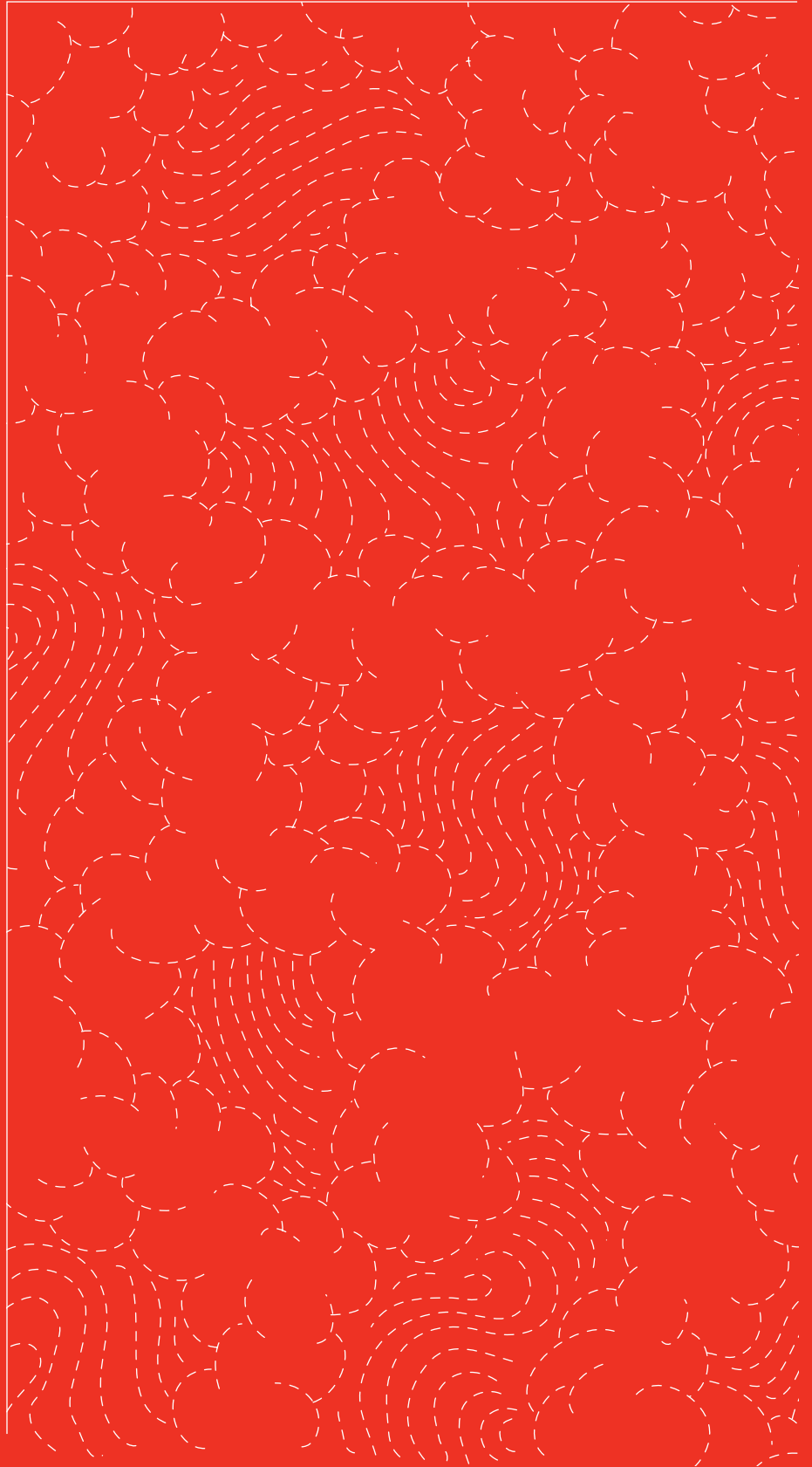
Deloitte & Associados, SROC S.A., represented by Luís Augusto Gonçalves Magalhães, Certified Auditor

Company Secretary

Cristina Minoya Perez
Carla Matos (Deputy)

03

business strategy and sustainability



03

business strategy and sustainability

03.1 Vision and Values

The Vodafone Group Vision

To be the world's mobile communications leader, enriching customers' lives and helping people, businesses and communities to be more connected in a constantly evolving and changing world.

Vodafone Portugal's Vision

To be recognised as one of the best Portuguese companies and a leader in the development of mobile telecommunications, contributing to the well-being of people, companies and society in general.

Vodafone Portugal acts in accordance with three key vectors: its Vision, its Values and its Business Principles. If the Vision reflects how the Company perceives its collective future, the Values reflect its emotions, its 'Passions'. Lastly, the Business Principles guide the conduct of all its employees.

Vodafone Portugal promotes four basic Values:

- **Passion for Customers** – Our customers have opted to place their trust in us. In return, we endeavour to anticipate and understand their needs and consequently to satisfy them totally with our service;
- **Passion for our People** – The exceptional people who, working together, make **Vodafone** a success;
- **Passion for Results** – We are action-oriented and driven by the desire to be the best;
- **Passion for the World Around Us** – We want to help people to live better lives, both through the services we provide and because of the impact we have on the communities around us.

03.2 Strategic Objectives of Vodafone Portugal

Vodafone Portugal uses management by objectives, shared by employees to ensure that the day-to-day work is aligned with the Company's Vision and general strategy.

The continual redefinition of the business (increasingly wide-ranging), changes in customers' needs, increased competition and constant technological innovation which this sector has been experiencing lead to the continual revision of our strategic objectives.

As a result of this process, we have established five strategic objectives for **Vodafone Portugal**:

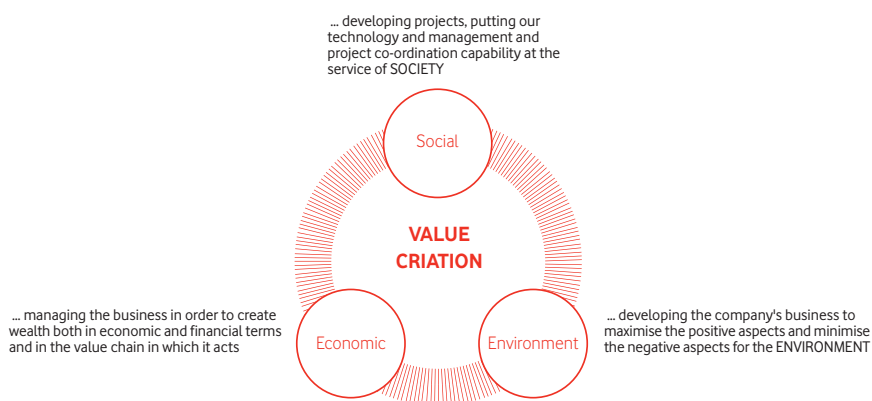
- **To continue to be a growing company**, focusing in particular on mobile and fixed broadband services, and on mobile-PC-Internet convergence;
- **To consolidate a positive and consistent differentiation from the competition**, maintaining our leadership in terms of brand values, customer satisfaction, value for money and innovation;
- **To continue to build an efficient and profitable company**, with rising operating profits (EBIT) and Free Cash-Flow;
- **To be one of the companies with the best qualified and most motivated and satisfied employees** in Portugal or in the **Vodafone Group**;
- **To be a highly credible company**, positioned among the most ethically and socially responsible companies in Portugal.

Pursuing these objectives calls for ever more efficient management. To respond to customers' needs, **Vodafone Portugal** employs outsourcing services where necessary. However, the responsibility for the end quality of the service provided to customers rests in all cases with **Vodafone Portugal**, which defines the terms on which the services are provided and exercises the necessary control over their quality. Examples of the use of outsourcing services (partial or total) include customer service in the call centres and shops.

03.3 Sustainability in the Management of Vodafone Portugal

In the light of the complex issue of the renewal and durability of resources and the requirements of sustainable growth, **Vodafone Portugal** has managed the business over the past 15 years to achieve a balance between the economic, social and environmental aspects.

The results of the Sustainable Management of **Vodafone Portugal** are evident in its economic performance and in its Social Responsibility Programme.



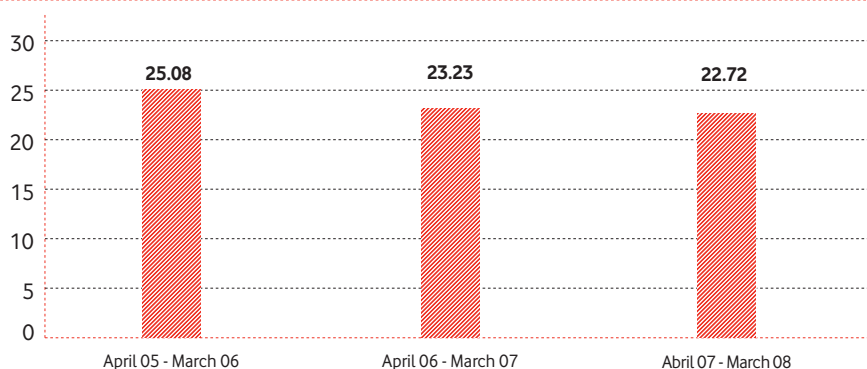
The graphs reproduced below show the trends in the indicators on the average revenue per registered mobile services customer, the annual investment in fixed assets, and the investment in **Vodafone Portugal's** Social Responsibility programmes, including the reserve for the **Vodafone Portugal Foundation**.

In the 2007 financial year ended on 31 March 2008, investment in **Vodafone Portugal's** Social Responsibility programmes totalled approximately one million euros (1,027,259 euros).

These indicators reflect the last years Company's sustained growth.

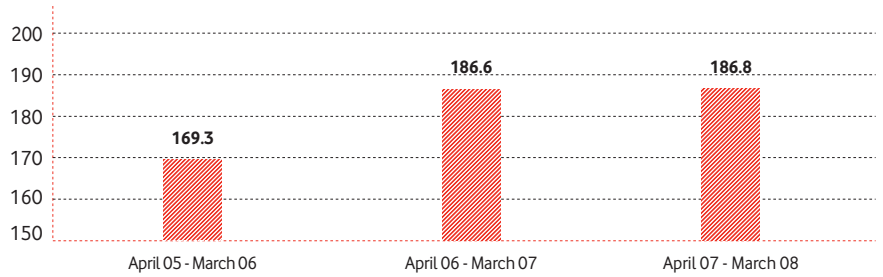
AVERAGE REVENUE PER REGISTERED MOBILE SERVICES CUSTOMER

Euros



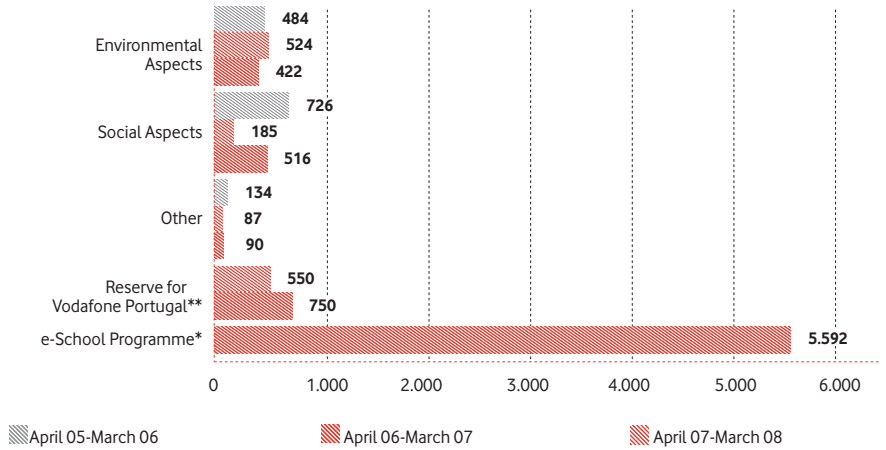
ANNUAL INVESTMENT IN FIXED ASSETS

Million Euros



INVESTMENT IN SOCIAL RESPONSIBILITY AND RESERVE FOR THE VODAFONE PORTUGAL FOUNDATION

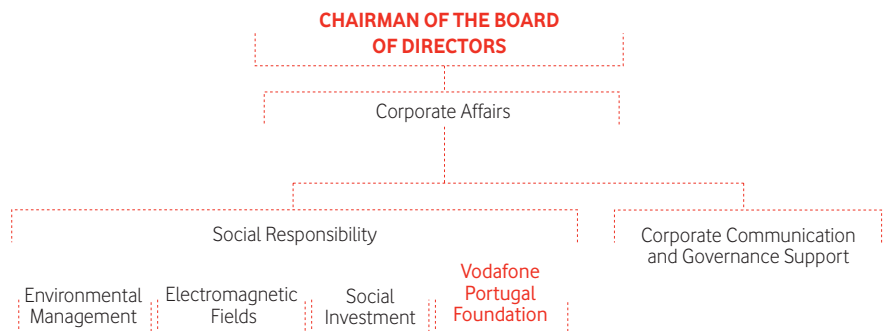
Thousand Euros



* For further information see the chapter Management of Material Aspects » Combating Info-Exclusion
 ** Amount passed to the Vodafone Foundation for use through its responsibility and social projects

03.4 Management of Social Responsibility

The Social Responsibility Programme is managed by the Social Responsibility Department, which is part of the Corporate Communications, Governance Support and Social Responsibility Department. This Department reports directly to the Chairman of the Board of Directors of **Vodafone Portugal** and advises Board members on matters related to the Environmental and Social aspect of Sustainability.



The projects and initiatives in **Vodafone Portugal's** Social Responsibility Programme are defined on the basis of inputs from various operating areas of the Company and the criteria of the **Vodafone Group**, having regard to the public interest and the needs of Stakeholders. Social Responsibility projects and initiatives are approved by the Corporate Communications, Governance Support and Social Responsibility Department or by the Board of Directors depending on their objectives and the amounts involved.

Monitoring and Communication of the Performance of Social Responsibility Programme

The analysis, revision and communication of the metrics associated with each of the Social Responsibility projects and initiatives are undertaken by the Social Responsibility Department with a view to ensuring that the projects in progress cover the material aspects of the business and meet the needs of Stakeholders.

Depending on the Stakeholders engaged, the regularity of the analysis, revision and communication of the performance of Social Responsibility Programme is as shown in the table below:

Stakeholder Engaged	Regularity of Revision, Analysis and/or Communication	Channels used in the process of Revision, Analysis and/or Communication
Board of Directors	Half-yearly	Meetings Strategic Plan Social Responsibility Report
Vodafone Group	Quarterly	Conference Call Reporting System Workshops Strategic Plan
Operating Areas	Quarterly	Meetings Reporting System
Employees	Annual	Annual Staff Meeting Social Responsibility Report Intranet Newsletter
Suppliers	Annual	Meetings Social Responsibility Report Performance Evaluation System Leaflets
General Public	Annual	Social Responsibility Report Website Press Releases Seminars

Significant Landmarks

2002 – Establishment of the Social Responsibility Department;

2003 – The **Vodafone Portugal Foundation** begins work;

2003 – **Vodafone Portugal** achieves global certification to standard ISO 14001:1999, making it the first telecommunications operator and the first Portuguese mobile operator to receive this recognition;

2005 – **Vodafone Portugal** realizes the transition to the ISO 14001:2004 standard and in April 2006 obtains the renewal of the Certification;

2005 – **Vodafone Portugal** publishes its first Social Responsibility Report (April 2003 to March 2004);

2006 – **Vodafone Portugal** comes top in a study conducted by Euronatura, a Non-Governmental Organisation (NGO) for the Environment – "Climate Responsibility in Portugal: ACGE Index 2005". This study evaluated the response of Portuguese companies to the challenge of climate change by means of an index covering several levels: administrative structure and oversight of environmental issues, management of the company and environmental audits, raising awareness of climate change and greenhouse gases inventory.

Past recognition was also achieved with the inclusion of **Vodafone Telecel**, as it then was, in the FTSE4Good Global Index and the Dow Jones Sustainability World Index which evaluate companies against sustainability criteria. Currently, **Vodafone Portugal's** inclusion in these indexes is effected indirectly as part of the **Vodafone Group**.

03.5 Material Aspects

This Report reports on the environmental and social aspects that **Vodafone Portugal** regards as materially relevant, together with others that, although not materially relevant, impact on the sustainability of the business. The methodology for classifying the various aspects identified as relevant is based on the following criteria.

- Impact on Society and the Environment;
- Financial impact and impact on the Company's reputation;
- Level of concern and interest shown by Stakeholders directly involved in the business.

The classification methodology and the stages in the preparation of the report are available for consultation on the following **Vodafone Portugal** web page:
<http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm>

For the reporting period of this Report, **Vodafone Portugal** has classified the following as materially relevant aspects:

- Recycling and re-use of mobile phones;
- Electricity consumption and climate change;
- Development of the network, mobile phones, base stations and health;
- Access to content;
- Products for social inclusion and Social Responsibility in the value chain.

Management of the above materially relevant aspects, and details of the various projects under way that aim to respond to the concerns and interests of the various parties concerned, are described in the chapters 'Management of Material Aspects' and 'The **Vodafone Portugal** Foundation'.

03.6 Impacts, Risks and Opportunities

The rapid growth of mobile communications has brought significant social and economic benefits. Currently, the major challenge is to maximise the potential of mobile communications while preventing possible negative impacts.

Vodafone Portugal contributes directly to the growth of the national economy: it pays taxes and licence fees, creates employment and purchases a high and growing volume of goods and services from suppliers. At the same time, it contributes to the well-being of society through the service it provides, which brings people together, combats info-exclusion, increases safety and optimises health services (for more information, see the chapter on 'The **Vodafone Portugal** Foundation').

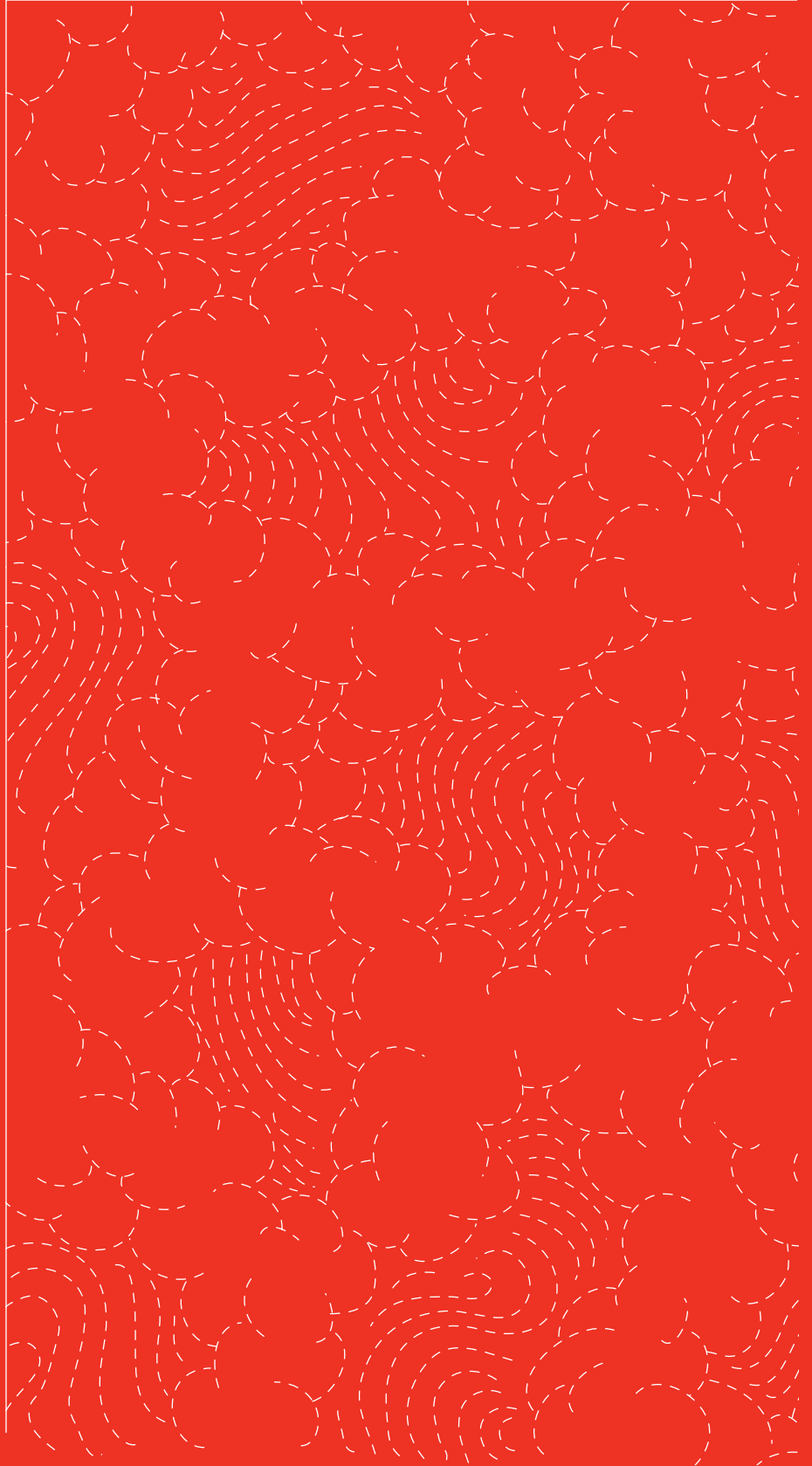
Mobile technology is already a part of everyday life, not only for adults but also for children and teenagers, meaning that attention must be paid to child protection in the services offered. In this area, **Vodafone Portugal** has been developing a series of mechanisms to prevent access by children to certain content (for further information, see the chapter 'Management of Material Aspects »» Access to Content').

Conscious as it is of public concerns about electromagnetic fields, **Vodafone Portugal** not only scrupulously complies with all the relevant national and international legislation but follows with close attention the results of scientific research on the matter, and informs customers and the general public when significant developments occur. In addition, the Company carries out regular monitoring of its network and sponsors measurements by independent specialists (for further information, see the chapter 'Management of Material Aspects »» Mobile Phones, Base Stations and Health').

In environmental terms, mobile communications also contribute to improved ecological quality and better energy efficiency, particularly in the areas of mobility, logistics and remote metering of water or electricity consumption (for further information, see the chapter 'Management of Material Aspects »» Environmental Impacts Resulting from the Business').

04

stakeholder engagement



04

stakeholder engagement

Vodafone Portugal provides mobile telecommunications services to over 5.2 million customers, has 1,658 employees and generates an annual volume of payments to suppliers of approximately 871 million euros (871,176,632.09 euros).

Contacts are made daily with various groups of stakeholders: Organisation (Employees and the Shareholder), Economic (Customers, Suppliers, Agents, Financiers, Landlords) and Society (Government Bodies, Non-Governmental Organisations, the Regulator, the Media, Opinion Leaders).

The table below shows in summarised form the main channels of communication between **Vodafone Portugal** and the various stakeholders.

MAIN CHANNELS OF COMMUNICATION BETWEEN VODAFONE PORTUGAL AND STAKEHOLDERS

	Stakeholders									
	Shareholder	Customers	Employees	Suppliers	Regulator	Landlords	Government Bodies	General Public	Opinion Leaders	NGOs
MEANS OF COMMUNICATION										
Strategic Plan	-									
Report & Accounts	-		-		-		-		-	-
Social Responsibility Report	-		-	-	-	-	-		-	-
Questionnaires		-	-				-		-	-
Meetings	-	-	-	-	-	-	-	-	-	-
Website	-	-	-	-	-	-	-	-	-	-
Leaflets and Magazines		-								
E-mail	-	-	-	-	-	-	-	-	-	-
Telephone	-	-	-	-	-	-	-	-	-	-
Customer Care		-								
Participation in Seminars				-	-	-	-	-	-	-
Press Releases		-							-	-
Opinion Articles					-		-		-	-

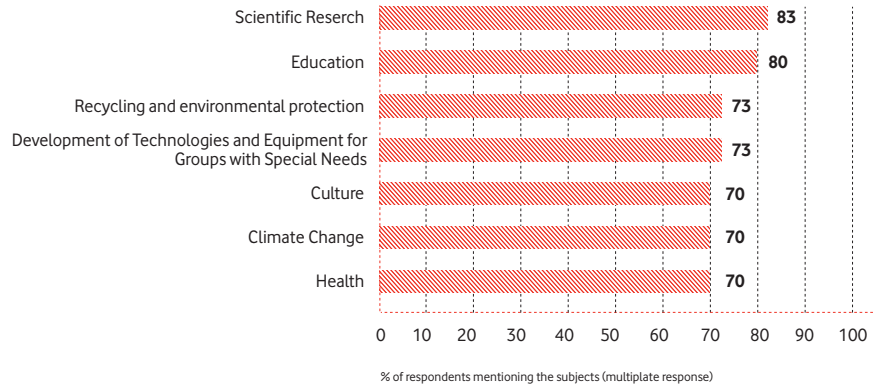
Although there is a significant flow of information between **Vodafone Portugal** and the different stakeholders, they have not made any suggestions about the structure or content of previous Social Responsibility Reports.

04.1 Listening to Stakeholders

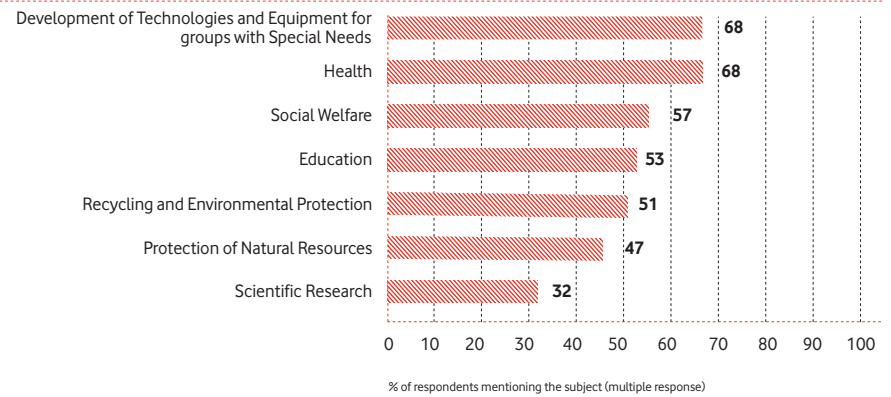
Vodafone Portugal's Social Responsibility programmes are defined and developed in regular consultation with the various interested parties. As a result of the strategy that **Vodafone Portugal** has followed as a socially responsible company, we can claim that we are recognised by the general public and by specialised groups as one of the three Portuguese companies most associated with the promotion and implementation of Social Responsibility actions.

All survey respondents (the general public and specific population groups) attach most importance to the intervention areas in which **Vodafone Portugal** and its Foundation have implemented projects with recognised results for society.

MOST IMPORTANT INTERVENTION AREAS FOR SPECIFIC POPULATION GROUPS (%)



MOST IMPORTANT INTERVENTION AREAS FOR THE GENERAL POPULATION (%)



Survey data:

Survey method: Face-to-face with validation by telephone

Data collection period: February 2008

Sample size: 800

Population: Citizens aged over 18 years living in Portugal

Source: Social Responsibility survey sponsored by **Vodafone Portugal**

04.2 Employees

One of **Vodafone Portugal's** strategic objectives is to motivate and develop its employees through the continuous improvement of their skills, in order simultaneously to increase the Company's competitiveness and to enable them to realise their personal and professional potential.

Over the years, the company has implemented policies and programmes aimed at attracting and retaining high quality professional staff who are motivated to succeed and with skills that are recognised both in the Portuguese market and in the global context of the **Vodafone Group**.

In the internal dimension of Social Responsibility, **Vodafone Portugal** has prioritised investment in people, training and health and safety at work.

In order to reinforce this relationship and to foster a culture of participation and accountability, **Vodafone Portugal** practises an open and participative style of management that encourages employees to feel themselves an integral and active part of the Company. Since 1994 employee surveys have been organised at regular intervals in order to gauge their opinions and implement the most appropriate solutions for improving the aspects regarded as most important, at Company, departmental and team level.

In the context of organisational studies, the annual employee survey – known as the 'People Survey' – was conducted in 2007. The results of that survey put **Vodafone Portugal** among the three best Operators in the **Vodafone Group** in terms of the Engagement Index, used internationally for benchmarking purposes. The results also showed an improvement of 3 percentage points compared with the previous survey.

Vodafone Portugal and its Employees

At 31 March 2008, the total number of full-time employees of the Company was 1,658, of whom 48% were female and 52 % were male. During 2007, 64 employees were recruited and 116 left the Company.

TURNOVER OF EMPLOYEES BY GENDER AND AGE GROUP

	Up to 30			31-40		41-50		Over 51		Total	Males		Females	
	at 31-03-2008	at 31-03-2007	at 31-03-2008	at 31-03-2007	at 31-03-2008	at 31-03-2007	at 31-03-2008	at 31-03-2007	at 31-03-2008	at 31-03-2007	at 31-03-2008	at 31-03-2007	at 31-03-2008	at 31-03-2007
Headcount	239	367	1149	1120	232	197	38	29	1658	1713	866	906	792	807
Turnover	25	12	80	23	9	3	2	1	116**	39*	71	22	45	17
Turnover Rate	10,5%	3,2%	7,0%	2,0%	3,9%	1,5%	5,3%	3,3%	7,0%	2,3%	8,2%	2,4%	5,7%	2,1%

* does not include transfers within the Vodafone Group

** includes employees transferred to IBM under the outsourcing contract and does not include transfers within the Vodafone Group

EMPLOYEES BY CATEGORY AND GENDER

Category	No.		Total %		No.		Males %		No.		Females %	
	at 31-03-2008	at 31-03-2007	at 31-03-2008	at 31-03-2007	at 31-03-2008	at 31-03-2007	at 31-03-2008	at 31-03-2007	at 31-03-2008	at 31-03-2007	at 31-03-2008	at 31-03-2007
Administrative	153	165	9,2%	9,6%	32	34	21%	21%	121	131	79%	79%
Management	166	175	10,0%	10,2%	121	130	73%	74%	45	45	27%	26%
Governance Bodies	4	4	0,2%	0,2%	4	4	100%	100%	0	0	0%	0%
Technical	1.335	1.369	80,5%	79,9%	709	738	53%	54%	626	631	47%	46%

EMPLOYEES BY CATEGORY AND AGE GROUP

Category	Up to 30	31-40	41-50	Over 51	Total	%	
	at 31-03-2008	at 31-03-2007	at 31-03-2008	at 31-03-2007	at 31-03-2008	at 31-03-2007	at 31-03-2008
Administrative	18	29	90	98	40	33	5
Management	3	3	87	101	63	60	13
Governance Bodies	0	0	0	0	3	4	1
Technical	218	331	972	923	126	102	19

EMPLOYEES BY TYPE OF EMPLOYMENT CONTRACT

Employment Contract	at 31 March 2008		at 31 March 2007	
	No.	%	No.	%
Permanent	1.637	99%	1.696	99%
Fixed contract	21	1%	17	1%

Remuneration and Benefits

In order to attract and retain the best professionals, it is necessary to have an innovative remuneration and benefits policy. In market comparisons, **Vodafone Portugal** is pleased to note that its benefits package is competitive in the Portuguese employment market.

This policy is implemented through a series of programmes for permanent employees that address areas of crucial interest and importance.

Pension Plan

This Fund, established in December 1997, is managed by a pension fund management company. The pension plan adopts a pioneering approach by contributing a percentage of the employee's pensionable salary to a defined contribution pension fund. It also offers the opportunity to make additional voluntary contributions of between 1% and 5%, within stipulated limits. In such case, as a way of encouraging individual voluntary pension contributions, the company contributes a percentage varying between 1.75% and 4.75%.

The costs of the Pension Plan taken to the accounts in the financial year ended on 31 March 2008 totalled 2.3 million euros, covering all the plans of **Vodafone Portugal** employees with over six months' service.

For further information, see the **Vodafone Portugal** Report and Accounts 2007 (Retirement Pensions – note 52).

Mobile Phone and Services Plan

Employees are provided with a mobile phone and monthly subscription with a quarterly calls allowance. Calls within the **Vodafone Portugal** network are free.

Long Term Incentives

In order to recognise employees' contributions to **Vodafone's** future, the Company has introduced various share incentives plans in recent years, with allocations approved annually:

In this context, mention should be made of the attribution, in July 2007, of 518,400 **Vodafone Group** shares to 1,620 **Vodafone Portugal** employees under the AllShares Plan. Each eligible employee was entitled to 320 shares, which can be kept or sold in July 2009 provided that the employee is still on the Company's payroll at that time. Also in July 2007, 2,247,561 **Vodafone Group** Performance Shares were distributed to 145 management staff of **Vodafone Portugal**. Both plans are part of a medium and long term incentives policy designed to share the Company's success with employees.

Life Insurance

This plan covers the risks of death or permanent total disability of all **Vodafone Portugal** employees 24 hours a day, 365 days a year.

Health Insurance

Health insurance on special terms for participating employees and their families, offering wide-ranging cover.

UNIMED Health Card

Vodafone Portugal provides its employees, exclusively and free of charge, with the UNIMED health card. The card allows bearers to benefit from discounted emergency medical treatment by appointment.

Head Office Restaurant

This has the capacity to serve 800 good quality meals a day at reasonable prices in pleasant surroundings. The restaurant and the adjacent coffee shop installed in **Vodafone Portugal's** Head Office are designed to meet the needs and interests of employees.

Other Benefits

The **Vodafone** Club enters into partnerships and agreements with external organisations, offering its members – the vast majority of Company employees – very attractive terms on the purchase of goods and services such as mortgages, computers, insurance, restaurant meals, children nurseries, entry to museums, etc.

Professional Training and Development

In line with the **Vodafone Group's** global human resources strategy, **Vodafone Portugal's** Human Resources Department publicises information to employees about training programmes and opportunities to be involved in new projects, both locally and at **Group** level.

The objective of these programmes is to develop new competences and widen employees' knowledge of the business and the organisation through the opportunity to participate in projects in other departments and in other **Vodafone Group** Operators for a set period of time. These programmes are intended to realise the **Vodafone Group's** strategy to develop senior management with high international potential. The objective is to create a global community of senior managers drawn from all the **Group's** companies who have a profound understanding of the business and experience of working in a multinational context.

The priorities for 2007 covered three principal aspects:

- Training to support the Company's new Mobile Plus strategy, through two distinct programmes:
 - Support programme for the launch of ADSL services, aimed mainly at staff in the Sales and Customer Care areas (this programme is part of an online module on the ADSL strategy and technology offered to all employees);
 - Programme on the Mobile Plus strategy for management staff (approximately 160 employees) consisting of six modules (Strategy, Customer Insight, Technology, Products & Services, Business Models & Competitive Landscape);
- Training to reinforce leadership skills for management staff and middle managers;
- Extension of training to partners' networks, mainly through online courses (on services, products, etc).

In 2007 **Vodafone Portugal** continued to make use of e-learning solutions, which have progressively become more attractive, dynamic and matched to their audiences' needs.

In the period April 2007 to March 2008, 539 training courses were organised, involving 1,538 employees (92.8% of the total) in 5,306 attendances covering technical, management and behavioural aspects. Total investment in training amounted to 1.7 million euros.

HOURS OF TRAINING BY CATEGORY

Category	at 31 March 2008		at 31 March 2007	
	Total Training Hours	Average Training Hours	Total Training Hours	Average Training Hours
Administrative	2,435	16	4,658	28
Management	7,528	45	7,011	40
Governance Bodies	0	0	7	2
Technical	41,419	31	46,973	34

Participative Management

An open and involving style of management designed to reinforce a culture of participation and accountability among employees led to the following initiatives among others:

Employee Performance Management

The principal objective of the Performance Management System is to achieve the business objectives by involving all employees through a participative management style that encourages learning and teamwork.

All **Vodafone Portugal** employees, including members of the Board of Directors, are set annual targets which are decided in line with the Company's strategic objectives. In the various operating areas, objectives are set that include environmental, social and economic issues in line with individual employees' responsibilities. A bonus is paid to eligible employees depending on the degree of achievement of the targets set for individual employees and the Company's economic performance.

Vodafone Internal Roadshow

The Chairman regularly visits the various departments of **Vodafone Portugal** to meet the largest possible number of employees wherever they work. These sessions are designed to address the specific issues of each department, and to discuss its contribution as well the contribution of its members to the Company's most important projects. This creates an atmosphere of two-way communication in relatively small groups and promotes direct contact between Directors and Company employees.

European Employee Consultative Council (EECC)

The EECC was established in 2003 to facilitate the exchange of information between the management bodies and employees of **Vodafone Group** companies operating in the European Union. It is composed of representatives of the central management bodies of the **Vodafone Group** and employee representatives from each country. The EECC meets once a year and the conclusions of its meetings are circulated to all employees.

Communicating to Involve

Internal Communication is a key tool for ensuring the involvement, participation and motivation of all employees. Achieving the objectives of the business is about knowing and sharing the widest possible range of information. To this end, the Company organises bilateral initiatives across the whole Organisation, designed to bring together global information at **Vodafone Group** level and specific information about **Vodafone Portugal**.

Intranet: provides up-to-date and varied information including information about the telecommunications market, the Company's financial results, internal procedures and the Business Principles. Access via the Intranet is rapid and structured, and has the advantage of reducing the consumption of paper.

"View from the Bridge" E-Newsletter: consists of articles written by members of the Board on a wide range of topical issues to do with the Company or the telecommunications sector. "View from the Bridge" is an important means of communication with employees, keeping them informed about the Company's strategy, priorities and results. It is distributed quarterly by e-mail to all **Vodafone Portugal** employees.

Vodafone Life: a magazine distributed quarterly to all **Vodafone Group** employees containing articles about the **Group** at world level and news of initiatives developed locally by the various Operators.

VTV News - Vodafone TV: a TV channel transmitted on the **Vodafone Group's** website featuring a collection of films depicting important initiatives carried out by **Group** companies. **Vodafone Portugal** has already had some of its productions broadcast at **Group** level.

Team Briefing: fostering direct communication is the objective of this initiative which organises quarterly meetings to disseminate **Vodafone Group** and Company information.

Vodafone Club

Established in October 1997, the Vodafone Club exists to promote and publicise initiatives and services of interest to its members. In addition to establishing partnerships with external organisations giving its members special terms on purchases of goods and services, the **Vodafone Club** organises entertainment, cultural and sporting activities to foster a team spirit and sense of involvement among **Vodafone Portugal** employees.

Health, Safety and Well-Being

Vodafone Portugal has consolidated its Health and Safety System and has implemented a number of awareness-raising programmes with the aim of promoting the well-being of its employees.

Projects and initiatives implemented in the Occupational Health and Safety area include the Nursing Service. This operates every weekday between 9.30 am and 1.30 pm, and is qualified to provide first aid as well as organising awareness and educational activities on Occupational Health.

In 2007, **Vodafone Portugal** organised various initiatives designed to promote the well-being of its employees. Mention should be made of the actions "Fall in love with your heart", "See yourself in a better light" and "Small habits, big benefits", which included sight tests and cholesterol, blood pressure and body mass index screening. Practical courses on healthy eating were also organised. The satisfaction index of participants in these courses was 94% (Very Satisfied).

In terms of the monitoring of Safety at Work rules and standards, the annual meeting with the 18 suppliers who provide **Vodafone Portugal** with a wide range of infrastructure construction and/or maintenance services was held in July 2007. An e-learning module on safety standards and procedures was also developed for which the suppliers of such services will be required to study.

Emergency evacuation drills were held at all the Company's sites in Portugal (with the exception of the shops). Training in First Aid was given to the managers of **Vodafone** shops throughout Portugal and to the Evacuation Co-ordinators at Company sites.

In addition to these activities spread over the course of the year, mention should also be made of the Annual Health & Safety Conference of the **Vodafone Group**, which brought together in Lisbon the health and safety managers of the various countries in which **Vodafone** operates.

ACCIDENTS AT WORK, OCCUPATIONAL DISEASES AND ABSENTEEISM

	at 31 March 2008	at 31 March 2007
No. of Fatal Accidents at Works	0	0
Index of Frequency of Accidents at Work	4.29	3.16
Index of Frequency of Occupational Diseases	0.33	0.63
Total Absenteeism	4,82%	4,69%
Gravity Index	1.2	0.12

For further information, see the table GRI Performance Indicators Verified and Assumptions on the website:

<http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm>

04.3 Customers

Vodafone Portugal works hard to delight and surprise its customers by anticipating their needs and offering better quality and better value, sooner. The **Vodafone** name is to be synonymous with product excellence and high value, innovative services. To achieve that, it is essential to be able to identify and respond to customers' varied needs, which means understanding the characteristics and aspirations of the different customer segments and their motives and behaviours.

To better anticipate customers' needs, **Vodafone Portugal** invests in innovation and the development of pioneering solutions. Customer satisfaction is the principal foundation of the Company's success.

Vodafone Portugal has continued to implement its communication policy in a consistent manner, and in 2007 continued to pursue the strategy defined in previous years.

Truth, objectivity, transparency and technical accuracy are the pillars of **Vodafone Portugal's** communication. These principles, together with respect for people's feelings and beliefs, associated with the important factors of creativity and aesthetic quality, are observed in the advertising campaigns of **Vodafone Portugal** (a member of ICAP - Institute for Advertising Self-Regulation).

In 2007, the **Vodafone** brand was once again regarded as the most innovative and dynamic brand, with the products and services that best meet customers' needs, the best network coverage and the best promotions and best prices for services and handsets, according to the Marktest Telecommunications Barometer.

Recognition of **Vodafone Portugal**, by the market in general and its customers in particular, was also reinforced by:

- The award to the Company of "Superbrand Status 2007", which recognises companies that perform above and beyond their competitors within their respective markets;
- The award of "Magnetic Brand 07" status, resulting from a study conducted by Brandia Central and Marklab designed to pay tribute to brands with high levels of recognition and attractiveness on the basis of an analysis of the levels of trust, prestige and identification ("magnetism") they each enjoy;
- Independent studies that rank **Vodafone Portugal** as the telecommunications operator with the most satisfied customers (Marktest Telecommunications Barometer) and with the highest brand preference and recommendation indicators (according to various studies conducted by the Company).

In the distribution area, the new shop format launched to provide visitors with an authentic experience of the Brand was extended to a further 18 shops. 2007 also saw the refurbishment of **Vodafone Portugal's** visual presence on the Internet, resulting in a website that now completely matches the Brand's visual and graphic style.

Continuing its tradition of innovation, differentiation and high impact in creative media solutions, **Vodafone Portugal** installed various outdoor advertisements example of which was the gigantic clock installed on the Rotunda do Relógio in Lisbon, restoring to that plaza a symbol of major dimensions from which its name derives ("Clock Circus" in English) and launched an interactive game aimed at cinema audiences.

During 2007 **Vodafone Portugal's** Customer Care Service continued to focus on providing a high quality, innovative, customer satisfaction oriented service.

As a consequence of its performance and the results achieved, **Vodafone Portugal's** Customer Care Service was honoured with two awards:

- Nationally, with the Trophy for Best Customer Relationship Centre – Telecommunications Sector, awarded by the Portuguese Association of Contact Centres (APPC) and by the company IZO System;
- Internationally, with the Trophy for Best Customer Relationship Centre awarded by the Ibero-American Association for Client Company Relations (AIAREC) and by the company IZO System.

To guarantee the quality of the service provided, the Company organises specific training for all employees who come into direct contact with customers.

The Company's Customer Care facilities have been continually developed, with significant investment in information technology and human resources. The telephone helpline service is provided 24 hours a day and is being continually expanded to meet the growth in the number of calls from customers.

During 2007, **Vodafone Portugal** saw an increase in demand for its Customer Care Service, which was particularly marked in the areas of corporate customer care, technological customer care (mobile Internet connect cards) and customer care related to the ADSL service. In the light of this, **Vodafone Portugal** strengthened the capacity of its Customer Care Service in order to maintain high standards of quality, in particular with the opening in June 2007 of a new customer support operation for the ADSL service, and the opening, in February 2008, of a new call centre in Vila Nova de Gaia with the management of which being outsourced to an outside company.

The quality of the Customer Care Service is guaranteed by means of stringent recruitment, training and quality control criteria. **Vodafone Portugal** has introduced tools to continuously evaluate the levels of service provided, such as the use of Mystery Calls and Mystery Shopping, its Quality Management System based on good management practices that promote the Company's success, and the maintenance of high levels of customer satisfaction. **Vodafone Portugal** is a company certified to standard NP EN ISO 9001:2000 by the Portuguese Certification Association (APCER).

04.4 Suppliers

Vodafone Portugal has implemented programmes to encourage its suppliers to introduce socially responsible management practices. Through these, it monitors its responsibilities throughout the value chain. For further information, see the chapter 'Management of Material Aspects »» Social Responsibility in the Value Chain'.

04.5 Government Bodies

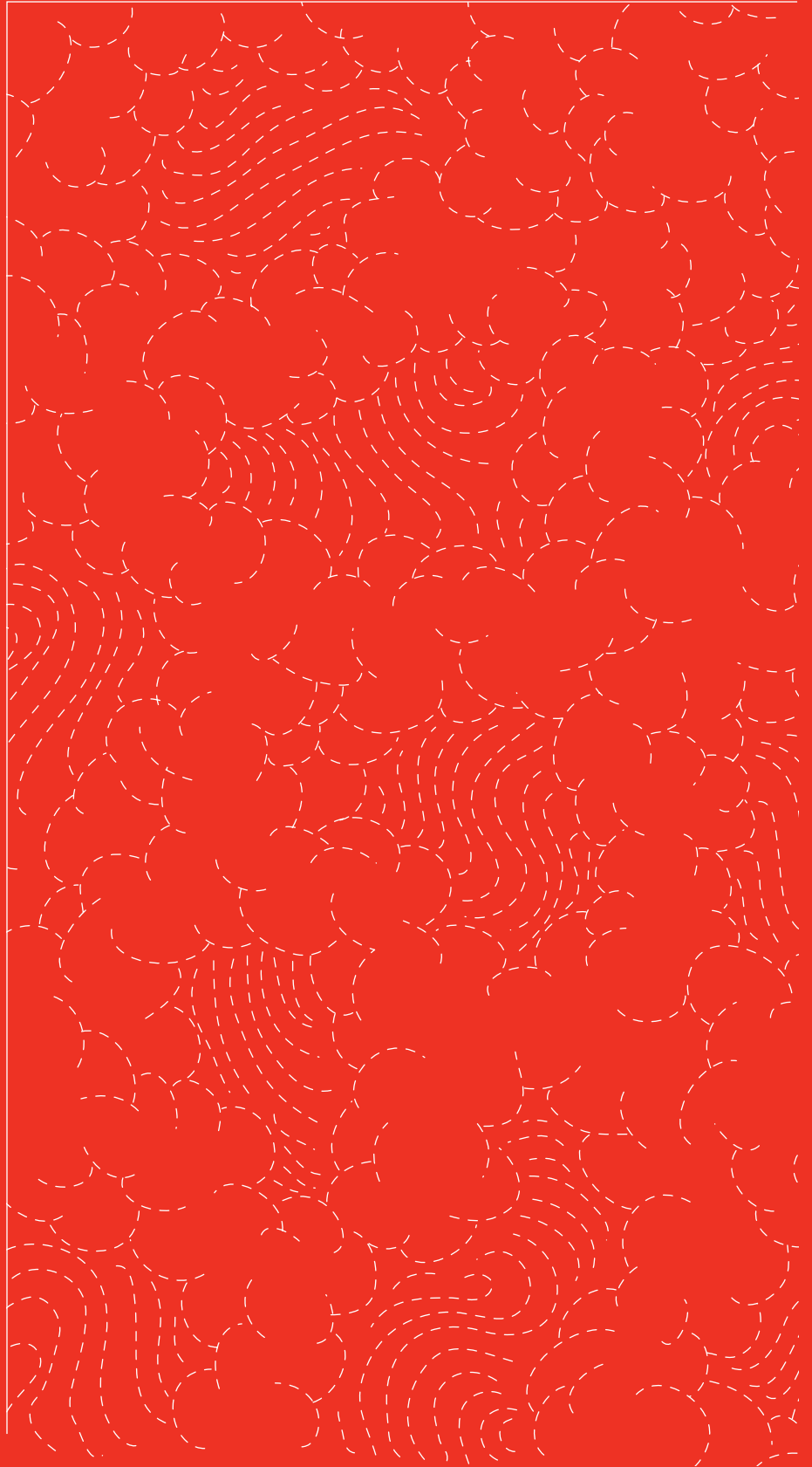
Relationships with Government Bodies have been developed in connection with the Social Responsibility projects supported by **Vodafone Portugal** and the **Vodafone Portugal Foundation**, in particular through partnerships with the following Ministries: Interior, Education, Health, Environment, Defence, and Public Works, Transport and Communications.

04.6 Regulator

Vodafone Portugal meets periodically with the Regulatory Body to discuss matters of interest to the business. The Director for Regulation and Operator Relations is responsible for all contacts with the Regulator, with the exception of those involving the Chairmen of ANACOM and the Competition Authority. In those cases, contacts are the responsibility of the Chairman of the Board of Directors of **Vodafone Portugal**.

05

management of material aspects



05

management materials aspects

05.1 Responsible Development of the Network



Vodafone Portugal currently possesses a cellular network covering the whole of Portugal with around 6,000 technology installed and serving approximately 5.2 million customers.

Vodafone Portugal pays constant attention to the legal conformity of all the components that comprise the communications system throughout their life cycle, in particular the electromagnetic conformity of its base stations.

In terms to the safety of the personnel involved in this process, the Company ensures that the technicians who work on base stations are not exposed to electromagnetic field levels above those recommended by international bodies. In those cases where infrastructures are shared between Operators, the requirements stipulated in the Memorandum of Understanding signed by them must also be observed.

Involvement of Local Communities

In order to inform and educate the public about issues related to the development of mobile communications, **Vodafone Portugal** consults local communities prior to the installation of a base station and provides relevant and specific information about its infrastructures.

In this context, in November 2007 the Company renewed for a further two years its support for Project monIT, which is managed by the Telecommunications Institute's Lisbon centre at the Higher Technical Institute. For more detailed information about Project monIT, see its website at www.lx.it.pt/monit/.

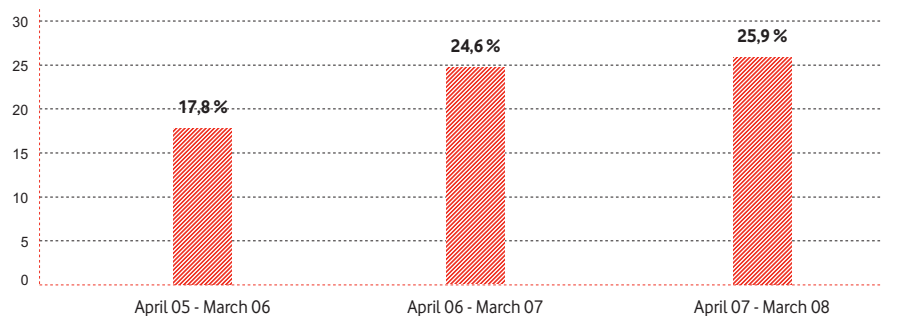
Measurements have already been made at 432 locations covering around 2,280 measurement points all over Portugal, in some cases in co-operation with the Ministry of Education or the Ministry of Health. 121 continuous measurements have also been made in 22 municipalities in Portugal.

On average, over 70% of the values observed are around one thousand times below the most restrictive limit, and 100% of the measurements comply with the legal limits.

Infrastructure Sharing

In order to minimise the visual impact of base stations, wherever possible **Vodafone Portugal** shares infrastructures with other Portuguese mobile operators. As can be seen from the following graph, the trend in **Vodafone Portugal's** infrastructure sharing rate, which corresponds to the ratio of shared infrastructures to the total number of sites, testifies to the use of this practice.

INFRASTRUCTURE SHARING RATE



05.2 Mobile Phones, Base Stations and Health

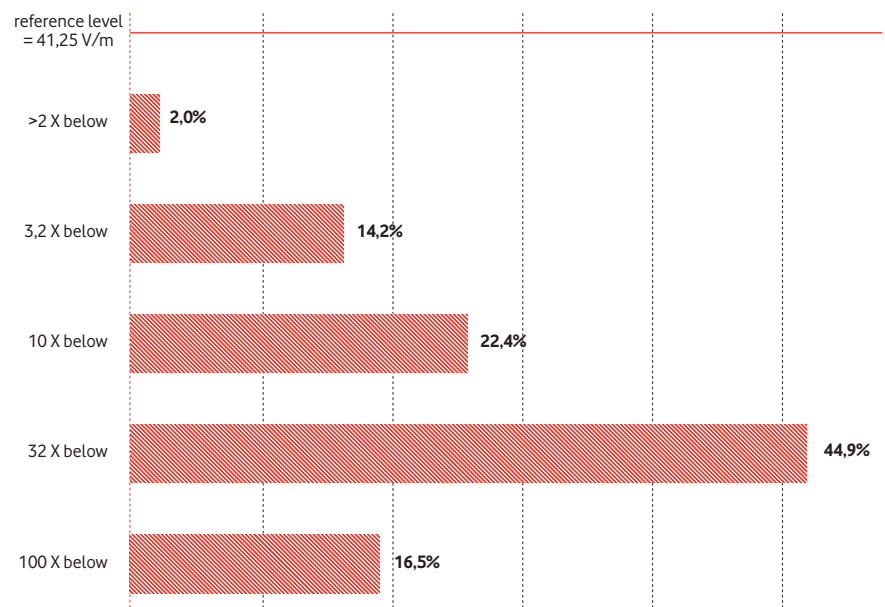
Although broadly accepted, the rapid growth of mobile communications has raised various questions about the possible effects on health and given rise to many studies over the years. In 2006, the World Health Organisation (WHO) published a fact sheet on base stations and wireless technologies. Its conclusions state that "Considering the very low exposure levels and research results collected to date, there is no convincing scientific evidence that the weak RF signals from base stations and wireless networks cause adverse health effects".

In Portugal, the Directorate-General of Health states, in a report published on 22 June 2007, that "In the light of current scientific knowledge and the results of numerous epidemiological studies carried out to date, there is no risk to the health of the population (including more vulnerable sub-groups such as the elderly, pregnant women and children) living near base stations, where exposure levels attain only a small fraction of the recommended values".

In addition, **Vodafone Portugal** conducts a programme of measurements at its base stations using the methodology and procedures published by the National Communications Authority (ICP-ANACOM) in order to periodically monitor compliance with the legal limits.

The results of those measurements are significantly below the safety levels established in Portuguese and international legislation, and comply scrupulously with the requirements of Government Order 1421/2004 of 23 November.

ELECTRIC FIELD MEASURE VALUE



In addition, all mobile phones sold by **Vodafone Portugal** comply with the reference limits published by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) for electromagnetic field levels, which are recommended by WHO.

The Specific Absorption Rate (SAR) represents the rate at which electromagnetic energy is absorbed by a unit of mass of biological tissue. **Vodafone Portugal** requires its suppliers of mobile phones to test their electromagnetic conformity when used next to the head or next to the body.

All the relevant information must be shown in the user manuals for the phones concerned.

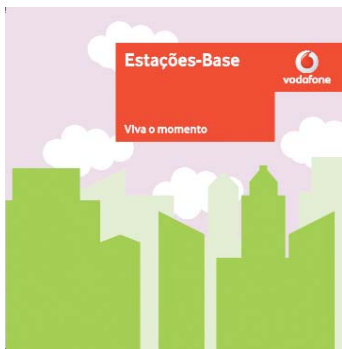
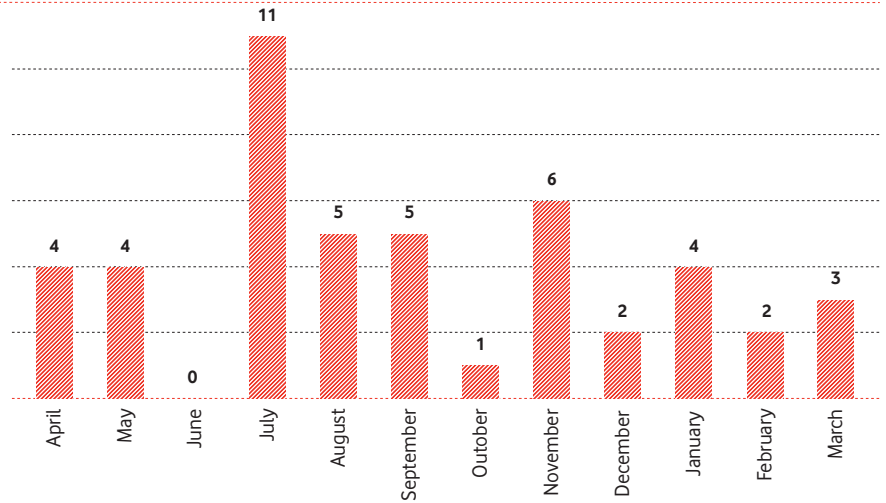
Actions Implemented in the 2007 Financial Year

During the 2007 financial year, **Vodafone Portugal** implemented various initiatives in connection with electromagnetic fields. The commitments in this area published in the 2006 Social Responsibility Report for the 2007 financial year were achieved with the exception of the publication of a new brochure, which was only completed after the end of the financial year (for further information, see the chapter 'Commitments and External Audit »» Progress Against 2007 Commitments').

Monitoring of Electromagnetic Fields

During the 2007 financial year, **Vodafone Portugal** responded to 47 complaints or requests for information. Of these, 10 were requests for electromagnetic field measurements. The results of all the measurements are significantly below the reference limits recommended by WHO.

NUMBER OF REQUEST FOR INFORMATION COMPLAINTS APRIL 2007 TO MARCH 2008



Information about Electromagnetic Fields

Vodafone Portugal organises various internal and external initiatives for the production of information materials on electromagnetic fields.

In the 2007 financial year, a brochure was prepared on "Mobile Phones, Base Stations and Health", which includes a section of Questions and Answers on the subject of electromagnetic fields and which will be available for pick-up in **Vodafone Portugal** shops. In addition, two new leaflets were prepared to provide information for condominium owners.

In order to complement the information available to all **Vodafone Portugal** employees and to the suppliers of maintenance services on broadcasting structures, an e-learning course on CD was produced, entitled "Basic Concepts of Electromagnetic Fields in Mobile Communications". A leaflet aimed at maintenance workers entitled "Electromagnetic Fields at Mobile Communications Systems Antennas", containing information and examples of good working practices on antennas, was also produced. The distribution of these leaflets to leading suppliers was accompanied by classroom training courses.

05.3 Social Responsibility in the Value Chain

Vodafone Group

In the **Vodafone Group** as a whole, 488 assessments of suppliers were made, 63 of which were of global strategic suppliers.

As a member of the Global e-Sustainability Initiative (GeSI), the **Vodafone Group** continues to promote and work towards a common approach to the assessment of companies in the ICT (Information and Communication Technology) sector in terms of Social Responsibility.

Vodafone Portugal

In the 2007 financial year, **Vodafone Portugal** made a total of 587 million euros' worth of purchase orders, involving 847 suppliers.

Purchasing Code of Ethics

In line with the Company's business principles, the Purchasing Code of Ethics is intended to ensure fair working conditions and responsible management of the environment and social issues

throughout the supply chain. The full version of the Purchasing Code of Ethics is available at www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/Codigoetica.htm

Qualification of Suppliers

Through the various stages that comprise the process of Qualification of Suppliers to **Vodafone Portugal**, potential suppliers are assessed against the following criteria: financial stability, quality of the goods to be purchased and commitments in terms of sustainability.

Contract Requirements

Vodafone Portugal inserts in contracts for the purchase of goods or services clauses designed to protect the environment and to prevent child labour.

Of the contracts signed in the 2007 financial year, 38 included clauses on child labour, 31 included clauses on the environment and 5 did not include clauses on the environment or child labour.

Environmental and Health and Safety Audits

In order to check compliance with the requirements of the Purchasing Code of Ethics and with contract clauses on environmental and health and safety matters, in the quarter ending in March 2008 **Vodafone Portugal** undertook audits of 8 suppliers of services – construction and maintenance of network and other installations, installation of equipment, and transport of products sold by the Company.

Assessment of Suppliers

In the period 1 April 2007 to 31 March 2008, **Vodafone Portugal** assessed 53 suppliers selected on the basis of their net sales and strategic importance to the business. Strategic suppliers are those with a longstanding relationship with **Vodafone Portugal**, who would be difficult to replace and whose products are regarded as critical to the quality of the service provided by the Company.

Suppliers selected as such are assessed in six areas: Financial, Commercial, Delivery Dates, Quality, Technology and Social Responsibility – this latter accounting for 10% of the global assessment. This assessment did not result in any cancellations, terminations or revocations of any contracts in the period 1 April 2007 to 31 March 2008.

Whistle Blowing Mechanism

In the period 1 April 2007 to 31 March 2008, no complaint was received as the result of purchasing orders made. This mechanism, which was introduced by **Vodafone Portugal** in 2006, is intended to provide suppliers with independent channels through which to complain about unethical conduct in the purchase of goods and services.

05.4 Environmental Impacts Resulting from the Business

'Passion for the World Around Us' is one of the Values of **Vodafone Portugal** that characterises its organisational culture and reflects its commitment to the environment. **Vodafone Portugal** is committed to acting responsibly at all times in its direct and indirect relationships with the environment. At the same time, and reflecting those concerns, it seeks to maximise the positive potential impact of its activities on the environment.

Vodafone Portugal's Environmental Policy reflects its Vision and Values and is widely publicised and put into practice alongside its employees, shareholder, customers and partners.

Through its Environmental Management System, **Vodafone Portugal** seeks to alert its employees and the general public of the importance of improving environmental behaviour. To this end, it develops and implements a range of environmental action programmes covering aspects such as recycling, selective waste separation, use of resources, biodiversity and the landscaping of network infrastructures. Some of these aspects were classified as materially relevant, in particular the recycling and re-use of mobile phones, batteries and accessories, and electricity consumption. For further information, see the chapter 'Strategy and Sustainability of the Business' »» Material Aspects'.

Climate Change

Climate change is a global problem that can only be fought with everybody's co-operation. In line with this principle, the **Vodafone Group** has committed itself to taking more effective steps to reduce greenhouse gas emissions. Accordingly, it has undertaken to reduce CO2 emissions throughout the **Group** by 50% by 2020, using as a reference point the CO2 emissions in the 2007 financial year.

In line with this commitment, **Vodafone Portugal** has implemented a range of other initiatives that directly or indirectly contribute to reducing greenhouse gas emissions.

- Installation in meeting rooms of video conferencing equipment and encouragement of the use of conference calls and teamrooms to reduce the need for travel;
- Marketing of a mobile phone charger that works on solar energy;
- Optimum re-use of discontinued materials and, as a second option, recycling wherever possible of the non-reusable portion;
- Development of the network using sustainable technologies wherever possible, for example powering base stations with renewable energy;
- Co-operation and involvement of the **Vodafone Group** with global electrical and electronic equipment suppliers so that they develop increasingly energy efficient devices;
- Development of products and services that contribute to a more sustainable society;
- Development and implementation of projects aimed at the conservation of forests, and projects that promote sustainable mobility in urban areas, financed by the **Vodafone Portugal Foundation**.

During the financial year just ended, CO2 emissions resulting from **Vodafone Portugal's** activities totalled approximately 45,210 tonnes of CO2 equivalent. The table below shows the amounts of emissions by type of emission source.

TABLE OF CO2 EMISSIONS ANALYSED BY TYPE OF EMISSION SOURCE:

	April 2006 to March 2007	April 2007 to March 2008
Direct emissions of CO2:		
Resulting from consumption of fuels (diesel and petrol) by the vehicle fleet and emergency generators	1,400 tonnes of CO2 equivalent	1,876 tonnes of CO2 equivalent
Resulting from potential gas leaks from cooling systems in the Company's premises	835 tonnes of CO2 equivalent	753 tonnes of CO2 equivalent
Indirect emissions of CO2:		
Resulting from the production of electricity purchased from third parties and consumed in shops, offices and the network	40,193 tonnes of CO2 equivalent	40,664 tonnes of CO2 equivalent
Other indirect emissions of CO2:		
Resulting from consumption of fuels (diesel and petrol) by employees' vehicles	Not calculated	1,317 tonnes of CO2 equivalent
Resulting from journeys made by employees on business	Not calculated	600 tonnes of CO2 equivalent

For more information on the assumptions used in the calculation of CO2 emissions, see the website www.vodafone.com/start/about
<http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm>.

The current programmes that **Vodafone Portugal** is able to control and which, directly or indirectly, contribute most to reducing greenhouse gas emissions are described below.

Electricity Consumption

Between April 2007 and March 2008, the Company's total electricity consumption (offices, shops and network) was 435,523 GJ.

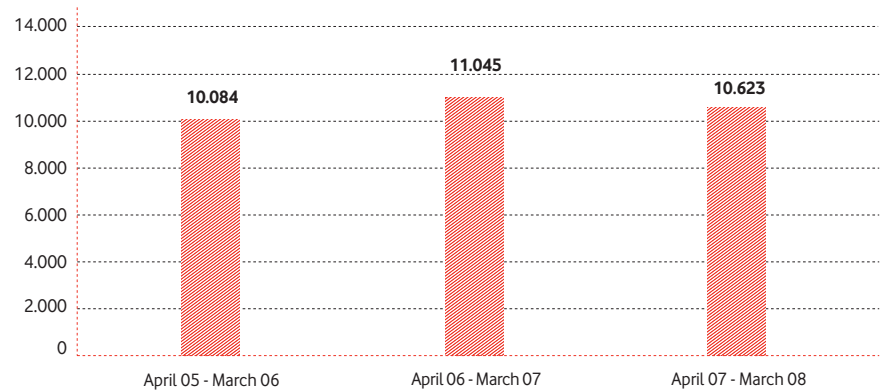
Given that the network accounts for around 86% of **Vodafone Portugal's** total electricity consumption, during the financial year ended in March 2008, alterations were made to certain items of equipment to increase their energy efficiency. As can be seen from the following graph, electricity consumption per base station was reduced by around 4% in the 2007 financial year compared with the 2006 financial year.

In the 2006 Social Responsibility Report, the Company made a commitment to reduce electricity consumption per base station by 3% by March 2008 compared with the 2006 financial year – a commitment which has therefore been achieved.



ELECTRICITY CONSUMPTION PER BASE STATION

kwh

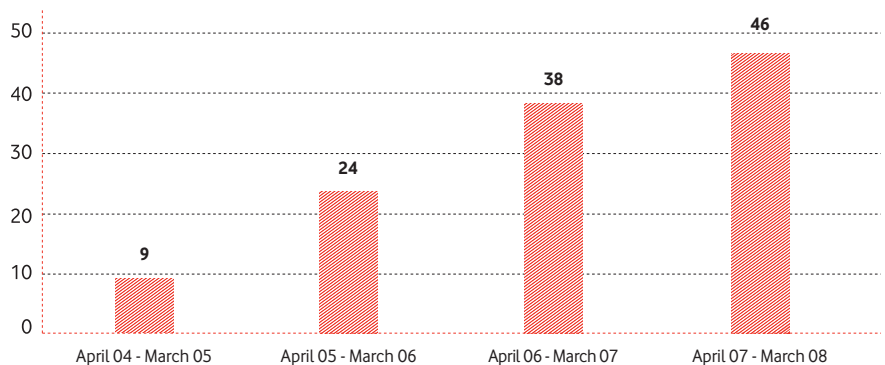


Recycling and Re-use of Phones, Batteries and Accessories

As an environmentally responsible company, **Vodafone Portugal** takes account of the whole of the life cycle of a product from its appearance on the market to its return at the end of its life to points of sale, either for future recycling or re-use. All **Vodafone**-branded shops therefore have receptacles for depositing obsolete phones, batteries and accessories; there are over 300 such collection points in Portugal. Over 450 points of sale participate in the return programme for used but still working phones, with a view to their future recycling or re-use.

TELEPHONES, BATTERIES AND ACCESSORIES CHANNELLED FOR RECYCLING AND RE-USE

Tonnes



Between April 2007 and March 2008, there was an increase of approximately 8 tonnes in the total quantity of phones, batteries and accessories sent for recycling or re-use compared with the previous year. The commitment made last year to increase the quantity of phones, batteries and accessories sent for recycling or re-use by 2% compared with the 2006 financial year was achieved.

Waste Management

Vodafone Portugal's approach to Waste Management involves three stages: examination of the possibility of re-using the materials; sending for recycling; and destruction and disposal in landfill, whenever re-use and recycling are impossible.

In order to put this approach into practice, **Vodafone Portugal** has implemented a series of processes for managing the various types of waste produced by its activities. The principal processes cover electrical and electronic network equipment, paper, industrial batteries and product packaging. All waste is collected by authorised companies and treated accordingly with the relevant legislation.

During the 2007 financial year, the quantities of waste shown in the table below were sent for re-use, recycling or disposal in landfill.

WASTE CHANNELLED FOR RE-USE, RECYCLING OR DISPOSAL IN LANDFILL'

Hazard Level	Type of Waste	April 2006 to March 2007			April 2007 to March 2008		
		Nature of Final Disposal (Kg)			Nature of Final Disposal (Kg)		
		Recycling/Recovery	Re-use	Landfill	Recycling/Recovery	Re-use	Landfill
Non-Hazardous	Discarded printer toners	753	----	----	1,802	----	----
Non-Hazardous	Paper	51,140	----	----	106,222	----	----
Non-Hazardous	Electrical/ electronic network waste	43,835	26,600	----	19,916	----	----
Non-Hazardous	Plastic packaging	-----	58,588	-----	-----	67,430	-----
Non-Hazardous	Domestic waste and equivalent	-----	-----	72,370	-----	-----	38,260
Hazardous	Industrial batteries	34,253	----	----	42,318	----	----
Non-Hazardous	Air conditioner filters	----	----	----	740	----	----
Non-Hazardous	Telephones, batteries and accessories	15,155	22,765	----	9,457	36,763	----
Non-Hazardous	Discarded air conditioners	----	----	----	1,663	----	----
Non-Hazardous	Discarded computer equipment	----	----	----	12,915	----	----
Hazardous	Discarded monitors	----	----	----	9,835	----	----

For more information on the assumptions used in the calculation of the indicators shown in the table, see the website:

<http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm>

In the financial year ended in March 2008, the following Waste Management programmes were in operation:

Vodafone Product Packaging at Points of Sale

The plastic packaging on **Vodafone** products discarded in shops is collected and passed to a waste operator that processes it into raw material for the production of objects and utensils such as clothes hangers, plate racks and soap dishes.

Internal and Advertising Campaign Materials

Wherever possible, on completion of internal and advertising campaigns, the used materials are donated to charities, and the portion of the materials that cannot be re-used are collected by authorised waste operators. During the 2007 financial year, the following materials were given away: desks, chairs, filing cabinets, tables, counters, benches, hat/umbrella stands and straw bales.

Paper

In order to minimise the use of natural resources, since 2002 **Vodafone Portugal** has prioritised the use of recycled paper in the Company's administrative processes. Approximately 34% of the paper used in administrative activities is of recycled paper.

The commitment made in the previous year to reduce the consumption of A4 writing paper by 4% compared with the 2005 financial year was achieved, and in fact the reduction was around 9%. In the 2007 financial year the consumption of A4 writing paper was 102.3 tonnes, compared with 113 tonnes in the 2005 financial year.

Polluting Substances

Concern for preserving the ozone layer, and strict compliance with the relevant legislation has led the Company to implement a programme to gradually replace all cooling equipment containing HCFCs (chlorodifluoromethane).

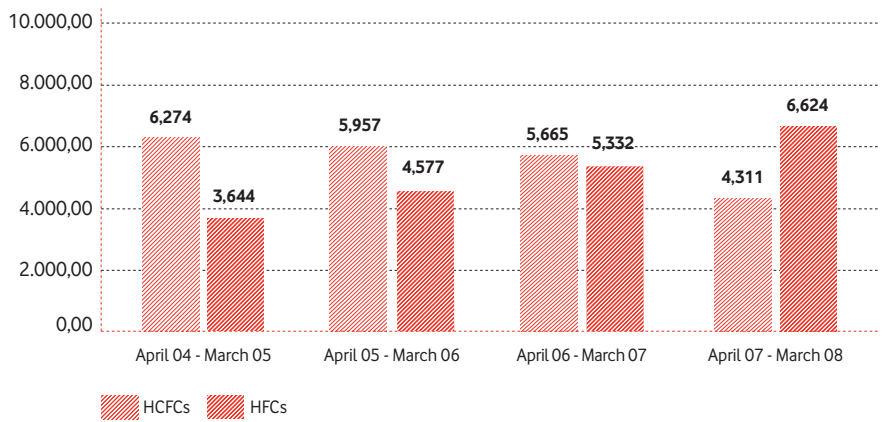
The figures shown in the following graph correspond to the total refrigeration gases installed in **Vodafone Portugal's** technical areas, shops and offices. The figures for refrigeration gases installed in base stations were obtained from estimates, based on the number of such structures in operation at 31 March 2008. The alterations made to the air conditioning equipment in operational base stations were also considered.

During the second half of the 2007 financial year, in order to minimise the use of resources, a programme was initiated to replace HCFC gas by HFC gas in the cooling equipment installed in base stations.

According to a survey carried out, between March 2005 and March 2008, there was a reduction in the quantity of HCFCs of the order of 31%.

REFRIGERATION GASES BY TYPE

Fig



Water Consumption

Although the volume of water consumed in **Vodafone Portugal's** premises is not materially relevant, it has been decided to report this information. In the period 1 April 2007 to 31 March 2008, approximately 31,738 m³ of water from the municipality supply grid were consumed.

05.5 Access to Content

Nowadays, mobile phones offer a considerable range of functions and services that bring obvious benefits to their users but which, when used inappropriately, can cause concern among consumers.

Faithful to its usual closeness to customers' views, **Vodafone Portugal** has implemented various initiatives designed to prevent minors from accessing certain content or services and to educate them to use the service responsibly.

For example, **Vodafone** offers parents the feature to block access by their children to certain content by means of a facility activated by a simple telephone call to the Customer Care Service.

In addition, **Vodafone Portugal** has implemented a filter that blocks all customers' access to illegal WAP sites identified in the listings of the Internet Watch Foundation (an association based in the United Kingdom set up to prevent child abuse). This filter also blocks children's access to adult WAP sites when parents activate the mechanism described above.

Vodafone Portugal considers that these measures are not only an important and innovative advance in Portugal in terms of the protection of children in the communications sector, but also contribute to a safer society.

05.6 Combating Info-exclusion



Products and Services for Social Inclusion

Vodafone Portugal has progressively increased its contribution to the social integration of people with special needs via mobile communications by the special adaptation of handsets and by offering special price plans.

Vodafone Portugal was the first company to offer its customers software adapting mobile phones for use by blind and visually impaired people. The "Vodafone SAY" has been updated since its launch in July 2005. In 2007, a third version adapted to the latest models of mobile phone was launched. Using an application that acts like a screen reader, the software can employ different "voices" that enable the user to listen to all the text shown on the phone screen.

Designed specially for the visually impaired, this solution enables them to use the various functions of a mobile phone such as sending and receiving text messages (SMS), navigating on the **Vodafone live!** portal, knowing who is calling, making a call from the address book, and using the calendar and all the menus to configure the phone to their liking and requirements.

Between the date of its launch and 31 March 2008, 712 licences were activated.

Vodafone Portugal also offers special price plans for people with special needs: "Vodafone SAY Voz", "Vodafone SAY Dados" and "Vodafone SAY Net" (the last of these in two modes). Are eligible for this services people who present a Medical Certificate of Disability (Decree-Law 174/97 of 19 July) stating the degree of permanent disability, which must be equal to or greater than 60% in the case of people with hearing or visual disabilities, or a permanent disability equal to or greater than 80% in the case of other disabilities.

As at 31 March 2008, 463 customers were benefiting from these price plans.

e-School Programme

In September 2007, **Vodafone Portugal** initiated the e-School programme by providing the first 5,000 laptop computers. Up to 31 March 2008, the Company invested 5.6 million euros.

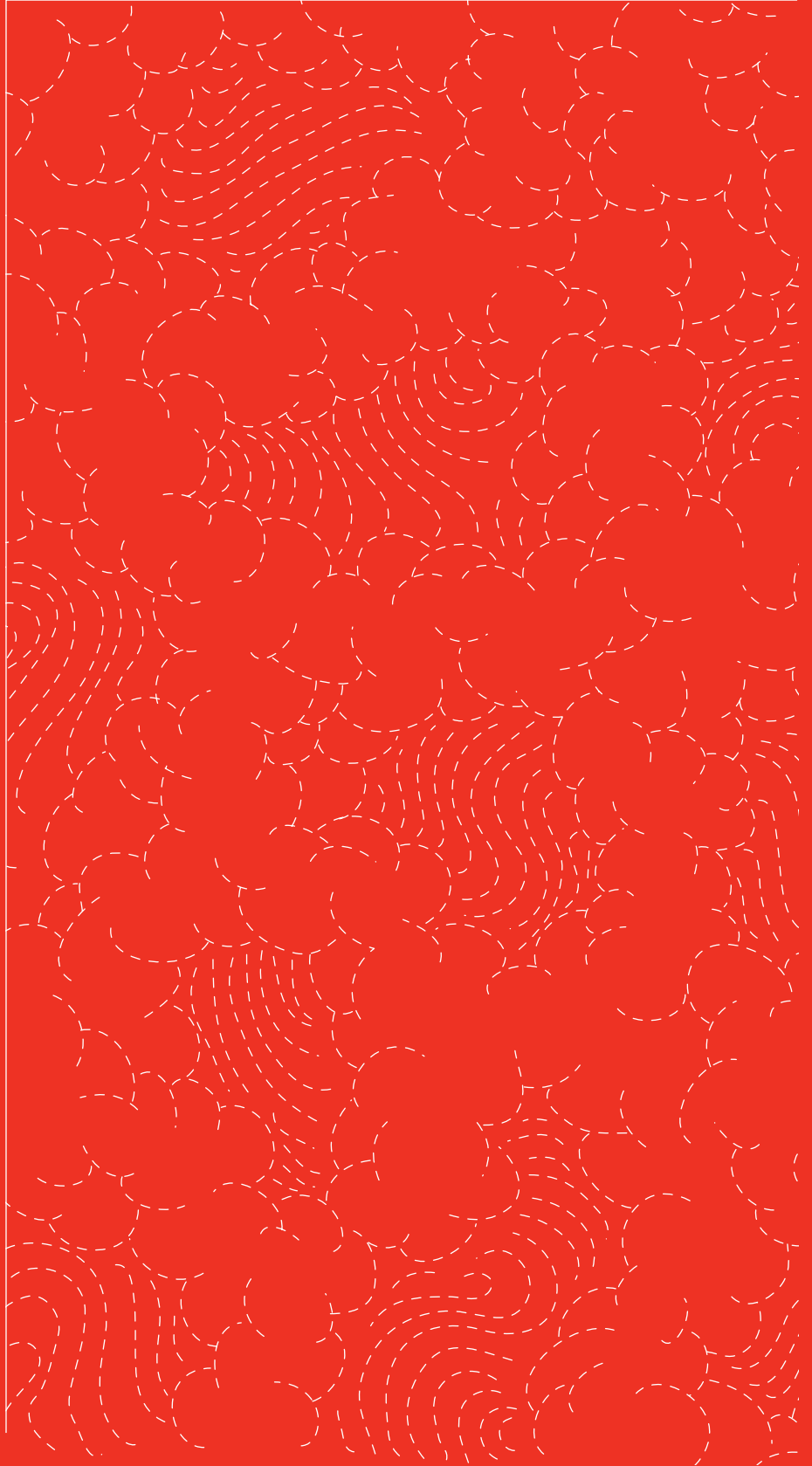
Candidates could benefit from this **Vodafone Portugal** offer after they had registered on the website www.eescola.pt. Beneficiaries were able to buy a laptop and the **Vodafone** mobile broadband access card for 150 euros, with monthly charges considerably lower than those available to the general public. The price included the latest version of the Windows Vista operating system and Microsoft Office or equivalent. The first subscribers to this **Vodafone** offer also received a carrier case for their laptop.

In November 2007, the teachers covered by the programme were given the chance to opt between **Vodafone's** mobile broadband or fixed ADSL offer.

Vodafone Portugal was the first operator to offer broadband fixed ADSL services in connection with e-School programmes, offering teachers very competitive terms for access to its ADSL offer, which provides Internet access speeds of up to 12 Mbps, telephone services without a monthly standing charge and the best rates to mobile networks while retaining their existing phone number.

06

ties with the community



06

ties with the community

During 2007, **Vodafone Portugal** consolidated its Social Solidarity policies. In addition to responding to various requests, it also took the initiative to organise several projects of recognised social importance.

06.1 Internal and External Actions

Vodafone Children's Day

Vodafone celebrated International Children's Day, 1 June 2007, in a very special way by offering all the children of Company employees aged between 2 and 12 a VIP visit to the Head Office at Parque das Nações.

The aim of this initiative was to give employees the opportunity to invite their children into their place of work and show them what they do in **Vodafone Portugal**.



In a programme that included many fun activities (bouncy castles, games and competitions, music and surprises), the 300 or so children also received a guided visit of the Action Store and Call Center among other places, and were received with all the honour due on this day in the office of the Chairman of **Vodafone Portugal**.

Blood Donations

Since 2002, **Vodafone Portugal** has organised blood donor sessions at its offices in Lisbon and Porto which are open to all employees. In 2007, the session took place on 16-17 May, as usual in collaboration with the Portuguese Blood Transfusion Service.

Collection of Basic Necessities

To support charitable institutions throughout the country, **Vodafone Portugal** organises an annual Collection of Basic Necessities. The 2007 collection took place on 8-12 October and the goods were distributed to the "O Século" Foundation in Cascais, the "Coração Doloroso de Maria – Casa da Sagrada Família" Institute in Porto, and the "Irene Rolo" Foundation in Faro.

Employees also donated eyeglasses and sunglasses to the Lisbon Sete Colinas Lions Club, which repairs them for use by people with poor eyesight who have little or no access to health care.

Old X-ray plates were also collected and passed on to AMI for recycling and sale. Each ton of recycled X-ray plates yields around ten kilos of silver, the sale of which benefits charitable projects in Portugal or overseas missions.

Medicines were also collected from **Vodafone Portugal** employees in connection with a campaign by the National Association of Pharmacies.

João Carreira Bom Prize

In 2007, the João Carreira Bom chronic journalist prize was awarded to the newspaper columnist João Pedro Bénard da Costa. This was the fifth year running in which **Vodafone Portugal**, in partnership with the Portuguese Language Society and Ciberúvidas da Língua Portuguesa, has sponsored this award.

Charity at Christmas

Like in previous years, **Vodafone Portugal** organised Charity at Christmas. In 2007 this event took place in Lisbon and Porto, with the active participation of employees under the Company's Volunteering Programme.



In Lisbon, a Christmas Party was organised at the headquarters of the "O Século" Foundation for children aged 2 to 16. At the party, the children were able to learn and take part in various circus activities and to watch displays of juggling and conjuring by **Vodafone** volunteers.

In Porto, the Christmas Party was held at the Banco Pinto e Sotto Mayor's Sports Pavilion and was attended by around 100 children from three institutions: the Bispo D. António Barroso Association for the Protection of Children, the Coração Doloroso de Maria Institute and the Christian Solidarity Centre.

Vodafone Portugal volunteers performed various circus tricks and all the children were able to learn and take part in juggling and conjuring activities.

Also as part of Charity at Christmas and in partnership with the Portuguese Red Cross, **Vodafone Portugal** organised a campaign to collect foodstuffs from its employees to make up 400 Christmas Hampers for needy families. The collection of foodstuffs took place between 3-6 December at the Company's offices.

As part of this action, adults' socks were also collected for distribution to the homeless via the "Vida e Paz" Community under the Project: 'Add your socks to mine – and make the days and nights warmer!'



Young Voices – Conference on Diversity in Education

In partnership with the Ministry of Education as part of the Portuguese Presidency of the European Union, **Vodafone Portugal** supported the organisation of Young Voices – Conference on Diversity in Education with donations of calls and handsets. This initiative took place on 16-17 September, bringing together around 70 young students from the 25 countries of the European Union.

OMEP - World Organisation for Pre-School Education

Continuing its role in the vanguard of promoting access to information, in 2007 **Vodafone Portugal** donated routers and mobile broadband connect cards for a classroom in the Bairro da Cruz Vermelha in Lisbon, and also covered the cost of all calls. This has given the children in this neighbourhood free access to an essential study tool – a computer linked to the Internet.

06.2 Internal Volunteering Programme

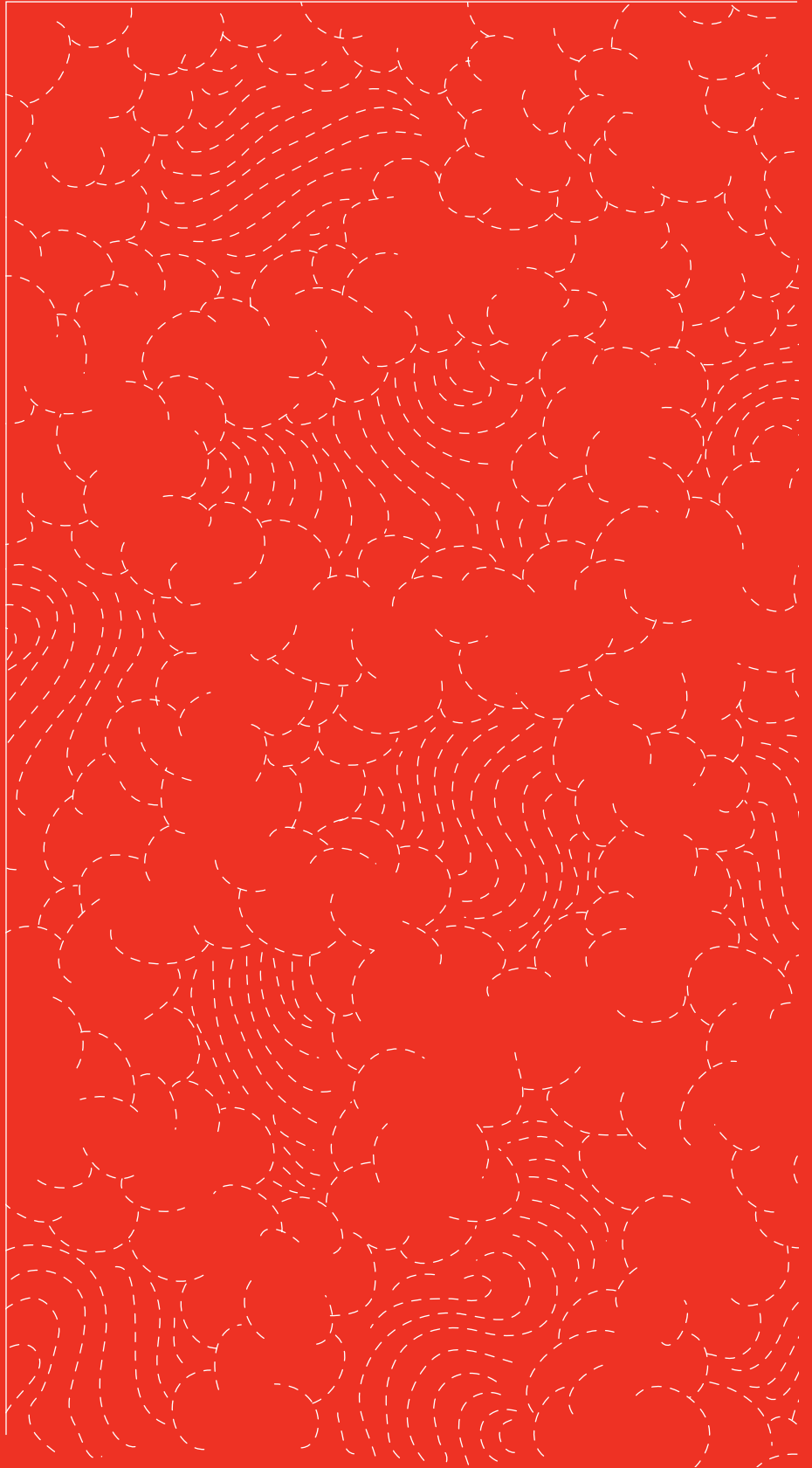
During the 2007 financial year, **Vodafone Portugal** employees participated in various volunteering activities totalling 671 hours. Under this programme, employees are encouraged to participate in Social Responsibility activities, projects or actions organised by the Company or the **Vodafone Portugal Foundation** for up to 12 non-cumulative hours of their working time (one and a half days) in each financial year without loss of salary or affecting their attendance record.

06.3 Associations of which Vodafone Portugal is a Member

Association Name	Representative
BCSD - Conselho Empresarial para o Desenvolvimento Sustentável [Business Council for Sustainable Development]	Director of Corporate Communications, Governance Support and Social Responsibility
GRACE - Grupo de Reflexão e Apoio à Cidadania Empresarial [Study Group on Corporate Citizenship]	Director of Corporate Communications, Governance Support and Social Responsibility
APRITEL - Associação dos Operadores de Telecomunicações [Association of Telecommunications Operators]	Director of Regulation and Operator Relations
APDC - Associação Portuguesa para o Desenvolvimento das Comunicações [Portuguese Association for the Development of Communications]	Director of Regulation and Operator Relations
CÓTEC Portugal - Associação Empresarial para a Inovação [Business Association for Innovation]	Chairman of the Board of Directors

07

economic performance



07

economic performance

2007 was a further year of growth for **Vodafone Portugal**, the result of a strong and consistent strategy that prioritises innovation, brand values and excellence in customer service.

Vodafone Portugal's customer base passed the 5 million mark, reaching 5.21 million at the end of March 2008. This corresponds to annual growth of 9.7%, as the result of the addition of 459,000 new customers since 1 April 2007.

Vodafone Portugal generated total operating and service record revenues of 1,511.3 million euros and 1,357.9 million euros, respectively, in the twelve months ended on 31 March 2008, corresponding to increases of 8.5% and 7.9%, respectively, compared with the previous financial year. **Vodafone Portugal's** operating performance was also highlighted by the gain in market share of service revenues, which stood at over 40% in 2007 following 5 years of consecutive gains in market share during which it won over 6 percentage points from the competition. This market share effectively makes **Vodafone Portugal** the co-leader of the mobile telecommunications sector and consolidates its position as the second largest telecommunications operator immediately behind the historical operator.

In 2007, **Vodafone Portugal** crossed for the first time the threshold of 500 million euros in Operating Cash Flow (EBITDA), posting the record amount of 533.2 million euros in 2007, an increase of 13.2% on 2006. This EBITDA corresponds to a margin on service revenues of 39.3% - also a record - 1.9 percentage points above the figure achieved in 2006.

In terms of Net Profit, **Vodafone Portugal** posted a record 269.0 million euros in 2007, an increase of 31.6% on the figure for the previous year.

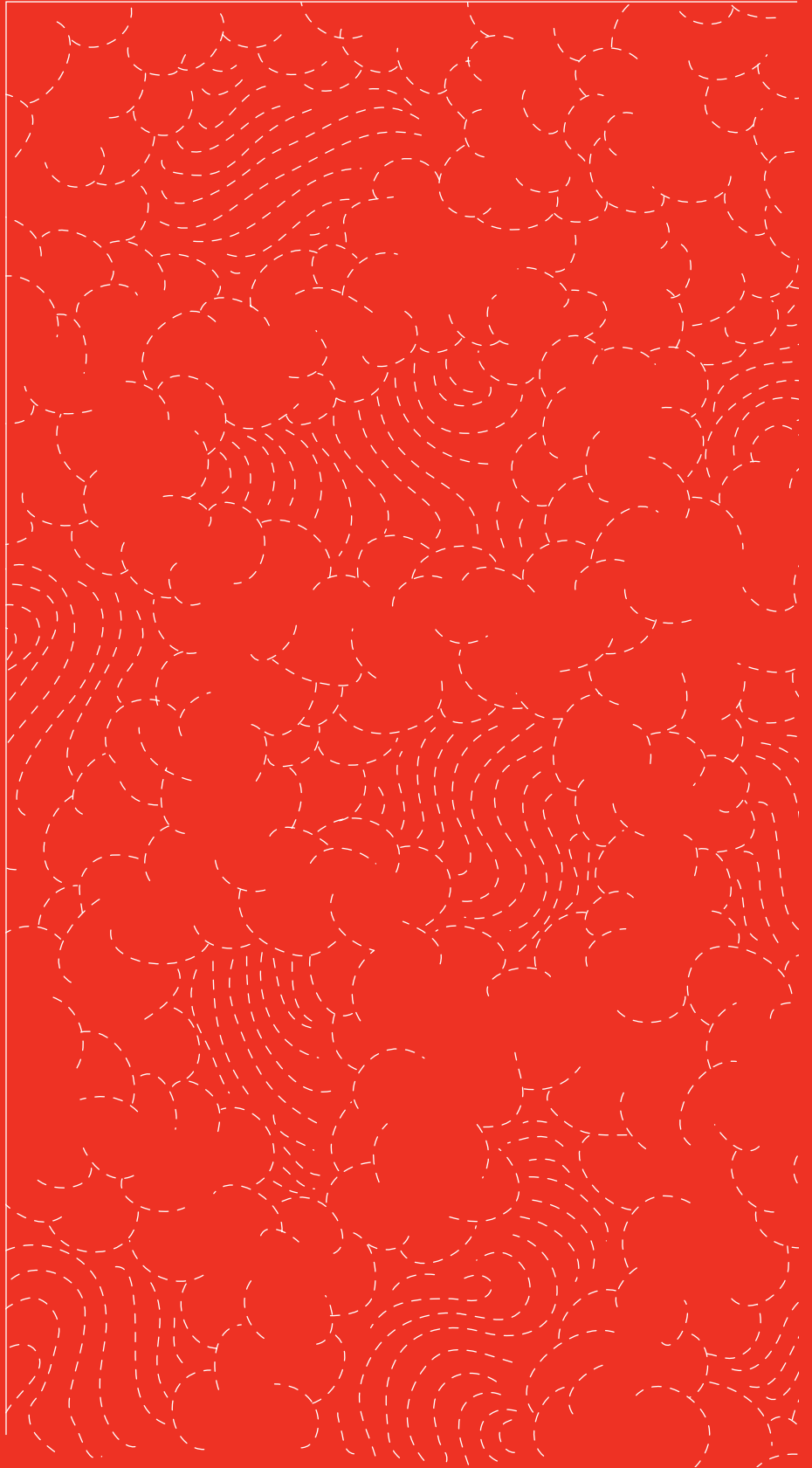
	2007	2006	Var. %
Total number of registered mobile services customers at the end of the year	5,209,195	4,750,557	9,7%
Number of new mobile services customers	458,638	474,212	-3,3%
Total Operating Revenue	1,511,3	1,393,0	8,5%
Services Rendered	1,357,9	1,258,3	7,9%
Operating Cash Flow (EBITDA)	533,2	471,1	13,2%
Net Profit for the Year	269,0	204,4	31,6%

Note: The **Vodafone Portugal** financial years mentioned refer to the period between 1 April and 31 March of the following year.

For a more detailed analysis of the economic indicators, see the **Vodafone Portugal** Accounts Report 2007.

08

vodafone portugal foundation



The investments made by the **Vodafone Portugal Foundation** are applied on projects arising from its own initiative or in response to applications made to it, following careful study of their objectives, methodology and estimated results. Such projects must use the information technologies in which **Vodafone Portugal** has specific resources and skills and must be implemented in partnership with the organisations concerned.

It is in these preconditions that lies one of the main reasons for the success of the projects in which the **Vodafone Portugal Foundation** is involved: the fact that it does not restrict itself to the mere donation of funds, that it views each project as a unique case, and that it monitors their implementation from start to finish.

Between April 2007 and March 2008, the **Vodafone Portugal Foundation** invested 1.396.024 euros in its programme of activities. During this period, it consolidated its links with society and extended its work in various action areas, both supporting new initiatives and continuing its support for projects started in earlier years.

Among these projects, we would highlight the following in particular:

Safe Taxi System

Launched in 2006, the Safe Taxi System has obtained good results (beginning with a pilot with 700 taxis in Greater Lisbon) and has rapidly extended to the Porto Metropolitan Area and the Lisbon municipality. The Safe Taxi System is based on the integration of GSM, GPS, Internet and digital cartography technologies, enabling the police to determine the location of the vehicle in real time as soon as the driver gives the alarm. The project is a partnership between the **Vodafone Portugal Foundation**, the Ministry of the Interior, the Public Security Police (PSP) and the National Republican Guard (GNR).

Safe Filling Stations

This project applies the principles underlying the Safe Taxi System to petrol filling stations, using the same partners. The **Vodafone Portugal Foundation** will continue to invest in the further development of this innovative system to make it possible to integrate various types of alarm anywhere in the country, provided that the localisation equipment used meets the predefined technical specifications.

Together, the Safe Taxi System and the Safe Filling Station System received an investment of 647.000 euros to 31 March 2008, of which 159.000 euros were applied in the 2007 financial year. The **Vodafone Portugal Foundation** plans to invest a further 800.000 euros in the 2008 financial year.

1,300 taxis and 112 filling stations have already been equipped, and around 1.800 taxi drivers and 200 filling station staff have received training.

Healthy Beaches Project

The first edition of this programme, in partnership with National Maritime Authority, the Water Institute, the Nature Conservation Institute and the European Blue Flag Association, took place during the 2005 bathing season. The programme has been repeated each year since then. During the 2007 bathing season, the programme served 125 coastal and river beaches in mainland Portugal and the Autonomous Regions, making them safer, more environment friendly and more accessible to everybody, especially to people with special needs.



Since it began in 2005, the **Vodafone Portugal Foundation** has invested a total of 2.337 million euros in the Healthy Beaches Programme (approximately 456,000 euros in the 2007 financial year), to reinforce safety supervision and accessibility on 125 beaches and to protect their environmental quality.

To that end, the following equipment and materials were donated:



- 14 rescue jet skis equipped with 14 stretchers for carrying accident victims;
- Fuel for the donated jet skis;
- 250 "Healthy Beach" signs;
- 250 mobile phones for lifeguard stations and calls on **Vodafone Portugal's** GSM network between these mobile phones during the bathing season;
- Access walkways to beaches for people with special needs;
- 135 information panels at beaches entrances, together with 45 panels in Braille;
- 20 amphibious wheelchairs (Tiralos);
- 125 ashtray dispensers;
- Hundreds of thousands of ashtrays;
- 15,000 information posters;
- T-shirts and caps for the Lifeguard Programme;
- "Good Beach" maps.

During the 2005, 2006 and 2007 bathing seasons, around 90,000 emergency calls were made using the donated equipment. During the same period, the jet skis donated by the **Vodafone Portugal Foundation** undertook 102 rescues (people at risk of dying if they were not rescued).

In addition, the **Vodafone Portugal Foundation** is providing 100,000 euros in general sponsorship for the National Monitoring Programme at bathing beaches organised by the European Blue Flag Association. During the 2005, 2006 and 2007 bathing seasons, around 1200 young people made daily inspections of the 206 Blue Flag beaches.

Champions' Summer

In order to raise children's awareness of basic safety and environmental rules on bathing beaches, the **Vodafone Portugal Foundation** created the Champions' Summer programme. During the 2006 and 2007 bathing seasons, 82 awareness campaigns were organised on 80 beaches. During this period, around 50,000 children took part in the programme's educational and fun activities. Around 50,000 prizes were given away for participating in the programme.



The **Vodafone Portugal Foundation's** investment in the programme to date totals 149,000 euros, of which 55,000 euros were spent in the 2007 financial year. This project will be combined with the next edition of the Healthy Beaches project.

SOS Beaches

The result of a partnership between the **Vodafone Portugal Foundation** and Mafra Municipal Council, SOS Beaches is an alert and rescue support system designed specially for beaches without lifeguards. The project began in 2007 on 11 unsupervised beaches in Mafra municipality and consists of a 'totem pole' driven by solar energy and containing a mobile communications module. When activated, it sets up a voice call to the rescue services who then set the necessary rescue operations. During the 2007 bathing season, the SOS Beaches facilitated successful rescues in 67 emergency situations detected and reported by beachgoers. No fatal accident occurred on these beaches.

The **Vodafone Portugal Foundation** invested approximately 31,000 euros in this project.

Spring Tide

Since the summer of 2006, the **Vodafone Portugal Foundation** has sponsored the Spring Tide programme organised by Cascais Municipal Council, which involves hundreds of the municipality's young people in volunteering activities. This initiative swings into action every day during the bathing season on all beaches in Cascais municipality. The activities are aimed at assisting holidaymakers, including giving first aid, monitoring, cleaning and maintaining the beaches, and raising beach users' awareness of environmental issues. The **Vodafone Portugal Foundation's** support will endure for three bathing seasons, in which 130,000 euros have already been invested to this date (from 180,000 euros in total forecasted to be spent), of which approximately 68,000 euros were spent in the 2007 financial year.

Environmental Clean-up of the River Leça

In 2007, the **Vodafone Portugal Foundation** established a unique partnership with Valongo Municipal Council and the University of Porto's Faculty of Engineering (FEUP) to clean up the River Leça and improve its banks within the municipality's boundaries.

This partnership led to the installation of a river water quality monitoring system along the 8 kilometres that lie within the municipality's boundaries. Developed by FEUP, the system will allow the regular collection of analytical data produced by three mobile monitoring stations to be sent in real time to FEUP's laboratories. The **Vodafone Portugal Foundation** plans to invest approximately 35,000 euros in this project.

Belém-Trancão - a green corridor

The **Vodafone Portugal Foundation** and the environmental study group GEOTA organised a mass bicycle ride in September 2007 from the Tower of Belém to the Parque do Tejo e Trancão with the aim of raising support from the authorities and the general public for the creation of a Green Corridor for the Lisbon Metropolitan Area. Set in the context of European Mobility Week, the initiative took place immediately before the Car-Free Day. The **Vodafone Portugal Foundation** invested 9,000 euros to make it possible.

Digital School Textbooks for Blind and Partially Sighted Students

This partnership between the **Vodafone Portugal Foundation**, the Ministry of Education and the publisher Porto Editora, has given blind students and those with severe visual impairment the opportunity to 'read' the same school textbooks as other Portuguese students. This thanks to a technology that synchronises sound, text, graphics and images, making it possible to prepare digital textbooks in the multimedia Daisy format. On the basis of requests from students (from the 7th to 12th years of education), the Ministry of Education selects the textbooks to be produced, Porto Editora donates the texts in digital format and the **Vodafone Portugal Foundation** fully funds the production costs of the various masters. The textbooks are then donated to blind or visually impaired pupils who attend educational establishments recognised by the Ministry of Education.

By March 2008, 40 masters have been produced, benefiting around 800 students. The masters produced include 'Os Lusíadas', 'Os Maias', 'Viagens na Minha Terra', an English grammar book, and textbooks for history, French, science and information technologies. The **Vodafone Portugal Foundation** is planning to invest a total of 100,000 euros in this project. Since the start of the project, 67,000 euros have been invested, 27,000 of them in the 2007 financial year.

Mobile School

The success of this partnership between the **Vodafone Portugal Foundation** and the Innovation and Curriculum Development Directorate of the Ministry of Education during the 2006/2007 academic year led to the project being expanded in the 2007/2008 academic year. Around 70 students in the 5th to 9th Years (15 students in the previous year) who are the children of travelling workers, market traders and circus artistes received daily access to school programmes and were enabled to study and work through an Internet-based network wherever they happened to be, in Portugal or abroad. The **Vodafone Portugal Foundation** supports this programme through the donation of mobile broadband connect cards, and the communications made through those cards during the whole school year, for both students and the 25 teachers who are involved in the programme.

The **Vodafone Portugal Foundation's** investment to 31 March 2008 totals approximately 73,000 euros, of which 61,000 euros were applied in the 2007 financial year.

Ciberdúvidas da Língua Portuguesa

The **Vodafone Portugal Foundation** renewed its support for this project for a further year from October 2007 and plans to invest a total of 109,000 euros over three years. This exclusive online service enables specialists from the Portuguese Language Society to reply, quickly and efficiently, to any question put to them by users about the art of good writing – spelling, syntax or phonetics. The success of this initiative has led to the creation of the weekly radio programme 'Páginas de Português', broadcast on Saturdays on the Antena 2 Portuguese Radio Station (RDP). It is expected that a similar weekly programme entitled 'A Língua de Todos' will shortly begin broadcasting on RDP-Africa, aimed at the five Portuguese-speaking African countries.

The website receives an average of 500 visits a day and replies free of charge to around 1,800 questions a year. It also has a searchable database of 23,000 questions.

The **Vodafone Portugal Foundation's** support totals over 90,000 euros to date, of which 36,000 euros were spent in the 2007 financial year.

APEC – Making it Seen

This project supported by the **Vodafone Portugal Foundation**, is now in its third year, and aims to promote access to the new information technologies by people with special needs.

Under the agreement signed in 2005 with the Association for Education of the Blind (APEC - António Feliciano Castilho Institute), and renewed for a further year in November 2007, the **Vodafone Portugal Foundation** funds the activities of four trainers and a co-ordinator (who are themselves visually impaired). The **Vodafone Portugal Foundation** also provides these trainers with technological tools adapted to the use by the visually impaired, such as laptop computers with mobile communications and special software or mobile phones with special resources. In the course of the project, 1,170 institutions have been visited to date and around 3,740 people have been trained.

The project is wholly funded by the **Vodafone Portugal Foundation** at an overall cost of 219,000 euros. To 31 March 2008, approximately 137,000 euros have been invested, 60,000 euros of which was spent in the 2007 financial year.

CyberMoving

The **Vodafone Portugal Foundation** and the Pedro Nunes Institute at the University of Coimbra developed this project to promote sustainable mobility in cities. The project involves the installation of passenger transport networks using driverless vehicles powered by renewable energies, so helping to reduce emissions of toxic gases into the atmosphere and reducing noise pollution – as well as reducing traffic since the vehicles are shared.



CyberMoving innovates in being fully computer controlled and supported by wireless GPRS communications technologies. Designed to be totally safe even though not directly human controlled, CyberMoving obeys traffic signals, stops when it detects people or obstacles in the road, responds to passengers' instructions, and when it is no longer needed, returns automatically to its point of departure.

The **Vodafone Portugal Foundation** invested approximately 22,000 euros in the development of the command and control system for the vehicles in the 2007 financial year.

ACAPO IT Training Centres

Following an earlier partnership between the **Vodafone Portugal Foundation** and ACAPO (Portuguese Association for the Blind and Partially Sighted) to train trainers in the Association's regional centres, five of those centres were equipped with equipment adapted to the needs of the blind and visually impaired.

The **Vodafone Portugal Foundation** plans to invest approximately 65,000 euros in this project, of which 39,000 euros were applied by the end of March 2008.

Blood Donor SMS

Following a successful pilot organised in the catchment area of the Porto Regional Blood Bank, the Blood Donor SMS programme – a partnership between the **Vodafone Portugal Foundation** and the Portuguese Blood Institute (IPS) has been extended to all of mainland Portugal. All blood donors registered with IPS are now notified of blood donor sessions by text message.

Blood Donor SMS has a number of advantages over the traditional method of notifying donors by post, including greater certainty that the notification has been received. In addition, it offers a speedy, reliable and low cost method of sending notifications to donors of specific blood types in the event of an emergency or stocks of blood running out.

The **Vodafone Portugal Foundation** plans to support this project with 80,000 euros in its first year. Over 320,000 SMS were sent during the 2007 financial year.

Paediatric Epilepsy Remote Monitoring

Also in 2007, the **Vodafone Portugal Foundation** and the West Lisbon Hospital Center, namely the S. Francisco Xavier Hospital and the Egas Moniz Hospital, agreed to develop a Paediatric Epilepsy Remote Monitoring system to increase the number and potential success of surgical operations on children with epilepsy.

With the introduction of this new Paediatric Epilepsy Remote Monitoring System, thanks to the use of mobile communications and the implementation of a specially developed software application, physicians can now remotely observe the V-EEG or video electroencephalogram examinations on a computer or PDA at any time, even outside the hospital environment.

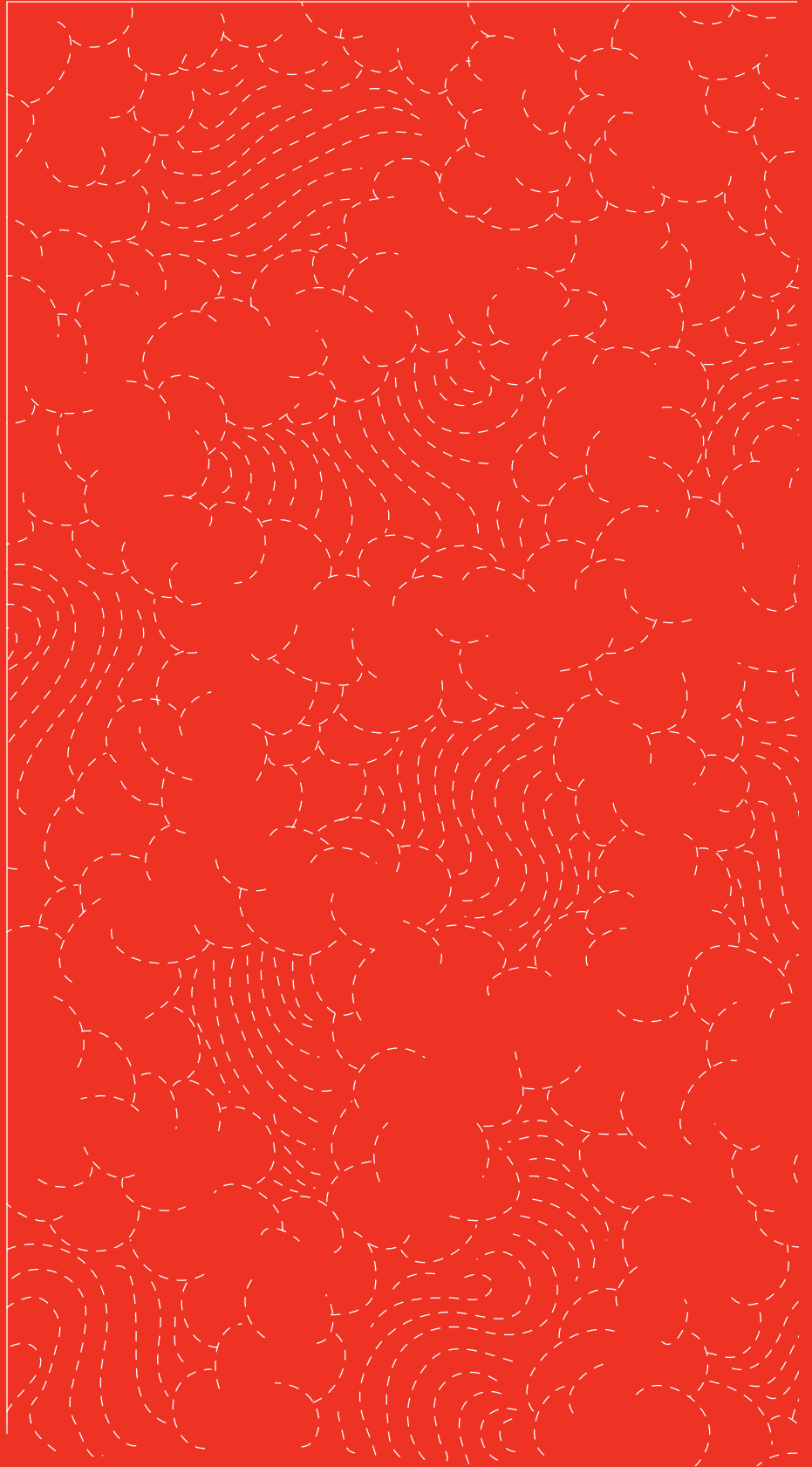
By putting mobile technology at the service of the treatment of epilepsy, the Paediatric Epilepsy Remote Monitoring System increases physicians' availability to monitor the neurophysiological examinations and the number of patients monitored. This system could contribute to an increase in surgical interventions, especially in very young children.

The **Vodafone Portugal Foundation** plans to invest approximately 325,000 euros in this project.



09

commitments and external audit



09

commitments and external audit

09.1 Progress Against 2007 Commitments

Aspect	Objective	Commitment (target)	Deadline	Degree of Progress by 31 March 2008	Degree of Progress Analysis
Waste Management	Reduce the use of natural resources	Increase the quantity of telephones, batteries and accessories sent for recycling and re-use by 2% compared with the 2006 financial year	31-12-2008	100%	In the 2007 financial year, 46.20 tonnes of telephones, batteries and accessories were sent for recycling and re-use. This is an increase of 21.8% compared with the 37.92 tonnes sent for recycling and re-use in the 2006/07 financial year.
		Reduce consumption of A4 office paper by 4% compared with the 2005 financial year	31-03-2008	100%	In the 2007 financial year the consumption of A4 writing paper was 102.3 tonnes, a reduction of 9.47% compared with 113 tonnes consumed in the 2005 financial year.
Social Responsibility in the Value Chain	Monitor subcontracted activities	Perform environmental audits on 8 suppliers	31-03-2008	100%	Until 31 March 2008, environmental audits were performed on 8 suppliers.
Electricity Consumption and Climate Change	Make more efficient use of natural resources	Reduce electricity consumption per base station by 3% compared with the 2006 financial year	31-03-2008	100%	In the 2007 financial year electricity consumption per base station was 10,623.07 kWh/base station, a reduction of approximately 4% compared with the consumption of 11,045.38 kWh/base station in the 2006 financial year.
Mobile Phones, Base Stations and Health	Monitor electromagnetic field levels	Respond to all external requests for measurements of electromagnetic fields	31-03-2008	100%	The 10 external requests received for measurements of electromagnetic fields were all satisfied.
	Provide information about electromagnetic fields	Publish a brochure on electromagnetic fields in mobile communications, including a question and answer section, aimed at the general public	31-03-2008	95%	The degree of progress corresponds to three main stages of production of the brochure: text production; definition of print run and budget; and graphic design. The production and printing of the final mock-up of the leaflet is in progress.
		Provide information about electromagnetic fields to the owners of properties where telecommunications infrastructures are installed	31-03-2008	100%	Documentation about electromagnetic fields is included in the negotiation package supplied to owners of properties where telecommunications infrastructures are installed.
	Provide information to employees about electromagnetic fields	Distribute an e-learning course on electromagnetic fields in CD format	31-03-2008	100%	At the beginning of the 2007/08 financial year, CDs containing an e-learning course on electromagnetic fields were distributed to employees at Vodafone Portugal sites.

Aspect	Objective	Commitment (target)	Deadline	Degree of Progress by 31 March 2008	Degree of Progress Analysis
Mobile Phones, Base Stations and Health	Provide information to suppliers about electromagnetic fields	Distribute leaflets on occupational conformity to at least 4 suppliers	31-03-2008	100%	Leaflets on occupational conformity were distributed to 4 suppliers as part of awareness initiatives organized by Vodafone Portugal about electromagnetic fields. Leaflets were also sent by post to suppliers providing maintenance services for the mobile communications network who did not take part in the awareness initiatives about electromagnetic fields.
		Organize awareness initiatives about electromagnetic fields involving 4 suppliers, in connection with the development of the mobile communications network.	31-03-2008	100%	During the 2007 financial year, awareness initiatives about electromagnetic fields were organized with 4 suppliers that contribute to the development of the mobile communications network.
Products and Services for Social Inclusion	Develop products and services with positive benefits to society	Launch a new product or service designed for people with special needs	30-06-2008	100%	The Vodafone Say Net price plan was launched, offering attractive terms for mobile broadband Internet access for people with special needs.
		Develop new functionalities in product or service designed for people with special needs	30-06-2008	100%	A new version of the Vodafone Say software was launched, including an update of the existing voice system and optimization of the existing phone menus.
Information Sharing	Provide information to stakeholders about Vodafone Portugal's Social Responsibility Programs	Restructure and update the Social Responsibility content on www.vodafone.pt	31-03-2008	100%	The Social Responsibility content on Vodafone Portugal's website was updated to include all projects and initiatives organized and promoted by the Company up to and including 2007.

09.2 New Commitments

Aspect	Objective	Commitment (target)	Deadline for Implementation
Waste Management	Reduce the use of natural resources	Increase the quantity of mobile phones, batteries and accessories sent for recycling and re-use by 3% compared with the 2007 financial year	31/05/2009
Social Responsibility in the Value Chain	Monitor subcontracted activities	Perform environmental audits on 8 Vodafone Portugal suppliers	31/03/2009
Electricity Consumption and Climate Change	Make more efficient use of natural resources	Reduce electricity consumption per base station by 2% compared with the 2007 financial year	31/05/2009
Mobile Phones, Base Stations and Health	Monitor electromagnetic field levels	Respond to all external requests for measurements of electromagnetic fields	31/06/2009
	Provide information to the general public about electromagnetic fields	Provide a pick-up leaflet on electromagnetic fields and mobile communications in all Vodafone Portugal shops	31/05/2008
	Provide information to suppliers about electromagnetic fields	Distribute leaflets on occupational conformity to at least 4 companies subcontracted by the suppliers of maintenance services to Vodafone Portugal's mobile communications network	31/04/2009
Products and Services for Social Inclusion	Develop products and services with positive benefits to society	Launch a new product or service designed for people with special needs	31/03/2009
		Improve an existing product or service designed for people with special needs	30/06/2009
Responsible Marketing	Provide information to the general public about mobile phones and driving	Provide a pick-up leaflet on mobile phones and driving in all Vodafone Portugal shops	31/05/2008
Employee Involvement	Encourage employees to become involved in the Company's Social Responsibility actions	Organise at least two actions with the involvement of Vodafone Portugal employees	31/03/2009

**INDEPENDENT LIMITED ASSURANCE
REPORT ON THE SOCIAL RESPONSIBILITY REPORT FOR 2007**

This limited assurance report is a translation of one originally issued in Portuguese.
In the event of discrepancies the Portuguese language version prevails.

Introduction

1. We have performed an independent limited assurance engagement on the accompanying Social Responsibility Report for 2007 ("Report") of Vodafone Portugal – Comunicações Pessoais, S.A. ("Vodafone Portugal" or "the Company"), regarding the 2007 financial year (as of and for the year ended March 31, 2008), in order to verify the following aspects:
 - Whether the Report, including the information contained therein or in it specifically referred and publicly available, related with the core performance indicators and remaining required contents, was prepared in order to comply with the A+ level of application of the 2006 v3.0 version of the Global Reporting Initiative Guidelines ("GRI Guidelines"), as stated by the Company; and
 - Whether (i) the accomplishment of Vodafone's 2007 commitments, as declared by the Company in the table "Progress Against 2007 Commitments", and (ii) the indicators included in the Appendix "Vodafone Portugal Specific Performance Indicators Verified and Assumptions", determined based on criteria established by the Company, as attached to the referred table and Appendix, respectively, are fairly presented.

Responsibilities

2. Vodafone Portugal Board of Directors is responsible for preparing the Social Responsibility Report, as well as defining, implementing and carrying out processes, procedures and criteria for collecting, processing and validating the information contained therein. Our responsibility is to issue an independent limited assurance report on the information referred to above, based on our procedures referred to below.

Scope

3. The limited assurance engagement was conducted in accordance with the International Standard on Assurance Engagements 3000 (Revised), issued by the International Auditing and Assurance Standards Board, related to Assurance Engagements other than Audit or Reviews of Historical Financial Information. This standard requires that we plan and perform our evidence-gathering procedures and apply assurance skills and techniques, in order to fully understand the subject matter and to obtain, considering the circumstances, sufficient and appropriate evidence to support our conclusions.
4. In a limited assurance engagement, the procedures performed consists primarily of making inquiries of Company's responsible and carrying out analytical procedures, including tests on a sample basis. Therefore, the executed procedures are more limited than in a reasonable assurance engagement, and, consequently, less assurance is provided.

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Member of
Deloitte Touche Tohmatsu

5. The main procedures performed were:

- Interviewing those responsible in Vodafone Portugal for the information reported;
- Gathering and analysing, on a sample basis, the evidence supporting the information reported;
- Reviewing procedures, criteria and systems in place to collect, authorise, accumulate and validate the quantitative 2007 data, related with the indicators reviewed by us, and to monitor and measure Company commitments for the same period, and test, on a sample basis, the related Company's computation;
- Analysing the consistency of indicators and contents contained in the Report, or in it specifically referred and publicly available, with the GRI Guidelines requirements (structure, criteria and principles) applicable to level A+; and
- Reviewing consistency of the information included within the Report, or in it specifically referred and publicly available, and that it does not contradict any significant information included in the Vodafone Portugal Report and Accounts 2007.

Conclusion

6. Based on our work described in this report, nothing has come to our attention that causes us to believe that:

- Vodafone Portugal statement that the Report, including the information contained therein or in it specifically referred and publicly available, related with the core performance indicators and remaining required contents, was prepared in order to comply with the A+ level of application of the of the GRI Guidelines is not, in all material respects, fairly stated;
- And that (i) the accomplishment of Vodafone's 2007 commitments, as declared by the Company in the table "Progress Against 2007 Commitments", and (ii) the indicators included in the Appendix "Vodafone Portugal Specific Performance Indicators Verified and Assumptions", determined based on criteria established by the Company, as attached to the referred table and Appendix, are not, in all material respects, fairly presented.

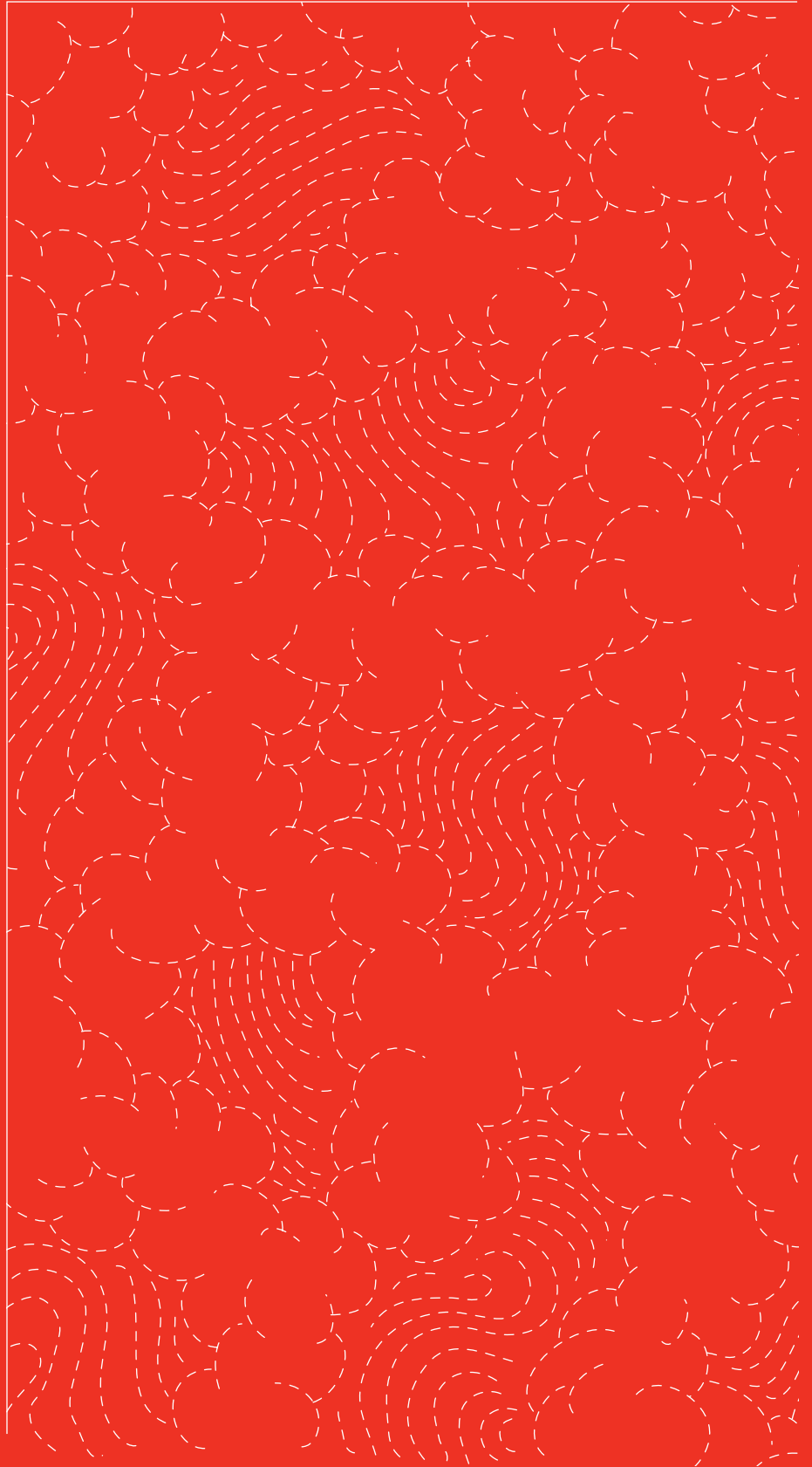
Lisbon, 11 June 2008

DELOITTE & ASSOCIADOS, SROC S.A.

DELOITTE & ASSOCIADOS, SROC S.A.
Represented by Luis Augusto Gonçalves Magalhães

10

acknowledgements, glossary,
contacts and request
for comments



10

acknowledgements, glossary, contacts and request for comments

10.1 Acknowledgements

With this fifth Social Responsibility Report, **Vodafone Portugal** aims to reaffirm its commitment to the ethical and socially responsible principles that it has adopted since its foundation.

In the context of this commitment, the Company has implemented numerous activities in a wide range of fields: in promoting social inclusion and citizenship, in preventing the impacts that its business may have, directly or indirectly, on the environment, or in implementing projects to improve the quality of life in the areas of health, culture and personal safety. The actions implemented during the 2007 financial year ended on 31 March 2008 are the result of the combined efforts of all the Company's staff and of our suppliers and partners. Since nothing could have been achieved without the active participation of all those who have helped us realise our objectives, we would like to take this opportunity to express our appreciation to:

Our customers for the continuing trust they place in the Company;

Our staff for the involvement and commitment that they have demonstrated in the Social Responsibility actions in which they have participated;

All our suppliers and partners for their ready co-operation and involvement in the actions in which they have participated;

Governmental and non-governmental organisations for the partnerships that they have developed with us, which have enabled us to achieve ever higher standards;

Our Shareholder for recognising the importance of Social Responsibility, which enables us to achieve ever more ambitious objectives.

Corporate Communications, Governance Support and Social Responsibility Department

Lisbon, 31 March 2008

10.2 Glossary

ACAPO	Portuguese Association for the Blind and Partially Sighted
ACGE	Corporate Governance and Climate Change
ADSL	Asymmetric Digital Subscriber Line
ANACOM	Portuguese National Communications Authority
APEC	Portuguese Association for Education of the Blind
CO2	Carbon Dioxide
EBIT	Earnings Before Interest and Taxes
EBITDA	Earnings Before Interest, Taxes, Depreciation and Amortisation
EECC	European Employee Consultative Council
EEG	Electroencephalogram
EFR	Enhanced Full Rate
FEUP	University of Porto Faculty of Engineering
GEOTA	Planning and Environmental Study Group
GeSI	Global e-Sustainability Initiative
GNR	National Republican Guard
GPRS	General Packet Radio Service
GPS	Global Positioning System
GRI	Global Reporting Initiative
GSM	Global System for Mobile Communications
HCFC	Hydrochlorofluorocarbons
HFC	Hydrofluorocarbons
HSCSD	High-Speed Circuit-Switched Data
HSDPA	High Speed Downlink Packet Access
HSUPA	High Speed Uplink Packet Access
ICNIRP	International Commission on Non-Ionizing Radiation Protection
ICT	Information and Communication Technology
IPS	Portuguese Blood Transfusion Service
ISO	International Organization for Standardization
MMS	Multimedia Messaging Service
NGO	Non-Governmental Organisation
PDA	Personal Digital Assistant
PSP	Public Security Police
RDP	Radio Portugal
SAR	Specific Absorption Rate
SMS	Short Message Service
UMTS	Universal Mobile Telecommunications System
WAP	Wireless Application Protocol – Service providing Internet access from mobile phones
WHO	World Health Organisation

10.3 Contacts

Corporate Communications, Governance Support and Social Responsibility Department

Luísa Pestana, Director
Telephone: 21 091 5252
Fax: 21 091 5480

Social Responsibility Department

Email: csr.pt@vodafone.com

10.4 Request for Comments

Your opinion is important and will help us to improve what we do. Please use this space to let us have your comments/suggestions for improvement.

Personal details (optional)

Name:

Age: Occupation:

Company/Institution:

Area of activity/business:

About the Report

What do you think of the information contained in Vodafone's Social Responsibility Report?

- Incomplete
- Complete
- Easy to understand
- Difficult to understand
- Other*

*Specify:

What do you regard as the most important positive aspects in this Report?

- The reliability and detail of the indicators presented
- The actions organised by **Vodafone Portugal**
- The policies implemented by **Vodafone Portugal**
- The clarity of the information

Which aspects do you think have improved compared with last year?

- The reliability and detail of the indicators presented
- The policies implemented by **Vodafone Portugal**
- The clarity of the information
- Others*

*Specify:

Are you a partner of Vodafone Portugal? What is the nature of your contact with the company?

- Employee
- Customer
- Supplier
- Partner
- Non-Governmental Organisation
- Media Organisation
- Other*

*Specify:

Comments/Suggestions

Thank you very much for your co-operation.

AUTORIZADO PELOS CTT
NO SERVIÇO NACIONAL

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