

APPENDIX: GRI Cross-Reference Index

Description	Reference	Comments
<b>1. Strategy and Analysis</b>		
1.1 Chairman's Message	Chapter: Chairman's Message	----
1.2 Description of Principal Impacts, Risks and Opportunities	Chapter: Ethics and Corporate Governance »» Management Model Chapter: Strategy and Sustainability of the Business »» Strategic Objectives of <b>Vodafone Portugal</b> Chapter: Strategy and Sustainability of the Business »» Management of Social Responsibility	----
	Chapter: Strategy and Sustainability of the Business »» Material Aspects Chapter: Strategy and Sustainability of the Business »» Impacts, Risks and Opportunities Chapter: Management of Material Aspects Chapter: The <b>Vodafone Portugal</b> Foundation Chapter: Commitments and External Audit »» Progress Against 2007 Commitments Chapter: Commitments and External Audit »» New Commitments	
<b>2. Organisational Profile</b>		
2.1 Name of the Organisation	Chapter: Organisational Profile »» <b>Vodafone Portugal</b>	----
2.2 Products and/or Services	Chapter: Organisational Profile »» <b>Vodafone Portugal</b> Chapter: Strategy and Sustainability of the Business »» Strategic Objectives of <b>Vodafone Portugal</b>	----
2.3 Operational structure	Chapter: Organisational Profile »» <b>Vodafone Portugal</b> Report and Accounts 2007 »» Notes to the Balance Sheet and Profit and Losses Account for the Year Ended on 31 March 2008 »» Note 16	----
2.4 Head Office Location	Chapter: Organisational Profile »» <b>Vodafone Portugal</b>	----
2.5 Countries in which the Company operates	Chapter: Organisational Profile »» <b>Vodafone Portugal</b>	----
2.6 Ownership Nature and Legal Form	Chapter: Organisational Profile »» <b>Vodafone Portugal</b>	----
2.7 Markets Served	Chapter: Organisational Profile »» <b>Vodafone Portugal</b>	----
2.8 Scale of the Organisation	Chapter: Organisational Profile »» <b>Vodafone Portugal</b>	----



## Social Responsibility Report 07

Description	Reference	Comments
	Chapter: Economic Performance	
2.9 Significant Changes	Chapter: Introduction	----
2.10 Awards Received	Chapter: Engagement with Stakeholders »» Customers	----
<b>3. Report Parameters</b>		
3.1 Reporting Period	Chapter: Introduction	----
3.2 Date of Most Recent Previous Report	Chapter: Introduction	----
3.3 Reporting Cycle	Chapter: Introduction	----
3.4 Contact point for questions	Chapter: Acknowledgements, Glossary, Contacts and Request for Comments »» Contacts	----
3.5 Process for Defining Report Content	Chapter: Strategy and Sustainability of the Business »» Material Aspects Chapter: Engagement with Stakeholders <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» Stages in the Preparation of the Report <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» Methodology of Classification of Material Aspects	----
3.6 Boundary of the Report	Chapter: Introduction	----
3.7 Limitations on the Scope of the Report	Chapter: Commitments and External Audit »» GRI Performance Indicators Verified and Assumptions <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI G3 Cross-Reference Index	----
3.8 Reporting on Other Entities	Chapter: Introduction Chapter: Strategy and Sustainability of the Business »» Strategic Objectives of <b>Vodafone Portugal</b>	----

## Social Responsibility Report 07

Description	Reference	Comments
3.9 Criteria and Bases of Calculations	Chapter: Management of Material Aspects <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» <b>Vodafone Portugal</b> Specific Performance Indicators Verified and Assumptions <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI Performance Indicators Verified and Assumptions	----
3.10 Explanations of Restatements	Not applicable	None of the information presented in the 2006 reporting year has been restated.
3.11 Significant Changes from Previous Reporting Periods	Chapter: Management of Material Aspects <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI Performance Indicators Verified and Assumptions <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» <b>Vodafone Portugal</b> Specific Performance Indicators Verified and Assumptions	----
3.12 GRI Cross-Reference Table	<a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI G3 Cross-Reference Index <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI Performance Indicators Verified and Assumptions	----
3.13 External Assurance	Chapter: Introduction Chapter: Commitments and External Audit »» External Audit	----
<b>4. Corporate Governance, Commitments and Engagement</b>		
4.1 Governance Structure of the Organisation	Chapter: Ethics and Corporate Governance »» Management Model	All the members of the Board of Directors can be regarded as independent in the sense that none of them is in any way linked, on their own behalf or to third parties, to specific interests of the Company.
4.2 Executive Role of the Chairman of the Board of Directors	Chapter: Ethics and Corporate Governance »» Management Model	The structure of the Board of <b>Vodafone Portugal</b> does not distinguish between executive and non-executive roles. There is, however, a Managing Director (the Chairman of the Board of Directors)

## Social Responsibility Report 07

Description	Reference	Comments
4.3 Independent and/or Non-Executive Members of the Board of Directors	<a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI G3 Cross-Reference Index	who takes the necessary decisions within the scope of his delegated powers (day-to-day management of the Company) after discussion with the heads of the various business units.  See points 4.1 and 4.2
4.4 Mechanisms for communicating recommendations between Employees, the Shareholder and the Board of Directors	Chapter: Engagement with Stakeholders »» Employees »» Participative Management	Members of the Board of Directors meet periodically with representatives of the Vodafone Group to undertake assessments of the business and to share recommendations.
4.5 Linkage between the Organisation's Performance and the remuneration of Members of the Board of Directors, Senior Managers and Executives	Chapter: Engagement with Stakeholders »» Employees »» Participative Management	----
4.6 Conflicts of interest	<a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI G3 Cross-Reference Index	In its day-to-day management role, the Board of Directors closely monitors the whole of the Company's business, developments in the market and the business, and principal projects in progress. Fortmonthly meetings are held to align strategies, manage any conflicts of interest, discuss the integration and linkage of the local business with the global business, define internal policies for implementation, discuss the main organisational questions and analyse the Company's principal risks and controls. These meetings form an important background for the decisions taken by the Board of Directors and are attended by the heads of the Company's principal business areas.
4.7 Qualifications and Expertise	Chapter: Ethics and Corporate Governance »» Management Model Chapter: Strategy and Sustainability of the Business »» Management of Social Responsibility Chapter: Engagement with Stakeholders »» Employees »» Participative Management »» Employee Performance Management	----



## Social Responsibility Report 07

Description	Reference	Comments
4.8 Mission Statement, Codes of Conduct and Principles	Chapter: Ethics and Corporate Governance »» Business Principles Chapter: Strategy and Sustainability of the Business »» Vision and Values Chapter: Strategy and Sustainability of the Business »» Strategic Objectives of <b>Vodafone Portugal</b> Chapter: Management of Material Aspects »» Social Responsibility in the Value Chain	----
4.9 Procedures of the Board of Directors for overseeing Economic, Social and Environmental Performance, and Risk Management	Chapter: Strategy and Sustainability of the Business »» Management of Social Responsibility »» Significant Landmarks Chapter: Engagement with Stakeholders »» Employees »» Participative Management Chapter : Engagement with Stakeholders »» Employees »» Health, Safety and Well-Being <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI Performance Indicators Verified and Assumptions Report and Accounts 2007 (see chapter on Internal Control and Quality Management) <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI G3 Cross-Reference Index	See 4.6
4.10 Processes for Evaluating the Performance of the Board of Directors	Chapter: Ethics and Corporate Governance »» Management Model Chapter: Engagement with Stakeholders »» Employees »» Participative Management	----
4.11 Explanation of how the Precautionary Principle is addressed by the Organisation	Chapter: Management of Material Aspects »» Mobile Phones, Base Stations and Health	----
4.12 Externally developed Economic, Environmental, and Social Charters, Principles, or other Initiatives to which the Organisation subscribes or endorses	Not applicable	The Vodafone Group is a member of the Global e-Sustainability Initiative (GeSI)
4.13 Memberships of Associations and/or National/International Advocacy Organizations	Chapter: Links with the Community »» Associations of which <b>Vodafone Portugal</b> is a Member	----



## Social Responsibility Report 07

Description	Reference	Comments
4.14 List of Stakeholder Groups engaged by the Organisation	Chapter: Strategy and Sustainability of the Business »» Monitoring and Publication of the Performance of the Social Responsibility Programme Chapter: Engagement with Stakeholders	----
4.15 Process for identification and selection of Stakeholders	Chapter: Engagement with Stakeholders	----
4.16 Approaches to Stakeholder Engagement	Chapter: Strategy and Sustainability of the Business »» Monitoring and Publication of the Performance of the Social Responsibility Programme Chapter: Engagement with Stakeholders	----
4.17 Key Topics and Concerns raised by Stakeholders	Chapter: Engagement with Stakeholders	----
<b>5. Management Approach</b>		
<b>5.1 Economic</b>		
5.1.1. Objectives and Performance	Chapter: Organisational Profile »» <b>Vodafone Portugal</b> Chapter: Strategy and Sustainability of the Business »» Strategic Objectives of <b>Vodafone Portugal</b> Chapter: Economic Performance <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI Performance Indicators Verified and Assumptions	
5.1.2. Policy	Chapter: Strategy and Sustainability of the Business »» Vision and Values Chapter: Strategy and Sustainability of the Business »» Strategic Objectives of <b>Vodafone Portugal</b> Chapter: Economic Performance	
<b>5.2 Environment</b>		



## Social Responsibility Report 07

Description	Reference	Comments
5.2.1. Objectives and Performance	Chapter: Strategy and Sustainability of the Business »» Strategic Objectives of <b>Vodafone Portugal</b> Chapter: Strategy and Sustainability of the Business »» Management of Social Responsibility Chapter: Management of Material Aspects »» Environmental Impacts Resulting from the Business Chapter: Management of Material Aspects »» Responsible Development of the Network Chapter: Commitments and External Audit »» Progress Against 2007 of Commitments Chapter: Commitments and External Audit »» New Commitments <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI Performance Indicators Verified and Assumptions <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» <b>Vodafone Portugal</b> Specific Performance Indicators Verified and Assumptions	
5.2.2. Policy	Chapter: Ethics and Corporate Governance »» Business Principles <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial.htm</a>	
5.2.3. Responsibility in the Organisation	Chapter: Strategy and Sustainability of the Business »» Management of Social Responsibility	
5.2.4. Education and Awareness Raising	Not reported	No specific environmental education and awareness raising initiatives were organised.
5.2.5. Monitoring and Supervision	Chapter: Strategy and Sustainability of the Business »» Management of Social Responsibility Chapter: Management of Material Aspects »» Environmental Impacts Resulting from the Business	
<b>5.3 Social</b>		
<b>5.3.1. Working Conditions and Practices</b>		



## Social Responsibility Report 07

Description	Reference	Comments
5.3.1.1. Objectives and Performance	Chapter: Strategy and Sustainability of the Business »» Vision and Values Chapter: Strategy and Sustainability of the Business »» Strategic Objectives of <b>Vodafone Portugal</b> Chapter: Engagement with Stakeholders »» Customers <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI Performance Indicators Verified and Assumptions	
5.3.1.2. Policy	Chapter: Ethics and Corporate Governance »» Business Principles <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial.htm</a>	
5.3.1.3. Responsibility in the Organisation	Chapter: Organisational Profile »» <b>Vodafone Portugal</b>	
5.3.1.4. Education and Awareness Raising	Chapter: Engagement with Stakeholders »» Employees »» Professional Training and Development	
5.2.1.5. Monitoring and Supervision	Chapter: Engagement with Stakeholders »» Employees »» Participative Management	
<b>5.3.2 Human Rights</b>		
5.3.2.1. Objectives and Performance	Chapter: Strategy and Sustainability of the Business »» Strategic Objectives of <b>Vodafone Portugal</b> Chapter: Management of Material Aspects »» Social Responsibility in the Value Chain Chapter: Commitments and External Audit »» Progress Against 2007 Commitments Chapter: Commitments and External Audit »» New Commitments <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI Performance Indicators Verified and Assumptions	
5.3.2.2. Policy	Chapter: Ethics and Corporate Governance »» Business Principles <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial.htm</a>	
5.3.2.3. Responsibility in the Organisation	Chapter: Organisational Profile »» <b>Vodafone Portugal</b>	



## Social Responsibility Report 07

Description	Reference	Comments
5.3.2.4. Education and Awareness Raising	Not reported	No specific education and awareness raising initiatives on human rights were organised.
5.2.2.5. Monitoring and Supervision	Chapter: Management of Material Aspects »» Social Responsibility in the Value Chain <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI Performance Indicators Verified and Assumptions	
<b>5.3.3 Society</b>		
5.3.3.1. Objectives and Performance	Chapter: Strategy and Sustainability of the Business »» Strategic Objectives of <b>Vodafone Portugal</b> Chapter: Bonding with the Community Chapter: The <b>Vodafone Portugal</b> Foundation	
5.3.3.2. Policy	Chapter: Ethics and Corporate Governance »» Business Principles	
5.3.3.3. Responsibility in the Organisation	Chapter: Organisational Profile »» <b>Vodafone Portugal</b> Chapter: Strategy and Sustainability of the Business »» Management of Social Responsibility	
5.3.3.4. Education and Awareness Raising	Chapter: Management of Material Aspects »» Social Responsibility in the Value Chain Chapter: Bonding with the Community Chapter: The <b>Vodafone Portugal</b> Foundation <a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI Performance Indicators Verified and Assumptions	
5.2.3.5. Monitoring and Supervision	Chapter: Strategy and Sustainability of the Business »» Management of Social Responsibility Chapter: Management of Material Aspects »» Social Responsibility in the Value Chain	
<b>5.3.4 Product Responsibility</b>		



## Social Responsibility Report 07

Description	Reference	Comments
5.3.4.1. Objectives and Performance	<p>Chapter: Strategy and Sustainability of the Business »» Strategic Objectives of <b>Vodafone Portugal</b></p> <p>Chapter: Management of Material Aspects »» Mobile Phones, Base Stations and Health</p> <p>Chapter: Management of Material Aspects »» Responsible Development of the Network</p> <p>Chapter: Commitments and External Audit »» Progress Against 2007 Commitments</p> <p>Chapter: Commitments and External Audit »» New Commitments</p> <p><a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» GRI Performance Indicators Verified and Assumptions</p> <p><a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm</a> »» <b>Vodafone Portugal</b> Specific Performance Indicators Verified and Assumptions</p>	
5.3.4.2. Policy	<p>Chapter: Ethics and Corporate Governance »» Business Principles</p> <p><a href="http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial.htm">www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial.htm</a></p>	
5.3.4.3. Responsibility in the Organisation	<p>Chapter: Organisational Profile »» <b>Vodafone Portugal</b></p> <p>Chapter: Strategy and Sustainability of the Business »» Management of Social Responsibility</p>	
5.3.4.4. Education and Awareness Raising	<p>Chapter: Management of Material Aspects »» Mobile Phones, Base Stations and Health</p> <p>Chapter: Management of Material Aspects »» Responsible Development of the Network</p> <p>Chapter: Engagement with Stakeholders »» Employees »» Professional Training and Development</p>	
5.3.4.5 Monitoring and Awareness Raising	<p>Chapter: Strategy and Sustainability of the Business »» Management of Social Responsibility</p> <p>Chapter: Engagement with Stakeholders »» Customers</p>	

Note: The correspondence with the GRI indicators is contained in the appendix GRI Performance Indicators Verified and Assumptions, which is available at [www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm](http://www.vodafone.pt/main/A+Vodafone/PT/ResponsabilidadeSocial/RelatoriosAnuais.htm) »» GRI Performance Indicators Verified and Assumptions