

Vodafone Greece
Corporate Responsibility Report

April 2004 - March 2005



We said...



We have...



We will...



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INTRODUCTORY NOTE

For Vodafone Greece, Corporate Social Responsibility concerns the management of a company, how it becomes productive and how it behaves towards all stakeholders, including society and the environment. A responsible organisation aims at its profitable growth, while managing the way its operation affects the whole on an environmental, social, economic and moral level and acting accordingly. Therefore, it is not merely a matter of philanthropy, but a moral obligation of an organisation, depending on its scope of activities, to reduce any potential negative impact on the world around us and enhance the respective positive one - without necessarily involving financial investment.

Entitled "We care", Vodafone Greece's multi-faceted Corporate Social Responsibility Program includes systematic actions towards a responsible operation and the generation of practical results, especially in the fields of:

- 1) Environment and Health
- 2) Society and Children
- 3) Market
- 4) Workplace

This publication is Vodafone Greece's third Corporate Responsibility Report, presenting the practices followed and respective results achieved in the fiscal year April 1st 2004 until March 31st 2005. This information concerns Vodafone - Panafon S.A. and its operations (it does not include results of the E-motion shops in Albania and Cyprus, in which the company holds more than 50% of shares).

Note

- The 2004-2005 objectives were set in the 2003-2004 Vodafone Greece Corporate Responsibility Report, which is available at www.vodafone.gr / About Vodafone / Corporate social responsibility / Report.

Sources of information

- All information included in this publication is available on the company's website and is regularly updated. For more information, please visit: www.vodafone.gr / About Vodafone / Corporate social responsibility.
- The EMAS Environmental Statement is also available on www.vodafone.gr / About Vodafone / Corporate Social Responsibility / Environment.
- Previous Corporate Responsibility Reports are also available on www.vodafone.gr / About Vodafone / Corporate Social Responsibility / Report.
- The summary version of this report entitled "We said... We have... We will..." is available on www.vodafone.gr / About Vodafone / Corporate Social Responsibility.
- The Vodafone Group Corporate Responsibility Report is available on www.vodafone.com/responsibility.

Feedback

We welcome your feedback on our activities in Corporate Social Responsibility, as well as the present edition.

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Vodafone Greece Corporate Responsibility Report Data Audit

Environmental data provided in this Report is subject to audit performed in the framework of the company's certification according to ISO14001:2004 and EMAS by EL0T. Moreover, is also included in the EMAS Environmental Statement, which is subject to ratification by the Ministry for the Environment, Physical Planning and Public Works and filed to the competent European Union agency.

At the same time, Vodafone Greece was one of the Vodafone Group companies that, for the second consecutive year, provided input on the procedure, the collection and management of information included in the Corporate Responsibility Report. This initiative forms part of the relevant assurance work performed by Deloitte for the Vodafone Group's 2004-2005 Corporate Responsibility Report.

It must be noted that this Report follows the basic principles, guidelines and directives of the Global Reporting Initiative, where applicable, so as to facilitate its content evaluation and comparison with other companies. The gradual integration of directives, will further contribute to the objective presentation and content of the Corporate Responsibility Report. Finally, the AA1000 Assurance Standard has been taken into consideration in the publication of this Report.

MESSAGE FROM THE CHIEF EXECUTIVE



At Vodafone Greece, we view Corporate Social Responsibility as a direction of fundamental importance. It is a strategic priority underlined by the fact that it is integrated in our vision, the business values that govern all our actions, our strategic objectives and the overall corporate governance. Corporate Social Responsibility is not merely an expression of philanthropy, but an integrated and fundamental part of our business activities, with a specific philosophy and strategic approach.

In the last Corporate Responsibility Report, we focused on presenting the results of our initiatives and the definition of specific commitments. We handle corporate responsibility issues by systematically studying the needs of society, identifying and setting objectives, planning and implementing projects, collecting measurable data, evaluating results and finally setting future commitments.

This publication is the third consecutive annual report of our performance on the Corporate Social Responsibility field. The strategic approach we apply remains unaltered, based on the threefold activity of "commitments, implementation, evaluation". However, Vodafone Greece is a dynamically evolving company, constantly focusing on covering the needs of the market, improving at the same time its results and the positive impact it has on the world around us. Hence, during the fiscal year in review, we evolved our responsible activities, by providing products and services for socially sensitive groups, implementing projects specially addressed to Vodafone Greece employees and expanding the sectors of the Environment, Health, Children, Society and the Market, through undertaking new initiatives and implementing innovative projects.

Most importantly, though, we have to emphasize the fact that our responsibility is expressed in a systematic way, based on a specific methodology. We have designed and implemented a specific "framework" which reflects our stakeholders' expectations and the relevant initiatives we undertake to meet them. We believe that the field of Corporate Social Responsibility in Greece will be highly enforced by the objective evaluation of the relevant corporate actions and their further comparison. Within this framework, we apply a specific measuring system and special indicators that depict our overall relevant activity, thus making our performance comparable.

We do believe that Corporate Social Responsibility must be managed thoroughly. At the same time, we are doing our best to stay close to the Greek society and its needs, showing that we do care for the world around us. Confident that our initiatives in this field bring us closer to the needs of our country, we commit ourselves to making an even greater contribution next year.



George Koronias
Deputy Chairman of the Board of Directors & Chief Executive

ABOUT VODAFONE GREECE



Vodafone was established in Greece in 1992 - under the trade name «Panafon S.A.» and the distinctive title "Panafon" - with the initial participation of the founding companies Intracom, Vodafone Group Plc. and US West International B.V., while in March 2002 it was renamed to "Vodafone Panafon S.A." and acquired the distinctive title "Vodafone-Panafon". In December 1998, the company listed its shares in the Athens and London Stock Exchanges. In July 2004, following a request sent to the Greek Capital Market Committee, all trading of its shares in the Athens Stock Exchange was discontinued and in August of the same year, the shares at the London Stock Exchange were discontinued respectively. Today, Vodafone Group Plc. holds, directly or indirectly, 99.8% of Vodafone Greece's shares.

Following 12 years in the Greek market, Vodafone Greece is today one of the driving forces in mobile communications. Being part of the Vodafone Group, the largest mobile communication company in the world, operating in 39 countries on 5 continents, with more than 57,000 employees and almost 154.8 million analogical customers, is enforcing its dynamics in the Greek market.

Vodafone Greece's strategic goal is to provide high standard mobile communication services to the Greek public, based on satisfying all its needs for integrated communication. Having adopted a purely client-centred policy, the company offers tailor-made tariff plans depending on the public's requirements, for both post-pay and pre-pay customers (Vodafone à la Carte and Vodafone CU). Moreover, Vodafone Greece was the first to introduce an integrated services menu, Vodafone live!, in the Greek market as well as the Vodafone Mobile Connect Card for Internet services, targeted at corporate users.

In November 2004, Vodafone Greece performed an impressive upgrade of Vodafone live!, using the power of 3G technology, enabling customers to actually experience their communication. Providing services like video-calling, live TV, listening to music in stereo and high quality sound, along with games featuring graphics that transform the phone into a games console, Vodafone is now offering a "live" dimension of mobile communication. At the same time, starting July 2004, the company also upgraded its Vodafone Mobile Connect Card to 3G, now offering speeds up to 7 times faster than in the past.

Vodafone Greece has a very impressive customer base of 4,003,908 in the Greek market, which is rapidly increasing with new connections, and a monthly average revenue per user (ARPU) of approximately €33 - indicative of the successful commercial policy it is pursuing (fiscal year 2004-2005 figures).

Technologically speaking, the company has the largest frequency spectrum in the GSM900 band, compared with competitive companies operating in Greece, while its radio-network covers 99% of the country's population, being present everywhere (sea routes, border stations, ski centres, beaches). Moreover, Vodafone Greece has one of the most extensive telecommunication cover networks, covering almost 98% of Greek territory. Finally, one of Vodafone Greece's major investments is the construction of the largest private optical fibre network in Greece, linking Athens with Thessaloniki, with a total length of 576 km.

The dedicated Vodafone Greece commercial network comprises of 220 shops, throughout Greece, while the total number of retail points of sale is enriched with business partnerships developed with other distribution and retail companies. At the same time, the level of services provided has received numerous certifications from various Greek and international bodies. The Vodafone Greece Retail Chain is constantly renewed so as to constantly be in a position to respond to each customer's needs, and this is clearly expressed in its new campaign entitled: "Welcome to the best".

Today, Vodafone Greece employs more than 2,400 people and is actively present throughout Greece. The company's main concern is to create an environment in which people with exceptional skills and incentives, can continuously receive training, evolve, be treated with respect, receive substantial remuneration, and enjoy their work, thus generating top results. Additionally, the company cares for the working conditions and level of services provided, as indicates the Integrated Management System applied.

Finally, Vodafone Greece aims at being a responsible organization, making every possible effort to contribute to the public's prosperity, to protect the environment in which it operates, and to apply and promote best operation and corporate governance practices.



CORPORATE SOCIAL RESPONSIBILITY.

Part of our management practice.

For us at Vodafone Greece, Corporate Social Responsibility is not merely an additional activity, but an integral part of our operations and everyday practices, handled with specific management methodologies. Thus, we have integrated Corporate Social Responsibility in our vision, values and strategic goals, as well as our corporate governance and policies manual. Moreover, we have designed a dedicated methodology, enabling us to measure and evaluate our performance in Corporate Social Responsibility, aiming to achieve constant improvement based on solid results.

We were told:

"Vodafone Greece has several achievements in Corporate Social Responsibility. And I am not only referring to the awards received, because this involves other factors as well. I am referring to actual work that has been done which requires money, time, and people to do it; these are the three criteria."

(Journalist - Stakeholder Engagement Plan)

We were told:

"In Vodafone Greece's case (in respect to Corporate Social Responsibility), things are much more organised than one would expect from the market as a whole, and I think that the company does not do things just to show-off, but with an actual objective".

(Supplier - Stakeholder Engagement Plan)



Responsibility is part of our Vision, Values, Goals, Strategy and Governance

Our business vision is global, and underlines the responsibility that we must demonstrate in the society where we operate. Our vision is "to be the world's mobile communication leader - enriching customers' lives, helping individuals, businesses and communities be more connected, and communicate better in a world always in motion".

The four values that all Vodafone people share, form the cornerstone of our vision; they are the benchmark of our work, our evaluation, our growth.



Passion for our customers



Passion for our people



Passion for results



Passion for the world around us

The need to actively express the passion for the world around us with actions, is also enhanced by the fact that we have integrated our responsibility into the Vodafone Group's six Strategic Goals:

1. Delight our customers
2. Build the best global Vodafone team
3. Leverage global scale and growth
4. Expand market boundaries
5. Be a responsible business
6. Provide superior shareholder returns

In addition, the company's ten-year integrated strategic planning, encompasses the implementation of Corporate Social Responsibility, by setting specific and long-term objectives, upon which we work and evaluate our performance.

The importance that Vodafone Group is placing on Corporate Social Responsibility is also underlined by the fact that it has elaborated the Group Governance and Policy Manual that all members of Vodafone Group are obliged to adhere to. This manual stresses the importance of the company's visions and values, provides information on the structure of the Group's various teams, their areas of responsibility, as well as all fields requiring guidance, aiming at enabling Vodafone Group to manage contingencies in the best possible way.

To provide a clear picture of best practices, the policies described are regularly reviewed and updated. It is worth mentioning that, as of July 1999, even before the Vodafone Group created the afore-mentioned methodology, Vodafone Greece had created a Business Manual describing its mission, the values that governed its everyday operation, as well as its, theoretical and practical, responsibility towards the society and the environment in which it operates.

Responsibility is part of our operation

Our operation as a responsible corporate citizen is based on eight specific fields that Vodafone Group has established globally, and concern fields that our activities are affecting:

1. Suppliers
2. Energy Efficiency
3. Handset Recycling
4. Products and Services
5. Responsible Marketing
6. Waste and Ozone Depletion
7. EMF
8. Responsible Network Roll-out

Vodafone Greece is responsible for the coordination of the Energy Efficiency program. For more information, please refer to the Vodafone Group Responsibility Report, available on www.vodafone.com/responsibility.



Responsibility is an integral part of our Management Systems

Vodafone Greece applies systematic and effective management systems, verified by the various certifications we have received from valid bodies. ELOT certified us in June 1999 and again in December 2002 for the implementation of the Environmental Management System according to ELOT EN ISO 14001:1996 and in June 2005 according to ELOT EN ISO 14001:2004 (Certificate no. 04.33.01/006 ELOT).

In November 2003, Vodafone Greece achieved, for the first time in Greece, an international distinction, since it became the first telecommunications company in the country, and the second one globally, to receive the EMAS (Eco-Management and Audit Scheme) certification. Through this system, we can systematically manage our activities affecting the environment, and inform the public respectively through the relevant Environmental Statement.

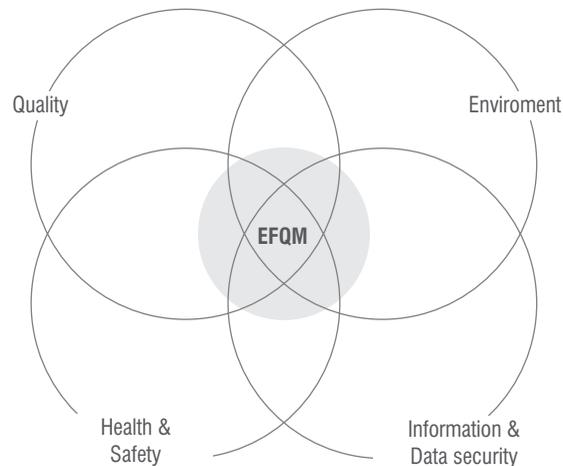
At the same time, our prime concern is to protect our employees' health and safety, by offering them a proper work environment. The certification we received, according to the ELOT 1801 (OHSAS 18001) certification, for the implementation of the Health and Safety at work Management System, confirming the effectiveness of our efforts (Certificate no. 06.33.01/001 ELOT).



ΠΙΣΤΟΠΟΙΗΜΕΝΟ ΣΥΣΤΗΜΑ ΠΟΙΟΤΗΤΑΣ
ELOT EN ISO 9001 - Αρ. 02.33.05/249



ΠΙΣΤΟΠΟΙΗΜΕΝΟ ΣΥΣΤΗΜΑ ΠΕΡΙΒΑΛΛΟΝΤΙΚΗΣ ΔΙΑΧΕΙΡΙΣΗΣ
ELOT EN ISO 14001 - Αρ. 04.33.01/006



Integrated Management System
of Vodafone Greece



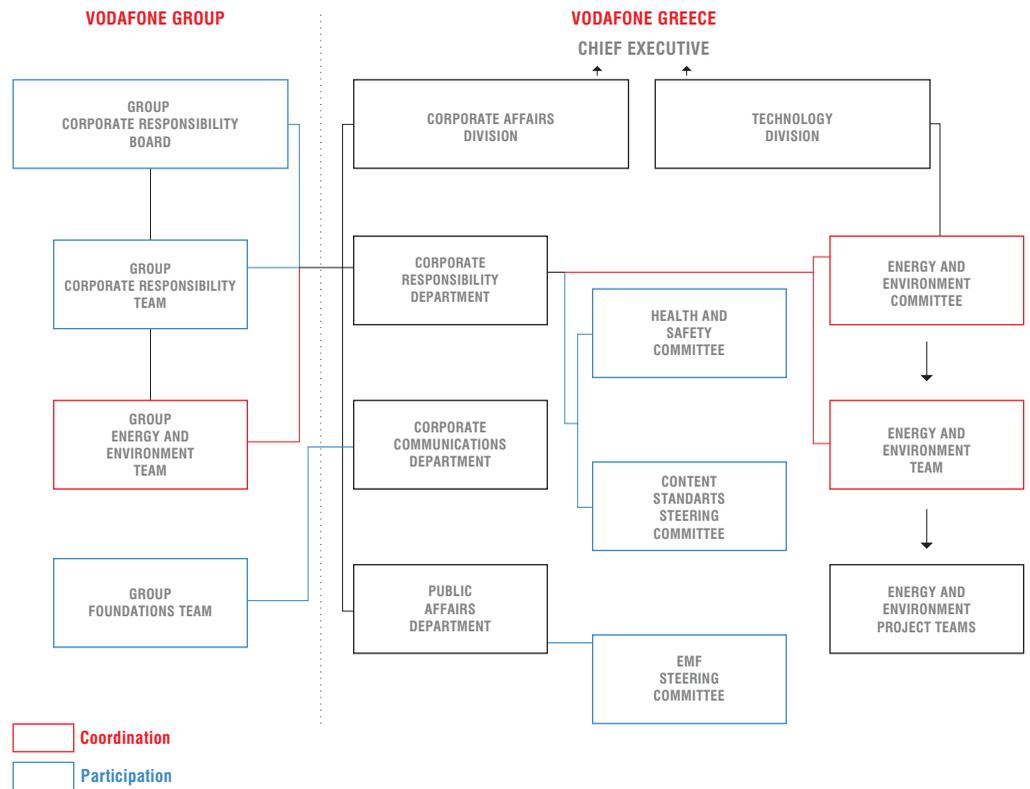
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OHSAS 18001 - Αρ. 06.33.01/001



Responsibility is part of our organisational structure

The fact that Vodafone has created a dedicated staffed department in its organisational structure, both locally in Greece and internationally, defines the importance placed on Corporate Social Responsibility. Proper co-ordination is ensured through the:

- Energy and Environment Committee and Team, in charge of implementing good environmental practices, staffed by people working in various company departments.
- Content Standards Steering Committee, which is a cross-functional team comprised of executives from various company functions. The Committee is responsible for defining the local Content Standards requirements, the continuous monitoring, validation and implementation of local policies regarding Content Standards for mobile content and services, as well as the adaptation of Vodafone Group policies for Content Standards for the Greek market.
- Health and Safety Committee for identifying and investigating problems or divergence from company policies in employee health and safety issues.
- EMF Steering Committee responsible for the implementation of Vodafone Group policies on Electromagnetic Fields and safety, and for ensuring conformity with the Greek legislation.



Vodafone Greece organisational structure for issues concerning Corporate Social Responsibility

Vodafone Greece Corporate Responsibility department participates in respecting governance structure at Vodafone Group level, ensuring consistency and alignment of local with global approaches.

We apply a "Framework" of systematic management of Corporate Social Responsibility

In order to achieve systematic and integral management of various action areas in Corporate Social Responsibility, Vodafone Greece has created a relevant "Framework", based on the questions "What is the impact of our operation?" and "What are our Stakeholders' expectations?". The answers define four distinct action areas:

- 1) Environment and Health
- 2) Society and Children
- 3) Market
- 4) Workplace

as well as the respective Stakeholders in each area.

Furthermore, the four areas are translated into specific programs, systematically implemented during the past years and presented thoroughly in this Report.



"FRAMEWORK": Systematic management areas of Corporate Social Responsibility

We analyse our operation's impact

Our Risk Assessment approach, now performed every two years, answers the crucial question "What is the impact of our operation?":

Risk Assessment is performed in the following fields:

1. Waste
2. Cooling - Fire suppressant systems
3. Energy - CO₂ Emissions
4. Suppliers - Construction
5. Responsible marketing (service content - spamming)
6. Corporate Governance - Conformity - Workplace
7. EMF
8. Products and Services
9. Visual impact
10. Water - Sound pollution
11. Health and Safety
12. Emergencies

It includes the following stages:

1. Identification of direct and indirect impact that Vodafone Greece's operation may have.
2. Study of the relevant legislation.
3. Evaluation of the importance of identified impact, based on their occurrence probability (scale of 1-5) and potential impact (scale 1-10).
4. Risk quantification (e.g. 70 out of 100).
5. Priorities setting for programs to be implemented, along with specific objectives.

We identify our Stakeholders' expectations

In order to answer the question "What are our Stakeholders' expectations?" and to better understand the needs and expectations of the society in which we operate, we have initiated a qualitative survey with 50 Stakeholders, and will furthermore proceed to an additional quantitative survey with 100 Stakeholders, regarding the fields of Corporate Social Responsibility where we operate (in this survey, participants are Stakeholders 1-9, according to the following table).

Vodafone Greece identifies the following Stakeholders:

1. Non-Governmental Organisations	7. Business Consumers
2. Government - Institutions	8. Business Community
3. Suppliers	9. Employees
4. Vodafone Retail Chain (Franchise) and other Retail Partners	10. Consumers
5. Journalists	11. Public
6. Academia	12. Local Communities

An independent research company is conducting the survey, which will be completed in late June 2005. Conclusions and results will enable us to define our Corporate Responsibility strategy and investigate the degree to which this strategy responds to the Stakeholders' needs and expectations, in the framework of the telecommunications market in which we operate.

Our initiative is complemented by the second consecutive annual survey that the Vodafone Group performed in 10 countries, with the public's participation. The objective of this survey was to collect feedback on the company's performance in Corporate Social Responsibility. Greece participated in this survey during the time period 29 June until 15 July 2004, with a sample of 1,300 Greek consumers (Stakeholders 10-11 participated in the particular survey according to the afore-presented table). It is worth mentioning that Vodafone's handsets, batteries and accessories recycling program was the most widely recognised environmental initiative by the public, among relevant actions that companies in Greece are implementing.

2004-2005 objective	Conduct public survey.
2004-2005 result	Survey performed on 1,300 consumers.
% success	100%
2005-2006 objective	Conduct quantitative and qualitative survey on 150 Stakeholders.

We evaluate quantitatively our performance in Corporate Social Responsibility

We strongly believe that effective management involves quantitative evaluation. Therefore, we have developed a practices and results evaluation system that we named "Compass". Focusing on achieving an objective evaluation of our performance in Corporate Social Responsibility, and setting priorities in areas requiring improvement, this annual evaluation is performed in three interdependent fields, using two different methodologies, thus enabling further comparison.

1. Practices:

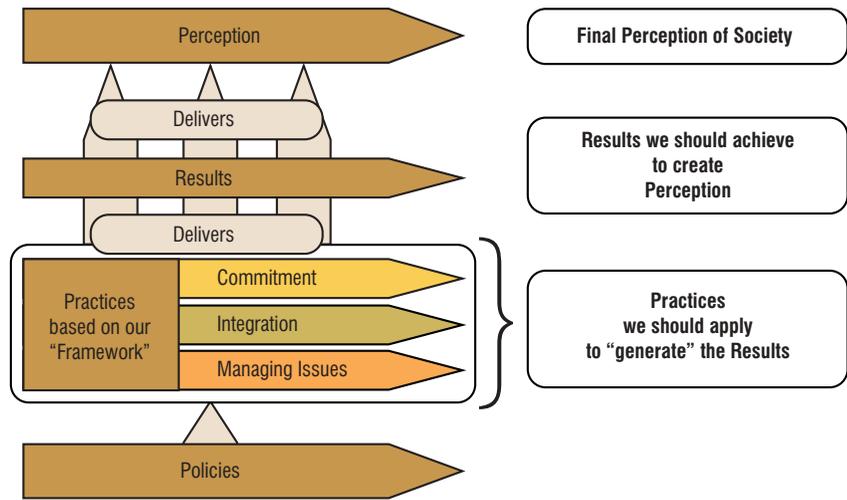
We generate two collective indicators that summarise the **degree of Corporate Social Responsibility practices implementation** in the company's operation, based on:

- RADAR Methodology of EFQM
- Implementation of specific practices (each desired practice provides the respective score, up to a maximum of 240 points) in the following categories:
 - Commitment: How does the company's Management express its commitment regarding the "Passion for the world around us" value (e.g. issuing a Corporate Responsibility Report).
 - Integration: How has the company integrated Corporate Social Responsibility in its core operation, rather than treat it as an individual practice (e.g. integration of Corporate Social Responsibility issues in the company's ten-year strategic plan).
 - Managing issues: How does the company manage its performance vis-à-vis the priorities it has set (e.g. handset recycling program).

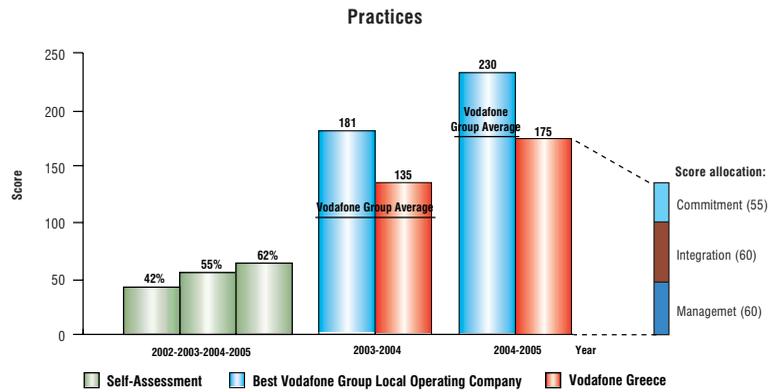
2. Results:

We generate two indicators that integrate and summarise the **quality of our actions' results** that are based on:

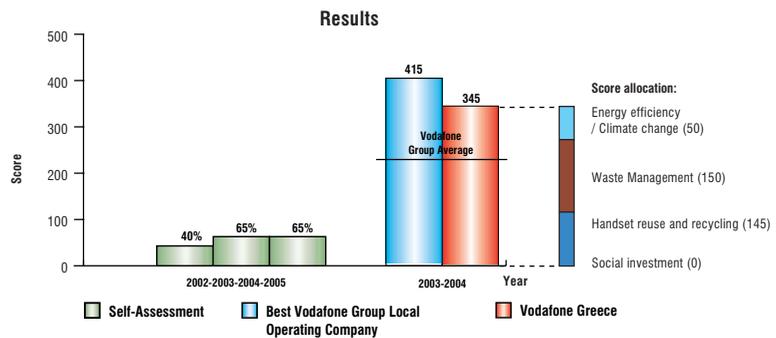
- RADAR Methodology
- Evaluating target achievement trends and rates (maximum score 1,200 points) in the following categories:
 - Energy efficiency / Climate change (e.g. energy consumption comparison per base station in the last two years).
 - Waste management (e.g. comparison of paper purchased and recycled).
 - Re-use and recycling of handsets (e.g. counting the number of handsets collected through the recycling program).
 - Social investment (e.g. counting the number of employee participations in volunteerism programs).



"COMPASS": Practices and results evaluation system on Corporate Responsibility



Integrated indicator on the implementation of practices in Corporate Social Responsibility



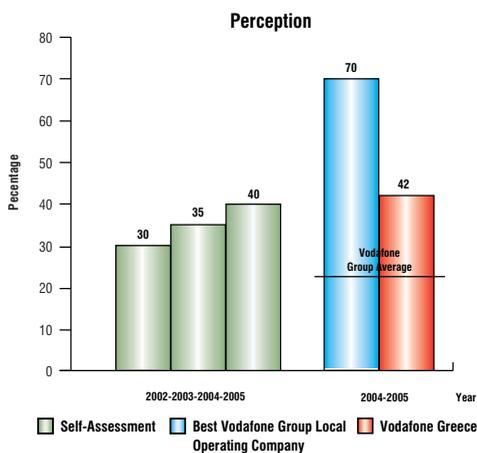
Integrated indicator regarding the quality of the results in Corporate Social Responsibility

3. Perception:

We evaluate the **degree to which our actions are perceived positively**, based on:

- An annual survey, recording society's view and described with an indicator with a maximum score of 200 points.
- An annual Self-Assessment of all related results, conducted in accordance with the RADAR methodology of the EFQM (the following are evaluated: trend, target achievement, comparison with other companies, indicators range).

Further evaluation is performed on more than 200 indicators on the entire Corporate Social Responsibility spectrum, in the same manner as the previously described examples.



Integrated indicator on the degree of perception regarding Corporate Social Responsibility

We exchange best practice examples

In the framework of exchanging views, experiences, good practices, and of coordinating a joint future course, Vodafone Group is organising Corporate Social Responsibility conferences twice every year, with the participation of the respective departments from members in Vodafone Group all over the world.

The implementation of systematic auditing and benchmarking between the Group's companies ("Athena" program), an initiative undertaken by Vodafone Greece, Spain and Portugal, is an important waypoint. In March 2004, Vodafone Greece was evaluated by three colleagues from Vodafone Spain and Portugal, followed by the evaluation of Vodafone Spain and Vodafone Portugal in May and September 2004, respectively.

Moreover, in March 2005, Vodafone Greece participated in the Corporate Social Responsibility conference organised by Corporate Social Responsibility Europe, and presented the practices and results evaluation system it uses in Corporate Social Responsibility (see page 10).

As a member of the Hellenic Network for Corporate Social Responsibility, Vodafone Greece is promoting and participating in the exchange of good practices, both with other Group companies and with the market as a whole, in an effort to promote the most rapid dissemination possible of responsible behaviour practices in the business community.



2004-2005 objective	To evaluate practices and results in two Vodafone Group operating companies.
2004-2005 result	Evaluation of Vodafone Spain and Portugal.
% success	100%
2005-2006 objective	1. Exchange of good practices with two Greek companies. 2. Participation in a working group of the Hellenic Network for Corporate Social Responsibility.

We are members of international and national organisations and social stock indices

Both Vodafone Group and Vodafone Greece are members of international and national organisations operating in Corporate Social Responsibility. In particular, Vodafone Group, and consequently Vodafone Greece as a company-member, hold membership in the following bodies:

- World Business Council for Sustainable Development (WSCDS)
- Global e-Sustainability Initiative (GeSI)
- Business in the Community (BITC)
- International Business Leaders Forum (IBLF).

Vodafone Greece is also a member of:

- The Hellenic Network for Corporate Social Responsibility.

Finally, Vodafone Group, and Vodafone Greece as a member participate in the following social - "green" stock indices:

- Down Jones Sustainability Index
- FTSE4Good Index.

We receive recognition and rewards for our contribution

The Award we received from the Athens Chamber of Commerce and Industry during the 2004 ACCI Awards was a great honour for us. In particular, Vodafone Greece was awarded in the "Companies demonstrating environmental sensitivity" category, in the framework of our systematic efforts to reduce carbon dioxide (CO₂) emissions into the atmosphere, as well as the recycling programs we apply; it is noteworthy that Vodafone Greece is the first telecommunications company in Greece receiving this award. This award followed previous similar acknowledgements and distinctions that also confirm the effectiveness of our work.





At Vodafone Greece, we are conscientiously using our scale and dynamics in order to protect the environment and minimise the impact of our activities thereon. In this framework and through our daily practices and coordinated programs, we are systematically and responsibly ensuring the creation of a better environment for our children and us. The programs presented in this section of the Report are directly linked with the environmental impacts that have been identified based on the Risk Assessment conducted in the past years. These programs are managed through our Environmental Management System, which is implemented across our company operations and certified according to ISO 14001 and EMAS. These standard certifications confirm that we are aligned with the Greek legislation consistently, methodically and systematically.

ENVIRONMENT. WE CARE.

Consistently, methodically, systematically.

We were told:

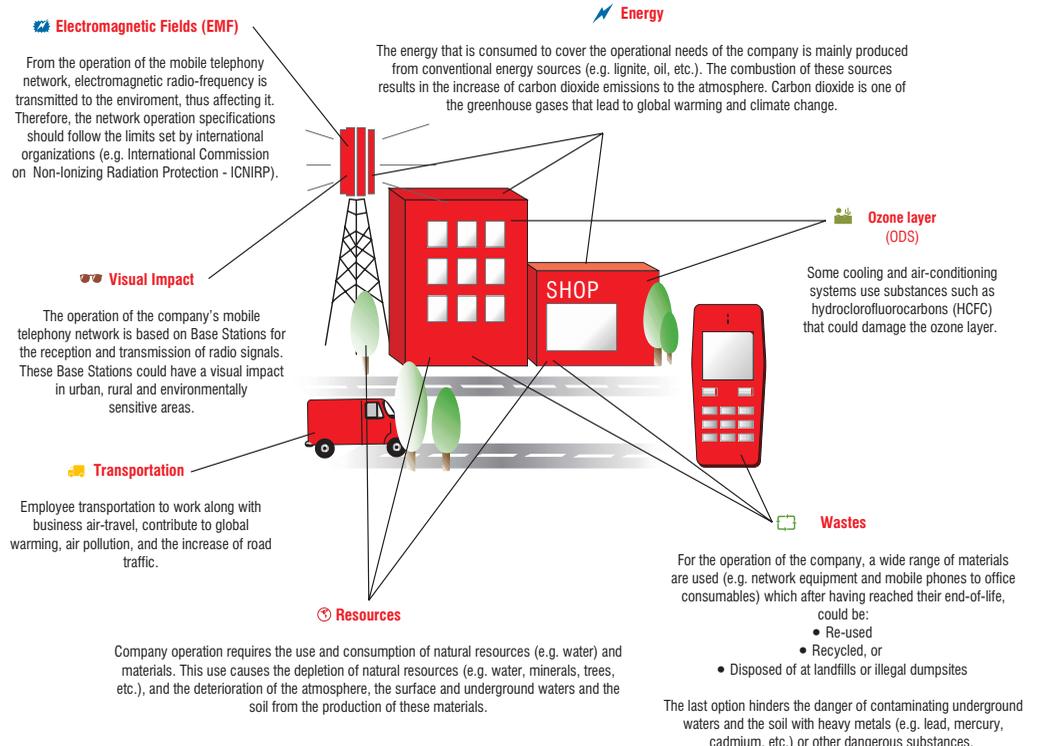
"Each action is a program. They have a very good set of programs, that not many companies do. However, Vodafone Greece needs to do that more than other companies, since it is in direct contact with consumers".

(Business Community – Stakeholder Engagement Plan)

We were told:

"It is also true that in your business, you do not have any serious competitor as to your environmental performance. But even generally speaking in Corporate Social Responsibility, I don't think there is serious competition right now. I believe that this will change for the better in the next few years. The higher you raise the standards, the higher you will force others to follow you".

(Non-Governmental Organisation – Stakeholder Engagement Plan)



We prevent carbon dioxide (CO₂) emissions into the atmosphere

The development of human society has brought about new practices, such as tree cutting, burning fossil fuels, industry, etc. Such practices contribute to the concentration of carbon dioxide in the atmosphere, thus creating the greenhouse effect and seriously affecting our planet's climate. One of the ways of dealing with this effect is to reduce energy consumption from fossil fuels combustion, used at large in Greece (e.g. oil, lignite, etc.), so as to avoid greater carbon dioxide emissions.

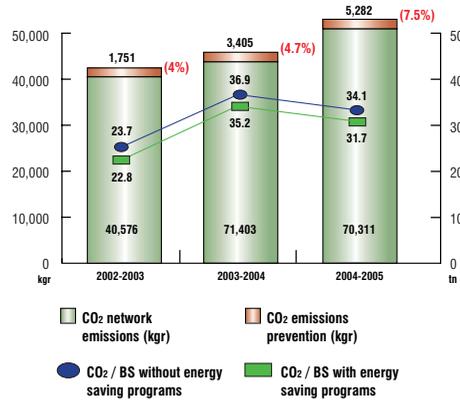
In reality, measuring energy consumption data alone is a very complex and constantly reviewed process, since, unfortunately, there are no relevant, widely accepted standards, nor other corporate examples to follow.

In recognising our responsibilities, we are implementing programs leading to significant reduction in the energy consumed by our network. According to calculations, during the previous fiscal year, we managed to prevent 5,200 tons or 2.6 million cubic meters of carbon dioxide from reaching the atmosphere, thanks to energy saving programs and the use of renewable energy sources, applied in offices, switching centres and our telecommunications network. It must be noted that almost 11 million square meters of forest is required in order for this amount of carbon dioxide to be absorbed from the environment.*

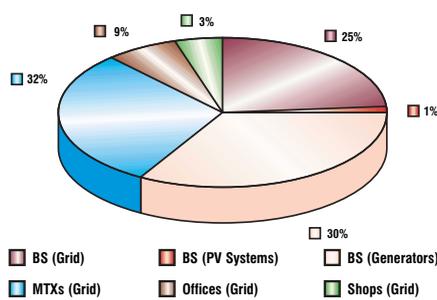
It is worth mentioning that the applied energy programs of Vodafone Greece succeeded cost reduction of €977,000, which corresponds to 0.06% of its total turnover.

* 1 million square meters of forest can absorb 500 kilograms of carbon dioxide (<http://www.geocities.com/carbonomics/MCcarbon/CarbonomicsCountries/CarbCountryUK/13cc01c.html>).

CO₂ Emission Prevention from Vodafone Greece Programs



Allocation of Energy Consumption 2004 - 2005



2004-2005 objective	To prevent the emission of 4,000 tons of CO ₂ .
2004-2005 result	5,282 tons of CO ₂ .
% success	130%
2005-2006 objective	To prevent the emission of 6,000 tons of CO ₂ .



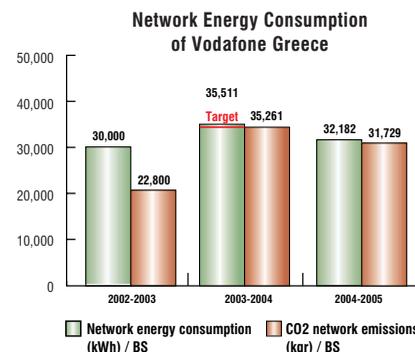
We save energy in our network*

Utilising solar power, Vodafone Greece initially installed photovoltaic systems in 24 non-urban Base Stations. Today, photovoltaic systems are installed in more than 111 Base Stations, representing approximately 5% of the total company's Base Stations, and 1% of total network energy use. The application of photovoltaic systems reduces consumption of liquid fuels, used by company in remote areas, not connected to the power grid, and thus, carbon dioxide emissions into the atmosphere.

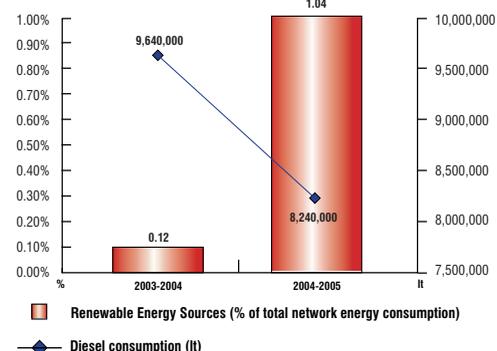
In parallel, the increasing application of photovoltaic systems reduces their future construction costs, making them more competitive in relation to non-renewable sources, and more widely known in the public, thus increasing their acceptance.

In addition, the company is undertaking energy saving initiatives in its network, the most important of which being the application of "Free Cooling" systems in Base Stations. This is an advanced air conditioning system for Base Stations, using sensors and fans to reduce the operation time of air conditioning units, while maintaining areas adequately cool, thereby reducing energy consumption compared to a conventional air conditioner. This initiative is applied in 25% of the Vodafone Greece Base Stations, as well as in all the new ones. It has led to more than 60% cooling and heating energy savings in the specific Base Stations' consumption.

Moreover, we changed the operating temperature of the air conditioning units in the company's switching centres, in cooperation with the equipment suppliers, leading to corresponding 15% energy savings.



Reduction of Diesel Consumption / Increase of RES



2004-2005 objective	To increase the usage of renewable energy by 10% in the entire network.
2004-2005 result	1.04% of total network energy comes from renewable energy sources (from 0.12% last year). The increase in usage of renewable energy was 772%.
% success	790%
2005-2006 objective	To increase the usage of renewable energy by 15% in the entire network.



Company Switching Centres (MTXs)

Energy consumption per Base Station is expected to increase in the future, due to the deployment of our 3G network and the establishment of new Base Stations. The necessary equipment is being installed mainly in existing 2nd Generation Base Stations, in order to reduce overall environmental impacts from the construction of new ones. It is estimated that each one of the current 250 3G installations entail a 30% increase in energy consumption.



* The network includes Base Stations (B.S.), Switching Centers (MTXs) and Data Centers.

We save energy in Vodafone Greece offices

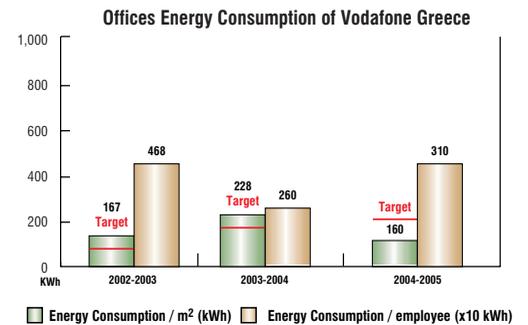
We are also implementing energy saving programs in our office premises. Since 2001, Vodafone Greece is one of the 54 founding members of the GreenLight European program. GreenLight is a voluntary program, where private and public organisations commit themselves to upgrading lighting efficiency in their building premises. The benefits of this program are mainly environmental (energy savings and CO₂ emissions reductions), as well as financial, (operating costs savings and prolongation of the lamp's service life).



Initially, Vodafone Greece upgraded the lighting system in a pilot area of 1,000m² in 2001. This effort was taken up jointly by the company's Energy and Environment Team and CRES and led to power savings of more than 20% at the installation areas. Today, this practice has been expanded to an office space of 24,300m², including our new building complex in Halandri.

In the framework of constantly improving the system used for evaluating our practices, during the fiscal year in question we differentiated our measurement approach, following a restructuring of our buildings' power consumption calculation method, and the fact that all the buildings directly or indirectly involved with the company's operation are now included. In order to be comparable to last year's data (2003-2004), a recalculation of the data in question was performed and they are presented here, based on the aforementioned more accurate approach. Moreover, in relation to last year's data, the offices' energy consumption calculation method has remained the same. In particular, energy consumption in switching centres (MTXs) has been included in the energy consumption of the network, and not in the offices' energy consumption.

* The energy consumption of switching centers is now allocated as part of the network energy consumption.

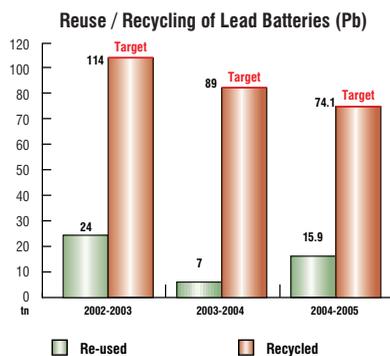


2004-2005 objective	<ol style="list-style-type: none"> To reduce the consumption of energy per m² in offices and switching centers* by 5%. To expand the GreenLight program to 24,000m² in the new building complex.
2004-2005 result	<ol style="list-style-type: none"> 30% reduction in energy consumption per m² in offices. GreenLight program expansion to 24,300m² in the new building complex.
% success	<ol style="list-style-type: none"> 126% 100%
2005-2006 objective	To reduce energy consumption per m ² in offices by 5%.

We re-use and recycle lead batteries

The lead contained in batteries used for the operation of networks all over the world, is a substance accumulated in the environment, which can, if disposed of in the ground, cause long-lasting damage to plants, animals and micro-organisms, and ultimately to man, via the aquifers.

At Vodafone Greece we do not dispose of such lead batteries, but have them recycled as soon as they are of no further use. In practice, batteries are tested and, as applicable, are either re-used or sent for recycling. During the recycling process, lead is extracted, processed and used for constructing other products, thus relieving landfills of heavy metals. In the last two years more than 163 tons of lead batteries have already been sent for recycling.



2004-2005 objective	To achieve recycling of 100% of stored lead batteries.
2004-2005 result	Recycling of 100% recycling of stored lead batteries - total 74.1 tons.
% success	100%
2005-2006 objective	To achieve recycling of 100% of stored lead batteries.

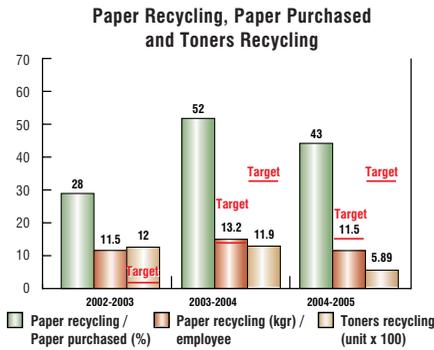


We recycle paper and printer toners

Despite the fact that, according to the Risk Assessment we performed, use of paper and toners has a minor impact, it still is an office operation factor that we chose to manage. To reduce paper and toner consumption, we modified most of our computers so that 2,077 out of 2,400 employees can now print two or more pages on just one sheet of paper (the remaining 323 employees do not use a computer in their work).

At the same time, Vodafone Greece implements a paper and printer toner recycling program, and according to estimates in 2004-2005 we forwarded for recycling more than 27 tons of paper, thus saving 350 trees from being cut.

Unfortunately, only 589 toners were recycled, just 8% of those purchased, which, of course, is not satisfactory. We have already implemented changes in the procedure so as to respond to the particularities of the new office buildings in Halandri, where almost 50% of the company's staff is based.



2004-2005 objective	<ol style="list-style-type: none"> To increase paper recycling by 5% per employee (at least 35 tons). To achieve recycling of 50% of toners used.
2004-2005 result	<ol style="list-style-type: none"> Reduction of paper recycling per employee by 12.8%. Recycling of 8% of toners used.
% success	<ol style="list-style-type: none"> 0% 0%
2005-2006 objective	<ol style="list-style-type: none"> To recycle 50% of paper used. To recycle 50% of toners used.



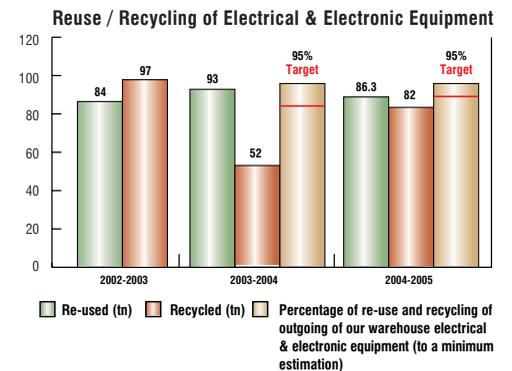
We re-use and recycle electrical and electronic equipment

In support of the "Reduce - Re-use - Recycle" principle, we forward telecommunications equipment, computers, printers and monitors for re-use within the company or offer them to Greek educational institutions, or, when this is not feasible, have them recycled.

This way, we contribute to the reduction of the environmental impact caused by heavy metals (such as lead, zinc, cadmium etc.) if disposed of in landfills and dumpsites. In the last three years (2002-2005) more than 490 tons of withdrawn electrical and electronic equipment have been sent for recycling or re-use, comprising 95% of withdrawn equipment*. To provide a better understanding of these figures, we would like to mention that for 2004-2005, average recycling - re-use of electrical and electronic equipment in the Vodafone Group was 96%.



* It must be noted, that the percentage of recycling / re-using is practically 100%, since all warehouse incoming material is either reused or recycled. However, in order to take into consideration the slightest chance that certain materials may not enter our warehouse, the percentage is decreased to 95%.



2004-2005 objective	To re-use and recycle 90% of equipment outgoing our warehouse.
2004-2005 result	Re-use and recycling of 95% of network equipment - 168 tons.
% success	106%
2005-2006 objective	To re-use and recycle 95% of equipment outgoing our warehouse.

We implement a handsets, batteries and accessories recycling program

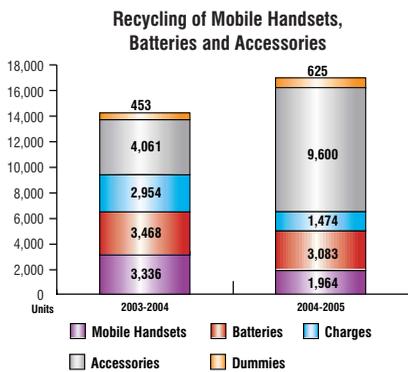
A mobile telephony handset is made up of materials such as plastic and metals, while the battery may contain nickel and cadmium, which, if disposed of, can place a significant burden on the aquifer, and consequently on the environment.

In June 2003, Vodafone Greece was the first and only mobile telephony company, and still is, to implement a nation wide handset, battery and accessories recycling program. During the fiscal year in question, and until May 2004, more than 16,000* mobile telephony products were collected in more than 200 special bins that the company has installed in the Vodafone Retail Chain and all its building installations all over the country, and sent for recycling. It is worth noting that all mobile handset owners could participate in the recycling program, irrespective of the mobile operator they use.

Vodafone Greece sent the collected handsets, batteries and accessories to a specialised company abroad, which processed them and then forwarded them either for re-use, or for dismantling and further use for the production of other items and of electrical power. The revenues from this activity were donated to the organisation "Clean Up Greece" that used the funds to clean more than 5,000 metres of beach area in Volos, Rio in Patra and in Thessaloniki.

Despite of the fact that mobile phones are still collected at all points of sale, since May 2004 none export of such waste is implemented, since the Greek legislation proclaims that electrical and electronic waste should be managed at a national level.

* The quantitative calculation is based on the period the products are sent to the supplier, not the time of their actual collection. Hence, there is the possibility that the items collected at a certain period will be reported in the following one.

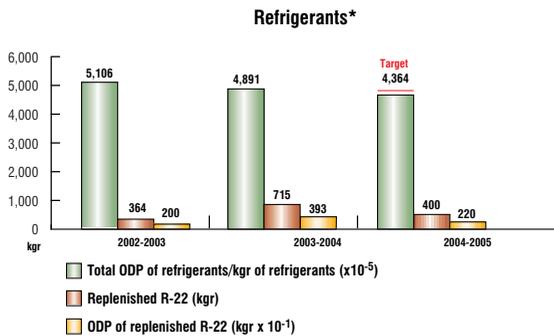


2004-2005 objective	To recycle more than 15,000 items.
2004-2005 result	16,746 items were recycled.
% success	112%
2005-2007 objective	<ol style="list-style-type: none"> To increase the collection of mobile phones by 50%. To increase the collection of items by 20% (2005-2006). To implement the program in all points of sale (2005-2006).



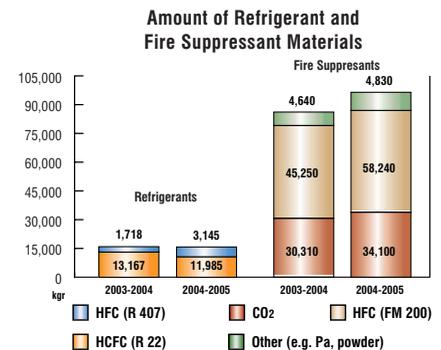
We use environmentally friendlier cooling and fire suppressant materials

Certain refrigerants and fire suppressants systems contain substances like HCFCs and halon, co-responsible for depleting the Ozone Layer. Adhering to the European regulation, Vodafone Greece has already completed a program of using environmental-friendlier refrigerant and fire suppressants equipment at the company's facilities.



Today, we are only using fire suppressants substances with zero Ozone Depleting Potential (ODP) and in the framework of our scheduled maintenance, we are gradually replacing refrigerant systems that currently operate using HCFC R-22, with new ones with zero ODP. It is worth mentioning that in the previous year, the quantity of HCFC R-22 (material that contributes to the depletion of the ozone layer) that was replenished dropped by 44%, the total quantity of HCFC R-22 used was reduced by 8%, while the total ODP indicator of installed refrigerants, was reduced by 10.5%. The above results consist an indication of our continuous efforts to use environmentally friendlier substances.

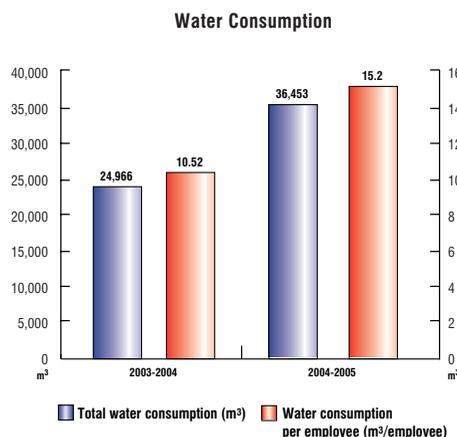
* The calculation of R-22 ODP indicator was based on the 0.055 factor, in contrary to the previous period when the 0.05 factor was used. In order to achieve a comparable evaluation of results, data from both periods 2002-2003 and 2003-2004, were re-calculated using the new factor.



2004-2007 objective	To reduce the ODP indicator of refrigerants by 10%.
2004-2005 result	<ol style="list-style-type: none"> Reduction of the ODP indicator of refrigerants by 10.5% (already 0 in fire suppression systems). Reduction of quantities of R-22 being replenished by 44%.
% success	105%
2005-2006 objective	To reduce the ODP indicator for refrigerants by 5%.

We monitor water consumption

Despite the fact that water consumption is not included in the company's main impacts on the environment due to its operation, this area is also addressed responsibly, since water is a valuable natural resource. Unfortunately, during last year, water consumption increased substantially, due to the new lavatory supply system installed in the new building complex, which focuses more on hygiene rather than water consumption reduction. The new building complex also houses a restaurant and a gym, both contributing to increased water consumption.



2004-2005 result	Water usage per employee increase by 44%.
2005-2006 objective	To reduce water usage per employee by 10%.

We deploy responsibly our network



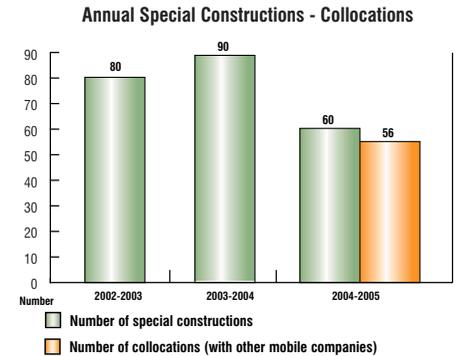
Vodafone Greece, a pioneer since 1998, designs stylish small size antennas with low visual impact on the urban, semi-urban and sensitive surroundings thus achieving a harmonious integration with the environment. Before installing Base Stations in the existing

urban setting, we are constantly developing alternative ways to integrate them, so as to avoid intrusion on the beauty of the environment. We create special installations on already existing buildings and structures and make collocations with other mobile telephony companies. In particular, last year the number of collocations reached 56.

In addition, the majority of Stations located in urban areas and in areas of special interest, such as archaeological sites and National Parks, include special structures integrated in the surroundings, for instance palm tree or church tower Base Stations. Last year 60 new special structures were installed.

Vodafone Greece is also conducting environmental impact assessment (EIA) studies, to ensure prevention of potential environmental impacts, during base station construction and operation. Nonetheless, we regret to report that in three cases, the company was fined with a total of €62,000 due to absence of the appropriate EIA studies for its Base Stations. The company shall see to it that all the necessary studies stipulated by Law exists for its base stations.

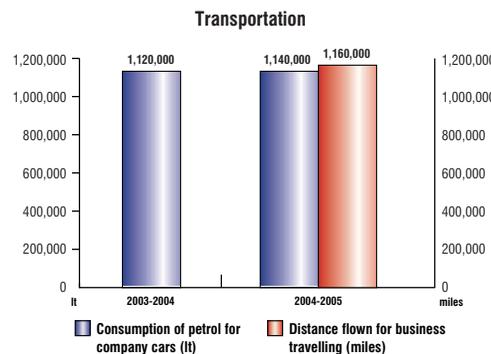
It must be highlighted that the red tape involved in the procedure for Base Stations licensing and installation, hinders the development of mobile telephony and the unimpeded communication between users. Up to 18 different departments are involved in issuing licenses, while the total time required to obtain a license for one Base Station may be as high as 2.5 years. In many cases, different services responsible for licensing, make contradictory demands, while certain departments stall or refuse to issue licenses, despite the legislation in force and based on arbitrary and subjective justifications.



2004-2005 objective	To reduce Base Stations' visual impact.
2004-2005 result	1. Installation of 56 collocations. 2. Installation of 60 special structures with no visual impact.
% success	-
2005-2007 objective	Application of a methodology for the quantitative evaluation of Base Stations' visual impact.

We monitor the environmental impacts from transport

Fuel consumption due to road transport and the impact on the atmosphere from air travelling, do not constitute a major impact of the company's operation, according to the Risk Assessment that has been conducted. Nevertheless, we have decided to monitor this area of our operation as well, and have already started collecting and analysing all relevant data. According to the available information, fuel consumption of Vodafone Greece's cars fleet increased by 2% in the previous year. In next year's Report we will be in a position to present specific figures and conclusions, as well as commitments for specific actions to be taken so as to reduce the environmental and social impacts from transport.



2004-2005 result	1. Company cars' fuel consumption increase by 2%. 2. More than 1,000,000 air miles were travelled.
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We can all perceive the benefits of mobile telephony and its essential contribution to upgrading our lives. However, whilst everyone acknowledges the usefulness of mobile communication, at the same time, there are some concerns regarding its possible impacts on human health. These concerns are mainly the result of insufficient or fragmented information provided, most of the time, by non-experts and individuals. For us at Vodafone Greece, the provision of impartial, factual and reliable information to the public is a core practice and a priority. In this framework, we are constantly undertaking innovative initiatives and implementing integrated programs to responsibly inform citizens, consistent with our business practice for an open and sincere dialogue.

HEALTH. WE CARE.

Systematically, impartially, substantially.

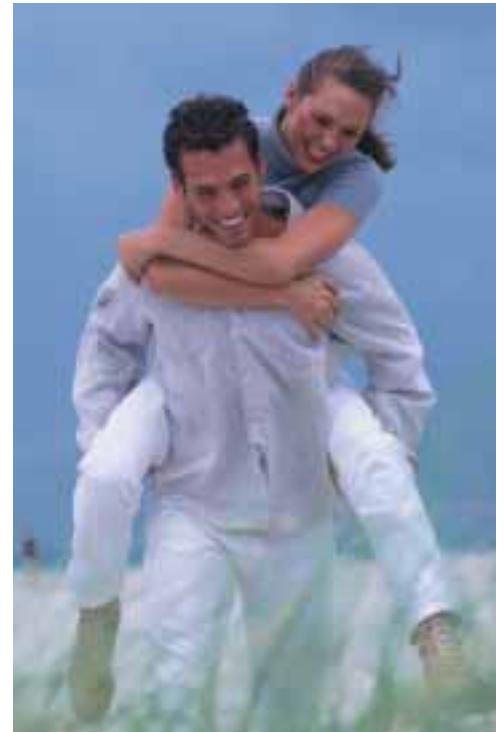
"Based on a recent, in-depth review of scientific literature, the World Health Organisation concluded that current evidence does not confirm the existence of any health consequences from exposure to low level electromagnetic fields. However, some gaps in knowledge about biological effects exist and need further research."

(World Health Organisation, 2004)

We were told:

"The "Hermes" results are a specific research which provides technical results. Perhaps a more popular effort could be undertaken, in order to explain certain things in a simpler way."

(Supplier - Stakeholder Engagement Plan)



We ensure the absolute observance of statutory EMF emission limits

At Vodafone Greece, we pivot our operation around the respect for people and the environment. Thus, full conformity with the directives of international scientific organisations, as well as strict adherence to statutory limits is a non-negotiable commitment and practice. In this framework, we are designing, implementing and operating our telecommunications network according to the European Global System for Mobile communications, developed by the European Telecommunications Standard Institute (ETSI), according to the EMF exposure limits set forth by virtue of a Joint Ministerial Decision (JMD) on "Measures for the protection of the public from the operation of land-based antennas" (Government Gazette no. 1105/B/6 September 2000). It is worth noting that with the introduction of an additional safety factor of 20%, the above JMD is adopting Council Recommendation as of 12 July 1999 "On the limitation of exposure of the general public to electromagnetic fields (0 Hz to 300 GHz - 1999/519/EC)", which is based on the guidelines issued by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), as well as the World Health Organisation (WHO - "Health Physics, April 1998, Vol. 74, No. 4: 494-522").

We believe that all citizens must have access to direct and reliable information on EMF level in their surrounding environment, we established and implemented the "HERMES" program. "HERMES" is a system for the constant (24h) measurement and control of emitted radio-frequency electromagnetic radiation in the environment, from all the sources existing in the area where the system is installed (TV and radio station antennas, mobile telephony base stations, etc). In Greece, the system was first implemented in November 2002, in association with Universities, and with the substantial and true contribution of local authorities. The www.hermes-program.gr website contains diagrams with measurement results, and users can compare recorded values to the reference limits, set forth by the Greek legislation in force. The system also offers another innovation in the sense that it can make a distinction between the various sources contributing to electromagnetic radiation as a whole. Information is available 24hrs/day and is freely accessible. The National Technical University of Athens and the Aristotle University of Thessaloniki have undertaken the scientific management of the entire project thus ensuring its transparency, the results' validity, as well as the control and certification of the system's technical operation.

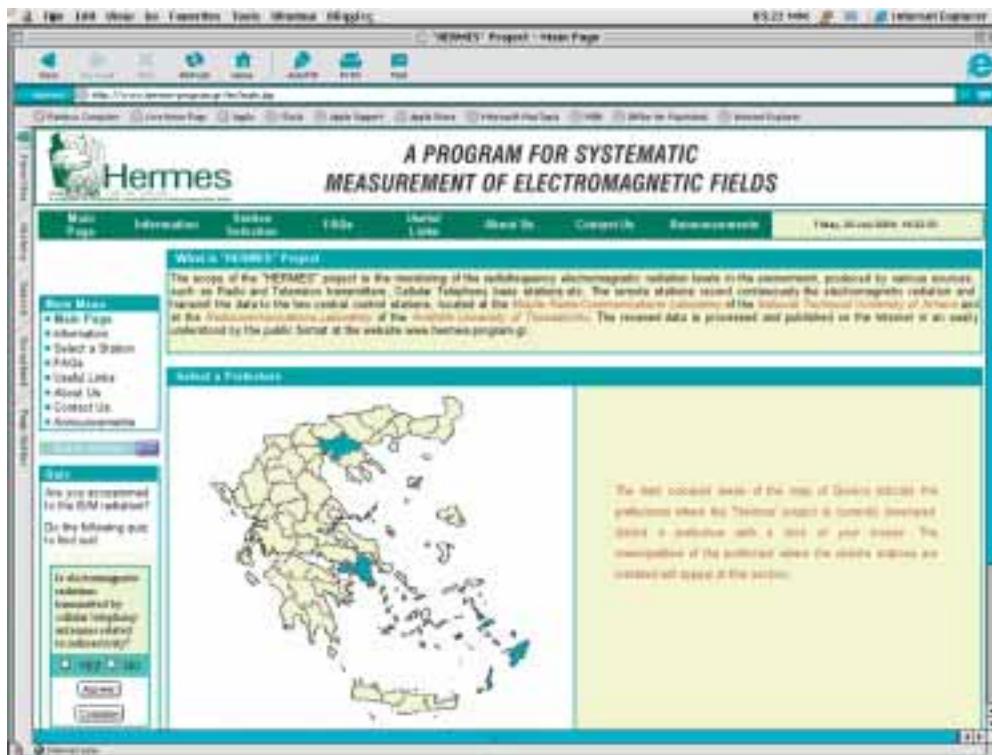
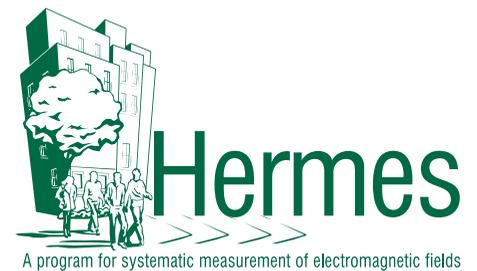
During the previous fiscal year, the "Hermes" program was implemented in the following areas:

Area	Activation
Municipality of Menemeni - Menemeni City Hall	June 2004
Municipality of Nea Mihaniona - Nea Mihaniona City Hall	June 2004
Municipality of Nea Mihaniona - Nea Mihaniona Junior High School	June 2004
Municipality of Nea Erithrea - 2nd & 3rd Elementary Schools	July 2004
Municipality of Nea Erithrea - 1st Elementary School	July 2004
Municipality of Naoussa - 1st & 2nd Junior High Schools	November 2004

Furthermore, the system is already operating in the following areas:

Municipality of Zefyri - Junior High School	April 2003
Municipality of Zefyri - 1st Elementary School	April 2003
Municipality of Kallithea, Rhodes - Faliraki First Aid Station	April 2003
Municipality of Kallithea, Rhodes - Koskinou Municipal Department	April 2003
Municipality of Kallithea, Rhodes - Psinthos Municipal Department	April 2003
Building of Electrical Engineers/Computer Engineers faculty, National Technical University of Athens Campus	November 2003
Municipality of Agios Ioannis Rentis - Municipal Day Care Centre	November 2003
Municipality of Agios Ioannis Rentis - 1st Elementary School	November 2003
Municipality of Agios Ioannis Rentis - 5th Elementary School	November 2003
Positive Sciences faculty, Aristotle University of Thessaloniki	November 2003
Administration building, Aristotle University of Thessaloniki	February 2004

The up to date results have revealed that even the highest recorded EMF rates are tens of times lower than the strictest limit in effect for the lowest mobile telephony frequency (900 MHz).



2004-2005 objective	To apply the program in new areas.
2004-2005 result	1. The program has been implemented in four new Municipalities around the country. 2. 4,080 measurements taken daily (six-minute average).
% success	-
2005-2006 objective	1. To organise conferences in the Municipalities running the program 2. To implement the program in 5 new Municipalities around the country.

We provide constant information

In December 2004, in the framework of providing timely and impartial information to citizens regarding the operation of mobile telephony base stations and of mobile phones, we published two new relevant leaflets. These new leaflets entitled "Mobile telephony base stations and health" and "Mobile phones and health", form part of the integrated program to inform the general public.

The new leaflets contain information on the operation of base stations and mobile phones, scientific research results, and the official position of the World Health Organisation on these issues. The two editions are available for free in the Vodafone Retail Chain, and also electronically in www.vodafone.gr / About vodafone / Corporate social responsibility / Health.

In addition, since October 2003, the edition entitled "Mobile telephony and quality of life" has been available in the Vodafone Retail Chain, with references to the way in which mobile telephony has contributed to upgrading our quality of life. This edition also includes detailed analyses of issues regarding the operation of all base stations within statutory limits, the safety of people using mobile phones, as well as environmental issues.

However, the information scheme is not concluded with the production and dissemination of printed material. It is an integrated action plan, since it includes systematic presentations to the Vodafone Retail Chain employees, and the company associates. Thus, everyone is able to contribute to direct and valid information to anyone interested.



We seek an open dialogue with local societies

Aiming at providing citizens with impartial information on health issues linked with our activities, we undertake initiatives for developing mutual trust relations, based on a sincere and open dialogue. In this framework, our activities include the following:

- We systematically meet with Local Authorities' representatives in all the country.
- We participate in events organised by local authorities to inform the public on mobile telephony and health. In fiscal year 2004-2005, we participated in meetings organised by local authorities in Corfu, Rhodes and Thessaloniki.
- We provide timely and reliable information on all the latest mobile telephony scientific developments through our website at www.vodafone.gr / About Vodafone / Corporate social responsibility / Health, and the e-mail address EMFinfo@vodafone.com.
- We inform the public through articles, publications and interviews published in magazines and newspapers.
- We respond to all incoming questions (regardless if they are addressed by Vodafone customers or not) regarding the operation of base stations and mobile phones.

2004-2005 objective	To provide the public with systematic information regarding the latest scientific updates.
2004-2005 result	<ol style="list-style-type: none"> 1. Distribution of more than 36,000 new leaflets. 2. The company organised 2 briefing sessions for associates, and 12 sessions for the Vodafone Retail Chain employees, conducted by radiophysicists - medical physicists.
% success	-
2005-2006 objective	<ol style="list-style-type: none"> 1. To have direct communication with the public, customers, partners, opinion makers, employees and associates on issues regarding mobile phones, base stations and health. 2. To offer advice to customers wishing to reduce their exposure to EMF from mobile phones. 3. To distribute 30,000 informative publications.

2004-2005 objective	To maintain and further enhance open communication.
2004-2005 result	<ol style="list-style-type: none"> 1. The company participated in 3 meetings. 2. Specialist scientists represented the company in Municipal Councils and made presentations.
% success	-
2005-2006 objective	<ol style="list-style-type: none"> 1. To maintain and improve open communication with citizens and representatives. 2. To organise 4 meetings.



SOCIETY. WE CARE.

With vision, creativity and sense of responsibility.

The mobile telephony evolution in the past years, has undoubtedly affected our lives, and altered the standards in communication methods and information exchange. Nowadays, our alternatives to communicate have increased, offering us greater freedom in our social contacts, entertainment, information, as well as our professional activities. Our main concern at Vodafone Greece, is to ensure that the use of mobile telephony will generate even greater benefits, covering more and more areas, and that more and more people will have access to them.

We were told:
 "Vodafone Greece's actions are working along smoothly, however, being a multinational company and overcoming the local market boundaries it must not become neutral and indifferent towards the operating local market. On the contrary, this must keep Vodafone Greece alerted and its employees willing to provide service, information and to listen."

(Journalist - Stakeholder Engagement Plan)

We were told:
 "Calling free of charge for certain organizations is positive, i.e. I am no longer just using my phone, I am using it with no charge. This is indeed Corporate Social Responsibility and so is the discount program for the hearing impaired..."

(Supplier - Stakeholder Engagement Plan)



We are providing our products and services for the common welfare

At Vodafone Greece, we aim at being a responsible company, useful to the society where we operate, by offering products and services accessible that contribute so that all people communicate equally, irrespective of any particularities, and specific needs they may have. Driven by the belief that communication is not a privilege but a right, we are seeking ways to meet the needs of sensitive social groups, through our products and services.

2004-2005 objective	To evaluate and assess new products and services covering the needs of sensitive social groups.
2004-2005 result	Provision of 2 new services and products.
% success	100%
2005-2010 objective	<ol style="list-style-type: none"> To reduce by 33% the percentage of the population that does not have access to our products and services. To offer 3 important products that will reduce the percentage of the population that does not have access to our products and services (2005-2006).

We offer free of charge access to social support lines

Always aiming at using our products and services to make life and communication easier for people who need it, we offer our customers the possibility to use their mobile phone and call free of charge certain lines offering social assistance.

Last year and following a relevant survey, the following lines were selected:

- 1031: OKANA Drug Helpline
- 1147: Hellenic National Transplant Organisation
- 197: National Centre for Urgent Social Aid.

The afore-mentioned numbers were added to the already existing free of charge support lines:

- 1066: Hellenic Cancer Society
- 1056: Smile of the Child.

It is worth noting that Vodafone Greece customers can send free SMSs to the Emergency Services: 100 for the Hellenic Police, 166 for the National Centre of Instant Help and 199 for the Fire Brigade.

Last year, more than 7,600,000 calls were made to emergency services through the Vodafone Greece network, the majority of which were addressed to the Hellenic Police (100), the National Centre of Instant Help (166) and the Pan-European Emergency Number (112).

2004-2005 result	<ol style="list-style-type: none"> 1. Provision of service "Social Support Lines" free of charge. 2. 7,600,000 calls were made to emergency services.
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We offer tariff plan for socially sensitive groups

In order to serve people with speech or hearing impairments, Vodafone Greece has been offering in Greece since April 2002, a special post-pay and pre-pay tariff plan, with 50% discount in SMS messaging to any network. It is worth mentioning, that more than 450 consumers are using this service.

We provide solar handset charger

In the framework of our interest for the environment and the public's motivation, we introduced an additional innovation for the Greek standards. We are the first mobile operator to distribute commercially, through the Vodafone Retail Chain, a solar handset charger.



This product uses the sunlight to store energy and then supplies it to the handset, thus avoiding the use of electrical power, and any further environmental impact this entails. Since the solar charger requires only sunlight to operate, it can be used anywhere - even on the beach - and at the same time, it is compatible with a great variety of mobile handsets, thus eliminating the need to buy a new charger along with every new handset.

It is worth noting, that the annual energy consumption when the charger is plugged without charging the phone, is one kilowatt-hour which is equivalent to one kilogram of carbon dioxide.

Respectively, if 1,000 Vodafone customers were using a solar charger for 12 months, they would prevent the emission of one ton of carbon dioxide to the atmosphere.

2004-2005 result	Product distribution via the Vodafone Retail Chain.
2005-2006 objective	To sell 200 items.

We contribute to society

According to available information, mobile telephony has grown faster and more than any other technology. In March 2005, Vodafone, and mobile telephony along with it, celebrated their 12th anniversary in Greece. Vodafone Greece has been a model of new market growth and an operation and development standard, since it created the largest private telecommunications network in Greece, thus actively contributing to upgrading the Greek citizens' quality of everyday life.

Being expensive at first, mobile telephony had created the impression in our country that it was reserved for the financially robust. However, nowadays, more than 85% of the Greek population enjoys the benefits of mobile telephony and uses its services, since the technological evolution created a severe price reduction.

At this point, we need to mention that telecommunications is perhaps the only sector in the Greek economy which in the past years has been demonstrating a decrease in the cost of services provided. Regarding Vodafone Greece, for 2004, the average cost reduction was 24.6% compared to 2001, for services provided and fixed monthly charges.

According to studies, mobile telephony helps us save time since it enables us to work while being away from the workplace, and also offers us a sense of security with its emergency services. Moreover, it entertains and amuses us with games, music, videos and images. But most importantly, mobile telephony keeps us in touch with our family and loved ones, and helps us expand our social relations and foster the bonds we develop within each society, by facilitating human communication. However, this rapid expansion of mobile telephony has created a new sociological concern, regarding its inappropriate usage and possible negative consequences (e.g. privacy violation by talking loudly on the phone in public areas). At Vodafone Greece, we believe that we have an obligation to contribute to the creation of a model of correct and responsible mobile phone use. For this reason, we pro-



duced a series of informative leaflets including "Guidelines to proper behaviour in mobile telephony world" and "The benefits of mobile telephony". These leaflets were distributed to all Vodafone employees and are also available to the public in the Vodafone Retail Chain, as well as through the corporate website.

We contribute to the economy

It is a fact that the effects of mobile telephony on the economy are not the result of any program or any Corporate Social Responsibility initiative. However, the sector's contribution in our country's financial and social development is also a fact, increasing thereafter our responsibility level, both as a sector and as a company.

In an effort to determine mobile telephony's socio-economic impact in Greece, a group of post-graduate students from ALBA, with Vodafone Greece's support, conducted a relevant study, focusing on the economy, society and business community. This was the first study of such a scale ever conducted in Greece, and its most important findings include the following:

- In 2000-2003, the percentage of the Greek economy that is dependent on mobile telephony, assessed by the Net Nominal Domestic Product, almost doubled (2000: 1.37% - 2003: 2.65%).
- In the last four years, the mobile telephony market offered a net nominal added value of over €9 billion.
- In 2003, the total number of jobs in Greece dependent on the development of mobile telephony exceeded 28,000, increased by 28% compared to 2000.
- The average age in which teenagers acquire their first mobile phone in Greece dropped from 15 to 11, in the last four years.
- More than 50% of teenagers in Greece stated that they feel safer having a mobile phone with them.
- Better communication, cooperation and flexibility, reduced travel, and greater productivity for certain worker categories, e.g. salespeople, rank amongst the positive effects of mobile phones in businesses.

The magnitude of Vodafone Greece's responsibility towards the Greek society and economy, is also highlighted by the fact that, in the last two years alone, the company paid to the Greek Government more than €290 million in taxes, and employs approximately 2,400 people.



<p>2004-2005 objective</p>	<ol style="list-style-type: none"> 1. To collaborate with the academic community in an effort to determine the impact of mobile telephony in Greek society. 2. To issue a special leaflet on "Rules of Conduct" regarding mobile phone use, so as to inform and raise public's awareness.
<p>2004-2005 result</p>	<ol style="list-style-type: none"> 1. ALBA relevant study. 2. Distribution of more than 38,000 leaflets.
<p>% success</p>	<ol style="list-style-type: none"> 1. 100% 2. 100%
<p>2005-2006 objective</p>	<ol style="list-style-type: none"> 1. To distribute 60,000 leaflets to the public (30,000 of each). 2. To conduct a study on possible consumer behaviour changes from the use of mobile telephony products and services, e.g. transports reduction (2005-2007).



We collaborate with the academic community

Taking into consideration the rapid developments occurring in the mobile telephony market, we feel that it is our duty to collect and disseminate information on all arising trends. To this end, we are collaborating with the academic community, and always respond to students from universities and other educational institutions, who seek information on our operations and procedures in the framework of their academic obligations. Indicatively, we mention that in the April 2004-March 2005 year, we responded to more than 85 student requests, and at the same time hosted educational institutions visits in our facilities.

2004-2005 result	We responded to approximately 85 student requests.
2005-2006 objective	Continuation of the program.

We contribute to the reduction of telecommunication fraud

Having a sense of responsibility for the confidence that Vodafone subscribers demonstrate towards the company, we are making every effort possible to prove worthy of it. In the framework of providing the maximum possible security and protection of information related directly or indirectly to each customer, we are the only Greek network, and one of the first in Europe, to receive BS 7799 certification for the Information and Data Security Management System.

In addition, Vodafone Greece is a pioneer by implementing the handset theft restriction initiative. In collaboration with the World Telecommunications Organisation and other Vodafone Group companies, we created and operate a database with the serial numbers of all stolen mobile handsets, following the owner's request, thus making use of this handset impossible in our network. During fiscal year 2004-2005, approximately 600 stolen handsets we recorded in the database. Our objective is to deal with this problem on a national level, securing the cooperation of competent independent authorities, all mobile telephony companies operating in Greece, as well as handset manufacturers.

2004-2005 result	600 stolen handsets were recorded and blocked.
2005-2006 objective	Continuation of the program.

We implement a blood donation program

Since 1996, we have been implementing a blood donation program at the company's premises, with the employees' active participation. Voluntary blood donation events are organized twice every year, in collaboration with the Patissia Prefectural General Hospital and Amalia Flemming Hospital in Athens, and the Aghios Pavlos Hospital in Thessaloniki. The blood bank covers the needs of all our people and their close relatives. In the previous fiscal year, more than 390 employees participated in the voluntary blood donation program and more than 302 blood units were used.



2004-2005 result	302 blood units were collected.
2005-2006 objective	Continuation of the program.

We implement a volunteerism program

In the framework of the "Passion for the world around us" value, Vodafone people have been demonstrating their personal sensitivity on social problems.



The volunteerism program, started in 2002, illustrates this and involves gathering of food and clothing from the company's employees and further offering them to public welfare institutions, such as:

- Hellenic Red Cross
- "Ano Perama" cultural association
- Caritas Hellas
- Holy Metropolis of Attica
- Médecins du Monde

Moreover, employee initiatives in collaboration with local Municipalities of Attica provided support and assistance to individual families. During the previous fiscal year, the program required 500 man-hours of a group of employees, within the framework of their every day job, while more than 3,400 clothing and food items were distributed.

2004-2005 result	More than 3,400 clothing and food items were distributed.
2005-2006 objective	Continuation of the program.

We support initiatives for the common welfare

Our dynamics, combined with our social sensitivity, lead us to taking action in direct response to emergency situations that our fellow beings are faced with.

We supported the tsunami victims in Southeastern Asia

In the framework of the Radio and Television Marathon of Love organized by ERT in order to enforce of the humanitarian efforts following the devastating effects of the tsunami in south Asia, Vodafone Greece offered its entire share of the revenues from the use of the four digit number 4536, rising to €506,617.

Moreover, the Vodafone Group, through the Vodafone Group Foundation, offered 1,000,000 pounds to various humanitarian Non-Governmental Organisations, in support of the people in the areas hit by the tsunami.

In addition to that, Vodafone Greece employees offered further assistance to the global mobilisation to assist the countries struck by the tsunami, by contributing to the bank account of the Greek branch of the "Médecins du Monde".

We supported the organisation "Smile of the Child"

In December 2004, the association "Smile of the Child" organized the 1st Panhellenic Radio and Television Marathon against Child Abuse. Vodafone Greece and its employees supported this initiative, in the following ways:

- The company donated all revenues received from the use of the four digit number 1056 on the day of the radio and TV marathon, raising a total of €97,430.
- The company's employees contributed personally €2,423 in 10 specially set up donation-boxes that were placed in Vodafone Greece buildings on the day of the marathon.



- Vodafone Greece donated €10,560 to the "Smile of the Child". This figure is symbolic, since it refers to the four digit 1056 number that the "Smile of the Child" is using for the abuse of children, multiplied by the number of 10 donation boxes installed in the company's premises.

In total, Vodafone Greece and its employees supported the "Smile of the Child" with the contribution of €110,413 during the radio and TV marathon, thus enforcing the association in its very important work against child abuse.



CHILDREN. WE CARE.

With sensitivity, active participation and meaningful initiatives.

We identify children as the ones forming future society, representing our hope for a better world. Hence, at Vodafone Greece, we have incorporated children into our Corporate Social Responsibility program, embracing their well being with the outmost importance and sensitivity. Realising that they are the future leaders and caring for their psychosomatic and mental needs, we are implementing specially and carefully designed programs for their well-being, in collaboration with distinguished expert associates and organisations. It is with the same sensitivity and care that we embrace children with special skills, providing them with the privilege to live in a world of equality and fairness. Each initiative that brings us closer to children, focuses on bringing, more and more children closer to a better future.

We were told:

"Seeing that 2,423 children have received this care, it is an actual proof that something is indeed happening. Raising awareness and returning something back to society has multiple results; for instance, if my phone was not a company phone, tomorrow morning I would probably buy a Vodafone phone, because I would feel that this way I would myself be contributing to these initiatives, aiming at the benefit of the greater public".

(Supplier - Stakeholder Engagement Plan)

We were told:

"I need to say that I was rather impressed by many things having to do with children; I believe that these actions are very important, and so are the synergies developed with hospitals, etc".

(Business Community - Stakeholder Engagement Plan)



Respite Home for children suffering from cerebral palsy

During fiscal year 2004-2005, Vodafone Greece supported the Hellenic Cerebral Palsy Society in its endeavour to create a Respite Home for children suffering from cerebral palsy, at the Society's premises. 500 square meters of facilities were dedicated to the Respite Home, which includes 3 large bedrooms, accommodating 4 persons each, all with fully equipped bathrooms, one kitchen, personnel quarters, a living room - library and a veranda. Guests at the Respite Home will also be entitled to use the facilities of the Cerebral Palsy Society, such as the library, swimming pool, etc. since the Respite Home operates inside the Society's premises.

Provided that this is a pioneer endeavour, the first year of operation was a pilot year that would enable the required assessment of the project before its full implementation. The following was achieved during this phase:

- 92 persons were accommodated (45 boys and 47 girls)
- 70% of guests were 20-30 years old.

Phase one was largely successful and proved that this ini-

tiative was really necessary, since it provides children with the opportunity to enjoy, even on a temporary basis, a new, friendly and family-like environment, and their families to be relieved, even for a short period of time, from taking care of their children.

Provided the significant interest expressed for participation in the program, our objective for next year is for the Respite Home to work daily on a 24h basis, and offer hospitality to more than 110 people.

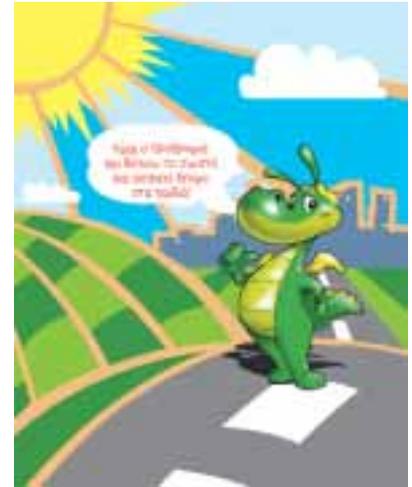
2004-2005 objective	To achieve 100% occupancy of the Respite Home throughout the year.
2004-2005 result	100% occupancy.
% success	100%
2005-2006 objective	1. To operate the Respite Home daily, and on a 24 hour basis. 2. To accommodate 110 persons.

Educational program for the prevention of road accidents involving children

According to research, Greece is in the second place among EU countries in road accidents, an increasing trend especially in accidents involving children. On an annual basis, 30,000 Greeks are injured in road accidents and 1,800 are killed in them, out of which 600 are children.

In order to respond to this situation, we collaborated with the Hellenic Society for Social Paediatrics and Health Promotion (HSSPHP) and the Centre for Research and Prevention of Injuries among the Young (CEREPRI) of the Athens Medical School, so as to design and implement a new educational program for the prevention of road accidents involving children. Created in fiscal year 2004-2005 and entitled "On the road safely", the program is taught in Greek schools by the teachers themselves, focusing on shaping the students' current and future road behaviour. This is achieved by raising the awareness of the children, the teachers and the public in general focusing on educating on the proper and safe behaviour on the road and furthermore aiming at reducing road accidents in the future.

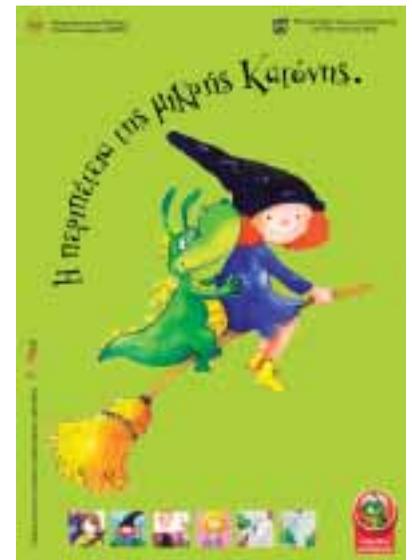
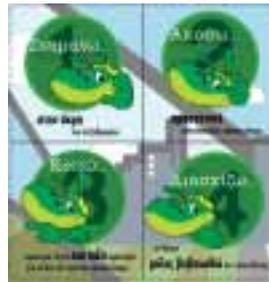
"Prodrimos" -the project's mascot- will be used as the program's ambassador, providing advice on proper road behaviour to kindergarten, elementary and high school students all over the country. The program will be taught to more than 40,000 students in 55 municipalities of Greece, using special educational material, including activity books, posters, stickers, cards, etc., specially adapted to the needs of each age group.



Program's logo



Stickers



Posters

Moreover, a conference will be held in each eligible municipality, for a detailed presentation of the program, its objectives and the way it will be implemented. At the same time, participating local bodies will promote this endeavour locally, with the support of special printed material. The program's evaluation is also a very important part of the project, during which questionnaires will be disseminated to students and teachers in order to assess knowledge, attitudes and road behaviour, as well as any changes thereof following implementation of the program, as well as the effectiveness of the educational material.



Activity books for Elementary School

2005-2006 objective	To educate more than 40,000 children.
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"LETO" mobile paediatrics unit

The mobile paediatrics unit "LETO", jointly created by Vodafone Greece and Médecins du Monde, is continuing its journey throughout Greece, offering paediatric care to children in the country's remote and isolated areas. Exceeding all expectations, "LETO" has offered medical care to more than 6,000 children within only two years of operation. More specifically, in the first year of operation, the doctors of the mobile paediatrics unit examined 2,423 children all over the country, while during 2004-2005, "LETO" reached out to 3,755 children, covering a large part of provincial and border areas, visiting remote areas, individual institutions, settlements and schools. In addition to offering its services to institutions and schools in the Attica area, the unit travelled to 14 prefectures outside Attica. In Attica, the mobile unit focused its attention on socially excluded populations living under very dire conditions, while in the countryside, it visited geographically isolated areas, lacking hospitals or health centres.



"LETO" mobile paediatrics unit offers the following services:

- Paediatrics examination and free treatment with basic paediatric drugs provision
- Dental examination and treatment, and free distribution of dental hygiene and preventive dental medicine instructions
- Preventive hygiene and implementation of vaccination programs
- Lectures on medical prevention, on health foods and on oral hygiene and distribution of relevant information material.

During fiscal year April 2004 - March 2005, Vodafone Greece and Médecins du Monde offered medical care in the following prefectures of Greece:

Prefecture	No. of children examined
Attica	774
Achaia	162
Drama	248
Dodecanese	414
Evros	136
Evia	163
Thessaloniki	55
Ioannina	36
Corfu	258
Cyclades	140
Lesvos	387
Rethymno	141
Rodopi	266
Serres	298
Hania	277
Total	3,755

2004-2005 objective	To examine more than 3,000 children.
2004-2005 result	3,755 children were examined.
% success	125%
2005-2006 objective	To examine more than 4,000 children.

"e-KIVOTOS" mobile consulting unit

The "e-KIVOTOS" mobile consulting unit was created last year in cooperation with the Médecins du Monde, so as to address the problem that 10-16 year old children demonstrate in expressing their inner problems when facing family, social or psychological problems, especially in the country's remote areas. This innovative program, combining Internet technology and consultative support, was elaborated by a team of expert scientists, such as psychologists, social workers, doctors and technology experts.

Following a relevant study and survey regarding the issues to be included in the www.e-kivotos.gr portal where participants in the program will use to find information, the special team concluded in including five main subjects, with special interest articles. "Education", "Relationships / Psychology", "Health", "Family", "Entertainment / Activities".

Moreover, last year, the mobile unit's interior was properly configured, and the necessary equipment was installed, including computers and Internet connections. Despite of the fact the originally the unit was supposed to start operating in 2004-2005, a decision was made to postpone it until the following year, in order to study in-depth the content of the information portal, and to better staff the unit and train its scientific personnel.

2004-2005 objective	1. To launch the program and visit as many remote areas as possible. 2. To effectively communicate this innovative means of providing e-consulting services and achieve its penetration to the public.
2004-2005 result	1. The mobile consulting unit was equipped and staffed. 2. Completion of the information portal's structure and content design.
% success	1. 0% 2. 0%
2005-2006 objective	To launch the pilot operation of the mobile consulting unit.

Special Olympics 2004

Acknowledging the importance and greater contribution of the Special Olympics institution, Vodafone Greece was one of the major supporters of the World Special Olympics Festival 2004 on "Education through Sports", organised in Rhodes on 15-22 May 2004. The objective was to educate and inform the young on the beneficial effects of sports on people with mental handicap and learning disability.



2004 athletes from 52 countries and 5 continents competed in swimming, cycling and basketball. These particular three events were selected because they allow athletes to interact with the environment, to use an object that is not part of the human body, and to demonstrate their team spirit, thus offering an educational means for people with mental handicap and learning disability.

During the Rhodes' Special Olympics Festival organized in the framework of the European Year "Education through Sports", athletes also had the chance to attend theoretical courses on basketball and other sports and to participate in numerous cultural activities.

The Festival also included a seminar placing special emphasis on understanding the problem and abilities of Special Olympics athletes, the signing of the Declaration for Peace, a seminar on the Philosophy of the Games, as well as the signing of a Cooperation Protocol between FIBA Europe and Special Olympics Europe - Eurasia, for the development of the Special Olympics basketball program.

2004-2005 result	Support of the 2004 Special Olympics Festival.
2005-2006 objective	To support the 2005 Special Olympics Festival.

Tele-rehabilitation program for children suffering from cerebral palsy

For the second consecutive year, the Hatzipaterio Centre for the Rehabilitation of Spastic Children implemented, with Vodafone Greece's cooperation, the tele-rehabilitation program for children suffering from cerebral palsy. This innovative program links technology and medical science, providing children with severe health problems with the privilege of therapy, education, communication and social acceptance, thanks to daily monitoring.

Prefecture	Areas	Age
Dodecanese	Kalymnos	7
Dodecanese	Rhodes	12
Eptanissa	Zakynthos	7
Evia	Evia	5
Evia	Evia	3
Thesprotia	Preveza	12
Thessaly	Larissa	4
Cyclades	Paros	5
Lesvos	Lemnos	4
Peloponese	Iliia	6

A scientific team comprised of paediatricians, physiotherapists, work therapists, psychologists and social workers is responsible not only for the proper implementation of the children's therapy, but also for the psychological support of family members on how to handle the daily problems of upbringing a child suffering from cerebral palsy. The program's three phases include the integration into the program and training of children and their parents, the tele-rehabilitation stage and the assessment of each case.

In 2004-2004, more than 2,800 program hours were implemented, whereas 22 new children were evaluated along with their families so as to add them to the original group of 5. The evaluation phase revealed, however, that only 5 out of those 22 children fulfilled the tele-rehabilitation program's requirements. The rest were either still very young, or the parent, who has an active role in the program's implementation, could not respond to the program's needs. Therefore, in 2004-2005, the program was extended to 10 children.



2004-2005 objective	To expand the program in order to support 20 children with cerebral palsy and motor problems.
2004-2005 result	10 children participated in the program.
% success	50%
2005-2006 objective	To expand the program to 20 children.

PC donation program to schools

Since 1999, we have been expressing our sensitivity and interest to Greek educational institutions, by implementing a program for schools' equipment provision with personal computers throughout the country. This year, we donated 159 fully equipped multimedia computers to primary and secondary schools in Greece, following the recommendations of the Ministry of National Education and Religious Affairs. We strongly believe that this will contribute significantly to helping children become familiarised with technological developments. Hence, to date, the company has donated more than 1,000 computers, thus proving its sincere interest for the younger generation and the need to introduce innovative technologies in schools.



Region	No. of PCs
Attica	87
East Macedonia & Thrace	6
N. Aegean	2
Epirus	9
Thessaly	11
Ionian Islands	2
Central Macedonia	18
Crete	2
S. Aegean	10
Peloponese	12
Total PCs	159

2004-2005 result	We donated 159 computers.
2005-2006 objective	Continuation of the program for the 7th consecutive year.

We communicate the incentives for social responsibility

Holding the belief that social awareness concerns us all, we are making every effort possible to create all the necessary conditions, placing special emphasis on children, tomorrow's adults. In this framework, we have appointed two ambassadors of our multi-faceted program "We Care": Konstantinos Fikas and Yiannis Kostakis, two very important athletes who, along with Vodafone Greece's support, distinguished themselves at the Greek Paralympic Games.

Aiming at communicating the incentives for social sensitivity to the greater public, especially to children, we organised, in collaboration with the Ministry of National Education and Religious Affairs, visits of Konstantinos Fikas and Yiannis Kostakis to schools, so that students would have the opportunity to meet the two champions in person, who would discuss with the children about their personal struggles to reach the top, as well as the benefits of sports and noble competition.

During the previous fiscal year, Konstantinos Fikas visited the Hatzikyriakio Girls' Orphanage and Yiannis Kostakis the S.O.S. Villages in Vari, where children had the opportunity to discuss with the Greek Champions and raise their questions and concerns.



2004-2005 result	1. "We care" ambassadors appointment. 2. Ambassadors' visits to 2 institutions.
2005-2006 objective	Visits to more than 10 schools and institutions.

Medical unit for children suffering from tuberculosis

For the second consecutive year, we continued our successful partnership with the University Clinic at "P. & A. Kiriakou" Children's Hospital, in order to create a Tuberculosis Medical Clinic for children, so as to combat tuberculosis in children, especially those in social groups living below the threshold of poverty.

This clinic, one of the three best equipped such clinics in the world, has already significant work to present. In particular, this work included the collection and recording into electronic archives of the disease history in 4,000 patients, while the www.Pedtb.gr website operates as an electronic information and training portal for doctors and parents world-wide. It is worth mentioning that directions for parents are now available in seven languages (Greek, English, French, Russian, Albania, Arabic and Spanish), thus covering a large range of countries. The fact that in only four months, 2,600 people visited the website, highlights its usefulness.

Useful printed material created in conjunction with the medical staff's care, contributed to a 94% penetration of directions to children and parents, the conformity to such directions and completion of treatment and further monitoring. This underlines the program's huge success, given that internationally this percentage does not exceed 70%. In addition, free pharmaceutical care was offered to children that could not afford it, while we are still pursuing the program for tuberculosis infection detection in children, working with all paediatricians in the country. The results of this work are of vital importance, since there has been a drastic decrease in children's tuberculosis.

2004-2005 result	1. Creation of electronic disease history archive of 4,000 patients. 2. Translation of the www.Pedtb.gr website in 7 languages. 3. 94% penetration of directions and treatment to patients.
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We support children's foundations

During fiscal year April 2004-March 2005, we provided support, both financially and through our products and services, to individual programs involving the welfare of children, carried out by institutions and non-governmental organisations, such as the Smile of the Child, Action Aid, S.O.S. Villages and Municipalities and schools throughout the country.



WORKPLACE. WE CARE.

Sharing, improving, evolving.

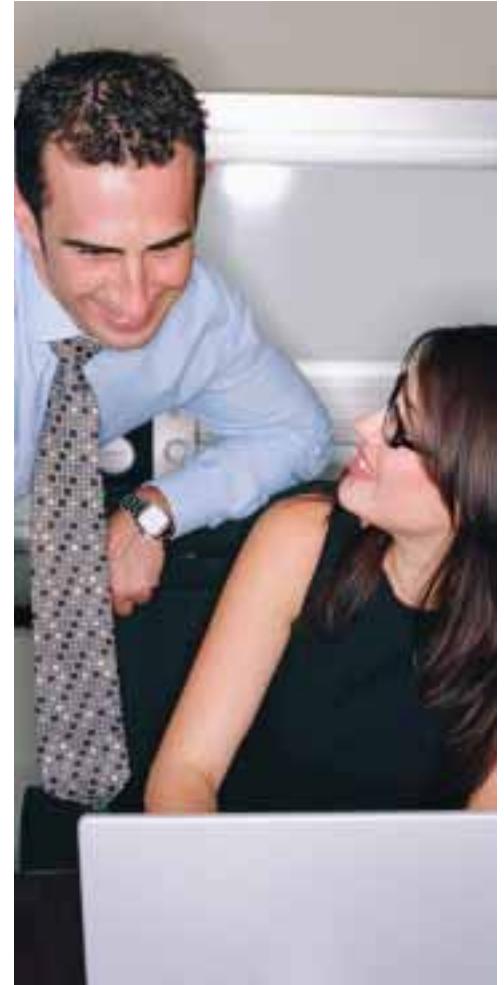
At Vodafone Greece, we believe that our employees are responsible for our business success and our future growth. Therefore, we constantly seek at providing them with ideal working conditions and a work environment that breeds the best conditions possible to enhance professional creativity, personal evolution and the ability of expression of each employee's potential. Furthermore, the company is implementing policies and programs and is organising events, aiming at promoting a unique and common corporate culture, increasing employee satisfaction, ensuring their professional advancement and securing a balance between work and family.

We were told (on the training and sports programs for Vodafone Greece employees): "They enhance comradeship and the employee bonding, but also offer companionship to people, which is very important in our days".

(Employee - Stakeholder Engagement Plan)

We were told: "I believe that what Corporate Social Responsibility lacks is listening more to people. Somehow, there needs to be some kind of communication; what you are doing now. This communication is highly important since we are the company, if we do not raise our awareness we will not be able to perform better wherever our involvement is required".

(Employee - Stakeholder Engagement Plan)



We provide equal opportunities to our employees

It is true that our employees are a very important asset for Vodafone Greece. Being a high technology company, our people are perfectly qualified with expert know-how, also skilled in applying such knowledge in practice, and willing to expand it.

Our objective is to attract, develop and keep exquisite people. Aiming at maximising our employees' abilities and creating a high-performance work environment, we are implementing training, development and professional advancement programs for our people.

Level of Education	
Postgraduate studies	20%
University degree	21%
Polytechnics - College	42%
High School	17%

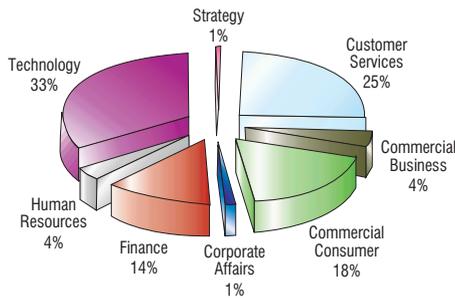
Age	
Minimum	18
Average	32
Maximum	63

Sex	
Men	51%
Women	49%

Such programs include:

1. Implementation of a "Career Plan", that will enable employees to know their professional path and advancement prospects in the company.
2. Implementation of an integrated performance and development evaluation system, applied once every year to all employees.
3. Internal relocation, within the company.
4. Development of an equal opportunities policy, according to which all employees and interested candidates enjoy equal opportunities in the work environment.
5. The development and management of an official recognition and reward system, so as to strengthen staff morale and devotion.

Most of our people work in Attica, where our company's headquarters and main services are located. The company has staff and associates in all major cities, providing mostly sales and technical support services.



Human Resources allocation per Division

2. The HR Help Desk service, which is a communication channel between employees and the Human Resources Division, on all labour matters. In the previous fiscal year, this service received more than 13,000 calls.
3. The employee Suggestion Scheme, used to collect, evaluate and implement suggestions aimed at improving practices and at increasing employee contribution to the company's results. In fiscal year April 2004 - March 2005, the scheme's first year of operation, 267 proposals were made.

Moreover, every two years, all Vodafone Group companies conduct, in collaboration with specialised outsourced consultants, an Employee Satisfaction survey to measure employees' satisfaction on a series of indicators. It is worth noting that this year in Greece there was increased employee participation in the survey from 94.2% to 98.1%, thus reaching the first place, in terms of participation, after the Vodafone Group. The study and analysis of results, as well as the creation of action plans, lead to the development and implementation of improvement actions.

We inform and motivate our people

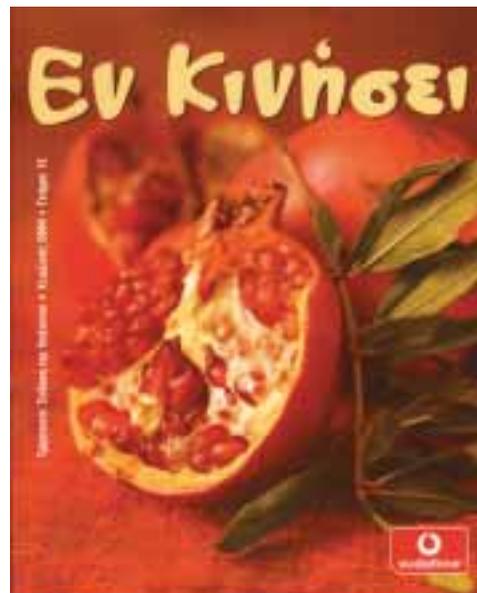
The company took the following actions so as to provide its employees with more substantial and systematic updates on the company's initiatives on Corporate Social Responsibility, the results thereof and how each person is contributing.

1. Publication of articles in the corporate magazine "En Kinisi".
2. Creation of a special section in the company's intranet, containing the results of all our programs, the prevailing global trends, samples of good practices, etc.
3. Distribution of 7 leaflets containing information on crucial matters such as "Mobile phones and driving".
4. Distribution of a special leaflet in cooperation with the Vodafone Group entitled "Answers are in your pocket", referring to mobile phones, base stations and health.
5. Distribution of the Corporate Responsibility Report exclusively for employees, in collaboration with the Vodafone Group.
6. Sending messages via the customised electronic update system.
7. Sending messages on environmentally friendly practices, appearing as pop-ups on the employees' monitors of their personal computer for a six-month period.
8. Distribution of an environmental give-away on June 5th, Environmental World Day (product created from the processing of the plastic elements of the mobile phones, batteries and accessories that were forwarded for recycling).

We improve communication and exchange of ideas

All our actions that concern Vodafone Greece's human resources, are governed by specific work principles promoting respect and confidence building. Our objective is to create an open communication channel between the company and its employees, so as to convey our corporate values. To this end, we are using numerous communication tools, such as:

1. The company's intranet, the daily customised electronic updates, and the quarterly corporate magazine "En Kinisi". These tools are used so as to inform employees on corporate issues (strategy, developments, new products and services, company initiatives, etc.), to strengthen the company "culture", and to provide correct and timely information on company policies and systems.



2004-2005 objective	To further inform and achieve active involvement of Vodafone Greece employees.
2004-2005 result	More than 80 internal communication actions on Corporate Social Responsibility issues.
% success	-
2005-2006 objective	To increase information by 10%.



We provide training opportunities

Recognising that business success of Vodafone, is ensured by the skills, specialisation and commitment of our people, we therefore invest largely in our human resources. During the year in question, the company spent €1,809,711 to train 80% of its employees, including in-house training on the employees' work field. Both general knowledge, skills courses and development courses are designed based on the training needs that emerge every year.

The annual training plan is set up after completion of the annual performance management procedure, at the end of June. The following parameters are taken into account in developing the training plan:

1. The company's strategic goals and priorities.
2. Development of new products and services, as well as Vodafone Greece's strategic plan.
3. The performance review results, in particular areas requiring improvement, analysed in relation to the company's organisation and scope of business.
4. Employee development plan.
5. The previous year's training, programs, participation and program evaluation.
6. Training needs on Health and Safety.

Types of training are distinguished regarding content variety, so as to cover as many needs as possible, and include:

1. Training on products/services:

Products and services development requires training of the staff directly involved on both technical and commercial issues. Depending on the product and service, training may include larger groups of employees that form part of the customer service chain. Moreover and depending on the case, management executives are also trained, to further disseminate knowledge both internally and to associates.

2. Scope of work training / specialisation:

In cases of process conversion, introduction of new work methods and changes in or enrichment of the scope of work, the employee will have to acquire the necessary know-how, so as to successfully respond to his duties.

3. Training in business skills and executive development:

Every job requires specific knowledge and the application of certain skills for the successful completion of work, such as negotiation, communication, cooperation, leadership, manpower management skills, etc.

4. International executives development programs:

The objective of such programs is to strengthen executives on Management issues, to inform them on the Vodafone Group goals and strategy, as well as to bring them into contact with Vodafone Group executives from other countries in order to exchange views and practices and develop a new and global culture. Such programs are mostly intended for medium to top level executives, as well as to special employee groups.

5. Training on health, safety and handling emergencies:

This kind of training is directly linked to the employees' prosperity and indirectly to their work. In certain cases however, like the Safety Volunteers for instance, training is relevant with the employees' responsibilities.

6. Academic training, graduate and post-graduate programs:

These are long-term educational programs implemented in collaboration with university organisations or recognised private education organisations in Business Administration, for employees lacking such skills. Participation in such programs is part of the employees' preparation and strengthening so as to assume management or expanded roles. Finally, Vodafone Greece is also subsidising post-graduate programs in areas directly pertinent to the positions and work requirements of its people.

We care for our employees' health and safety

Health and Safety management is conducted according to international standards, with a system guaranteeing the health and safety of Vodafone Greece employees in all aspects of their work, focusing on the prevention of risks. Based on the continuous improvement of the work environment and conditions for our people, the company is offering a medical - pharmaceutical health plan, combined with accident and loss of income insurance. We are also collaborating with 3 Workplace Physicians in Athens, and with health and safety at the workplace consultants for the prefecture, on the measures that need to be taken to ensure the employees' overall health.

In July 1999, the company was certified according to EL0T 1801 (OHSAS 18001), which is proof of the fact that we have responded to the requirements for systematic management of employee health and safety issues.

In addition to that, we have set up a Health and Safety Committee that meets 4 times every year so as to identify areas of concern or divergence from the company's policies on such issues, and to assist in working out solutions. Safety experts make regular visits to all Vodafone Greece buildings and retail chain to evaluate workplace conditions, examine possible problems and their causes, and prepare action plans to resolve them. Finally, the company is offering safe driving seminars to employees whose work requires the use of a car.

The gradual transfer of more than 50% of the company's manpower (1100 employees) to the new building complex of 17,000 m² in Attica started in April 2004. An employee safety plan has been elaborated and is being implemented in all building facilities. Physical security is monitored by special Security Staff, assisted by state-of-the-art security system. We are also applying the Safety Volunteers institution, that has existed for years. Currently, there are 200 Safety Volunteers, who demonstrate their unreserved interest in cases of staff emergencies.

2004-2005 result	24 accidents (4 within the workplace and 20 from and to the workplace).
2005-2008 objective	Reduce workplace accidents resulting in lost time by 10%.

We offer benefits

The fiscal benefits that the company is offering to its employees include, among others, a medical-pharmaceutical health plan, a pension scheme, a stock option program, annual bonuses, mobile phone, wedding present, etc. The balance between the personal and professional lives of the employees is a specific policy designed in a way so as to provide a more flexible professional environment, through the adoption of alternative work forms and practices. Some of the actions implemented on the company's initiative include:

- Implementation of favourable policies for working mothers, during the maternity period.
- Flexible working hours regarding morning arrival times, applicable to all employees.
- Implementation of a program for the employees' regular medical check-up, and daily cooperation with 3 workplace physicians. The above program applies to 800 employees every year.
- Specialist program entitled "Food and Health" aimed at balanced nutrition and health preservation. Two 6-month programs were conducted.
- Employees can join sports teams (Mini-Soccer 5x5, Basketball and Volleyball) and participate in various leagues organised between companies.
- A fully equipped gym is operational at the company's headquarters for employees to use and keep in shape.
- Programs and activities are organised for the employees' children, such as the vocational orientation program, implemented in collaboration with specialised work psychologists.
- Coordinating the organisation of children's camps in Greece, throughout the year.





MARKET. WE CARE.

With responsibility, ethos and transparency.

At Vodafone Greece, we strongly believe that every organisation has the obligation to operate according to clearly defined rules and principles. Apart from the conventional framework of corporate governance, clearly set forth in the relevant Greek legislation, we believe that the dynamics of our business development and the range of our everyday activities, imposes upon us yet the additional moral obligation to disseminate good responsibility practices in the market where we operate: to define clear collaboration rules to the companies we work with and to contribute in the motivation of our target public.

We were told:
"The code of ethical purchasing, is very good, but I do not know whether companies abide by it. If so, it is a very positive thing, forcing companies to offer to society, dragging along other companies that do not work according to these standards".

(Partner - Stakeholder Engagement Plan)

We were told:
"This is indeed important, that you are a company with an official Report. The official means in a way, that I have accepted the relevant audits."

(Partner - Stakeholder Engagement Plan)



We apply a Code of Ethical Purchasing and suppliers' evaluation

Further to a collaboration with suppliers and Non Profit Organisations, and based upon rules of good practices, the Vodafone Group has developed a "Code of Ethical Purchasing", so as to set social and environmental standards, that Vodafone Greece expects its associates to follow (or practices to be avoided). In particular, the code concerns the following axes (for further information, visit www.vodafone.com/responsibility/cep):

1. Child Labour
2. Forced Labour
3. Health and Safety
4. Freedom of Association
5. Discrimination
6. Disciplinary Practices
7. Working Hours
8. Payment
9. Individual Conduct
10. Environment

In the past three years, in order to ensure holistic implementation of such practices, we have been holding meetings with our main associates to exchange views and to develop synergies. Environmentally friendly operation is a key criterion in our suppliers' annual evaluation, but also - following our request - of the evaluation that our suppliers conduct of us.

It is worth mentioning that the company does not hesitate to take more strict actions, when deemed necessary. An indicative example is the case of an associate company using a four digit number for service provision without contract agreement and without Vodafone Greece's prior consent. Vodafone Greece served the company with an extra judicial statement, to ensure compliance with the relevant legislative framework and to protect its customers' rights.

2004-2005 objective	To ensure that the company's 3 key suppliers have filled the Self-Assessment questionnaire on complying with the "Code of Ethical Purchasing".
2004-2005 result	Self-Assessment of the company's 8 major suppliers.
% success	266%
2005-2006 objective	<ol style="list-style-type: none"> 1. To identify high risk suppliers and issues. 2. To train 80% of purchasing executives on Corporate Social Responsibility issues. 3. To review Corporate Social Responsibility issues with 5 suppliers.

We implement responsible marketing and communication of our operation

Aiming at setting the standards for promotional advertising and marketing activities that form the basis of Vodafone Greece's commercial operation, the Vodafone Group has elaborated relevant guidelines, ensuring that the marketing communication material is legal, proper, fair, sincere and truthful. But, most of all, the guidelines ensure that this material respects the public's diversity regarding age, gender, race, religion and physical or mental competence. Furthermore, we have created a team comprised of Vodafone Greece's Marketing and Corporate Responsibility departments, that will on a three-month basis, perform a Self-Assessment of the overall communication material (printed or not).

We also place great emphasis on the feedback we receive from the public. According to the press, in 2004 the Hellenic Telecommunications and Post Commission's (EETT) Consumer Service department received 1,965 complaints concerning the entire telecommunications sector. The majority of requests-complaints focused on the quality of services provided, disputes about bills, etc. while regarding the radio-frequency spectrum, most issues concerned mobile telephony antennas and cases of interference. There were 44 complaints that concerned Vodafone Greece and the EETT conveyed to the company that mostly concerned quality of services.

Moreover, in 2004-2005, Vodafone Greece's Customer Service department received 26 customer complaints regarding SMS sent from product promotion companies. In order to protect its customers' interests, the company extended warnings and served extrajudicial notices to its suppliers to stop such practices.

2004-2005 objective	To educate stakeholders and apply guidelines throughout the company (including external partners).
2004-2005 result	Training was conducted.
% success	100%
2005-2006 objective	1. Quarterly Self-Assessment of marketing material 2. Implementation of 2 initiatives for the provision of more transparent and simple description of charges to customers.



We manage responsibly our services' content

Following closely our strategic objectives to "Delight our customers" and "Be a responsible business", we aim at satisfying our customers' needs with responsibility, respect and ethos. In this framework, we at Vodafone Greece, have adopted a procedure for managing the appropriateness of content intended exclusively for adults, which is available in specific services. Users are obliged to verify their age before gaining access to the particular service, thus discouraging the use of adult content services by minors. In addition, we also help parents restrict access to such services, by providing them with the ability to bar their children's access to such services, when deemed necessary.

It is important to note, that even on the java games provided by Vodafone live! a suitability evaluation system is applied, based on users' age.

Furthermore, in our corporate website (www.vodafone.gr) we offer information about safe chatting, providing advice for both users and parents, behavioural rules for proper use of chat services, basic rules for safe use, and links to websites of European and inter-

national organisations with additional information on this subject.

We have set up the Content Standards Steering Committee in order to better manage our content and services; the main responsibilities of this Committee is to constantly monitor the Vodafone Group directives which are issued on an international level and to furthermore adapt and apply them in Greece. This includes content and services classification, SPAM reduction, etc.

During this fiscal year, Vodafone Greece participated in a compliance audit that Vodafone Group conducted in collaboration with Deloitte, regarding our company's alignment with the Group policies on Content Standards. Vodafone Greece was found to be fully aligned with the requirements, following some minor adjustments that were deemed necessary as a result of the review.

Moreover, we have had discussions with the other mobile operators in Greece, that resulted in the creation of the first draft of an Industry Code of Practice for content and services issues.

Further to that, we issued a document entitled "Content services management guidelines" available through the Vodafone Retail Chain, as well as through company's website that includes information on new content and new services already available, as well as practical advice for parents on how to guide their children through responsible use of their mobile phone.



We perform internal operation audits

At Vodafone Greece, we are operating an Internal Audit Process, aiming at improving the company's management mechanism of business risks, as an independent, objective consulting service which is assessing the way the company operates, based on corporate governance and audit practices.

Moreover, the Vodafone Group's Internal Audit Division conducts an annual written internal evaluation of business risks in all the functions and in all Group-operating companies. The questionnaire includes a series of questions on Corporate Social Responsibility, aimed at improving the company's performance, both at local and international level.

The fact that the Chief Executive Officers of local operating companies are the ones signing such questionnaires is proof of their accuracy and importance. The above assessing business risks procedure constitutes the basis for additional audits, in areas assessed as high risk.

We evaluate the reliability of our economic results

The systematic and deceitful financial reporting of listed companies in the United States' market resulted in the faulty information of the American investors.

In order to respond to this situation, the Sarbanes-Oxley act (section 404) was developed and adopted by the Security Exchange Commission (SEC), which promotes business ethics, corporate governance and internal controls and mechanisms to effectively manage business risks.

During the financial year 2004-2005, Vodafone Greece started the implementation of section 404 by documenting and evaluating the effectiveness of internal controls of business risks management for each significant process and classes of transactions that may have a material impact on financial reporting.

In the following fiscal year, Vodafone will verify the implementation of the already identified remedial actions, test the controls and conclude on their effectiveness.

We are collecting, auditing and publishing data of our operation

Governed by a strong sense of responsibility for providing reliable and objective information to society, twice every year we are collecting data regarding our actions in Corporate Social Responsibility, according to a specific recorded procedure. This procedure sets forth performance indicators, records the sources of such information, checks the correctness thereof and assigns a high-ranking executive to ratify them.

Corporate Social Responsibility data is subject to audits within the framework of:

1. The company's Environmental Management System according to ISO 14001:2004 and EMAS standards by ELOT and included in the EMAS Environmental Statement, which is ratified by the Ministry for the Environment, Physical Planning and Public Works and filed to the competent European Union agency.
2. The company's Health and Safety System, according to the ELOT 1801 (OHSAS 18001) standard by ELOT.

At the same time, Vodafone Greece was one of the Vodafone Group companies that, for the second consecutive year, offered input on the procedure, the collection and management of information included in the Corporate Responsibility Report, in the framework of the assurance work that Deloitte performed for the Vodafone Group's Corporate Responsibility Report for 2004-2005.

All information concerning our actions in Corporate Social Responsibility is available in the Corporate Responsibility Report, the EMAS Environmental Statement, and our regularly updated website.

2004-2005 objective	<ol style="list-style-type: none"> 1. To conduct an external Services Content Standards conformity audit. 2. To initiate cooperation with the other telecommunication companies in Greece, in order to develop a common Industry Code of Practice, regarding content and services, following UK's example.
2004-2005 result	<ol style="list-style-type: none"> 1. Participation in a Vodafone Group inspection in collaboration with Deloitte. 2. Creation of a first draft of the common Ethics and Self-Regulation Code in the business. 3. Dissemination of more than 19,000 leaflets.
% success	<ol style="list-style-type: none"> 1. 100% 2. 50%
2005-2006 objective	<ol style="list-style-type: none"> 1. To integrate a "filter" enabling access barring to specific sites (eg. adult content) from the handset. 2. To implement robust access controls for restricting access to content unsuitable for minors. 3. To sign the Industry Code of Practice. 4. To disseminate 30,000 leaflets.

2004-2005 objective	To receive re-certification according to ISO14001, EMAS, ELOT 1801 (OHSAS 18001).
2004-2005 result	Received re-certification according to ISO14001, EMAS, ELOT 1801 (OHSAS 18001).
% success	100%
2005-2006 objective	To receive re-certification according to EMAS, ELOT 1801 (OHSAS 18001), and the new ISO14001: 2004.

We advise on the use of mobile phones while driving

Apart from being illegal, using the mobile phone while driving is truly dangerous, since it distracts the driver and endangers both himself and everyone else. At Vodafone Greece we are making every possible effort to provide systematic and timely information on the proper use of the mobile phones, to all mobile telephony users, regardless of the network they use.

It is worth mentioning the production of a 12-second TV advertisement to complement the provision of information through:

- The "Mobile telephony and quality of life" and "Mobile phones and driving" leaflets, available at the Vodafone Retail Chain.
- The "Minimata" leaflet, sent on a monthly basis to all post-pay customers.
- The company website www.vodafone.gr.

As a result of the above actions, we estimate that more than 40% of the company's customers were informed on this issue.



2004-2005 objective	<ol style="list-style-type: none"> 1. To inform and raise the public's awareness through the corporate leaflet "Minimata!". 2. To issue a special publication on the use of mobile phones while driving.
2004-2005 result	<ol style="list-style-type: none"> 1. Information included in the July 2004 issue of "Minimata!". 2. Distribution of more than 20,000 leaflets. 3. TV spots on 5 channels for 8 days, aired 115 times. 4. 40% of the customers were informed.
% success	<ol style="list-style-type: none"> 1. 100% 2. 100%
2005-2006 objective	<ol style="list-style-type: none"> 1. To distribute 30,000 leaflets to the public. 2. To provide information through the corporate website. 3. To inform 50% of total customers and 100% of post-pay customers.

We inform and motivate the public

Confident that knowledge and incentives for awareness must be disseminated, we at Vodafone Greece provide regular updates on relevant issues.

In the framework of systematically communicating with Vodafone subscribers, we are sending along with every monthly bill a leaflet called "Minimata!" which is also available on the company website (www.vodafone.gr / About Vodafone / Minimata).

In the previous year, "Minimata!" included information on the following:

- April 2004: Handsets, batteries and accessories recycling program
- July 2004: Offering advice on proper use of mobile phone while driving
- September 2004: Vodafone Greece's work for the environment and how we can all contribute.
- November 2004: The ambassadors of Vodafone Greece's social program
- February 2005: The "HERMES" program for systematic measuring of electromagnetic radiation in the environment, and relevant results
- March 2005: Educational program for the prevention of road accidents involving children.

Apart from the afore-mentioned initiatives we are systematically informing the public through articles, special publications and various informative insets in high circulation magazines and newspapers. Furthermore, our website (www.vodafone.gr / About Vodafone / Corporate social responsibility) is a source of constant, up-to-date and reliable information, within the philosophy of providing factual data.

It is, finally, worth mentioning that the number of articles in printed Mass Media regarding Vodafone Greece's initiatives in Corporate Social Responsibility, corresponds to 14% of total articles on the company.



2004-2005 result	14% of total articles concerned Vodafone Greece's actions in Corporate Social Responsibility.
2005-2006 objective	<ol style="list-style-type: none"> 1. To include Corporate Social Responsibility articles in 6 issues of "Minimata!". 2. To disseminate more than 50,000 leaflets of the "We said... We have... We will..." (short version of the Corporate Responsibility Report).

SUMMARY TABLE OF MAIN FIGURES

Society - Economy	2004-2005	2003-2004
Turnover (€ million)	1,683.3	1,473.7
Earnings before interest, taxes and depreciation (EBITDA) (€ million)	654.2	577.3
Earnings before taxes (€ million)	435.6	354.3
Net Sales (€ million)	830.9	741.8
Total fixed assets investments (€ million)	2,101.3	1,910.9
Cost of Sales (€ million)	852.4	731.9
Society - Income distribution	2004-2005	2003-2004
Income Tax (€ million)	161.3	131.1
Value Added Tax (€ million)	144.4	126.3
Expenses for employees' insurance programs (€ million)	16.2	15.1
Total payroll and benefits cost	88.1	83.6
Society - Contribution	2004-2005	2003-2004
Cash donations to programs focusing on "Children" (€)	564,656	485,967
Value of products offered to organisations for charity	18,212	1,414
Environment	2004-2005	2003-2004
Use of renewable energy sources (kWh)	744,000	86,000
Total network and offices power consumption (kWh)	81,229,000	80,316,000
Total CO ₂ emissions from the company's network and offices (tn)	80,152	80,827
Total CO ₂ emissions prevention from company's programs (tn)	5,282	3,405
Installed quantity of R-22 refrigerant (kgr)	11,985	13,167
Replenished quantity of R-22 refrigerant (kgr)	400	715
Ozone Depletion Potential (ODP) indicator of cooling systems / kgr (x 10 ⁻⁵)	4,364	4,891
Total water consumption (m ³)	36,453	24,966
Number of mobile handsets, accessories, batteries collected	16,746	14,272
Approximate air mileage covered by employees	1,169,188	-
Environmental fines (€)	62,000	-
Workplace	2004-2005	2003-2004
Total number of employees	2,403	2,373
Total number of accidents	24	21
Number of women in first line managerial level	1	-
Market	2004-2005	2003-2004
Total Vodafone Greece customer base	4,003,908	3,678,208
Number of Vodafone Shops (owned and franchise)	220	210
Average number of base stations	2,216	2,025
Telecommunications network (km)	7,000	7,000
Complaints through EETT	44	-

WEBSITE INDEX

Organisation

Action Aid	www.actionaid.gr
Aristotle University of Thessaloniki	www.auth.gr
Athens Chamber of Commerce and Industry (ACCI)	www.ebea.gr
Athens General Children's Hospital "Panagioti & Aglaia Kyriakou"	www.aglaiakyriakou.gr
Athens Laboratory of Business Administration	www.alba.edu.gr
Business in the Community	www.bitc.org.uk
Caritas Hellas	www.caritas.gr
Centre for Renewable Energy Sources	www.cres.gr
Cerebral Palsy Greece	www.cp-ath.gr
Clean-Up Greece	www.cleanupgreece.org.gr
Corporate Social Responsibility Europe	www.csreurope.org
Deloitte	www.deloitte.gr
Dow Jones Sustainability Index	www.sustainability-index.com
EMAS	www.quality.co.uk/emas.htm
European Foundation for Quality Management	www.efqm.org
European Telecommunication Standards Institute (ETSI)	www.etsi.org
Fédération Internationale de Basketball (FIBA)	www.fiba.org
Fire Brigade	www.fireservice.gr
FTSE4GOOD	www.ftse.com
Global e-Sustainability Initiative	www.gesi.org
Greek Corporate Social Responsibility Network	www.csrhellas.gr
GreenLight	www.eu-greenlight.org
GSM Association	www.gsmworld.com
Hellenic Broadcasting Corporation	www.ert.gr
Hellenic Cancer Society	www.hcs.org.gr
Hellenic National Transplants Organisation	www.eom.gr
Hellenic Organisation for Standardisation (ELOT)	www.elot.gr
Hellenic Police	www.astynomia.gr
Hellenic Red Cross	www.redcross.gr
Hellenic Society for Social Pediatrics and Health Promotion	http://www.socped.gr/
Hellenic Telecommunications and Post Commission	www.eett.gr
"HERMES" Program for the Systematic Measurement of EMF	www.hermes-program.gr
Holy Metropolis of Attica	www.i-m-attikis.gr
International Business Leaders Forum (IBLF)	www.iblf.org
International Commission on Non-Ionizing Radiation Protection (ICNIRP)	www.icnirp.de
International Organization for Standardization	www.iso.org
Médecins du Monde	www.mdmgreece.gr
Ministry for the Environment, Physical Planning and Public Works	www.minenv.gr
Ministry of National Education and Religious Affairs	www.ypepth.gr
National Centre for Urgent Social Aid	www.ekav.gr
National Centre of Instant Help	www.ekab.gr
National Technical University of Athens	www.ntua.gr
Organisation Against Drugs (OKANA)	www.okana.gr
"SOS" Children's villages	www.sos-villages.gr
The Smile of the Child	www.hamogelo.gr
Tuberculosis Clinic for Children	www.pedtb.gr
World Business Council for Sustainable Development	www.wbcasd.ch
World Health Organisation	www.who.int/en/

* Note: The above list includes organisations mentioned in this document

ABBREVIATIONS

ALBA	:	Athens Laboratory of Business Administration	SMS	:	Short Message Service
BITC	:	Business in the Community	Tn	:	Ton
CO ₂	:	Carbon dioxide	UMTS	:	Universal Mobile Telecommunications System
CRES	:	Centre of Renewable Energy Sources	WSCDS	:	World Business Council for Sustainable Development
CSR	:	Corporate Social Responsibility	RES	:	Renewable Energy Sources
EFQM	:	European Foundation for Quality Management	PPC	:	Public Power Corporation
EMAS	:	Eco-Management and Audit Scheme	ACCI	:	Athens Chamber of Commerce and Industry
EMF	:	Electromagnetic Field	EETT	:	Hellenic Telecommunications and Post Commission
FIBA	:	Fédération Internationale de Basketball	EKAB	:	National Centre of Instant Help
GeSI	:	Global e-Sustainability Initiative	CSR	:	Corporate Social Responsibility
GSM	:	Global System of Mobile Telecommunication (2nd generation)	EKPPY	:	Hellenic Society for Social Pediatrics and Health Promotion
HCFC	:	HydroChloroFluoroCarbons	ELOT	:	Hellenic Organisation for Standardisation
HR	:	Human Resources	KASP	:	Centre for the Rehabilitation of Spastic Children
IBLF	:	International Business Leaders Forum	CEREPI	:	Centre for Research and Prevention of Injuries among the
ISO	:	International Organization for Standardization	Young JMD	:	Joint Ministerial Decision
Kwh	:	Kilowatthour	EIAR	:	Environmental Impact Assessment Report
LMDS	:	Local Multipoint Distribution Services	OKANA	:	Organisation Against Drugs
MHz	:	Megahertz	PV	:	Photovoltaic
ODP	:	Ozone Depleting Potential	BS	:	Base station
Pb	:	Lead	3G	:	3rd Generation telecommunications network
RADAR	:	Results, Approach, Deployment, Assessment and Review			

GRI RELEVANT REQUIREMENTS TABLE

	Vision-Strategy-Profile-Governance Structure and Management Systems-GRI requirements table	Financial Performance	Environmental Performance	Social Performance	Telecommunications
Fully mentioned*	1.1, 1.2, 2.1, 2.2, 2.6, 2.7, 2.9, 2.10, 2.11, 2.13, 2.14, 2.15, 2.20, 2.21, 2.22, 3.7, 3.10, 3.11, 3.12, 3.15, 3.16, 3.17, 3.19, 3.20, 4.1	EC1, 3, 5, 8	EN5, 8, 9, 14, 16, 17	LA12, 17, SO1, 4, PR1, 3, 5, 11	IO5, PA2, 8, 11
Partially mentioned*	2.5, 2.8, 3.6	EC10, 12, 13	EN2, 3, 11	LA6, PR2, 6, 9	IO1, 3, 7, PA7
Not mentioned* / Not relevant to company's operation	2.3, 2.4, 2.12, 2.16, 2.17, 2.18, 2.19, 3.1, 3.2, 3.3, 3.4, 3.5, 3.8, 3.9, 3.13, 3.14, 3.18	EC2, 4, 6, 7, 9, 11	EN1, 4, 6, 7, 10, 12, 13, 15, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35	LA1, 2, 3, 4, 5, 7, 8, 9, 10, 11, 13, 14, 15, 16, HR1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, SO2, 3, 5, 6, 7, PR4, 7, 8, 10	IO2, 4, 6, 8, PA1, 3, 4, 5, 6, 9, 10, TA1, 2, 3, 4, 5

*In the Vodafone Greece Corporate Responsibility Report 2004-2005

The afore-mentioned requirements-indicators refer to Sustainability Reporting Guidelines of GRI (2002) and to GRI telecommunications Sector Supplement (2003).

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