

Vodafone Qatar (Q.S.C)

Corporate Governance Report 2012-2013

At Vodafone Qatar we strive to apply the highest standards of corporate governance and best practice which we consider critical to business integrity and maintaining investors' trust. We expect all our directors, employees and suppliers to act with honesty, integrity and fairness. Our business principles set out the standards that we set ourselves to ensure we operate lawfully and with integrity and respect.

Sound and robust corporate governance framework and processes help to ensure the Company is operated in a responsible and transparent manner that is in the best interests of the Company and its stakeholders and serves to increase the confidence of investors.

It is the responsibility of the Board of Directors to oversee the management of the Company and we are confident that the Executive Management team of Vodafone Qatar have the appropriate governance policies and procedures in place to ensure that the Company operates in the best interests of shareholders at all times.

A full disclosure document detailing Vodafone Qatar's compliance with the QFMA Corporate Governance Code for the period 1 January 2012 to 31 March 2013, is publicly available on the dedicated investor relations section of the Company's website – www.vodafone.com.qa/en-ir

In the interests of transparency and disclosure, the full disclosure document further details Vodafone Qatar's compliance or non-compliance with every article of the QFMA Corporate Governance Code and offers explanations where the Company does not currently meet the precise requirements prescribed by the Code.

Abdulrahman bin Saud al-Thani
Chairman of the Board, Vodafone Qatar Q.S.C.

Board Organisation and Structure

Role of the Board of Directors

The Board is responsible for the overall business strategy of Vodafone Qatar and for ensuring that a high standard of governance is adhered to throughout the business. The Board:

- has ultimate responsibility for the management, direction and performance of Vodafone Qatar;
- is required to exercise objective judgement on all corporate matters independent from executive management;
- is accountable to shareholders for the proper conduct of the business; and
- is responsible for ensuring the effectiveness of and reporting on our system of corporate governance.

Vodafone Qatar’s Board Charter which provides the Board’s responsibilities in more detail is available online (www.vodafone.qa/en-ir)

Board Meetings

Article 34.1 of Vodafone Qatar’s Articles of Association states the Board of Directors will meet at least four times per year to be aligned with quarterly reporting requirements. Article 11.1 of the “Corporate Governance Code for Companies Listed in Markets Regulated by the Qatar Financial Markets Authority” issued by the Qatar Financial Markets Authority in 2009 (“QFMA Corporate Governance Code”) prescribes that Board meetings should be held at least six times per year. Vodafone Qatar holds additional Board meetings throughout the year as and when required.

Board meetings are structured to allow open discussion and facilitate the participation by all directors in discussions relating to strategy, trading and financial performance and risk management. All substantive agenda items have comprehensive briefing material which is circulated to all Directors in advance of each meeting.

Directors who are unable to attend a particular Board meeting due to other commitments are provided with all the information relevant for such meetings and are able to discuss issues arising in the meeting with the Chairman and/or the Chief Executive Officer and appoint a proxy for voting purposes.

Board Composition

Article 9 of the QFMA Corporate Governance Code suggests that a company’s Board should include executive, non-executive and independent Board members and that the Board should not be dominated by one individual or a small group of individuals. The Code further suggests that at least one-third of Board members shall be independent Board members and that the majority of all Board members should be non-executive.

Vodafone Qatar’s Board of Directors is composed in accordance with Article 26 of the Company’s Articles of Association. The Board of Directors consists of nine members, six of whom were appointed by the Private Founder (Vodafone and Qatar Foundation LLC), one of whom was appointed by the Founding Institutional Investors (QIF) and two members who were appointed by

the public shareholders at the constituent General Assembly on 26 May 2009 following the Company's public offering.

The following table shows composition of Vodafone Qatar's Board of Directors at 31 March 2013:

| Name | Position | Date Appointed | Board Member Type | Representing |
|--|---------------|--|-------------------------------|--|
| Sheikh Abdulrahman bin Saud Al-Thani | Chairman | 26/06/2008 | Independent and Non-Executive | Institutional Founding Investors (15%) |
| Abdulla bin Nasser Al-Misnad | Vice Chairman | 26/05/2009 as member (11/01/2011 as Vice Chairman) | Independent and Non-Executive | Public Shareholders (40%) |
| Aisha Mohammed Saad Al-Nuaimi | Member | 26/05/2009 | Independent and Non-Executive | |
| Sheikh Abdullah bin Hamad bin Khalifa Al-Thani | Member | 11/01/2011 | Independent and Non-Executive | Vodafone & Qatar Foundation LLC (45%) |
| Rashid Fahad Al-Naimi | Member | 26/06/2008 | Independent and Non-Executive | |
| Richard Daly | Member | 02/11/2011 | Executive | |
| Steve Walters | Member | 02/11/2011 | Executive | |
| Nick Read | Member | 24/08/2008 | Independent and Non-Executive | |
| Alison Wilcox | Member | 11/01/2011 | Independent and Non-Executive | |

The Company's first Board of Directors was appointed for an initial term of five years from the date of incorporation of the company on 23 June 2008.

Further information about individual Board members' qualifications and other board positions held are detailed on page 22 of the Annual Report.

Independent Advice

The Board recognises that there may be occasions where one or more of the directors consider it necessary to take independent legal and/or financial advice at the Company's expense. There is an agreed procedure to enable them to do so.

Division of Responsibilities

Vodafone Qatar has clear separation between the roles of the Chairman and Chief Executive Officer, and there is a clear division of responsibilities:

- The Chairman (H.E. Sheikh Abdulrahman bin Saud al-Thani) is responsible for the operation, leadership and governance of the Board, ensuring its overall effectiveness.
- The Chief Executive Officer (Richard Daly) is responsible for the management of the business and implementation of overall strategy and policy.

Company Secretary

The Company Secretary acts as secretary to the Board and sub-committees of the Board and, with the consent of the Board, may delegate responsibility for the administration of the committees to other suitably qualified staff. The Company Secretary:

- assists the Chairman in ensuring that all directors have full and timely access to all relevant information;
- is responsible for ensuring that the correct Board procedures are followed and advises the Board on corporate governance matters; and
- administers the procedure under which directors can, where appropriate, obtain independent professional advice at the Company's expense. The appointment or removal of the Company Secretary is a matter for the Board as a whole.

The current Company Secretary of Vodafone Qatar is Matthew Osborne, Director of Legal and Regulatory Affairs. Matthew is a solicitor qualified in both New Zealand and England and Wales and previously held the position of General Counsel and Company Secretary of Vodafone Ireland and its subsidiaries from 2007 to 2011. In his role as Company Secretary he makes use of Vodafone Group support and best practise in the discharge of his duties and responsibilities.

Board Committees

Vodafone Qatar currently has an Audit Committee and Remuneration Committee with detailed Terms of Reference documents which have been approved by the Board.

Audit Committee

The Audit Committee members are as follows:

| Board Member | Position | Board Member Type |
|-------------------------------|----------|-----------------------------|
| Rashid Fahad Al-Naimi | Chairman | Independent & Non-Executive |
| Aisha Mohammed Saad Al-Nuaimi | Member | Independent & Non-Executive |
| Nick Read | Member | Independent & Non-Executive |

Article 17.1 of the QFMA Corporate Governance Code suggests that a company's Audit Committee should be comprised of at least three members, the majority of whom should be independent. Vodafone Qatar's Board believes the current composition of the Audit Committee is considered appropriate for its effective operation.

The Audit Committee responsibilities include:

- monitoring the Company's compliance with statutory, legal and regulatory requirements;
- overseeing the relationship with the external auditor;
- engaging independent advisors as it determines is necessary and to perform investigations;
- overseeing the integrity of the Company's accounting and financial reporting, and its systems of internal controls and the Company's risk management process;

- reviewing the scope, extent and effectiveness of the Company’s internal audit function;
- reporting to the Company’s Board of Directors on areas of improvement and recommending actions.

Article 17.4 of the QFMA Corporate Governance Code suggests that a company’s Audit Committee should meet as required and at least once every three months. Vodafone Qatar’s Audit Committee is scheduled to meet twice per year. Vodafone Qatar believes that in conjunction with the existing internal control and risk management processes adopted by the Company and described later in this report, a minimum of two Audit Committee meetings per year is sufficient. Furthermore, additional Audit Committee meetings shall be held during the year as required.

The full Terms of Reference for the Audit Committee is publicly available on Vodafone Qatar’s website www.vodafone.qa/en-ir

Remuneration Committee

The Remuneration Committee members are as follows:

| Board Member | Position | Board Member Type |
|-------------------------------|----------|-----------------------------|
| Abdulla bin Nasser Al-Misnad | Chairman | Independent & Non-Executive |
| Aisha Mohammed Saad Al-Nuaimi | Member | Independent & Non-Executive |
| Rashid Fahad Al-Naimi | Member | Non-Executive |
| Nick Read | Member | Non-Executive |
| Alison Wilcox | Member | Non-Executive |

Article 16.1 of the QFMA Corporate Governance Code suggests that a company’s Remuneration Committee be comprised of at least three non-executive Board members, the majority of whom must be independent. Currently, only two of the five Remuneration Committee members of the Vodafone Qatar Board are independents. The remaining non-executive members represent Vodafone Group and Qatar Foundation LLC and act in the best interests of all shareholders.

The purpose of the Remuneration Committee is to determine the Company’s remuneration policy and principles as they apply to the Chairman, Board Members and Senior Executive Management. In addition to having responsibility for the administration of the Company’s executive incentive plans, the Remuneration Committee:

- Advises the Board if it believes that there are particular matters relating to remuneration which should be put to the Company’s shareholders; and
- Prepares an annual report on remuneration policy and principles which complies with all relevant external disclosure requirements and which will be presented to shareholders at the General Assembly meeting. This report will also be made public as part of the Company’s Annual Report.

Article 29.3 of the QFMA Corporate Governance Code states that the Board shall develop remuneration policies and packages that provide incentives for the employees and management of the Company to always perform in the best interests of the Company. This policy should take into consideration the long term performance of the Company.

Vodafone Qatar's Remuneration Committee has been formed to determine remuneration policy for the Company's Senior Executive Management team and not for all Company employees. For all other Company employees, remuneration policy continues to be managed and governed by Vodafone Qatar in accordance with Vodafone Group policy pursuant to the Vodafone Qatar Management Agreement.

The full Terms of Reference for the Remuneration Committee is publicly available on Vodafone Qatar's website www.vodafone.qa/en-ir

Nomination Committee

Article 15 of the QFMA Corporate Governance Code (relating to a company's Nomination Committee) states that nominations and appointments of Board members shall be made according to formal, rigorous and transparent procedures.

As of 31 March 2013, Vodafone Qatar did not have a Nomination Committee. Vodafone Qatar's Articles of Association (Article 26.4) provides that the Company's first Board of Directors was appointed for an initial term of five years from the date of incorporation of the Company which was 23 June 2008. The Company's Articles of Association provide a process for the appointment and replacement of directors during this period, removing the need for a Nomination Committee.

Shareholders' Rights

Disclosure

Vodafone Qatar conforms to all disclosure requirements of Article 20 of the QFMA Corporate Governance Code, providing quarterly financial statements prepared in accordance with International Financial Reporting Standards (IFRS) to the Qatar Exchange and Qatar Financial Markets Authority within the deadlines stipulated.

Vodafone Qatar is compliant with Article 21 of the Corporate Governance Code. Shareholders have all the rights conferred upon them by related laws and regulations including the Corporate Governance Code and the Company's by-laws. Further, the Board of Directors ensures that shareholders' rights are respected in a fair and equitable manner.

Vodafone Qatar is compliant with Article 24 of the Corporate Governance Code; the Company's Articles of Association includes provisions to ensure shareholders have the right to call for a General Assembly which is convened in a timely manner. Shareholders have the right to place items on the agenda, discuss matters listed in agenda and to address questions and receive answers.

Vodafone Qatar is compliant with Article 25 of the Corporate Governance Code ensuring equitable treatment of shareholders. All the company's shares are of same class and have the same rights attached to them. Further, proxy voting is permitted in compliance with all QFMA and Ministry of Business and Trade related laws and regulations.

Shareholder Relations

Vodafone Qatar has a dedicated Investor Relations department and is committed to communicating to shareholders the Company's strategy and activities, and seeks to maintain an active dialogue with investors through a planned programme of investor relations activities throughout the year. The investor relations programme includes:

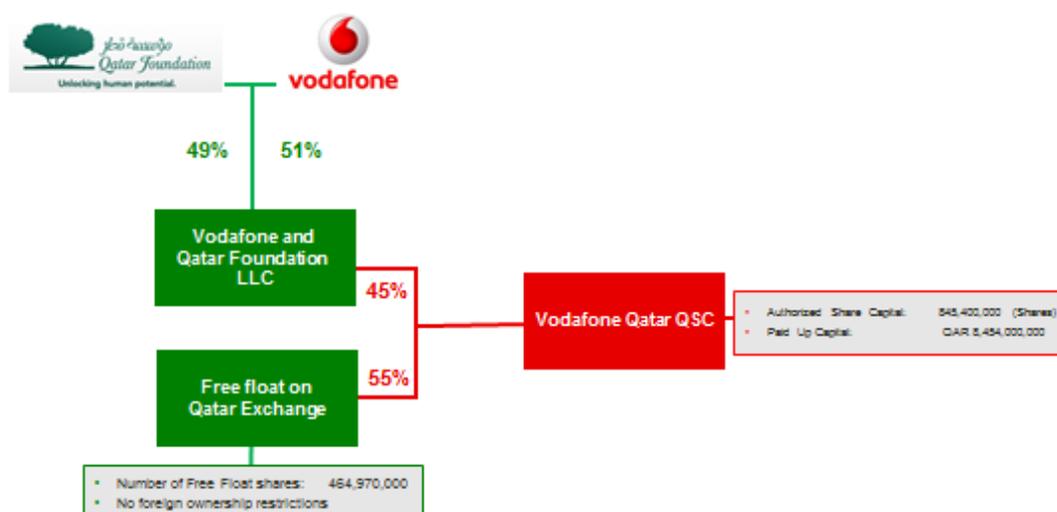
- publication of press releases and presentation of quarterly, half-year and full-year results;
- hosting of the Annual General Assembly meeting which all shareholders are invited to attend through announcements in at least two local daily newspapers;
- publication of the Annual Report detailing the Company's financial statements and annual review of business operations;
- assigning a specialised company for the General assembly registration process and voting process to ensuring the rights of voting;
- explanation of the dividend policy at every General Assembly Meeting;
- meetings as required between institutional investors and analysts and the Chief Executive Officer and/or Chief Financial Officer to discuss business performance;
- hosting an annual investor and analyst session at which senior executive managers provide an overview of business and financial performance;
- attendance by executive managers at relevant meetings and conferences throughout the year;

- responding to enquiries from shareholders and analysts through our Investor Relations team; and
- www.vodafone.qa/en-ir is the Investor Relations section of our website dedicated to shareholders.

The principal communication with private investors is via the Annual Report and through the Annual General Assembly meeting where all shareholders are able to attend, and those present at the meeting are given the opportunity to question the Chairman and Board Members. After the General Assembly meeting, shareholders can meet informally with Board Members and the Executive Managers of the Company. A summary presentation of the Company’s financial results is given at the General Assembly meeting before the Chairman deals with the formal business of the meeting.

Vodafone Qatar is compliant with Article 29 of the QFMA Corporate Governance Code. All shareholders have access to the Company’s website www.vodafone.qa/en-ir to view quarterly financial performance, the Annual Report, Corporate Governance Report, Governance Charter, Board Charter, Articles of Associations and biographies of all Board members and the Company’s executive management team.

As at 31 March 2013, Vodafone Qatar’s capital structure is:



Stakeholders’ Rights

Vodafone Qatar’s Board of Directors ensures that all employees are treated equally without any discrimination whatsoever on the basis of race, gender or religion. Remuneration policy and packages have been established by the Board to incentivise and the Executive Management Team to perform in the best interests of the Company.

Vodafone Qatar has a process in place enabling its employees to report to senior management any suspicious behaviour, where such behaviour is unethical, illegal or detrimental to the Company. Employees can report such behaviour confidentially without the risk of a negative reaction from other employees or the employee’s superiors.

Internal control and risk management

Internal control processes

The Board has overall responsibility for internal risk management and control processes. Vodafone Qatar has implemented a dedicated compliance programme in accordance with best practice mandated by Vodafone Group. As part of the compliance programme Vodafone Qatar applies the policies and processes set forth in the Vodafone Group Policy Manual which identifies 24 discrete governance policies designed to ensure that all material financial and business risks are identified and managed appropriately.

The existence and effectiveness of Vodafone Qatar's internal controls and processes to achieve and maintain compliance with the Vodafone Group governance policies is primarily the responsibility of Vodafone Qatar's management and is monitored through compliance / assurance functions. Internal audit provides an independent assurance over the internal control system and reports significant issues to the Audit Committee. The internal control system is formally self-assessed by Vodafone Qatar's management on an annual basis using a Key Control Questionnaire (KCQ) and Policy Compliance Review (PCR) which form part of Vodafone Group's global processes and is a function of Vodafone Group's Internal Audit Department. The KCQ / PCR is an annual self-assessment exercise completed by all Vodafone operating companies and administered by Vodafone Group's Internal Audit Department. Completion of the KCQ / PCR is mandatory and helps identify areas of weakness and assesses the relative strength of Vodafone Qatar's internal controls.

Internal Audit

Vodafone Qatar's Internal Audit Department is a service provided and supported by Vodafone Group as part of the company's internal governance and compliance framework. The Internal Audit Department provides objective and independent assurance over critical business processes and projects. The Internal Audit Department reviews business and technology processes to identify the risks, review the controls and make recommendations to enable better management of the business by identifying those aspects of the business that could be controlled more effectively. The Internal Audit team has the independence to report objectively on any function without being constrained by line management. The Internal Audit team monitors and supports key governance structures and activities to ensure ongoing effectiveness. The team also identifies and promotes good business practices and reviews the Company's financial and accounting policies and processes.

The Internal Audit Department visits Vodafone Qatar regularly and provides a detailed report at each Audit Committee meeting, undertaking consultations as required. In addition, Internal Audit operates in co-operation with, and has full access to, the Vodafone Qatar Audit Committee. As a function provided by the Vodafone Group, the Board considers the Internal Audit Department as being independent from Vodafone Qatar.

Vodafone Group's Internal Audit activity complies with the International Standards for the Professional Practice of Internal Auditing from the Institute of Internal Auditors.

Article 18.3.5 of the QFMA Corporate Governance Code prescribes that a company's internal audit function should be independent from the day-to-day functioning of the company and suggests reinforcing this independence by having the Board determine compensation of its staff. As a function provided by the Vodafone Group, the Board considers the Internal Audit Department as being independent from Vodafone Qatar.

External Auditor

The decision to appoint the External Auditors including a review of the External Auditor's remuneration is made at the Annual General Assembly at which all shareholders are able to participate. The External Auditors attend the Annual General Assembly to present their report and to answer queries from shareholders.

The purpose of appointing an External Auditor is to provide objective assurance to the Board and shareholders that the financial statements have been prepared in accordance with all related laws, regulations and International Financial Reporting Standards (IFRS) and that they fairly represent the financial position and performance of the Company in all material aspects.

Deloitte LLP currently hold the position of Vodafone Qatar's External Auditors and they conduct a full audit at the end of the Company's financial year and supplement this with a review of the Company's half-year results.

Article 19.5 of the QFMA Corporate Governance Code states that a listed company should change its External Auditor every three years; while Article 141 of Commercial Companies Law No. 5 of 2002 states that the period of appointment of the auditors may not exceed 5 years. Vodafone Qatar's Articles of Association (Article 60) is aligned to the Commercial Companies Law and states that an auditor can be appointed for a period not exceeding five consecutive years. At the Company's Annual General Assembly following the year ending 31 March 2013, the Board of Directors will be proposing a change of External Auditor.

Conflicts of Interest and Insider Trading

Conflicts of Interest

Vodafone Qatar has an established Conflicts of Interest Policy that is in accordance with the Vodafone Group Conflicts of Interest Policy that forms part of the Vodafone Group Governance Policy framework and Code of Conduct. The purpose of this policy is to promote and maintain transparency and proper management of any potential conflict of interest relating to employees and their personal interests outside Vodafone Qatar. Application of this policy in accordance with Vodafone Group best practice serves to protect the interests of both the company and its employees from any impropriety.

The Vodafone Qatar Board, Executive Management Team and all staff in positions of key responsibility or influence are required to undertake an annual self-assessment to declare any personal or professional interests that would either make it difficult for them to fulfil their duties to the Company or that might otherwise create an appearance of impropriety that could undermine public confidence in Vodafone Qatar.

Anti-Bribery

Vodafone Group takes a zero-tolerance approach to bribery and is committed to acting professionally, fairly and with integrity in all its business dealings and relationships wherever it operates. This is consistent with Vodafone Group's policy to conduct all of its business in an honest and ethical manner. Vodafone Group is committed to implementing and enforcing robust and effective systems to counter bribery in all markets in which it operates, including Qatar.

Important provisions of the UK Bribery Act came into force on 1 July 2011. This legislation is relevant to the business through Vodafone Group's interest in Vodafone Qatar. Consequently, Vodafone Qatar, in accordance with Vodafone Group best practice that is applied across all Vodafone subsidiaries, undertook an extensive review of its business in the context of this new legislation to enable it to identify and address any areas of potential risk.

As a consequence of the review undertaken, a detailed action plan was prepared and approved by the Vodafone Qatar Executive Committee for implementation. The plan was designed to improve related controls and processes and ensure compliance with applicable domestic and international laws, standards and principles relating to anti-bribery and included:

- (a) mandatory training for all staff in key positions of responsibility or influence;
- (b) creating and maintaining an official register in which all employees are required to record all corporate gifts or hospitality whether given or received.

Breaches of this policy are treated as a serious disciplinary offence.

Insider Trading

Vodafone Qatar has created a document summarising the insider trading rules and regulations applicable in Qatar. This document, together with relevant share trading black-out dates, is communicated to the Vodafone Qatar Board, Executive Management Team and all employees prior to the end of each quarter.