

Form 20-F cross reference guide

The information in this document that is referenced in the following table is included in our annual report on Form 20-F for 2013 filed with the SEC (the "2013 Form 20-F"). The information in this document may be updated or supplemented at the time of filing with the SEC or later amended if necessary. No other information in this document is included in the 2013 Form 20-F or incorporated by reference into any filings by us under the Securities Act. Please see "Documents on display" on page 171 for information on how to access the 2013 Form 20-F as filed with the SEC. The 2013 Form 20-F has not been approved or disapproved by the SEC nor has the SEC passed judgement upon the adequacy or accuracy of the 2013 Form 20-F.

Item	Form 20-F caption	Location in this document	Page
1	Identity of directors, senior management and advisers	Not applicable	–
2	Offer statistics and expected timetable	Not applicable	–
3	Key information		
	3A Selected financial data	Selected financial data	189
		Shareholder information – Inflation and foreign currency translation	168
	3B Capitalisation and indebtedness	Not applicable	–
	3C Reasons for the offer and use of proceeds	Not applicable	–
	3D Risk factors	Principal risk factors and uncertainties	46 to 49
4	Information on the Company		
	4A History and development of the company	History and development	174
		Contact details	Back cover
	4B Business overview	Financial highlights	3
		Maximising our reach	4 and 5
		An eventful year	6 and 7
		Adapting in a dynamic market	8 and 9
		Simple, but thorough	10 and 11
		Key performance indicators	18 and 19
		Industry trends	20 and 21
		How we do business	22 and 23
		Strategy: Consumer 2015	24 to 27
		Strategy: Enterprise 2015	28 and 29
		Strategy: Network 2015	30 and 31
		Strategy: Operations 2015	32 and 33
		Operating results	40 to 44
		Prior year operating results	151 to 155
		Regulation	175 to 178
	4C Organisational structure	Note A8 "Principal subsidiaries"	149
		Note 14 "Investments in joint ventures"	116
		Note 15 "Investments in associates"	117
		Note 16 "Other investments"	117 to 118
	4D Property, plant and equipment	How we do business	22 and 23
		Commentary on the consolidated statement of financial position	93
		Sustainable business	36 and 37
4A	Unresolved staff comments	None	–

Item	Form 20-F caption	Location in this document	Page
5	Operating and financial review and prospects		
	5A Operating results	Operating results Prior year operating results Note 24 "Borrowings" Shareholder information – Inflation and foreign currency translation Regulation	40 to 44 and 90 to 91 151 to 155 124 to 128 168 175 to 178
	5B Liquidity and capital resources	Commentary on the consolidated statement of cash flows Note A6 "Capital and financial risk management" Liquidity and capital resources Note 24 "Borrowings"	97 144 to 147 155 to 158 124 to 128
	5C Research and development, patents and licences, etc	Strategy: Consumer 2015 Strategy: Enterprise 2015 Strategy: Network 2015 Strategy: Operations 2015 Note 3 "Operating profit" Regulation – Licences	24 to 27 28 and 29 30 and 31 32 and 33 100 178
	5D Trend information	Chief Executive's review Industry trends	14 to 17 20 and 21
	5E Off-balance sheet arrangements	Liquidity and capital resources – Off-balance sheet arrangements Note 20 "Commitments" Note 21 "Contingent liabilities"	158 121 121 to 123
	5F Tabular disclosure of contractual obligations	Commentary on the consolidated statement of financial position – Contractual obligations and contingencies	93
	5G Safe harbor	Forward-looking statements	185 and 186
6	Directors, senior management and employees		
	6A Directors and senior management	Board of directors and Group management	52 to 54
	6B Compensation	Directors' remuneration	67 to 82
	6C Board practices	Corporate governance Directors' remuneration Board of directors and Group management	55 to 66 67 to 82 52 to 54
	6D Employees	Our people Note 5 "Employees"	34 and 35 102
	6E Share ownership	Directors' remuneration Note A4 "Share-based payments"	67 to 82 140 and 141
7	Major shareholders and related party transactions		
	7A Major shareholders	Shareholder information – Major shareholders	168
	7B Related party transactions	Directors' remuneration Note 21 "Contingent liabilities" Note A7 "Related party transactions"	67 to 82 121 to 123 148
	7C Interests of experts and counsel	Not applicable	–
8	Financial information		
	8A Consolidated statements and other financial information	Financials ¹ Audit report on the consolidated financial statements Note 21 "Contingent liabilities"	90 to 150 88 to 89 121 to 123
	8B Significant changes	Not applicable	–
9	The offer and listing		
	9A Offer and listing details	Shareholder information – Share price history	167 and 168
	9B Plan of distribution	Not applicable	–
	9C Markets	Shareholder information – Markets	168
	9D Selling shareholders	Not applicable	–
	9E Dilution	Not applicable	–
	9F Expenses of the issue	Not applicable	–

Form 20-F cross reference guide (continued)

Item	Form 20-F caption	Location in this document	Page
10	Additional information		
	10A Share capital	Not applicable	–
	10B Memorandum and articles of association	Shareholder information – Articles of association and applicable English law	168 to 171
	10C Material contracts	Shareholder information – Material contracts	171
	10D Exchange controls	Shareholder information – Exchange controls	171
	10E Taxation	Shareholder information – Taxation	171 to 173
	10F Dividends and paying agents	Not applicable	–
	10G Statement by experts	Not applicable	–
	10H Documents on display	Shareholder information – Documents on display	171
	10I Subsidiary information	Not applicable	–
11	Quantitative and qualitative disclosures about market risk	Note A6 “Capital and financial risk management”	144 to 147
12	Description of securities other than equity securities		
	12A Debt securities	Not applicable	–
	12B Warrants and rights	Not applicable	–
	12C Other securities	Not applicable	–
	12D American depositary shares	Filed with the SEC	–
13	Defaults, dividend arrearages and delinquencies	Not applicable	–
14	Material modifications to the rights of security holders and use of proceeds	Not applicable	–
15	Controls and procedures	Corporate governance	55 to 66
		Directors’ statement of responsibility – Management’s report on internal control over financial reporting	84
		Audit report on internal control over financial reporting	85
16	16A Audit Committee financial expert	Corporate governance – Board committees	59 to 63
	16B Code of ethics	Corporate governance – US listing requirements	66
	16C Principal accountant fees and services	Note 3 “Operating profit”	100
		Corporate governance – Audit and Risk Committee – External audit	62
	16D Exemptions from the listing standards for audit committees	Not applicable	–
	16E Purchase of equity securities by the issuer and affiliated purchasers	Commentary on the consolidated statement of changes in equity – Purchase of own shares	95
		Liquidity and capital resources – Share buyback programmes	156
	16F Change in registrant’s certifying accountant	Not applicable	–
	16G Corporate governance	Corporate governance – US listing requirements	66
	16H Mine safety disclosure	Not applicable	–
17	Financial statements	Not applicable	–
18	Financial statements	Financials ¹	90 to 150
19	Exhibits	Filed with the SEC	–

Note:

1 The Company financial statements, and the audit report and notes relating thereto, on pages 159 to 165 should not be considered to form part of the Company’s annual report on Form 20-F.