

Non-Financial indicators

ECONOMIC	Unit	2017	2018	2019
Impact in communities				
Purchases awarded locally	Percentage	82.7	81.4	83
Average period for paying suppliers	Days	53	49	53
Contribution to GDP	Million euros	52,232	52,012	52,408
Global tax contribution: total contribution (borne and collected)	Million euros	12,188	110,118	
Internal impact				
N° of audits or evaluations on risk suppliers	Units	19,507	18,951	18,359
Risk suppliers with corrective action plans arising from the audits	Units	659	811	687
Customers				
Traffic managed (total year)	Petabytes	35,614	47,320	60,406
NPS Clientes (Net Promoter Score)	Percentage	-	20	21
Digital Trust				
Number of attendees on courses related to privacy/data protection and security	People	47,278	91,888	54,991
Fines for Privacy/Data Protection issues	Units	43	31	23
Internal complaint channels				
Total number of complaints registered	Units	1,053	912	1,222
Identifications found to be justified	People	490	404	465
Measures to terminate the employment contract taken as a result of the complaints received	Units	188	167	140
Bribery and corruption				
Number of confirmed cases	Units	0	1	0
Measures taken in relation to employees in the workplace as a result of confirmed cases of corruption	Units	0	1	0

SOCIAL	Unit	2017	2018	2019
Internal (HHRR)				
Total no. employees at the end of period	People	122,718	120,138	113,819
Voluntary turnover	Percentage	6.6	7.9	5.5
Employees under 30 yrs old	Percentage	19	18	17
Percentage of women on staff	Percentage	37.7	37.7	38
Percentage of female directors	Percentage	22	23	26
N° of people with disabilities	People	842	780	1,087
Adjusted pay gap	Percentage	N/A	3.4	3.1
Gross pay gap	Percentage	N/A	21.4	19.1
Employees with collective bargaining	Percentage	67.2	69.8	
Employee Net Promoter Score (eNPS)	Percentage	N/A	N/A	58.40
Number of discrimination cases detected	Units	1	1	2
Measures taken in relation to employees in the workplace as a result of confirmed cases of discrimination	Units	1	1	2
External				
Mobile Coverage 4G/LTE	Percentage	72	76	79.2
Fibre - FTTX/Cable (passed units)	Millions	44	82.7	128

ENVIRONMENTAL	Unidad	2017	2018	2019
Energy				
Total energy consumption	MWh	6,901,216	6,991,253	6,958,516
Energy from renewable sources	Percentage	47.90	59.20	81.6
GHG emissions				
Scope 1 emissions	tCO ₂ eq	295,622	252,937	237,620
Scope 2 emissions (market based method)	tCO ₂ eq	1,059,796	923,719	725,326
Avoided emissions ⁽⁵⁾	tCO ₂ eq	778,878	987,447	1,009,853
Waste				
Total waste	Tonnes	26,571	26,128	41,717
Total recycled waste	Percentage	96.9	97	98.4
Water				
Water consumption	Hm ³	3.7	4.06	3.3

(5) Avoided emissions by renewable energy.