9

Annexes_

Principles for the preparation of the Report_

The 2015 Telefónica Annual Integrated Report sets out the progress achieved during the year by the Company and its value chain in economic, social and environmental matters, as well as its strategic and market positioning, thus enabling the reader to better understand the Company's business model and its ability to generate value through its capital and its stakeholders.

In this document Telefónica reports on its commitment to the following International Standards:

▶ The United Nations Universal Declaration of Human Rights.

▶ The International Covenant on Civil and Political Rights.

▶ The International Covenant on Economic, Social and Cultural Rights.

▶ Convention on the Rights of the Child.

▶ Convention on the Rights of Persons with Disabilities.

▶ International Labour Organization Conventions.

▶ The Basel Convention (on hazardous waste).

▶ The Sarbarnes-Oxley Act (USA).

▶ ISO Standards.

▶ International guidelines (ICNIRP).

Information is also presented regarding the different voluntary standards to which Telefónica subscribes:

▶ The United Nations Global Compact.

▶ GRI G4.

▶ OECD Guidelines for Multinational Enterprises.

▶ Spanish Good Governance Code of Listed Companies.

▶ UN Principles for Responsible Investment (UNPRI).

▶ Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High Risk Areas.

▶ Global e-Sustainability Initiative (GeSI).

▶ London Benchmarking Group (LBG).

▶ The United Nations Sustainable Development Goals (SDG).

▶ Collaboration with ETNO (European Telecommunications Network Operators Association), ITU (International Telecommunication Union) and GSMA (World Association of Mobile Telephone Operators).

▶ Carbon Disclosure Project.

▶ GHG Protocol.

▶ Code of Good Advertising Practices, Self-Monitoring.

This Report has been prepared in line with the general G4 'In Accordance' criteria issued by the Global Reporting Initiative (GRI). Telefónica has chosen to use the "Comprehensive option" of the GRI G4 guidelines. This option has been subsequently subjected to external verification by EY.

The inventory of GHG emissions has been prepared on the basis of the Greenhouse Gas Protocol, and subsequently verified by AENOR in accordance with the ISO 14064 standard.

Below appears an explanation of how these standards have been applied, along with details of those which determine content and quality, and which ensure a balanced and reasonable presentation of the organisation's performance. This whole process has been carried out taking into account both the experience and purpose
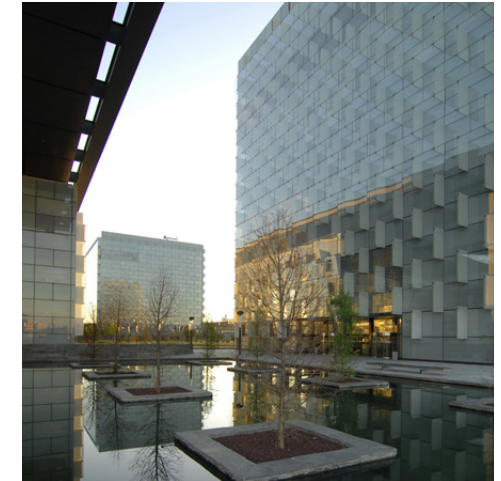
of Telefónica, as well as the usefulness for its stakeholders. Moreover, the review carried out by EY has been conducted in accordance with the principles defined by the AA1000AS (2008) Standard, the purpose of which is to "ensure the quality of the organisation's Sustainability Report and that of the processes, systems and competences that serve as a basis for its implementation by the entire organisation."

Both the principles issued by the Global Reporting Initiative (GRI) and those defined by AA1000AS (2008) are the standards which are most commonly referenced and used in the preparation of sustainability and corporate social responsibility reports.

PRINCIPLES FOR DETERMINING THE CONTENTS OF THIS REPORT

▸ **Stakeholder participation**
The "Relationships with our stakeholders" chapter identifies our stakeholders and explains how Telefónica has responded to their reasonable expectations and interests.

▸ **Context of sustainability**
Telefónica contributes to the progress of the communities in which it operates and to their social and environmental sustainability throughout its value chain: from working with our suppliers, marketing sustainable products and services, to showing respect for consumer rights.

▸ **Materiality**
We address those aspects which reflect the significant economic, environmental and social impacts of the Company and which substantially influence the assessments and decisions of our stakeholders. For this purpose we have conducted a materiality analysis at coporate, local and regional level.

▸ **Comprehensiveness**
We indicate material aspects and their coverage, scope and time in a manner that reflects their significant economic, environmental and social effects. As such, stakeholders can analyse Telefónica's performance for the corresponding period.

PRINCIPLES FOR DETERMINING THE QUALITY OF THE INFORMATION IN THIS REPORT

In accordance with GRI (Global Reporting Initiative) reporting standards:

▸ **Balance**
This testimony reflects both the positive and negative aspects of the Company's performance in order to propitiate a well-founded assessment.

▸ **Comparability**
The information contained herein is presented in a systematic manner in order to enable stakeholders to analyse the evolution of the Company's performance, so that it can be compared with that of other organisations.

▸ **Accuracy**
This Report is accurate in qualitative and quantitative terms, enabling the stakeholders to assess the organisation's performance.

▸ **Punctuality**
This Report is presented on the occasion of the convening of Telefónica's Ordinary Shareholders's Meeting in order to maintain a regular schedule so that stakeholders have the information necessary at the time of the meeting to be able to make informed decisions.

▸ **Clarity**
The information is set out in a manner which is understandable to stakeholders who have a reasonable knowledge of the Company and its activities. In addition, the information regarding indicators is presented in three-year periods.

▸ **Reliability**
This Report is externally reviewed by EY, as reflected in the attached independent assessment report.

In accordance with the AA1000 sustainability assurance standards:

▸ **Inclusiveness**
This refers to stakeholder participation in the development and achievement of a responsible and strategic response to sustainability.

▸ **Relevance**
Telefónica has determined the importance of each issue to stakeholders based on this criteria.

▸ **Responsiveness**
This is Telefónica's reaction to the demands of its stakeholders, demonstrated by the Company's sustainability milestones and challenges.

Structure and scope of consolidation of the Report_

During 2015 the following variations took place in the scope of consolidation:

▶ On 28 May the acquisition of Vivendi, S.A. from GVT was approved, for the amount of 4,663 million euros, together with delivery of 12% of the corporate capital of the new Telefónica Brazil which resulted from the integration. In June, Vivendi, S.A. exchanged 4.5% of the above percentage with Telefónica, S.A. for 8.3% of the ordinary shares of Telecom Italia.

▶ GVT and its subsidiary companies were incorporated into the scope of consolidation of the Telefónica Group by means of the global integration method.

▶ On 29 July 2015 it was agreed with Vivendi, S.A. to deliver treasury shares of Telefónica, S.A. representing 0.95% of its corporate capital, in exchange for preferred shares belonging to Telefónica Brazil, S.A., representing approximately 3.5% of its corporate capital.

▶ In June 2015 the company Telco TE, S.p.A. was established, owned entirely by Telefónica. Following the split of Telco, S.p.A., Telefónica received, through this company, the proportional part of shares in Telecom Italia, S.p.A. (14.72% of its ordinary capital) corresponding to it upon the basis of its participation in Telco, S.p.A.

▶ The total divestment of Telecom Italia, S.p.A. occurred prior to 30 June, in accordance with the regulation and competition commitments it had assumed.

▶ On 30 April, once the necessary regulatory approval had been obtained, Telefónica de Contenidos, S.A.U. acquired 56% of DTS Distribuidora de Televisión por Satélite, S.A.(DTS). DTS and its subsidiary companies were incorporated into the scope of consolidation of the Telefónica Group by means of the global integration method. Prior participation was recorded by means of the equity method.

▶ On 24 March 2015 Telefónica reached a definitive agreement to sell its operations in the United Kingdom (O2 UK) to the Hutchison Whampoa Group.

▶ Following the signing of the definitive agreement, and as of 31 December 2015, O2 UK remains part of the scope of consolidation of the Telefónica Group, but is now reported as a discontinuing operation and its assets and liabilities as "held for sale", in accordance with IFRS standards.

▶ The completion of the process is subject, among other conditions customary in these transactions, to the relevant regulatory approvals and the obtaining of waivers on the change of control clauses.

▶ On 2 January 2015 the sale of Yourfone GmbH was finalised. The company, which was consolidated by means of the global integration method, has left the scope of consolidation.

In short, some important variations occurred in Telefónica's scope of consolidation during 2015, which are basically reflected in this Report through the incorporations of GVT in Brazil and DTS in Spain, and the classification of O2 UK as "held for sale", given that, as it is regarded a discontinuing asset, we have decided to remove it from the scope of consolidation of the non-financial indicators so that it receives the same treatment as the financial indicators, in order to make all ratios and comparisons homogeneous. Information corresponding to previous years has not been redefined.

The complete list of all the companies that comprise the Telefónica Group is published in Annex VI: "Main companies of the Telefónica Group" of the Consolidated Financial Statements, which accompany this Report and can be found on the corporate website.

SOURCE OF INFORMATION IN THIS REPORT

Corporate governance and shareholders
Drawn from the same sources used to prepare the information contained in the 2015 Annual Corporate Governance Report, included in full in the annexes.

Economic and financial information
Drawn from the same sources used to prepare the information contained in the 2015 Financial Report, audited by EY and included in full in the annexes.

Innovation
Consolidated through the corporate area of the CCDO, both for R&D and open innovation. The data in these sections is sourced from the purchasing systems and are consolidated without applying any proportionality criteria.

Customers
Sourced from Telefónica S.A. management control systems of and country operations. The Company's total number of accesses does not have to equal the partial sum of accesses from country to country since, for the sake of homogenisation, the Corporate Management Control area standardises some access accounting criteria. The standardisation criteria are explained in the relevant chapter.

2015 saw the incorporation of GVT and DTS, and the exit of O2 United Kingdom, regarded as a discontinuing asset following the sale agreement

Employees
Figures come from the Corporate Human Resources management systems. This Report uses the concept of people instead of employees, as this term is more commonly used in financial reports. In cases in which the information is presented in consolidated form, the number of employees is used as a proportionality factor. The section devoted to them includes the entire economic scope of the Telefónica Group, except in the Employee Health and Safety chapter, in which the rates reported correspond only to the Group's telecommunications businesses. This is to facilitate comparison with other companies in the sector, as rates are produced taking into account the sector specific circumstances and legislation (e.g. listing of occupational diseases) and account for a proportion greater than 86% of the total number of employees.

Environment and climate change
Information is drawn from the Environment and Operations areas of each country by means of online questionnaires and other information media. The data is consolidated by simple addition and, in the case of climate change, emission factors of the GHG Protocol are taken into account. For the "Circular Economy" and "Green Services" chapters, quantitative and qualitative information is compiled from the global business area (Chief Commercial Officer).

	Telecommunications businesses	Other companies
Revenue	96.9%	3.1%
People	86.6%	13.4%

Suppliers

Sourced from the contract allocation system through the purchasing areas. The consolidation of information is performed without applying any criteria as a proportionality factor and is presented broken down by countries and business lines. The chapter devoted to them includes the entire economic scope of the Telefónica Group. It is important to underline the difference between the supply data in the consolidated accounts of the financial statements (on an accrual basis and in accordance with the accounting scope of consolidation of the Telefónica Group) and the criterion for allocated purchases used in different sections of this Report, which refers to the purchases which were approved in this period, regardless of their accounting criterion or accruals and defferals as an expense.

Digital inclusion

The information reaches the systems of the local operators in each country and from Fundación Telefónica.

Social action

The data comes from the management control systems and sponsorship committees of Fundación Telefónica, ATAM and the Telefónica Group, and is integrated under LBG criteria.

Exchange rates

All the information in this Report is presented in current euros, unless otherwise indicated. The exchange rates applied correspond to those used in all financial statements published by the Company (balance sheet, consolidated and individual accounts) in order to facilitate the integral relationship between financial variables and non-financial variables.

Throughout this Report we include links to further information, which provide greater detail on certain subjects covered herein. However, the information available via these links does not from an integral part of this Report.

Scope of treatment of each section of this Report

	"Core"	Other subsidiaries	Corporate centres	Outside the organisation
Market indicators	▲			
Financial indicators	▲	▲	▲	
Non-financial indicators	▲	▲	▲	▲
Corporate governance			▲	
Impacts on the community	▲		▲	▲
Social and cultural action	▲	▲	▲	▲
Business model	▲		▲	
Relationships with our stakeholders	▲	▲	▲	▲
Reputation management	▲		▲	
Sustainability governance and management	▲	▲	▲	▲
Ethics and compliance	▲	▲	▲	
Supply chain management	▲			▲
Customer promise	▲			▲
Digital trust	▲		▲	▲
Human resources	▲	▲	▲	
Digital inclusion and innovation	▲			▲
Environment	▲	▲	▲	▲

Awards and acknowledgements

EXTERNAL EVALUATIONS

Dow Jones Sustainability Indexes — Member of the World and Europe Indices

FTSE4Good — Member

CDP — 99A Top 5

SUSTAINALYTICS — 6th of 127

Carbon Ranking — Leader Award Global 800

ROBECOSAM Sustainability Award Industry Leader 2014 — Member of the RobecoSam Sustainability Yearbook

oekom — Prime Rating

EURONEXT vigeo — Euronext 120

ETHIBEL — Excellence Register

MSCI — Rating A (upgrade)

MOBILE WORLD CONGRESS — 2016 GSMA Glomo Award

MEXICO

▸ Our Ixtlahuaca Data Center (Mexico) obtained TIER III certification endorsing its sustainability.

COLOMBIA

▸ We are the telco with the best talent in Colombia.

▸ The government of Colombia highlighted our "Fishing with Mobile Networks" project as an example of social inclusion through technology.

▸ Telefónica received the "Silver Seal" from the Government of Colombia for its gender equality policy.

▸ We are the telco with the best reputation in Colombia.

BRAZIL

▸ Our Tamboré Data Center in Brazil received the Tier III Gold certificate.

▸ Vivo received the "Most Innovative" Award at the TMForum, for development of the first smart city in Brazil.

▸ We obtained the highest GHG Protocol recognition in Brazil.

GERMANY

▸ Germany occupies second position for global Network and the first for value.

PERU

▸ Cine Papaya, Wayra Peru's startup, was selected as an "Endeavor" entrepreneur.

▸ Our "Insurance on the Internet" complaints portal won the "2015 National Digital Democracy Award" in Peru.

CHILE

▸ Young people rated Telefónica Chile as one of the best companies for their first job.

SPAIN

▸ César Alierta received the CODESPA award from the King of Spain for our social action programme "Fundación Telefónica Classrooms".

▸ The TELEMAC management project for chronic patients obtained a new award for innovation in Catalonia.

▸ The "WhatsCine" Platform received the 2015 Queen Letizia Award for Accessibility Technologies.

▸ Movistar rated market leader for value according to the XIII Observatory of the Spanish Consumers Union (UCE-UCA).

GLOBAL

▸ We are the third company in the world in terms of investment in education, according to UNESCO and the Varkey Foundation.

▸ Telefónica is one of the most sustainable suppliers in the world, according to the CDP index.

▸ Telefónica was among the winners of the 2015 EuroCloud Awards.

▸ We are the Telco with the most 5G projects endorsed by the European Union to define future networks.

▸ The UN acknowledges Telefónica's contribution to the global development of telecommunications.

▸ LATCH, our cybersecurity solution, won best multi-device mobile app at the 2015 Internet Awards.

▸ "Senior OS", the accessible mobile for the elderly, won "gold" at the 2015 HackforGood Awards.

▸ Our Movistar TV customers once again placed us at the top of the ISSCE satisfaction ranking in 2015.

▸ Telefónica climbs to second place in the ranking of best multinationals to work for in Latin America.

▸ Telefónica I+D won a GlobbTV award for the "best Internet of Things solution".

▸ Valencia chosen as a model Smart City at a global summit in Washington.

▸ Telefónica Vivo named company of the year in the 2015 Telecom Yearbook.

▸ Telefónica is one of the nine leading telcos in the world in terms of sustainability.

▸ Telefónica ranked world leader for the second consecutive year at the M2M Magic Quadrant.

▸ We are the fifth best company and the best telco to work for in the world, according to GPTW.

▸ We are the second best telco in the world in the transparent management of climate change, according to CDP.

▸ Telefónica is the telco with the best reputation in Spain and Latin America.

▸ Brazil, Spain, Ecuador and Colombia won Telefónica's Energy Efficiency Awards.

▸ Telefónica won the 2016 GSMA Glomo Award at the Mobile World Congress for our global "Energy Efficiency" programme.

GRI compliance tables_

GRI G4 Content Index
For "in accordance" - Comprehensive

GENERAL STANDARD DISCLOSURES

General standard disclosures	Page	Omissions	External Assurance		
Strategy and Analysis					
G4-1	3			Statement from the most senior decisionmaker of the organisation.	
G4-2	40, 41 and 52			Description of key impacts, risks, and opportunities.	
Organisational Profile					
G4-3	7			Name of the organisation.	
G4-4	7			Primary brands, products, and services.	
G4-5	7			Location of the organisation's headquarters.	
G4-6	9			Countries where the organisation operates.	
G4-7	7			Nature of ownership and legal form.	
G4-8	9			Markets served.	
G4-9	7			Scale of the organisation.	
G4-10	80			Total number of employees by employment contract, region and gender.	

GENERAL STANDARD DISCLOSURES

General standard disclosures	Page	Omissions	External Assurance	
G4-11	78			Percentage of total employees covered by collective bargaining agreements.
G4-12	58, 59, 60, 61, 62, 63 and 64			Organisation's supply chain.
G4-13	120			Significant changes during the reporting period.
Commitments to External Initiatives				
G4-14	105 and 114			Precautionary approach or principle addressed by the organisation.
G4-15	118			Externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses.
G4-16	46			Memberships of associations.
Identified Material Aspects and Boundaries				
G4-17	ICA: 274, 275, 276, 277 and 278			Entities included in the organisation's consolidated financial statements or equivalent documents.
G4-18	119, 121 and 122			Process for defining the report content and the Aspect Boundaries.
G4-19	48			Material Aspects identified in the process for defining report content.
G4-20	48 and 122			Report the Aspect Boundary within the organisation.
G4-21	48 and 122			Report the Aspect Boundary outside the organisation.
G4-22	120			Restatements of information provided in previous reports.
G4-23	120			Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.
Stakeholder Engagement				
G4-24	44 and 45			List of stakeholder groups engaged by the organisation.
G4-25	43, 44 and 45			Basis for identification and selection of stakeholders with whom to engage.
G4-26	43			Organisation's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group.
G4-27	44 and 45			Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded.
Report Profile				
G4-28	7			Reporting period.

GENERAL STANDARD DISCLOSURES

General standard disclosures	Page	Omissions	External Assurance	
G4-29	7			Date of most recent previous report.
G4-30	7			Reporting cycle.
G4-31	145			Contact point for questions regarding the report or its contents.
G4-32	118			'In accordance' option, GRI Content Index, reference to the External Assurance Report.
G4-33	118 and 119			Organisation's policy and current practice with regard to seeking external assurance for the report.
Governance				
G4-34	IAGC: 12, 13, 30, 31, 32, 33, 34 and 35			Governance structure of the organisation.
G4-35	55			Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.
G4-36	55			Report whether the organisation has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.
G4-37	55			Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics.
G4-38	21			Composition of the highest governance body and its committees.
G4-39	20			Report whether the Chair of the highest governance body is also an executive officer.
G4-40	IAGC: 16			Report the nomination and selection processes for the highest governance body and its committees.
G4-41	IAGC: 38			Report processes for the highest governance body to ensure conflicts of interest are avoided and managed.
G4-42	55			Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organisation's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.
G4-43	IAGC: 27			Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.
G4-44	IAGC: 22 and 23			Processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics.
G4-45	IAGC: 32 and 33			Highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities.

GENERAL STANDARD DISCLOSURES

General standard disclosures	Page	Omissions	External Assurance	
G4-46	IAGC: 40			Highest governance body's role in reviewing the effectiveness of the organisation's risk management processes for economic, environmental and social topics.
G4-47	55			Frequency of the highest governance body's review of economic, environmental and social impacts, risks and opportunities.
G4-48	3			Highest committee or position that formally reviews and approves the organisation's sustainability report.
G4-49	57			Process for communicating critical concerns to the highest governance body.
G4-50	44-45			Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.
G4-51	IAGC: 90, 91, 92, 93, 94, 95 and 96			Remuneration policies for the highest governance body and senior executives.
G4-52	IAGC: 86, 87 and 88			Report the process for determining remuneration.
G4-53	IAGC: 86 and 87			How stakeholders' views are sought and taken into account regarding remuneration.
G4-54	IAGC: 114 ICA: 151	On the referenced pages you can find the information which allows calculation of this ratio.		Ratio of the annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median annual total compensation for all employees.
G4-55	IAGC: 114 ICA: 151	On the referenced pages you can find the information which allows calculation of this ratio.		Ratio of percentage increase in annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees.
Ethics and Integrity				
G4-56	56 and 57			Organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.
G4-57	56 and 57			Internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organisational integrity.
G4-58	56 and 57			Internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, and matters related to organisational integrity.

SPECIFIC STANDARD DISCLOSURES

Management focus and indicator	Page	Omissions	External Assurance	
CATEGORY: ECONOMIC				
Indirect Economic Impacts				
G4-DMA	32, 33 and 34			Disclosures on management approach.
G4-EC7	38			Development and impact of infrastructure investments and services supported.
G4-EC8	32 and 33			Significant indirect economic impacts, including the extent of impacts.
Procurement Practices				
G4-DMA	58 and 59			Disclosures on management approach.
G4-EC9	9			Proportion of spending on local suppliers at significant locations of operation.
CATEGORY: ENVIRONMENTAL				
Energy				
G4-DMA	110			Disclosures on management approach.
G4-EN3	111 and 112			Energy consumption within the organisation.
G4-EN4	111			Energy consumption outside of the organisation.
G4-EN5	111 and 112			Energy intensity.
G4-EN6	111			Reduction of energy consumption.
G4-EN7	111			Reductions in energy requirements of products and services.
Emissions				
G4-DMA	110			Disclosures on management approach.
G4-EN15	112			Direct greenhouse gas (GHG) emissions (Scope 1).
G4-EN16	112			Energy indirect greenhouse gas (GHG) emissions (Scope 2).
G4-EN17	111 and 112			Other indirect greenhouse gas (GHG) emissions (Scope 3).
G4-EN18	111			Greenhouse gas (GHG) emissions intensity.
G4-EN19	111			Reduction of greenhouse gas (GHG) emissions.

SPECIFIC STANDARD DISCLOSURES

Management focus and indicator	Page	Omissions	External Assurance	
G4-EN20		Not relevant. Emissions of these pollutants are not significant to our business.		Emissions of ozone-depleting substances (ODS).
G4-EN21		Not relevant. Emissions of these pollutants are not significant to our business.		NO_x, SO_x, and other significant air emissions.
Effluents and Waste				
G4-DMA	107 and 108			Disclosures on management approach.
G4-EN22	108			Total water discharge by quality and destination.
G4-EN23	109			Total weight of waste by type and disposal method.
G4-EN24		There have been no significant spills.		Total number and volume of significant spills.
G4-EN25	109			Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention2 Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.
G4-EN26		Pouring water in Telefónica is just a sanitary issue and is poured into municipal sanitation systems.		Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organisation's discharges of water and runoff.
Products and Services				
G4-DMA	115 and 116			Disclosures on management approach.
G4-EN27	116			Extent of impact mitigation of environmental impacts of products and services.
G4-EN28	116			Percentage of products sold and their packaging materials that are reclaimed by category.

SPECIFIC STANDARD DISCLOSURES

Management focus and indicator	Page	Omissions	External Assurance	

CATEGORY: SOCIAL
SUBCATEGORY: LABOUR PRACTICES AND DECENT WORK

Occupational Health and Safety

Indicator	Page	Omissions		Description
G4-DMA	84			Disclosures on management approach.
G4-LA5	85			Percentage of total workforce represented in formal joint management–worker health and safety committees that help monitor and advise on occupational health and safety programmes.
G4-LA6	85	Breakdown by gender is only available for mortal victims.		Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.
G4-LA7	85			Workers with high incidence or high risk of diseases related to their occupation.
G4-LA8	85			Health and safety topics covered in formal agreements with trade unions.

Training and Education

Indicator	Page	Omissions		Description
G4-DMA	79			Disclosures on management approach.
G4-LA9	79	Breakdown by gender is not available. We are adapting our information systems to be able provide these figures shortly.		Average hours of training per year per employee by gender, and by employee category.
G4-LA10	79 and 80			Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.
G4-LA11	79			Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.

Diversity and Equal Opportunity

Indicator	Page	Omissions		Description
G4-DMA	78			Disclosures on management approach.
G4-LA12	80			Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.

Equal Remuneration for Women and Men

Indicator	Page	Omissions		Description
G4-DMA	81			Disclosures on management approach.
G4-LA13	82			Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.

SPECIFIC STANDARD DISCLOSURES

Management focus and indicator	Page	Omissions	External Assurance	
Supplier Assessment for Labour Practices				
G4-DMA	61			Disclosures on management approach.
G4-LA14	62			Percentage of new suppliers that were screened using labour practices criteria.
G4-LA15	61 and 62			Significant actual and potential negative impacts for labour practices in the supply chain and actions taken.
SUBCATEGORY: HUMAN RIGHTS				
Investment				
G4-DMA	138 and 139			Disclosures on management approach.
G4-HR1	59			Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.
G4-HR2	71			Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.
Non-discrimination				
G4-DMA	138			Disclosures on management approach.
G4-HR3	57			Total number of incidents of discrimination and corrective actions taken.
Freedom of Association and Collective Bargaining				
G4-DMA	83			Disclosures on management approach.
G4-HR4	62			Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights.
Forced or Compulsory Labour				
G4-DMA	60			Disclosures on management approach.
G4-HR6	61			Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.
Supplier Human Rights Assessment				
G4-DMA	59			Disclosures on management approach.
G4-HR10	60			Percentage of new suppliers that were screened using human rights criteria.
G4-HR11	138			Significant actual and potential negative human rights impacts in the supply chain and actions taken.

SPECIFIC STANDARD DISCLOSURES

Management focus and indicator	Page	Omissions	External Assurance	
SUBCATEGORY: SOCIETY				
Anti-corruption				
G4-DMA	56			Disclosures on management approach.
G4-SO3	57			Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.
G4-SO4	56 and 57			Communication and training on anti-corruption policies and procedures.
G4-SO5	57			Confirmed incidents of corruption and actions taken.
Anti-competitive Behaviour				
G4-DMA	PNR: 8			Disclosures on management approach.
G4-SO7	ICA: 86, 87 and 88			Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.
SUBCATEGORY: PRODUCT RESPONSIBILITY				
Customer Health and Safety				
G4-DMA	113			Disclosures on management approach.
G4-PR1	113			Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.
G4-PR2	113			Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.
Customer Privacy				
G4-DMA	69 and 70			Disclosures on management approach.
G4-PR8	72			Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.

OTHER NON MATERIAL SPECIFIC STANDARD DISCLOSURES REPORTED

Management focus and indicator	Page	Omissions	External Assurance	
CATEGORY: ECONOMIC				
Market presence				
G4-EC5	82			Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.
CATEGORY: ENVIRONMENTAL				
Materials				
G4-EN1	105 and 106			Materials used by weight or volume.
G4-EN2	105 and 106			Percentage of materials used that are recycled input materials.
Water				
G4-EN8	16			Total water withdrawal by source.
Supplier Environmental Assessment				
G4-EN32	61			Percentage of new suppliers that were screened using environmental criteria.
G4-EN33	62 and 108			Significant actual and potential negative environmental impacts in the supply chain and actions taken.

OTHER NON MATERIAL SPECIFIC STANDARD DISCLOSURES REPORTED

Management focus and indicator	Page	Omissions	External Assurance	
CATEGORY: SOCIAL				
SUBCATEGORY: LABOUR PRACTICES AND DECENT WORK				
Labour/Management Relations				
G4-LA4	83			Minimum notice periods regarding operational changes, including whether these are specified in collective agreements.
Labour Practices Grievance Mechanisms				
G4-LA16	57			Number of grievances about labour practices filed, addressed, and resolved through formal grievance mechanisms.
Child Labour				
G4-HR5	63			Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.
Product Responsibility				
G4-PR5	66			Results of surveys measuring customer satisfaction.

ICA	Financial Report.
IAGC	Annual Report on Corporate Governance.
20F	Form 20-F of SEC.
IAR	Annual Compensation Report.
PNR	Business Principles.

Compliance with the Global Compact_

UN GLOBAL COMPACT
Network Spain
WE SUPPORT

			Chapters
Human Rights	**Principle 1**	Businesses should support and respect the protection of the internationally proclaimed Human Rights within their sphere of influence.	Compliance with Human Rights
	Principle 2	Businesses should ensure that they are not complicit in Human Rights abuses.	Management of the supply chain / Human resources
Labour standards	**Principle 3**	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	Human resources
	Principle 4	Businesses should uphold the elimination of all forms of forced and compulsory labour.	Management of the supply chain
	Principle 5	Companies should uphold the effective abolition of child labour.	Management of the supply chain
	Principle 6	Businesses should uphold the elimination of discrimination in respect of employment and occupation.	Human resources

			Chapters
Environment	**Principle 7**	Businesses should support a precautionary approach to environmental challenges.	Environment
	Principle 8	Businesses should undertake initiatives to promote greater environmental responsibility.	Environment
	Principle 9	Businesses should encourage the development and diffusion of environmentally friendly technologies.	Energy and Climate Change / Green services
Anti-corruption	**Principle 10**	Businesses should work against corruption in all its forms, including extortion and bribery.	Ethics and compliance

FURTHER INFORMATION
Refer to the United Nations Sustainable Development Goals website.

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Compliance with Sustainable Development Goals_

Digital inclusion and innovation:

Energy and Climate Change:

Environment:

Commitment to our team:

Circular economy:

Relationships with our stakeholders:

Economic impacts:

Management of the supply chain:

Sustainability governance:

Compliance with Human Rights_

Matter assessed	Description	Due Diligence
1. Non-discrimination	We promote equal opportunities and treat all people fairly and impartially, without discriminating on the basis of race, skin colour, nationality, ethnic origin, religion, gender, sexual orientation, marital status, age, disability or family responsibilities. During 2015, in order to alleviate inequality between men and women in the technology sector, we worked on different initiatives intended to promote women's access to careers in technology. 38% of the Company's workforce was made up of professional women in 2015, with 19% holding managerial positions.	Diversity management
2. Health and safety	Safety, Health and Well-being at Telefónica are among the main priorities for the Company. They are safeguarded through the occupational risk prevention management system, which ensures safety and health via the integration of prevention criteria in our processes and services. During 2015, OHSAS 18001 certification was renewed for all the firms owned by the Company in Spain and Colombia, and we plan to obtain it in Argentina in the course of 2016.	Health and safety
3. Collective bargaining and freedom of association	We guarantee the right of our employees to belong to the union of their choice and will not tolerate any retaliation or hostile action towards employees who take part in union activities. In 2015 we maintained the agreement with Union Network International (UNI), continuing our commitment to the fundamental ILO labour standards which relate to freedom of association and the right to collective bargaining.	Collective bargaining
4. Working conditions in the supply chain	Our responsibility with regard to respect for Human Rights extends to our business relationships. We require certain levels of performance in relation to the ethical, social and environmental conditions to be met by our suppliers. In this sense, we analyse and assess our risk suppliers' level of compliance through the EcoVadis platform, check compliance levels using on-site audits and we agree improvement plans with those suppliers that do not meet the minimum performance levels required.	Supply chain management

Matter assessed	Description	Due Diligence
5. Privacy	We respect the rights and freedoms of individuals, which includes the fundamental right to the protection of personal data. We are aware that our commitment to privacy is key to ensuring that all our relationships are built on trust. This commitment is expressed in our Privacy Policy, approved in March 2013 and updated in 2015 to align it with the new challenges faced by our sector.	Privacy
6. Freedom of expression	We are convinced that the best way of achieving global progress in terms of respect for freedom of expression is through dialogue between governments, industry, civil society (including human rights experts), investors, supranational organisations and other affected interested parties. Telefónica continues to form part of the Telecom Industry Dialogue and to implement its Guiding Principles, signed in 2013.	Freedom of expression
7. Children's rights	For more than a decade, we have been active in promoting and respecting children's rights as part of our business strategy and from various lines of action. During 2015 the Company continued to focus its efforts on self-regulation as a way of promoting the development of products and services which help children and teenagers to take full advantage of the new technologies. Proof of the above is the expansion of "Digital Family" to Latin America.	Good use of the Internet by children
8. Corruption and bribery	Telefónica is reinforcing its commitment to ethics and regulatory compliance. In 2015 the principle of Integrity was reinforced in the Business Principles for those aspects related to corruption. A new Anti-Corruption Policy governing the acceptance and offering of gifts and invitations, prohibiting any form of bribery, was also approved, together with a corporate standard on conflicts of interest, which provides all our employees with a mechanism for reporting any situations which involve conflicts of interest.	Ethics and compliance

Matter assessed	Description	Due Diligence
9. Healthcare access	We are convinced that digital technology enables new models of access to health. Telefónica has spent years investing heavily in the development of innovative services in the areas of Health and Telecare. Several projects were launched in 2015, such as Saluspot, Connected Wellness and Te acompaña.	eHealth
10. Inclusion and access to ICT	At Telefónica, aware of the potential that the digital technologies have to offer, we work along three lines of activity: ▶ Enabling access to communications and the Internet in all places, including remote and difficult-to-access areas. For example, the Intégrame project in Peru managed to provide mobile communications in more than 800 rural areas in 2015. ▶ Development of products and services under the "design for all" criteria, with the aim of allowing all environments, products, services and systems to be used with people with special needs, such as the Whatscine project, which provides audiovisual services for people with visual and hearing problems.	Digital inclusion
11. Social innovation	We define sustainable innovation as innovation whose main objective is to address a social and/or environmental challenge, both within the Company and outside it, in turn generating value for the Company. Telefónica remains committed to technological innovation as a tool fundamental to our goal of being one of the leading actors in the new digital universe, with a capacity to help to create a more sustainable world while producing competitive advantages and distinctive products. New solutions such as Smart Heritage, which ensures the control of monuments of social interest, projects for the protection of wildlife like Smartfieb and health solutions such as Saluspot which guarantee information and access to health care by telephone in several countries in Latin America, are just some examples of innovative projects on which Telefónica has worked throughout the past year.	Social innovation

Matter assessed	Description	Due Diligence
12. Language	We support the Right of minorities to enjoy their own cultures, to profess and practice their own religions and to use their own languages. We have developed initiatives which promote this respect at a local level.	Diversity
13. Access to education	Fundación Telefónica's priority is to explore, together with experts, specialists and research centres, solutions in the world of educational innovation, publicising them, testing them and encouraging reflection and knowledge of their results in order to contribute to accelerating the changes which are leading society towards a digital world. Education is the most important tool for reducing inequality and laying the foundations for sustained growth, especially in vulnerable environments. And the digitisation of education facilitates new learning opportunities and further democratises access to quality knowledge. Fundación Telefónica structures its activity for the education of children, educators and young people with this premise in mind - so that they can develop, learn, communicate and work in the online society, and because we firmly believe in a more solidary digital world.	Digital education
14. Deployment and management of network infrastructures	Telefónica's practices for conducting responsible roll-out of its mobile and fixed networks are uniform across the whole Group, and seek to achieve the greatest possible coverage, even in remote areas, with the least possible impact. The Company thereby goes beyond legal compliance in each country and establishes guidelines to minimise its impact on the environment by sharing infrastructures, and thus reducing the visual impact. In addition, Telefónica maintains dialogue and communication with the communities in which it rolls out its network, on topics which may be of interest to them, such as electromagnetic fields.	Electromagnetic fields

External validation_

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INDEPENDENT REVIEW REPORT ON TELEFÓNICA S.A.'S 2015 INTEGRATED REPORT

To the Institutional Affairs Committee of Telefónica, S.A.

Scope of work

We have reviewed the contents of Telefonica, S.A.'s 2015 Integrated Report (the Report) which was prepared in accordance with:

- The Global Reporting Initiative (GRI) Preparation Guide 4 (G4).

- The principles stated in the AA1000 Assurance Standard Guide issued by AccountAbility (Institute of Social and Ethical Accountability) .

The scope determined by Telefónica for the preparation of this report is defined in the section "Structure and scope of consolidation" of the accompanying Report.

The preparation of the accompanying Report, as well as the information contained therein, is the responsibility of the Institutional Affairs Committee of Telefónica, S.A. They are also responsible for defining, adapting, and maintaining the management and internal control systems from which the information is obtained. Our responsibility is to issue an independent report based on the procedures applied in our review.

Criteria

Our review was carried out based on:

- Standard ISAE 3000, Assurance Engagements Other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standard Board (IAASB) of the International Federation of Accountants (IFAC), with a limited scope of assurance.

- AA1000 AccountAbility Assurance Standard 2008, with a moderate level of type 2 assurance.

- The Guidelines for reviewing Corporate Responsibility Reports, issued by the Official Register of Auditors of Accounts (ICJCE).

Applied procedures

Our review consisted in requesting information from Telefonica S.A.'s Corporate Reputation & Sustainability Direction and the management of business areas participating in the preparation of the Report, and applying certain analytical procedures and sampling review tests as described in general terms below:

1. Interviews with the persons in charge of Telefonica, S.A.'s Corporate Reputation & Sustainability Direction and a selection of managers and key management personnel involved in the Report's preparation. The purpose of these was to obtain awareness of the opinion of Corporate Sustainability objectives and policies, as well as how they are put into practice and integrated into Telefónica's strategy.

2. Review of the principal processes and systems through which Telefónica establishes its commitments with stakeholders, along with the relevance and integrity of the information included in the Report.

3. Analysis of the adaptation of the structure and content of the Report as indicated in G4 Global Reporting Initiative (GRI).

4. Checks, on a sample basis, of the quantitative information included the Report, as well as its adequate compilation from data supplied by information sources. The review tests have been defined to provide assurance levels in line with the criteria described in this report. The review was carried out based on Telefónica's operations in Spain, Brazil, Argentina, Peru, Germany, Chile, Ecuador, Venezuela, Colombia and Mexico.

This review is considerably less in scope than a reasonable assurance report. Therefore, the degree of assurance is also less extensive. This report should in no case be considered an audit report.

These procedures were performed on the information contained in the accompanying Report and GRI tables with the perimeter and scope indicated above,

Independence

We have performed our work in accordance with the standards of independence required by the Code of Ethics of the International Federation of Accountants (IFAC).

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Conclusions

As a result of our review of the Telefonica S.A's 2015 integrated report, and the scope indicated in "Applied procedures" above, we conclude that:

- No matter came to our attention that would indicate that the Report had not been prepared according to the Guidelines included in the Global Reporting Initiative (GRI) Preparation Guide for Sustainability Reports.

- No matter came to our attention that would lead us to believe that the Report has not been prepared in accordance with the principles established in standard AA1000 APS (2008), such as:

✓ **Inclusiveness:** The mechanisms are in place to identify stakeholders, as well as to gain an awareness and understanding of their expectations, as explained in the "Interaction with stakeholders" section of the accompanying Report.

✓ **Relevance:** Relevance is analyzed and a survey conducted to select the most significant matters to be included in the Report, as described in its "Materiality" section.

✓ **Responsiveness:** Telefonica has the mechanisms to design, develop, evaluate and communicate the responses necessary to meet the principal expectations of stakeholders, which are reflected in the "Interaction with stakeholders" section and included in the various sections of the accompanying Report.

Recommendations

We also .presented to the Institutional Affairs Committee of Telefonica, S.A our recommendations regarding areas of improvement related to the application of standard AA1000 APS (2008), as well as to actions taken with main stakeholders. The most significant recommendations are summarized below:

a) Inclusiveness:

Telefonica performed a materiality study in which takes into account the views of its stakeholders to establish the importance of the materiality issues. Our recommendation is to publish the most relevant issues for each stakeholder and report on the actions to be undertaken by the Group in order to focus its action on the real needs and expectations of stakeholders, facilitating greater alignment between sustainability and business.

b) Relevance:

In 2015 Telefonica approved stakeholder's panel as a platform for regular dialogue that allows continuous updating of the material matters. Our recommendation is to continue promoting this initiative so that it can be implemented fully in 2016.

c) Responsiveness

Telefonica provided in each section of the report accompanying the challenges for each stakeholder. Our recommendation is to group these challenges and align with the Telefonica's sustainability strategy to improve understanding of the actions taken in sustainability by the stakeholders

We also suggest the following actions related to the various dimensions referred to in the Report:

1) Economic issues:

During 2015 it has been reported the indirect employment impact generated by Telefonica on the communities in which it operates. Our recommendation is to include milestones and challenges in the chapter on "Contribution to progress."

2) Environmental issues:

In 2015, Telefonica has made a more detailed analysis of their environmental performance report. Our recommendation, in order to increase the accuracy and robustness of the report, continue to work on improving definitions of environmental indicators.

3) Social issues:

In 2015 report Telefonica includes information about diversity, as breakdowns by gender and people with disabilities. Our recommendation is to encourage more initiatives in line with the challenges set for 2016 to incorporate more diversity in the Group's workforce

This report has been prepared solely for the attention of the Institutional Affairs Committee of Telefónica, S.A., in accordance with the terms set out in our engagement letter.

ERNST & YOUNG

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(signed in the original
issued in Spanish language)

(Free translation from the Original Report on Independent Review in Spanish dated April 14th 2016. In case of any discrepancy, the Spanish version always prevails)

AENOR
Asociación Española de Normalización y Certificación

Verification Statement of AENOR for Telefónica on the Inventory of greenhouse gas emissions corresponding to the year 2015

DOSSIER: 2009/1133/HCO/01

Introduction

Telefónica (hereinafter the company) commissioned the Spanish Association for Standardisation and Certification (AENOR) to make a limited revision of the inventory of greenhouse gases (GHG) for the year 2015 of its activities included in the GHG report of 2015, which is part of this Declaration.

AENOR is accredited by Entidad Mexicana de Acreditación (OVVGEI 004/14) (issue date: 31/10/2014; expiry date: 31/10/2018), according to ISO 14065:2007, to conduct GHG verifications according to ISO 14064-3:2006 in the Energy Sector.

Inventory of GHG emissions issued by the Organisation: Telefónica, C/ Ronda de la Comunicación, Distrito Telefónica, Madrid (Spain).

Representative of the Organisation: Ignacio González-Blanch Rodríguez, Climate Change and Energy Efficiency Office

Telefónica was responsible for reporting its GHG emissions considered in accordance with the reference standard ISO 14064-1:2006.

Objective

The objective of the verification is to provide the interested parties with an independent and professional opinion on the information and data contained in the above mentioned GHG Report issued by Telefónica.

Scope of the Verification

The GHGs, considered emissions sources as well as the organizational boundaries from the activities of Telefónica included in the GHG inventry are described below.

The GHG inventory of the organization includes the following GHGs: CO_2, CH_4 y N_2O.

Direct, indirect activities and exclusions from the verification.

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Normalización y Certificación

- Scope 1- Direct GHG emissions
- Scope 2 – Energy indirect GHG emissions
- Scope 3- Other indirect emissions:

  o Purchased goods and services
  o Capital godos
  o Fuel- and energy-related activities (not included in scope 1 or scope 2)
  o Waste generated in operations
  o Business travel
  o Use of sold products
  o Investments

General Exclusions

GHG inventory of Telefónica does not register emissions from hidrofluorocarbons (HFCs) and perfluorocarbons (PFCs), thus fugitive emissions from air conditioning and refrigeration equipments are excluded. In addition, GHG emissions from petrol combustion in stationary combustion are excluded.

Those figures were estimated and resulted below the level of materiality. Thus, these emissions are considered not significant.

During the verification the information was analysed according to operational control approach. Under this approach the geographic scope is established in the following countries where Telefónica Group operates:

Organizational and geographic boundaries

Europe
Spain
    Fixed and Mobile Network
    Distrito Telefónica
    Telefónica Soluciones
Germany (Fixed and Mobile network)*

Latin America
Argentina (Fixed and Mobile network)
Brazil (Fixed and Mobile network)
Chile (Fixed and Mobile network)
Colombia (Fixed and Mobile network)
Ecuador (Mobile Network)
El Salvador (Mobile Network)
Guatemala (Mobile Network)

AENOR Asociación Española de Normalización y Certificación

Telefónica Business Solutions

Mexico *(Mobile Network)*
Nicaragua *(Mobile Network)*
Panama *(Mobile Network)*
Peru *(Fixed and Mobile network)*
Costa Rica *(Mobile network)*
Uruguay *(Mobile Network)*
Venezuela *(Mobile Network)*

Base year

Telefónica has selected 2015 as base year. A new base year has been chosen due to two reasons. Firstly, the changes in organizational and operational boundaries make difficult the base year recalculation. Secondly, a new period in order to set reduction targets for GHG emissions and energy consumption *(2015-2020)* has started.

Materiality

For the verification it was agreed to consider as material discrepancies those omissions, distortions or errors that could be quantified and result in a difference of more than 5% with respect to the total of emissions declared.

Criteria

The criteria and information that have been taken into consideration to carry out the verification were the following:

1) Standard ISO 14064-1:2006: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals.

2) Standard ISO 14064-3:2006: Specification with guidance for the validation and verification of greenhouse gas assertions.

3) Referencial ITU-T L.1420 *(02/2012) Methodology for energy consumption and greenhouse gas emissions impact assessment of information and comunication technologies in organizations*

4) GHG Protocol A Corporate Accounting and Reporting Standard. Rev 01.

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The GHG inventory is calculated on the basis of the energy and mobility data from operations of Telefónica Group, reported according to the internal procedure "Telefónica Energy data collection process" dated January 08, 2016.

AENOR waives any responsibility for decisions, regarding investment or of any other type, based on this declaration.

Conclusion

As a conclusion and according to the limited level of assurance agreed, AENOR states:

Based on the above, in our opinion *there is no evidence to suggest that the information on emissions reported in the Greenhouse Gases Report of Telefónica for period* 2015, *dated March 31st, 2016 is not a true reflection of the emisssions from its activities.*

In consequence with this Declaration below is a list of the emissions data that were finally verified.

Year: 2015	t CO$_2$e
Scope 1: Direct GHG emissions	**95.677**
Scope 2: Energy indirect GHG emissions (Location-Based Method)	**1.880.938**
Scope 2: Energy indirect GHG emissions (Market-Based Method)	**1.609.677**
Scope 3: Other indirect emissions	**2.680.046**
o Purchased goods and services	423.423
o Capital godos	329.186
o Fuel- and energy-related activities (not included in scope 1 or scope 2)	209.836
o Waste generated in operations	688
o Business travel	34.075
o Use of sold products	1.610.822

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Year: 2015	t CO₂e
o Investments	72.016
Emissions from biofuels	**15.282**

Lead Verifier: Raúl BLANCO BAZACO

Madrid, 08 April 2016

Environment Manager: José MAGRO GONZÁLEZ