

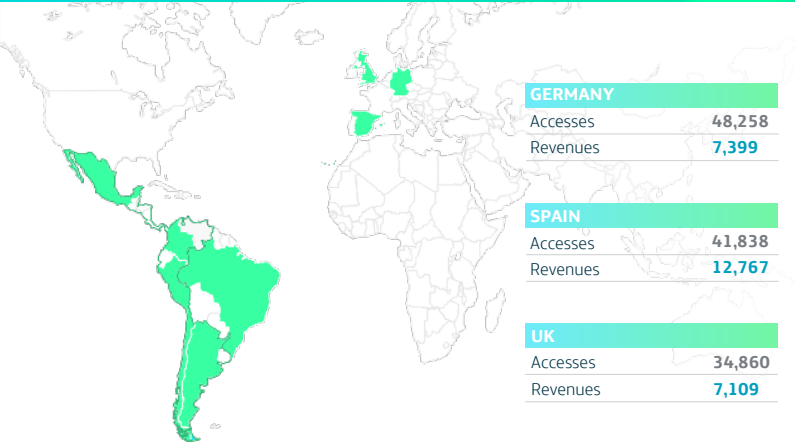




# TELEFÓNICA IN NUMBERS 2019

## > Telefónica's Main Markets

All data as of December 2019  
Financial data, in millions of euros



GERMANY	
Accesses	48,258
Revenues	7,399

BRAZIL	
Accesses	93,732
Revenues	10,035

SPAIN	
Accesses	41,838
Revenues	12,767

HISPAM*	
Accesses	110,691
Revenues	9,655

UK	
Accesses	34,860
Revenues	7,109

\*Hispan includes: Argentina, Chile, Colombia, Ecuador, Mexico, Peru, Uruguay, Venezuela, Costa Rica and El Salvador.

## > Telefónica's strategy: a sustainable business model...



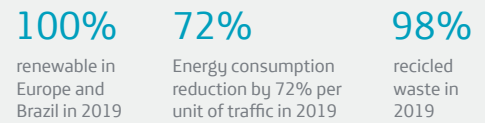
	Efficiency	Growth	Trust
STAKEHOLDERS	Efficient use of scarce resources and higher returns	Revenues and OIBDA growth for seven years in a row	Leading ESG (Environmental, Sustainability, Governance) in our industry
SOCIETY	82% renewable energy (100% in Europe and Brazil)	Inclusive network deployment and positive environmental impact services	Privacy, security and transparency at the top of our priorities
CUSTOMERS	Customer Experience: radically simpler and fully digital	55% of revenues from broadband connectivity and digital services	Higher customer satisfaction

## > Diversity as a driver for the future



3rd year in a row  
Bloomberg Gender-Equality Index

## > Environment



## > ... to deliver long-term stakeholder value responsibly



Our global contribution to GDP in 2019.

Additional amount generated indirectly (via spending and investments) for every 1€ generated in 9 of the most important countries where we operate.

## > Leading ESG in our industry



6th year in a row only 8 telcos included.



Rating A MSCI



#1 Global ESG Ranking: telco industry among peers



- 1st ever green bond issued in the sector (Jan'19)
- 1st ever green hybrid bond issued in the sector (Jan'20)

## > Committed to society and education

ProFuturo



Voluntarios Telefónica



## > Total tax contribution



## > Our mission: Making our world more human by connecting lives

### Our values



WE ARE OPEN



WE ARE BOLD



WE ARE TRUSTED

### Digital Trust

A key element of our customer promise

### USERS



Customer's Personal Data must be protected and safe



Customers must have control over their data and be informed on how their data is used



Customers must be able to benefit from their data