

*Telefonica*

# CONSOLIDATED MANAGEMENT REPORT 2020

## SASB COMPLIANCE TABLE



## SASB compliance table

Topic	SASB Code	Metric	Telefónica's response / Comment
Environmental footprint of operations	TC-TL-130a.1	Total energy consumed (GJ)	24,709,419
		Percentage of grid electricity out of total energy consumption.	95.3
		Percentage renewable energy out of total energy consumption.	71.7
Data privacy	TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy.	The description of our privacy strategy, governance, policies and action lines can be found in the Digital Trust Chapter (see 2.4.2.1, 2.4.2.2, 2.4.2.3. and 2.4.2.4.).
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes.	Telefónica, in accordance with current legislation, carries out additional processing of customer data such as anonymisation to generate aggregate statistical information.
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy.	€328,594 of fines for data protection issues (see table of indicators at the end of Chapter 2.4.).
	TC-TL-220a.4	Number of law enforcement requests for customer information.	In 2020, a total of 4,193,120 requests by the competent authorities for customer information (lawful interceptions and access to metadata) have been registered (see Chapter 2.4.2.4.).
		Number of customers whose information was requested.	6,025,744 of accesses/customers affected by requests for customer information (lawful interceptions and access to metadata) by the competent authorities (see Chapter 2.4.2.4.).
		Percentage resulting in disclosure.	99% of requests for customer information (lawful interceptions and access to metadata) by competent authorities have been executed (see Chapter 2.4.2.4.).
Data security	TC-TL-230a.1	Number of data breaches.	During 2020, 1 single high-impact security incident was managed. We consider high-impact incidents to be those classified as serious incidents that meet globally determined criteria (e.g. economic impact, legal impact, impact on services, media coverage or having to be reported to a public cybersecurity body) (see Chapter 2.4.3.4.).
		Percentage involving personally identifiable information.	0% In the high impact security breach, there was no leakage of customer data and existing response protocols were followed. It did not involve communication to regulatory bodies as no personal data were involved (see Chapter 2.4.3.4.).
		Number of customers affected.	0 customers affected. In the high impact security breach, there was no leakage of customer data and existing response protocols were followed. It did not involve communication to regulatory bodies as no personal data were involved (see Chapter 2.4.3.4.).
	TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards.	The description of our security strategy, governance, policies and action lines can be found in the Digital Trust Chapter (see 2.4.3.1, 2.4.3.2, 2.4.3.3. and 2.4.3.4.).
Product end-of life management	TC-TL-440a.1	Materials recovered through take-back programs, percentage of recovered materials that are:	7,534
		• Total recovered (tonnes)	
		• Reused (%)	25 %
		• Recycling (%)	74 %
• Deposited in landfills (%)	0.1 %		

Competitive behavior & open internet	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations.	€0 No fines for anti-competitive practices were paid in 2020.
	TC-TL-520a.2 (*)	Actual average sustained download speed in Megabits per second (Mbps) of own and commercially partnered content.	ADSL 15,426 Mbps - FTTH 582,547 Mbps [There is no different evaluation between associated and non-associated content]
	TC-TL-520a.3	Actual average sustained download speed in Megabits per second (Mbps) of non-associated content. Description of risks and opportunities associated with net neutrality, paid peering, zero rating and related practices.	Telefónica has defined its policy in the Digital Deal ( <a href="https://www.telefonica.com/en/web/public-policy/telefonica-digital-deal">https://www.telefonica.com/en/web/public-policy/telefonica-digital-deal</a> ).
Managing systemic risks from technology disruptions	TC-TL-550a.1 (*)	Average system outage frequency (fixed line network).	1.41h.
		Average duration of customer interruption (fixed line network).	1.21h.
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during outages.	See chapters on Customer - Network Availability and Digital Trust - Service Continuity.

(\*) Data corresponding to Telefonica Spain.

**Table 2. Activity Metrics**

SASB Code	Metric	Telefónica's response / Comment
TC-TL-000.A	Total number of mobile accesses (millions).	266,287
TC-TL-000.B	Total number of fixed line accesses (millions).	28,243
TC-TL-000.C	Number of fixed broadband subscribers (millions).	20,077
TC-TL-000.D	Network traffic in petabytes.	87,770

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