

Telefonica

CONSOLIDATED MANAGEMENT REPORT 2020

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GRI STANDARDS



Compliance Table Law 11/2018, of 28 December - GRI Standards

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
Business model	Description of the business model, environment, organisation and structure.	102-1	Name of the Organisation.	Direct answer: Telefónica S.A.	
		102-2	Activities, brands, products and services.	1.5. Organisation. 1.6. Main figures and presence. 1.6.4. Our brands. 1.7. Value creation model.	
	Markets in which it operates.	102-3	Location of headquarters.	Direct answer: Madrid, Spain.	
		102-4	Location of operations.	1.6. Main figures and presence. 1.6.3. Advancing towards a more sustainable world.	
		102-5	Ownership and legal form.	1.6. Main figures and presence.	
		102-6	Markets served.	1.6. Main figures and presence. 1.8. Business overview.	
		102-7	Scale of the organisation.	1.6. Main figures and presence.	
	Objectives and strategies.	102-14	Statement from senior decision-makers.	1.2. Mission, Purpose, Values. 1.4. Strategy. 2.2. Ethics and Compliance.	
Main factors and trends which could affect its future evolution.	102-15	Key impacts, risks and opportunities.	1.1. Context.		
Policies and their results	A description of the policies which the group applies with regard to those issues, which will include: 1.) the due diligence procedures applied for the identification, evaluation, prevention and mitigation of risks and significant impacts. 2.) the verification and control procedures, including which measures have been adopted.	103	Management approach of each area.	1.1. Context. 1.3.2. Our relations with our stakeholders. 1.5. Organisation. 3. Risk.	
Main non-financial risks	The main risks related to these issues regarding the group's activities, including, where relevant and proportionate, its commercial relations, products or services which could have negative effects in those areas, and * how the group manages those risks, * explaining the procedures used to detect them and evaluate them in accordance with the national, European and international reference frameworks for each issue. * It must include information about the impacts which have been identified, giving a breakdown of them, in particular the main risks in the short, medium and long term.	102-15	Key impacts, risks and opportunities.	1.1. Context. 1.3.1. Our relations with our stakeholders. 1.5. Organisation. 3. Risk.	
		407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk.	2.6.2. Strategy and Governance. 2.6.3.1 Risk management. Step 1. Minimum standards required Direct answer: During the 2020 financial year, there have been no operations in which the rights of employees/suppliers to exercise freedom of association were violated.	
		408-1	Operations and suppliers at significant risk for incidents of child labour.	2.6.2. Strategy and Governance. 2.6.3.1 Risk management. Step 1. Minimum standards required. Direct answer: During the 2020 financial year, there have been no operations with a significant risk of child or forced labour.	
		409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour.	2.6.2. Strategy and Governance. 2.6.3.1 Risk management. Step 1. Minimum standards required. Direct answer: During the 2020 financial year, there have been no operations with a significant risk of child or forced labour.	

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
Environmental issues	Global Environment				
	1.) Detailed information about the current and foreseeable effects of the company's activities on the environment and, where applicable, health and safety, the environmental evaluation or certification procedures; 2.) The resources dedicated to the prevention of environmental risks; 3.) The application of the precautionary principle, the quantity of provisions and guarantees for environmental risks. (E.g. deriving from the environmental responsibility law).	103	Management approach of each area.	2.9.2 Environmentally responsible / Materiality. 2.9.4. Environmental Management. 2.10. Energy and Climate Change. 2.11. Circular economy.	
		102-11	Precautionary principle or approach.	2.9.2 Environmentally responsible / Materiality. 2.9.4. Environmental Management. 2.10. Energy and Climate Change. 2.11. Circular economy.	
		308-1	New suppliers that were screened using environmental criteria.	2.6.3.1. Risk Management. Step 1. Minimum standards to be fulfilled / Step 4. Audits on high-risk suppliers / Audit results.	
		308-2	Negative environmental impacts in the supply chain and actions taken.	2.6. Suppliers /2.6.3.1. Risk Management. If we focus our risk analysis only on the assessment of specific environmental impacts, given the product or service they supply, we have 2,907 suppliers with significant potential or actual negative environmental impacts. 2.11.4. Suppliers in the circular economy.	
	Pollution				
	1.) Measures to prevent, reduce or repair carbon emissions which seriously affect the environment.	103	Management Approach to Emissions/ Biodiversity.	2.9. Our commitment to the environment. 2.9.4.1. Responsible network and Biodiversity. 2.10. Energy and Climate Change. 2.11. Circular economy.	
		305-5	Reduction of GHG emissions.	2.10.5. Energy in detail. 2.10.6. Energy and Climate/CO ₂ emissions.	
	2.) Taking into account any form of specific atmospheric pollution of an activity, including noise and light pollution.	305-6	Emissions of ozone-depleting substances (ODS).	Direct answer: 42.07t	
		305-7	Nitrogen oxides (NOX), sulphur oxides (SOX) and other significant air emissions.		This indicator is not considered to be relevant as the emissions of this type of pollutants are not a significant part of our activity.

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
Circular economy, prevention and management of waste					
	Circular economy.	103	Management Approach to Effluents and waste.	2.9.2 Environmentally responsible / Materiality. 2.9.4. Environmental Management. 2.10. Energy and Climate Change. 2.11. Circular economy.	
		301-2	Recycled input materials used.	2.11.2. Circular Economy / Internal eco-efficiency.	This indicator is not considered applicable as the products and services offered by Telefónica are not directly related to manufacturing products.
		301-3	Reclaimed products and their packaging materials.	2.11.2.4. Reuse of electronic equipment. 2.11.2.5. Waste.	
	Waste: prevention, recycling and reuse measures, other forms of recovery and elimination of waste.	103	Management Approach to Effluents and waste.	2.9.2 Environmentally responsible / Materiality. 2.9.4. Environmental Management. 2.10. Energy and Climate Change. 2.11. Circular economy.	
		306-1	Water discharge by quality and destination.	Direct answer: All water discharge at Telefónica is sanitary and is discharged to the municipal sanitation systems.	
		306-2	Waste by type and disposal method.	2.9.6. Main indicators. 2.11.2.5. Circular Economy / Internal eco-efficiency / Waste.	
		306-3	Significant spills.	Direct answer: During 2020, one spill was considered significant. A significant spill is defined as a spill that requires a subsequent remediation intervention in the area at a cost of more than €10,000. The spill occurred in November, in Avenida de los Artesanos N°6 Tres Cantos (Madrid, Spain), with a volume of 700 litres of diesel due to a failure of the level probe of the pressure group located on the roof of the building. The spillage did not occur on the ground, but on the roof of the building. The spillage is considered significant because of the cost associated with the management of the waste generated and not because of the damage caused to the environment, since according to the regulations of the Autonomous Community of Madrid, the amount discharged into the sewerage system is considered to be minor. All necessary containment, clean-up and remediation measures were implemented.	

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
		306-4	Transport of hazardous waste.	Direct answer: Telefónica does not directly transport, import or export hazardous waste included in the Basel Convention in any of the countries where it operates.	
	Actions to combat food waste.	103	Management Approach to Effluents and waste.		This indicator is not considered applicable as the products and services offered by Telefónica are not directly related to food consumption.
Sustainable use of resources					
	The consumption of water and the supply of water in accordance with local limitations.	303-3	Extraction of water.	Direct answer: Telefónica's water consumption comes from the municipal supply networks in the locations where we operate.	
		303-5	Water consumption.	2.9.6. Main indicators. 2.11.2.1. Circular Economy / Internal eco-efficiency / Water.	
	Consumption of raw materials and the measures adopted to improve efficiency in their use.	103	Management Approach to Materials.	2.9.2 Environmentally responsible / Materiality. 2.9.4. Environmental Management. 2.10. Energy and Climate Change. 2.11. Circular economy.	
		301-1	Materials used by weight or volume.		As it is a service company, this indicator does not apply. Consumption of materials does not occur for direct generation of products but for the telecommunication's network of the company to give the services required by our customers. The processes to reduce consumption of materials and reuse them make our network more efficient also from this perspective. In our administrative activities, the material most used is paper. At Telefónica, efficient use is encouraged through digitalisation of processes. In the chapter on the environment, more details have been given about managing Telefónica's consumption of paper.

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
		301-2	Recycled input materials used.	2.11.2. Circular Economy / Internal eco-efficiency.	
		301-3	Reclaimed products and their packaging materials.	2.11.2.4. Re-use of electronic equipment. 2.11.2.5. Waste.	
	Direct and indirect consumption, of energy, measures taken to improve energy efficiency and the use of renewable energies.	103	Management Approach to Energy.	2.9.2 Environmentally responsible / Materiality. 2.9.4. Environmental Management. 2.10. Energy and Climate Change. 2.11. Circular economy.	
		302-1	Energy consumption within the organisation.	2.10.5. Energy and Climate Change / Energy in detail. Direct answer: Energy consumption reported includes both that used at Telefónica facilities and at external facilities, such as those of other operators or telecommunications tower companies. Energy consumption in self-owned facilities 20,864,290 GJ (2019 figure: 21,848,067 GJ).	
		302-2	Energy consumption outside of the organisation.	2.10.5. Energy and Climate Change / Energy in detail. Direct answer: Energy consumption reported includes both that used at telefónica facilities and at external facilities, such as those of other operators or telecommunications tower companies. Energy consumption in third-party facilities: 3,845,130 GJ (2019 figure 3,202,589 GJ).	
		302-3	Energy intensity.	2.9.6. Main indicators. 2.10.5. Energy and Climate Change / Energy in detail. Direct answer: 282 GJ/PB (2019 figure: 415 GJ/PB. Energy intensity has been reduced by 32%).	
		302-4	Reduction of energy consumption.	2.10.5. Energy and Climate Change / Energy in detail.	
		302-5	Reductions in energy requirements of products and services.		This indicator is not considered applicable as the products and services offered by Telefónica are not directly related to our customers' energy consumption. The nature of the products and services offered by Telefónica is mostly related to mobile and fixed connectivity, as well as digital and data services.

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
Climate Change					
	The important elements of the greenhouse gas emissions generated as a result of the company's activities, including the use of the goods and services it produces.	103	Management Approach to Emissions.	2.9.2 Environmentally responsible / Materiality. 2.9.4. Environmental Management. 2.10. Energy and Climate Change. 2.11. Circular economy.	
		305-1	Direct (Scope 1) GHG emissions.	2.9.6. Main indicators. 2.10.6. Energy and Climate Change / CO ₂ emissions in detail. Direct response: Biogenic emissions in 2020: 9,695 tCO ₂ e.	
		305-2	Energy indirect (Scope 2) GHG emissions.	2.9.6. Main indicators. 2.10.6. Energy and Climate Change / CO ₂ emissions in detail.	
		305-3	Other indirect (Scope 3) GHG emissions.	2.9.6. Main indicators. 2.10.6. Energy and Climate Change / CO ₂ emissions in detail.	
		305-4	GHG emissions intensity.	2.9.6. Main indicators. 2.10.6. Energy and Climate Change / CO ₂ emissions in detail.	
		305-5	Reduction of GHG emissions.	2.10.5. Energy in detail / Energy efficiency. 2.10.6. Energy and Climate Change / CO ₂ emissions in detail.	
	The measures adopted in order to adapt to the consequences of climate change.	103	Management Approach to Emissions.	2.9.2 Environmentally responsible / Materiality. 2.9.4. Environmental Management. 2.10. Energy and Climate Change. 2.11. Circular economy.	
	The reduction targets voluntarily established in the medium and long term to reduce GHG emissions and the measures implemented for that purpose.	103	Management Approach to Emissions.	2.9.2 Environmentally responsible / Materiality. 2.9.4. Environmental Management. 2.10. Energy and Climate Change. 2.11. Circular economy.	
		305-5	Reduction of GHG emissions.	2.10.5. Energy in detail / Energy efficiency. 2.10.6. Energy and Climate Change / CO ₂ emissions in detail.	
Protection of biodiversity					
	Measures taken to preserve or restore biodiversity.	103	Management Approach to Biodiversity.	2.9. Our commitment to the environment. 2.9.4.1. Responsible network and Biodiversity. 2.10. Energy and Climate Change. 2.11. Circular economy.	

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
		306-5	Water bodies affected by water discharges and/or runoff.	2.11.2. Circular economy / Internal Eco-Efficiency. Direct answer: All water discharges at Telefónica are sanitary and are discharged to the municipal sanitation system, therefore no water bodies or related habitats are affected.	
	Impacts caused by the activities or operations in protected areas.	103	Management Approach to Biodiversity.	2.9. Our commitment to the environment. 2.9.4.1. Responsible network and Biodiversity.	
Social issues and staff-related issues	Employment				
	Total number and distribution of employees by sex, age, country and professional classification.	102-8	Information on employees and other workers.	2.5.12. Main indicators / Workforce indicators.	The information included in the Report includes only internal employees hired by Telefónica.
		202-2	Proportion of senior management hired from the local community.	Direct answer: 71.4% of the country CEOs and chairmen are local.	
		405-1	Diversity of governance bodies and employees.	2.5.12. Main indicators / Diversity indicators.	
	Total number and distribution of types of employment contracts.	102-8	Information on employees and other workers.	2.5.12. Main indicators / Workforce indicators.	The information included in the Report includes only internal employees hired by Telefónica.
	Annual average of permanent contracts, temporary contracts and part-time contracts by sex, age and professional classification.	102-8	Information on employees and other workers.	2.5.12. Main indicators / Workforce indicators.	The information included in the Report includes only internal employees hired by Telefónica.
		405-1	Diversity of governance bodies and employees.	2.5.12. Main indicators / Workforce indicators.	
	Number of dismissals by sex, age, country and professional classification.	401-1	New employee hires and employee turnover.	2.5.12. Main indicators / Dismissals / New hires / Staff turnover.	
	Average remunerations and their evolution, with a breakdown by sex, age and professional classification or equal value.	405-2	Ratio of basic salary and remuneration of women to men.	2.5.12. Main indicators / Remunerations.	
	Wage gap, the remuneration of jobs of equal value or the average of the company.	103	Employment + Diversity and equality of opportunities.	2.5.1. Diversity and inclusion. 2.5.5. Pay gap and average remuneration.	
	405-2	Ratio of basic salary and remuneration of women to men.	2.5.12. Main indicators / Pay gap.		
The average remuneration of directors and managers, including variable remuneration, allowances, compensation, payments into long-term savings plans and any other payment, with a breakdown by sexes.	103	Management Approach to Diversity and Equality.	2.5.12. Main indicators / Remunerations.		
	102-35	Governance: Remuneration policies.	4.6.5. Telefónica's remuneration policy applicable in 2020. 4.6.6. Executive Directors' remuneration in 2020. 2.5.4. How to assess effort: remuneration policy.		

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
		102-36	Governance: Processes for determining remuneration.	4.6.5. Telefónica's remuneration policy applicable in 2020. 4.6.6. Executive Directors' remuneration in 2020 .2.5.4. How to assess effort: remuneration policy	
		102-38	Governance: Annual total compensation ratio.	2.5.12. Main indicators / Remunerations.	Information included in the Report covers the annual compensation ratio for the Company's CEO. Information relating to the different countries is not published on specific confidentiality
		102-39	Governance: Percentage increase in annual total compensation ratio.		The information relating to this indicator is not published on specific confidentiality grounds.
		202-1	Ratios of standard entry level wage by gender compared to local minimum wage.	2.5.12. Main indicators / Remunerations.	
	Implementation of end of employment policies.	103	Management Approach to Employment.	2.5.7. Work-life balance.	
	Employees with disabilities.	405-1	Diversity of governance bodies and employees.	2.5.1.3. We establish the basis for a successful strategy. 2.5.12. Main indicators / Diversity indicators.	
Organisation of work					
	Organisation of working time.	103	Management Approach to Employment.	2.5.7. Work-life balance.	
	Number of hours of absenteeism.	103	Management Approach to Employment (quantitative absence data).	2.5.11. Occupational health and safety indicators.	
	Measures aimed at facilitating the life-work balance and promoting the co-responsibility of both parents.	103	Management Approach to Employment.	2.5.7. Work-life balance.	
Health and safety					
	Health and safety conditions at work.	403-1	Health and safety management system at work.	2.5.9. Governance and strategy for safety, health and well-being at work. 2.5.9.1. Management systems: Prevention of work-related incidents and occupational illnesses.	
		403-2	Hazard identification, risk assessment and incident investigation.	2.2.3.3. Complaint and remedy mechanisms: the Whistleblower channel and the Responsible Business channel. 2.5.9.1 Management systems: prevention of work-related incidents and occupational illnesses.	

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
		403-3	Health services at work.	2.5.9.4. A Culture Which Watches Over Mental Health and Holistic Well-being.	
		403-5	Training of workers on health and safety at work.	2.5.9.2. Employee training and representation.	
		403-6	Promotion of employees' health.	2.5.9.4. A Culture Which Watches Over Mental Health and Holistic Well-being.	
		403-7	Prevention and mitigation of impacts on the health and safety of workers directly linked to business relationships.	2.5.9.3. Commitment to our suppliers.	
		403-8	Coverage of the health and safety management system at work.	2.5.9. Governance and strategy for safety, health and well-being at work. 2.5.11. Occupational health and safety indicators.	Information included in the Report covers only internal employees hired by Telefonica.
	Accidents at work, in particular their frequency and severity. Occupational diseases, disaggregated by sex.	403-9	Work-related injuries.	2.5.9. Governance and strategy for safety, health and well-being at work 2.5.11. Occupational health and safety indicators.	Information included in the Report covers only internal employees hired by Telefonica.
		403-10	Occupational diseases and illnesses.	2.5.9. Governance and strategy for safety, health and well-being at work. Direct answer: No particular incidence or risk of illnesses related to the Company's activity is perceived.	Information included in the Report covers only internal employees hired by Telefonica.
Social relations					
	Organisation of social dialogue, including procedures to inform and consult employees and negotiate with them.	103	Management Approach to Worker-Company Relations.	2.5.6. Social dialogue.	
		407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk.	2.6.2. Strategy and Governance. 2.6.3.1 Risk management. Step 1. Minimum standards required. Direct answer: During the 2020 financial year, there have been no operations in which the rights of employees/suppliers to exercise freedom of association were violated.	
	Percentage of employees covered by collective bargaining agreements, by country.	102-41	Collective bargaining agreements.	2.5.12. Main indicators / Collective bargaining agreements.	
	The outcome of collective agreements, particularly in the sphere of occupational health and safety.	403-4	Worker participation, consultation, and communication on occupational health and safety.	2.5.6. Social dialogue. 2.5.9.2. Training and worker representation.	

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
Training					
	The policies implemented in the field of training.	103	Management Approach to Training and Education.	2.5.2. Securing capacities for the future.	
		404-2	Programmes for upgrading employee skills and transition assistance programmes.	2.5.2. Securing capacities for the future. 2.5.6. Social dialogue.	
		404-3	Percentage of employees receiving regular performance and career development reviews.	2.5.4. How to assess effort: remuneration policy.	Currently, Telefónica's information systems do not make it possible to break down information about performance reviews by sex or labour category. We are adapting the systems to be able to provide this information.
	The total number of hours of training by professional categories.	404-1	Average hours of training per year per employee.	2.5.2. Securing capacities for the future. 2.5.12. Main Indicators - Training.	
	Universal accessibility of people with disabilities.	103	Management Approach to Diversity, Equality of Opportunities and Non-Discrimination.	2.5.1. Diversity and inclusion.	

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
	Equality				
	Measures adopted to promote equality of treatment and opportunities of men and women.	103	Management Approach to Diversity, Equality of Opportunities and Non-Discrimination.	2.5.1. Diversity and inclusion.	
	Equality Plans (Chapter III of Organic Law 3/2007, of 22 March, for the effective equality of women and men), measures adopted to promote employment, protocols against sexual harassment and gender-related harassment, the integration and universal accessibility of people with disabilities.	103	Management Approach to Diversity, Equality of Opportunities and Non-Discrimination.	2.5.1. Diversity and inclusion.	
	The policy against all types of discrimination and, where appropriate, the management of diversity.	103	Management Approach to Diversity, Equality of Opportunities and Non-Discrimination.	2.5.1. Diversity and inclusion.	
Human rights	Application of due diligence measures with regard to human rights. Prevention of the risks of violation of human rights and, where applicable, measures to mitigate, manage and repair possible abuses committed.	103	Management Approach to the Evaluation of Human Rights + Freedom of Association and Collective Bargaining + Child Labour + Forced or Compulsory Labour.	2.6.3.1. Risk Management. 2.7.2. Management of human rights: Our due diligence.	
		102-16	Values, principles, standards, and norms of behaviour.	2.2. Ethics and compliance.	
		102-17	Mechanisms for advice and concerns about ethics.	2.2.3.3. Complaint and remedy mechanisms: whistleblower channel and Responsible Business channel. 2.2.3.6. Internal control.	
		412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	2.7.2. Management of human rights: Our due diligence.	
		412-2	Employee training on human rights policies or procedures.	2.2.3.2. Training. 2.7.2. Management of human rights: Our due diligence.	
		412-1	Operations that have been subject to human rights reviews or impact assessments.	2.7.2. Managing human rights: Our due diligence.	
	Reports of cases of violation of human rights.	406-1	Incidents of discrimination and corrective actions taken.	2.2.3.3. Complaint and remedy mechanisms: whistleblower channel and Responsible Business channel.	
	Promotion and fulfilment of the provisions of the fundamental conventions of the International Labour Organization related to respect for freedom of association and the right to collective bargaining.	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk.	2.5.6. Social dialogue. 2.6.3.1. Risk Management. Direct answer: During the 2020 financial year, there have been no operations in which the rights of employees/suppliers to exercise freedom of association were violated.	

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
	The elimination of discrimination in employment and occupation.	103	Management Approach to Non-Discrimination.	2.1.1 Sustainability governance. 2.2.3.3. Complaint and remedy mechanisms: whistleblower channel and Responsible Business channel. 2.5.1. Diversity and inclusion. 2.5.4. How to assess effort: remuneration policy. 2.7.3. Priority issues. 2.13.4. Material issues analysed. 2.13.7. Commitment to the UN Global Compact.	
		406-1	Incidents of discrimination and corrective actions taken.	2.2.3.3. Complaint and remedy mechanisms: whistleblower channel and Responsible Business channel.	
	The elimination of forced or compulsory labour.	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour.	2.6.2. Strategy and Governance. 2.6.3.1 Risk management. 2.7.2. Management of human rights: Our due diligence. 2.7.3. Priority issues. Direct answer: During the 2020 financial year, there have been no operations with a significant risk of child or forced labour.	
	The effective abolition of child labour.	408-1	Operations and suppliers at significant risk for incidents of child labour.	2.6.2. Strategy and Governance. 2.6.3.1 Risk management. 2.7.2. Management of human rights: Our due diligence. 2.7.3. Priority issues. Direct answer: During the 2020 financial year, there have been no operations with a significant risk of child or forced labour.	
Corruption and bribery	Measures adopted to prevent corruption and bribery.	103	Management Approach to Anti-Corruption.	2.1.1 Sustainability governance. 2.2.3. Lines of Action.	
		102-16	Values, principles, standards, and norms of behaviour.	2.1.1 Sustainability governance. 2.2.3. Lines of Action.	
		102-17	Mechanisms for advice and concerns about ethics.	2.2.3.3 Complaint and remedy mechanisms: whistleblower channel and Responsible Business channel.	
		205-1	Operations assessed for corruption-related risks.	2.2.3.6 Internal Control.	
		205-2	Communication and training about anti-corruption policies and procedures.	2.2.3.1 Compliance. 2.2.3.2 Training. 2.2.4.4 Country by Country reporting. 2.2.5 Milestones 2020 and Challenges 2021.	
		205-3	Confirmed incidents of corruption and actions taken.	2.2.3.3 Complaint and remedy mechanisms: whistleblower channel and Responsible Business channel.	
	Measures to combat money laundering,	205-2	Communication and training about anti-corruption policies and procedures.	2.2.3.1 Compliance.	

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	Contributions to non-profit foundations and entities.	103	Management Approach to Anti-Corruption.	<p>Direct answer: Telefónica's contribution to <i>Fundación Telefónica</i> in 2020 was €57 million. Of this, €1 million comes from the irrevocable commitment of contributions that was signed in 2015 and €56 million are new approvals that have been recorded as expenditure for the 2020 financial year. Contributions in kind include the transfer of the right of temporary usufruct free of charge in favour of <i>Fundación Telefónica</i> over the <i>Espacio Escuela 42</i> and the donation in kind of various assets and rights for a value of €0.95 million. During the financial year 2019, cash payments were made amounting to €47.5 million and contributions in kind amounting to €0.2 million.</p> <p>Atam is an association created by Telefónica whose objective is to support people with disabilities. It is a mutually supportive and collaborative organisation. It is a non-profit entity that was incorporated more than 40 years ago and has been declared a Public Utility. It is organised as a Social Protection System for people suffering from disabilities and/or dependency. Telefónica's contribution in 2020 was €7.08 million. In 2018 and 2019 it was €7.48 million in each year.</p>	
Society	Commitments of the company to sustainable development				
	The impact of the company's activity on local employment and development.	103	Management Approach to Local Communities + indirect economic impacts.	2.8. Contribution to communities: Impacts and SDGs.	
		203-1	Infrastructure investments and services supported.	2.8.3.1. Helping society to prosper.	
		203-2	Significant indirect economic impacts.	2.8.3.1. Helping society to prosper.	
		413-1	Operations with local community participation, impact assessments and development programmes.	2.8. Contribution to communities: Impacts and SDGs.	
	The impact of the company's activity on the local populations and the territory.	203-1	Infrastructure investments and services supported.	2.8.3.1. Helping society to prosper.	
		203-2	Significant indirect economic impacts.	2.8.3.1. Helping society to prosper.	
		411-1	Cases of violations of indigenous peoples' rights.	2.7. Human rights.	

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
		413-1	Operations with local community participation, impact assessments and development programmes.	2.8. Contribution to communities: Impacts and SDGs.	
		413-2	Operations with significant negative impacts - actual and potential - on local communities.	2.7. Human rights.	
	The relations maintained with the agents of the local communities and the forms of dialogue with them.	103	Management Approach to Local Communities.	2.7.3.3. Network deployment. 2.7.7. Relations with communities. Electromagnetic fields.	
		102-43	Approach to stakeholder engagement.	1.3.1. Our relations with our stakeholders. 2.13.1. Telefónica's stakeholders. 2.13.2. Types of engagement and relations with our stakeholders.	
		413-1	Operations with local community participation, impact assessments and development programmes.	2.7. Human rights.	
	Association or sponsorship actions.	102-12	External initiatives.	2.13.6. Principles for preparing the Statement of Non-Financial Information (EINF).	
		102-13	Membership of associations.	2.13.9. Collaborations with other associations.	
	Subcontracting and suppliers				
	* The inclusion in the procurements policy of social, gender equality and environmental issues. * Consideration in relations with suppliers and subcontractors of their social and environmental responsibility.	102-9	Supply chain.	2.6.1. Suppliers: Introduction. 2.6.2. Strategy and governance. 2.6.3.1. Risk management. 2.6.3.2. Engagement with suppliers.	
		102-10	Significant changes to the organization and its supply chain.	2.13.5. Structure and perimeter of the non-financial information section.	
		103	Supplier environmental assessment + Supplier social assessment + acquisition practices.	2.6.3.1 Risk management.	
		308-1	Supplier environmental assessment.	2.6.1. Suppliers: Introduction. 2.6.3.1 Risk management.	
		204-1	Proportion of spending on local suppliers.	1.6.3. Advancing towards a more sustainable world. 2.6.1. Suppliers: Introduction. 2.6.3.1 Risk management. 2.8.3.1 Helping society to prosper.	
		414-1	Supplier social assessment.	2.6.1. Suppliers: Introduction. 2.6.3.1 Risk management.	
		Supervision and audit systems and their results.	103	Management approach to acquisition practices.	2.6.1. Suppliers: Introduction. 2.6.2. Strategy and Governance. 2.6.3.1 Risk management.
	414-1		New suppliers that were screened using social criteria.	2.6.3.1 Risk management.	

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
		414-2	Negative social impacts in the supply chain and actions taken.	2.6. Suppliers/2.6.3.1. Risk Management If we focus our risk analysis only on the assessment of specific social impacts, given the product or service they supply, we have 1,941 suppliers with significant potential or actual negative social impacts.	
Consumers					
	Measures for the health and safety of consumers.	103	Management Approach to Health and Safety of customers + Marketing and labelling + Customer privacy.	1.10.1.2. Innovation in Cognitive Marketing. 2.3.2. Responsibility to Customers: Our approach and performance. 2.3.4. Measures for the health and safety of customers. 2.4.2. Privacy. 2.7.3.4. Children and minors. 2.7.7. Relations with communities. Electromagnetic fields.	
		416-1	Assessment of the health and safety impacts of product and service	2.3.4. Measures for the health and safety of customers.	
	Complaint systems, complaints received and their resolution.	103	Management Approach to Health and Safety of customers + Marketing and labelling + Customer privacy.	2.3.2. Responsibility to Customers: Our approach and performance. 2.4.2.4. Lines of action. 2.7.2. Management of human rights: Our due diligence.	
		416-2	Incidents of non-compliance concerning the health and safety impacts of products and services.	2.3.4. Measures to ensure customer health and safety.	
		418-1	Substantiated complaints regarding concerning breaches of customer privacy and losses of customer data.	2.4.7. Milestones 2020 and Challenges 2021.	
Tax information					
	Profit obtained country by country. Taxes on profits paid.	207-1	Management Approach to economic performance + quantitative data of taxes and profits.	2.2.4. Fiscal transparency. Direct answer: the figure for income taxes paid for 2019 and 2020 is included in note 28 of the CCAACC.	
		207-2	Fiscal governance, control and risk management.	2.8. Contribution to communities: Impacts and SDGs.	
		207-3	Stakeholder engagement and management of tax concerns.		
		207-4	Presentation of reports country-by-country.		
	Public subsidies received.	103	Management Approach to economic performance + quantitative data of taxes and profits.	Direct answer: The figure for subsidies relating to 2019 and 2020 are incorporated into the Consolidated statements of cash flows (capital grant receipts) of the years ended 31 December of the Consolidated Financial Statements.	

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
Other significant disclosures	Other general disclosures.	102-18	Governance structure.	4.1.1. Corporate Governance System. 4.4.1. Board of Directors.	
		102-19	Delegating authority.	4.1.1. Corporate Governance System.	
		102-20	Executive-level responsibility for economic, environmental, and social issues.	2.1.1. Sustainability governance.	
		102-21	Consulting stakeholders on economic, environmental, and social issues.	1.3.1. Our relations with our stakeholders.	
		102-22	Composition of the highest governance body and its committees.	4.1.1. Corporate Governance System. 4.4.1. Board of Directors.	
		102-23	Chair of the highest governance body.	Direct answer: José María Álvarez-Pallete.	
		102-24	Nominating and selecting the highest governance body.	4.4.1. Board of Directors.	
		102-25	Conflicts of interest.	4.5.2. Conflicts of interest.	
		102-26	Role of highest governance body in setting purpose, values, and strategy.	2.1.1. Sustainability governance.	
		102-27	Collective knowledge of highest governance body.	2.1.2. Culture aligned with Ethical and Sustainable Management.	
		102-28	Evaluating the highest governance body's performance.	4.4.1. Board of Directors.	
		102-29	Identifying and managing economic, environmental, and social impacts.	1.3.3. Ongoing dialogue. 1.4.1. We connect people. 2.3.3. Responsible design. 2.6.3.1. Risk Management. 2.7.2. Management of human rights: Our due diligence. 2.7.3. Priority issues. 2.7.4. Human Rights by Design. 2.8.2. Model for assessing our contribution and impact. 2.9.4. Environmental Management.	
		102-30	Effectiveness of risk management processes.	2.1.1. Sustainability governance. 3.1. Risk management and control model.	
		102-31	Review of economic, environmental, and social issues.	2.1.1. Sustainability governance.	
		102-32	Highest governance body's role in sustainability reporting.	2.1.1. Sustainability governance. 2.13.6 Principles for preparing the Statement of Non-Financial Information (EINF).	
102-33	Communicating critical concerns to the highest governance body.	2.1.1. Sustainability governance.			
102-34	Nature and total number of critical concerns.	1.3.2. Material aspects of our business.			

Areas	Content	Reporting criteria	GRI description	Reference/location 2020	GRI omissions
		102-37	Stakeholders' involvement in remuneration.	4.6. Remuneration.	
		102-40	List of stakeholder groups.	2.13.1. Telefónica's stakeholders.	
		102-42	Identifying and selecting stakeholders.	2.3.1. Approach. 2.13.1. Telefónica's stakeholders.	
		102-43	Approach to stakeholder engagement Key topics and concerns raised.	2.13.2. Types of engagement and relations with our stakeholders.	
		102-44	Key topics and concerns raised.	1.3.2. Material aspects of our business.	
		102-45	Entities included in the consolidated financial statements.	2.13.5. Structure and consolidation perimeter of non-financial information.	
		102-46	Defining report content and topic Boundaries.	2.13.6. Principles for preparing the Statement of Non-Financial Information (EINF).	
		102-47	List of material topics.	1.3.2. Material aspects of our business. 2.13.4 Material issues analysed.	
		102-48	Restatements of information.	2.13.5. Structure and consolidation perimeter of non-financial information.	
		102-49	Changes in reporting.	2.13.5. Structure and consolidation perimeter of non-financial information.	
		102-50	Reporting period.	Direct answer: the year 2020.	
		102-51	Date of most recent report.	Direct answer: February 2020.	
		102-52	Reporting cycle.	Direct answer: annual.	
		102-53	Contact point for questions regarding the report.	Direct answer: Global Corporate Ethics and Sustainability Department at Telefónica.	
		102-54	Claims of reporting in accordance with the GRI Standards.	2.13.6. Principles for preparing the Statement of Non-Financial Information (EINF).	
		102-55	GRI content index.	2.13.11. Compliance T from able Law 11/2018 of 28 December - GRI Standards.	
		102-56	External assurance.	Direct answer: External verification performed by PricewaterhouseCoopers Auditores, S.L.	

All GRI aspects related to the indicators included in this table are considered material to the Company except 301: Materials, 303: Water and effluents, 401: Employment. However, indicators 301-1, 301-3, 303-3, 303-5 and 401-1 are considered relevant for reporting purposes and therefore the Company provides information in this respect.

This report uses GRI standards under 2016 version, except in the following: 207: Tax (2019), 303: Water and effluents (2018) and 403: Occupational Health and Safety (2018).

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