As a company we have a clear purpose: to make our world more human, connecting people’s lives. That’s why we believe that it is people who give meaning to technology, not the other way around.
As a Company we are firmly convinced that we want to move towards a more respectful world, which is why we act on three fundamental pillars: Environment, Society and Government (ESG), to achieve our objectives in an ethical and sustainable way.

| Disclaimer | Go to link |
| Environment | Go to link |
| Energy and climate change | Environmental |
| Circular economy | Environmental |
| Digital solutions for the green transition | Environmental |
| Social | Social |
| Human capital | Social |
| Digital inclusion and Human Rights | Social |
| Sustainable Innovation | Social |
| Contribution and impact | Social |
| Governance | Governance |
| Privacy, security and clients | Governance |
| Ethics and corporate governance | Governance |
| Supply chain | Governance |
| Principal Adverse Impacts | Governance |
| Appendix - SASB compliance table | Governance |
| Appendix - GSMA ESG Metrics for Mobile | Governance |
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This document has been prepared by Telefónica, S.A. for informative and illustrative purposes only.

This document may contain forward-looking statements and information (hereafter, the "Statements") relating to the Telefónica Group (hereinafter, the "Company" or "Telefónica"). These Statements may include financial forecasts and estimates or statements regarding plans, objectives and expectations regarding matters, such as the customer base and its evolution, growth of the different business lines and of the global business, market share, possible acquisitions, divestitures or other transactions, the outcome of recently completed transactions, the Company’s results and its operations, including its environmental, social and governance commitments and targets.

The Statements can be identified, in certain cases, through the use of words such as "forecast", "expectation", "anticipation", "estimation", "purposes", "believes", "may", "will", "would", "could", "plan", "project" or similar expressions or variations of such expressions. These Statements reflect the current views or aspirations of Telefónica with respect to future events, do not represent, by their own nature, any guarantee of future fulfilment, and are subject to risks and uncertainties that could cause the final developments and results to materially differ from those expressed or implied by such Statements. These risks and uncertainties include those identified in the documents containing more comprehensive information filed by Telefónica with the different supervisory authorities of the securities markets in which its shares are listed and, in particular, the Spanish National Securities Market Commission (CNMV) and the U.S. Securities and Exchange Commission (SEC).

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## MAIN ESG TARGETS AND INDICATORS

### Indicators

<table>
<thead>
<tr>
<th>TARGETS</th>
<th>INDICATORS</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net Zero Emissions by 2040 globally, including the value chain</strong></td>
<td>% Scope 1+2 emissions reduction</td>
<td>-62.7%</td>
<td>-70.4%</td>
<td>-80%</td>
</tr>
<tr>
<td></td>
<td>% Scope 3 emissions reduction</td>
<td>-26.6%</td>
<td>-27.6%</td>
<td>-32%</td>
</tr>
<tr>
<td></td>
<td>% offsetting (scope 1+2, main markets)</td>
<td>46%</td>
<td>56%</td>
<td>61%</td>
</tr>
<tr>
<td><strong>Renewable electricity in own facilities</strong>: 100% by 2030</td>
<td>% renewable electricity in own facilities</td>
<td>79%</td>
<td>79%</td>
<td>82%</td>
</tr>
<tr>
<td><strong>Energy consumption per traffic</strong>: -90% by 2025</td>
<td>MWh/PB</td>
<td>72</td>
<td>54</td>
<td>49</td>
</tr>
<tr>
<td><strong>% recycled waste</strong></td>
<td></td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td><strong>% CPE reused or refurbished</strong></td>
<td>n.a</td>
<td>84%</td>
<td>86%</td>
<td></td>
</tr>
<tr>
<td><strong>Number of reused customer mobile phones</strong></td>
<td>154,530</td>
<td>285,958</td>
<td>386,210</td>
<td></td>
</tr>
<tr>
<td><strong>% procurement processes of B2B/B2C equipment using circular criteria</strong></td>
<td></td>
<td>n.a</td>
<td>84%</td>
<td>86%</td>
</tr>
<tr>
<td><strong>First pilot exercise</strong>: B2B acquisition of routers and switches at Telefónica Spain</td>
<td></td>
<td></td>
<td></td>
<td>92% acquisition of routers and switches at Telefónica Spain</td>
</tr>
<tr>
<td><strong>% of new Telefónica-branded equipment with ecodesign criteria</strong></td>
<td></td>
<td>n.a</td>
<td>84%</td>
<td>86%</td>
</tr>
<tr>
<td><strong>First pilot exercise</strong>: LCA study on the new model of 5G router</td>
<td></td>
<td></td>
<td></td>
<td>Life Cycle Assessment (LCA) on a new 5G router</td>
</tr>
<tr>
<td><strong>Leadership position in the Digital Inclusion Benchmark</strong></td>
<td>Position in the ranking</td>
<td>2nd</td>
<td>1st</td>
<td>1st</td>
</tr>
<tr>
<td><strong>Connectivity</strong></td>
<td>Spain: Percentage of mobile coverage in rural areas</td>
<td>n.a</td>
<td>94%</td>
<td>94%</td>
</tr>
<tr>
<td></td>
<td>Germany: Percentage of mobile coverage in rural areas</td>
<td>n.a</td>
<td>94%</td>
<td>94%</td>
</tr>
<tr>
<td></td>
<td>Brazil: Percentage of mobile coverage in rural areas</td>
<td>n.a</td>
<td>77%</td>
<td>77%</td>
</tr>
<tr>
<td></td>
<td>UK: Percentage of mobile coverage in rural areas</td>
<td>n.a</td>
<td>Not available</td>
<td>&gt;99%</td>
</tr>
<tr>
<td><strong>Digital skills</strong></td>
<td>To bring digital skills to over 1m people across the footprint each year</td>
<td>Beneficiaries of digital skill programs</td>
<td>2,320,969</td>
<td>1,252,767</td>
</tr>
<tr>
<td><strong>Diversity &amp; Inclusion</strong></td>
<td>Gender Equality</td>
<td>Included in Bloomberg Gender Equality Index</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Parity in main governing bodies</td>
<td>% women executives</td>
<td>27%</td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td>% women in EUCom</td>
<td>57%, 56%</td>
<td>57%</td>
<td>56%</td>
</tr>
<tr>
<td></td>
<td>% adjusted pay gap</td>
<td>20%</td>
<td>12%</td>
<td>7.5%</td>
</tr>
<tr>
<td></td>
<td>Parity in main governing bodies</td>
<td>% women in EUCom</td>
<td>57%, 56%</td>
<td>57%</td>
</tr>
<tr>
<td><strong>Diversity &amp; Inclusion: Disability</strong></td>
<td>Number of employees with disabilities in the workforce by 2024</td>
<td>1,198</td>
<td>1,150</td>
<td>1,480</td>
</tr>
<tr>
<td><strong>Health &amp; safety</strong></td>
<td>Employees covered by health &amp; safety / Employees covered by standards ISO 45001 or OHSAS 18001</td>
<td>96% / 49%</td>
<td>96% / 49%</td>
<td>96% / 49%</td>
</tr>
<tr>
<td></td>
<td>Number of deaths resulting from an occupational injury (based on OIT)</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Professional development &amp; new ways of working</strong></td>
<td>eWPI score</td>
<td>65</td>
<td>67</td>
<td>69</td>
</tr>
<tr>
<td></td>
<td>% employees in reskilling programs</td>
<td>n.a</td>
<td>70%</td>
<td>70%</td>
</tr>
<tr>
<td></td>
<td>% employees with access to teleworking tools</td>
<td>70%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Privacy &amp; Security</strong></td>
<td>Evaluation of 100% of our operations every year</td>
<td>% operations evaluated</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Targets

- **Net Zero Emissions by 2040 globally, including the value chain**
  - 80% scope 1+2 by 2030
  - 56% scope 3 by 2030
  - Neutralise 100% of residual emissions (scope 1+2) by 2025 in main markets

- **Renewable electricity in own facilities**: 100% by 2030

- **Energy consumption per traffic**: -90% by 2025

- **% recycled waste**

- **% CPE reused or refurbished**

- **Number of reused customer mobile phones**

- **% procurement processes of B2B/B2C equipment using circular criteria**

- **First pilot exercise**: B2B acquisition of routers and switches at Telefónica Spain

- **% of new Telefónica-branded equipment with ecodesign criteria**

- **Leadership position in the Digital Inclusion Benchmark**

- **Connectivity**

- **Digital Inclusion**

- **Diversity & Inclusion**

- **Health & safety**

- **Privacy & Security**

### Notes

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<table>
<thead>
<tr>
<th>Category</th>
<th>Indicator</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business ethics</strong></td>
<td>Zero Tolerance of corruption</td>
<td>100%</td>
<td>83%</td>
<td>93%</td>
</tr>
<tr>
<td></td>
<td>100% employees trained in Responsible Business (2018-2020)</td>
<td>92%</td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td></td>
<td>Confirmed corruption internal cases</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>NPS score</td>
<td>23</td>
<td>26</td>
<td>36</td>
</tr>
<tr>
<td></td>
<td>RepTrak score</td>
<td>63.2</td>
<td>67</td>
<td>67</td>
</tr>
<tr>
<td></td>
<td>100% of high-risk suppliers** assessed for sustainability by 2024</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>% high-risk suppliers evaluated</td>
<td>68%</td>
<td>71%</td>
<td>72%</td>
</tr>
<tr>
<td></td>
<td>Target for financing linked to sustainability to represent between 30% and 35% of sustainability-linked financing over total financing by 2024</td>
<td>0%</td>
<td>5%</td>
<td>27%</td>
</tr>
<tr>
<td></td>
<td>% women on the Board of Directors</td>
<td>29%</td>
<td>31%</td>
<td>33%</td>
</tr>
<tr>
<td></td>
<td>% independent Directors</td>
<td>53%</td>
<td>60%</td>
<td>60%</td>
</tr>
</tbody>
</table>

**Notes:**
1. The figure has been recalculated because we have removed UK.
2. 2020: 100% since all employees were active and we had a number of transformation changes. In 2021, the number of employees is recalculated to cover for a salary in 2020.
3. 2018-2019, 56% of employees have been trained in the projects: “Transformers”, “Emprende Digital”, “Moneda Digital” and “Transformed”.
4. The 2020 data reflects the changes in the way the company values the KPIs, compared to 2019, which resulted in a more consistent KPI calculation between 2019 and 2020.
5. Our model is based on universality (it applies to all employees unless their role cannot be performed while working from home).
6. Since its launch in 2018, the model only accounts for the number of active employees at the end of the year. Please refer to the calculation methodology compared to 2020 to improve data quality.
ENVIRONMENT:
BUILDING A GREENER FUTURE

Our environmental strategy seeks to minimise our impact on the environment and maximise the environmental benefits generated by our digital products and services.
Our commitment: To minimise our environmental impact, achieving zero net carbon emissions and zero waste to landfill.

Sheet 1: Energy and Climate Change
Sheet 2: Circular Economy
Sheet 3: Digital solutions for the green transition
**ENERGY AND CLIMATE CHANGE**

### Global performance

#### Progress in 2022

<table>
<thead>
<tr>
<th>Metric</th>
<th>2016</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>GHG Emissions (Scope 1+2) - CO₂e</td>
<td>2,881,942</td>
<td>2,194,961</td>
<td>2,072,159</td>
</tr>
<tr>
<td>GHG Emissions (Scope 3) - CO₂e</td>
<td>1,315,544</td>
<td>1,325,544</td>
<td>1,270,051</td>
</tr>
</tbody>
</table>

#### Value base year

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>GHG Emissions (Scope 1+2) - CO₂e</td>
<td>2,881,942</td>
<td>2,194,961</td>
<td>2,072,159</td>
</tr>
<tr>
<td>GHG Emissions (Scope 3) - CO₂e</td>
<td>1,315,544</td>
<td>1,325,544</td>
<td>1,270,051</td>
</tr>
</tbody>
</table>

### Energy consumption per traffic - MWh/FB


### Biogenic emissions

- Biogenic emissions: 2022 (2021: 2020:)

### Renewable electricity consumption in own facilities

- Percentage of renewable electricity consumption in own facilities: 2022 (2021: 2020:)

### Renewable energy

- Renewable energy: 100%

### Renewable Emissions

- Renewable Emissions in Europe, Brazil, China, and Peru: 2022

### GHG Emissions (scopes 1+2)

- GHG Emissions (scopes 1+2) - CO₂e: 2022 (2021: 2020:)

### GHG Emissions (scope 3)

- GHG Emissions (scope 3) - CO₂e: 2022 (2021: 2020:)

### Renewable electricity consumption in own facilities

- Percentage of renewable electricity consumption in own facilities: 2022 (2021: 2020:)

---

*The base year for Scopes 1 and 2 GHG emissions is 2015 and the base year for Scope 3 GHG emissions is 2016.*

---

**Notes:**

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**More info**
<table>
<thead>
<tr>
<th>Energy efficiency &amp; management projects</th>
<th>Number</th>
<th>203</th>
<th>986</th>
<th>50</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy consumption per unit traffic</td>
<td>MWh/PB</td>
<td>73</td>
<td>54</td>
<td>69</td>
</tr>
<tr>
<td>Total annual traffic managed</td>
<td>Petabytes</td>
<td>86.991</td>
<td>10547</td>
<td>4079</td>
</tr>
</tbody>
</table>

**Total energy consumption 2022**

- **Spain**: 30.0%
- **Telefónica**: 20.0%
- **Germany**: 19.3%
- **Brazil**: 13.1%
- **Hispan**: 7.9%

**Progress in energy & traffic 2015-2022**

- **Energy Consumption (MWh)**
- **Traffic (PB)**

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CIRCULAR ECONOMY

Circular economy targets
Moving towards becoming a Zero Waste company

<table>
<thead>
<tr>
<th>Customer Premise Equipment (CPE)</th>
<th>B2B/B2C customer equipment</th>
<th>Near Telefónica branded customer equipment</th>
<th>Mobile devices</th>
<th>Waste to landfill</th>
</tr>
</thead>
<tbody>
<tr>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>50%</td>
<td>0%</td>
</tr>
</tbody>
</table>

2024 Refurbished and reused 2025 Purchased following circularity criteria 2026 Ecodesigned 2020 Refurbished 2030 For network equipment, by 2025

Zero waste by 2025 - Targets and indicators

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% recycled waste</td>
<td>96%</td>
<td>96%</td>
</tr>
<tr>
<td>Refurbishment and reuse of 90% of Customer Premise Equipment collected from customers by 2024</td>
<td>84%</td>
<td>84%</td>
</tr>
<tr>
<td>Refurbishment of 500,000 units a year by 2020 through various programmes</td>
<td>305,958</td>
<td>366,290</td>
</tr>
<tr>
<td>B2B/B2C equipment purchased with circular economy criteria - 100% by 2025</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Ecodesign of branded equipment - 100% by 2026</td>
<td>6%</td>
<td>6%</td>
</tr>
</tbody>
</table>

Waste by type and disposal method

![Diagram of waste by type and disposal method]

- Total waste generated: 52,906 tonnes
- Non-hazardous waste: 46,489 tonnes
- Hazardous waste: 41,837 tonnes
- Recycled waste: 4,863 tonnes
- Waste sent to incineration: 45,362 tonnes
- Waste with other treatments: 362,549 tonnes
- Waste to landfill: 51,665 tonnes

Notes:
(1) All data in this table exclude the United Kingdom from the reporting perimeter to facilitate comparability between periods.
(2) Data in this table include the United Kingdom from the reporting perimeter.
(3) Data in this table exclude the United Kingdom from the reporting perimeter.

CIRCULARITY IN ELECTRONIC EQUIPMENT

To reduce its impact and waste generation, we extend the life of electronic equipment by repairing its wear and recycling the rest.

<table>
<thead>
<tr>
<th>Reused equipment</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.4 million</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Routers and set-top boxes</th>
<th>3,791,315 Units</th>
<th>3,791,315 Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile phones</td>
<td>386,290 Units</td>
<td>386,290 Units</td>
</tr>
<tr>
<td>Donated equipment</td>
<td>745 Units</td>
<td>745 Units</td>
</tr>
<tr>
<td>Office equipment</td>
<td>18,314 Units</td>
<td>18,314 Units</td>
</tr>
<tr>
<td>Network equipment</td>
<td>229,907 Units</td>
<td>229,907 Units</td>
</tr>
</tbody>
</table>

Total waste: 52,906 tonnes

- 0.9% recycled
- 96% recycled
- 96% recycled

Notes:
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### Waste and Water Consumption

#### Waste

<table>
<thead>
<tr>
<th>Category</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hazardous waste</td>
<td>314</td>
<td>543</td>
<td>480</td>
</tr>
<tr>
<td>Total non-hazardous waste</td>
<td>40,247</td>
<td>60,794</td>
<td>52,585</td>
</tr>
<tr>
<td>Hazardous waste</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waste recycled</td>
<td>4,780</td>
<td>2,510</td>
<td>2,384</td>
</tr>
<tr>
<td>Waste to energy recovery</td>
<td>17</td>
<td>21</td>
<td>84</td>
</tr>
<tr>
<td>Waste with other treatments</td>
<td>52</td>
<td>691</td>
<td>99</td>
</tr>
<tr>
<td>Waste sent to incineration</td>
<td>1</td>
<td>0.3</td>
<td>12</td>
</tr>
<tr>
<td>Waste sent to landfill</td>
<td>46</td>
<td>57</td>
<td>72</td>
</tr>
<tr>
<td>Total hazardous waste</td>
<td>4,843</td>
<td>3,264</td>
<td>2,246</td>
</tr>
</tbody>
</table>

#### Notes:
1. All data in this table exclude the United Kingdom from the reporting perimeter to facilitate comparability between periods.
2. Other treatments: includes physical treatments, biological treatments, secure cells and intermediate treatments prior to recycling.
3. 2020 and 2021 data recalculated according to the improvement applied as of fiscal year 2022: separate reporting of waste for landfill and incineration.

#### Water Consumption

<table>
<thead>
<tr>
<th>Category</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water consumption from all areas</td>
<td>2,772</td>
<td>2,849</td>
<td>3,014</td>
</tr>
<tr>
<td>Water consumption from areas with high water stress</td>
<td>750</td>
<td>756</td>
<td>764</td>
</tr>
</tbody>
</table>

#### Notes:
1. All data in this table exclude the United Kingdom from the reporting perimeter to facilitate comparability between periods.
2. The 2021 figure has been recalculated due to better data quality obtained from our German and Venezuelan operations.

**Total water consumption by Telefónica 2022**

We adopt specific measures to achieve efficient consumption, especially in regions with high water stress.

- **76%** From non-water-stressed regions
- **24%** From water-stressed regions

![Water Stress Diagram]

**Water Stress**: Yes, No

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**Notes**:
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2. Information was redacted per TELEFÓNICA.
DIGITAL SOLUTIONS FOR THE GREEN TRANSITION

Digital solutions for environmental challenges

Eco Rating implementation

<table>
<thead>
<tr>
<th>Countries</th>
<th>Spain</th>
<th>UK, Spain, Brazil and Germany</th>
<th>All countries where Telefónica operates</th>
</tr>
</thead>
</table>

Notes:

1. The increase in this indicator between 2021 and 2022 is due to the fact that in 2022 the scope of the indicator has been extended to include additional services.

2. This document is classified as PUBLIC by TELEFÓNICA.
SOCIAL:
HELPING SOCIETY TO THRIVE

Ensure that our business contributes to the socio-economic development of the regions in which we operate by ensuring that we leave no one behind.

Sheet 1: Human capital
Sheet 2: Digital Inclusion and Human Rights
Sheet 3: Sustainable innovation
Sheet 4: Contribution and Impact on communities

Helping society thrive
HUMAN CAPITAL

Our targets

<table>
<thead>
<tr>
<th>Professional Development</th>
<th>50%</th>
<th>Employees participating in annual new skills or reskilling programmes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>60% eNPS</td>
<td>Employee Net Promoter Score equal or greater than 80%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Diversity &amp; Inclusion</th>
<th>33%</th>
<th>Women executives by 2024</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>+/- 1%</td>
<td>Adjusted gender pay gap of +/- by 2024</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>Eliminate the gender pay gap by 2050</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Parity</th>
<th>Gender parity in the Company’s highest governing bodies</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Double the number of employees with disabilities within the workforce by 2024.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>New Ways of Working</th>
<th>Flexible Working</th>
<th>100% of the workforce able to opt for hybrid working by 2024</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Safety, Health, and Wellbeing</th>
<th>Safe &amp; Healthy Working</th>
<th>To provide safe &amp; healthy working conditions to prevent injuries</th>
</tr>
</thead>
</table>

Key Indicators

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total employees</td>
<td>Number</td>
<td>112,349</td>
<td>103,654</td>
</tr>
<tr>
<td>Men</td>
<td>Number</td>
<td>69,638</td>
<td>64,380</td>
</tr>
<tr>
<td>Women</td>
<td>Number</td>
<td>42,711</td>
<td>39,264</td>
</tr>
<tr>
<td>Countries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spain</td>
<td>Number</td>
<td>28,560</td>
<td>28,949</td>
</tr>
<tr>
<td>Germany</td>
<td>Number</td>
<td>7,926</td>
<td>7,238</td>
</tr>
<tr>
<td>Brazil</td>
<td>Number</td>
<td>34,432</td>
<td>34,216</td>
</tr>
<tr>
<td>Average age of 41 years old</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hispam</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total workforce</td>
<td></td>
<td>103,638</td>
<td></td>
</tr>
</tbody>
</table>

Contracts

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent contracts</td>
<td>Number</td>
<td>109,926</td>
<td>101,669</td>
</tr>
</tbody>
</table>

---

Note: These documents contain information subject to TELEFÓNICA.

Note: This document is classified as PUBLIC by TELEFÓNICA.
<table>
<thead>
<tr>
<th>Permanent contracts men</th>
<th>Number of employees</th>
<th>68,244</th>
<th>63,200</th>
<th>62,586</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent contracts women</td>
<td>Number of employees</td>
<td>41,685</td>
<td>36,799</td>
<td>39,272</td>
</tr>
<tr>
<td>Temporary contract</td>
<td>Number of employees</td>
<td>2,420</td>
<td>1,655</td>
<td>1,680</td>
</tr>
<tr>
<td>Temporary contract men</td>
<td>Number of employees</td>
<td>1,394</td>
<td>1,180</td>
<td>1,680</td>
</tr>
<tr>
<td>Temporary contract women</td>
<td>Number of employees</td>
<td>1,026</td>
<td>755</td>
<td>625</td>
</tr>
<tr>
<td>Percentage of women new hires, of the total number of new hires</td>
<td>Number of employees</td>
<td>43%</td>
<td>44%</td>
<td>44%</td>
</tr>
</tbody>
</table>

**Voluntary & Involuntary Leavers**

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total involuntary¹ leavers</td>
<td>Number of employees</td>
<td>0,986</td>
<td>0,272</td>
</tr>
<tr>
<td>% involuntary leavers</td>
<td>Percentage</td>
<td>32%</td>
<td>23%</td>
</tr>
<tr>
<td>Percentage of women employees that left the company, of the total employees</td>
<td>Percentage</td>
<td>42%</td>
<td>42%</td>
</tr>
<tr>
<td>Total voluntary² leavers</td>
<td>Number of employees</td>
<td>4,084</td>
<td>5,954</td>
</tr>
<tr>
<td>% voluntary leavers</td>
<td>Percentage</td>
<td>20%</td>
<td>15%</td>
</tr>
</tbody>
</table>

**Notes:**
(1) Dismissals.
(2) Resignations: several voluntary redundancy schemes came to an end or spiked over the course of 2022.

**Turnover³**

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average turnover over the average workforce</td>
<td>Percentage</td>
<td>18%</td>
<td>23%</td>
</tr>
<tr>
<td>Percentage total turnover involuntary + voluntary leavers</td>
<td>Percentage</td>
<td>14%²</td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**
(3) The turnover percentage is calculated by dividing the number of leaves by the average workforce.
(4) The turnover percentage is calculated by dividing the number of leaves by the average workforce.
(5) The turnover percentage is calculated by dividing the number of leaves by the average workforce.

**Employees**

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>eNPS</td>
<td>Number</td>
<td>65</td>
<td>67</td>
</tr>
<tr>
<td>eNPS response rate</td>
<td>Percentage</td>
<td>78%</td>
<td>70%</td>
</tr>
<tr>
<td>Percentage of employees with union agreements</td>
<td>Percentage</td>
<td>99%</td>
<td>69,3%</td>
</tr>
<tr>
<td>Total training hours</td>
<td>Hours</td>
<td>3,549,124</td>
<td>4,178,665</td>
</tr>
<tr>
<td>Gross pay gap</td>
<td>Percentage</td>
<td>16,8%</td>
<td>17,49%</td>
</tr>
<tr>
<td>Adjusted wage gap</td>
<td>Percentage</td>
<td>3,53%</td>
<td>1,13%</td>
</tr>
</tbody>
</table>

**Diversity**

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Women as a % of total employees</td>
<td>Percentage</td>
<td>38%</td>
<td>39%</td>
</tr>
<tr>
<td>% Women executives⁴</td>
<td>Percentage</td>
<td>27%</td>
<td>30%</td>
</tr>
<tr>
<td>% Women in all management positions</td>
<td>Percentage</td>
<td>n.a</td>
<td>30%</td>
</tr>
<tr>
<td>% Women on the Board of Directors</td>
<td>Percentage</td>
<td>29%</td>
<td>33%</td>
</tr>
<tr>
<td>% Women on the Executive Committee</td>
<td>Percentage</td>
<td>18%</td>
<td>19%</td>
</tr>
<tr>
<td>% Women hired under 35 years of age</td>
<td>Percentage</td>
<td>45%</td>
<td>46%</td>
</tr>
<tr>
<td>Individuals</td>
<td>Number</td>
<td>117</td>
<td>84</td>
</tr>
<tr>
<td>Percentage of women working on Engineering</td>
<td>Percentage</td>
<td>16,4%</td>
<td></td>
</tr>
<tr>
<td>Percentage of the female candidates on the board of directors (chairwoman-related)</td>
<td>Percentage</td>
<td>8,2%</td>
<td></td>
</tr>
<tr>
<td>Percentage of women involved in the board of directors (chairwoman-related)</td>
<td>Percentage</td>
<td>8,2%</td>
<td></td>
</tr>
<tr>
<td>Percentage of women involved in the board of directors (chairwoman-related)</td>
<td>Percentage</td>
<td>8,2%</td>
<td></td>
</tr>
<tr>
<td>People with disabilities</td>
<td>Number</td>
<td>1,118</td>
<td>1,124 ⁵</td>
</tr>
</tbody>
</table>

**Health & Safety: Accidents**

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of on-the-job accidents with sick leave</td>
<td>Number</td>
<td>450</td>
<td>509</td>
</tr>
<tr>
<td>Rate of accident frequency</td>
<td>Total number of on-the-job accidents with sick leave / Total number of annual working hours x 200,000</td>
<td>0,46</td>
<td>0,51</td>
</tr>
</tbody>
</table>
### Total number of occupational diseases

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
<th>Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>811</td>
<td>0.37</td>
</tr>
<tr>
<td>2021</td>
<td>2,111</td>
<td>0.20</td>
</tr>
<tr>
<td>2022</td>
<td>293</td>
<td>0.08</td>
</tr>
</tbody>
</table>

### Rate of occupational diseases (based on ILO definition)

\[
\text{Rate} = \frac{\text{Total no. of annual working hours} \times 200,000}{\text{Total no. of annual working hours}}
\]

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
<th>Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>0.37</td>
<td>0.30</td>
</tr>
<tr>
<td>2021</td>
<td>2.13</td>
<td>0.30</td>
</tr>
<tr>
<td>2022</td>
<td>0.51</td>
<td>0.90</td>
</tr>
</tbody>
</table>

### Number of occupational injuries with major consequences (excluding fatalities)

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
<th>Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>2</td>
<td>0.00</td>
</tr>
<tr>
<td>2021</td>
<td>8</td>
<td>0.01</td>
</tr>
<tr>
<td>2022</td>
<td>0</td>
<td>0.00</td>
</tr>
</tbody>
</table>

### Rate of occupational injuries with major consequences

\[
\text{Rate} = \frac{\text{Number of occupational injuries with major consequences (not including fatalities)} \times 200,000}{\text{Number of hours worked}}
\]

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
<th>Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>0.06</td>
<td>0.30</td>
</tr>
<tr>
<td>2021</td>
<td>0.51</td>
<td>0.90</td>
</tr>
<tr>
<td>2022</td>
<td>0.90</td>
<td>0.90</td>
</tr>
</tbody>
</table>

### Total number of injuries per recordable occupational accident

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
<th>Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>421</td>
<td>0.39</td>
</tr>
<tr>
<td>2021</td>
<td>278</td>
<td>0.58</td>
</tr>
<tr>
<td>2022</td>
<td>554</td>
<td>0.56</td>
</tr>
</tbody>
</table>

### Rate of recordable occupational injury

\[
\text{Rate} = \frac{\text{Number of recordable occupational injuries (not including fatalities)} \times 200,000}{\text{Number of hours worked}}
\]

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
<th>Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>1</td>
<td>0.02</td>
</tr>
<tr>
<td>2021</td>
<td>0.04</td>
<td>0.04</td>
</tr>
<tr>
<td>2022</td>
<td>0.04</td>
<td>0.04</td>
</tr>
</tbody>
</table>

### Total number of deaths resulting from an occupational injury

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
<th>Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>1</td>
<td>0.00</td>
</tr>
<tr>
<td>2021</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>2022</td>
<td>0</td>
<td>0.00</td>
</tr>
</tbody>
</table>

### Health & Safety: Absenteeism

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of annual working hours</th>
<th>Number of total absence hours</th>
<th>Total absenteeism rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>2,138,946,294</td>
<td>4,828,152</td>
<td>0.02</td>
</tr>
<tr>
<td>2021</td>
<td>1,899,950,494</td>
<td>7,856,914</td>
<td>0.04</td>
</tr>
<tr>
<td>2022</td>
<td>1,978,895,968</td>
<td>7,755,226</td>
<td>0.04</td>
</tr>
</tbody>
</table>

\[
\text{Total absenteeism rate} = \frac{\text{Number of days lost due to any cause}}{\text{Total number of working days}}
\]

### Lost day rate / severity (Based on ILO definition)

\[
\text{Lost day rate} = \frac{\text{Total number of days lost due to occupational accidents at work with sick leave and occupational disease}}{\text{Total number of working hours}}
\]

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
<th>Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>18.2</td>
<td>18.2</td>
</tr>
<tr>
<td>2021</td>
<td>28.8</td>
<td>28.8</td>
</tr>
<tr>
<td>2022</td>
<td>24.9</td>
<td>24.9</td>
</tr>
</tbody>
</table>

### Health and Safety: Management systems

<table>
<thead>
<tr>
<th>Year</th>
<th>% of employees covered by Health and Safety management system implemented and certified under ISO 45001 standard</th>
<th>Percentage</th>
<th>% of employees covered by the Health and Safety Management System subject to internal or third party auditing</th>
<th>Percentage</th>
<th>% of Health and Safety Management Systems implemented</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td></td>
<td>0%</td>
<td></td>
<td>0%</td>
<td>66%</td>
<td>66%</td>
</tr>
<tr>
<td>2021</td>
<td></td>
<td>44%</td>
<td></td>
<td>86%</td>
<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td>2022</td>
<td></td>
<td>40%</td>
<td></td>
<td>88%</td>
<td>96%</td>
<td>96%</td>
</tr>
</tbody>
</table>

1. Data not available due to changes in criteria, bringing it in line with other KPI calculations, e.g. 2021 based on accumulated average headcount. Therefore, the 2021 results are not directly comparable to 2020 data.
2. The indicator has decreased slightly due to the changes in perimeter experienced in the year. The departure of the United Kingdom from the scope of calculation is especially significant.

### Maternity leave by country:

<table>
<thead>
<tr>
<th>Country</th>
<th>Weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Germany</td>
<td>14</td>
</tr>
<tr>
<td>Spain</td>
<td>16</td>
</tr>
<tr>
<td>Brasil</td>
<td>16</td>
</tr>
</tbody>
</table>

### Paternity leave by country:

<table>
<thead>
<tr>
<th>Country</th>
<th>Weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>6</td>
</tr>
<tr>
<td>Brasil</td>
<td>5</td>
</tr>
</tbody>
</table>
### Digital Inclusion

<table>
<thead>
<tr>
<th>Position in ranking</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Premises reached by UBB (own and third parties)</td>
<td>n.a.</td>
<td>159,841,086</td>
<td>168,057,417</td>
</tr>
<tr>
<td>% of mobile coverage in rural areas</td>
<td>n.a.</td>
<td>77% - 94%</td>
<td>90% - 98%</td>
</tr>
<tr>
<td>% LTE / 4G coverage</td>
<td>83%</td>
<td>87%</td>
<td>90%</td>
</tr>
</tbody>
</table>

#### Connectivity

<table>
<thead>
<tr>
<th>Country</th>
<th>% of mobile coverage in rural areas</th>
<th>% LTE / 4G coverage</th>
<th>% of rural population with 50 Mbit/s coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>n.a. 91% 4G rural coverage, 81% 5G rural coverage</td>
<td>84%</td>
<td>n.a</td>
</tr>
<tr>
<td>Germany</td>
<td>n.a. 94% rural population with 5G Mbits</td>
<td>99%</td>
<td>n.a</td>
</tr>
<tr>
<td>Brazil</td>
<td>77% rural population with 4G/5G</td>
<td>80%</td>
<td>n.a</td>
</tr>
<tr>
<td>UK</td>
<td>n.a. 77% rural population with 4G/5G</td>
<td>95%</td>
<td>n.a</td>
</tr>
<tr>
<td>% of mobile coverage in rural areas</td>
<td>n.a. n.a 99%</td>
<td>n.a 95%</td>
<td></td>
</tr>
<tr>
<td>% LTE / 4G coverage</td>
<td>83% 87% 90%</td>
<td>n.a 99%</td>
<td></td>
</tr>
</tbody>
</table>

#### Affordability - Universal Service

<table>
<thead>
<tr>
<th>Millions of euros</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beneficiaries of digital skills development</td>
<td>1,212,768</td>
<td>1,305,718</td>
<td>1,356,715</td>
</tr>
<tr>
<td>Beneficiaries of basic digital skills development</td>
<td>1,212,768</td>
<td>1,305,718</td>
<td>1,356,715</td>
</tr>
<tr>
<td>Beneficiaries of intermediate digital skills development</td>
<td>1,779</td>
<td>n.a.</td>
<td>1,299,086</td>
</tr>
<tr>
<td>Beneficiaries of advanced digital skills development</td>
<td>4,000</td>
<td>n.a.</td>
<td>4,300</td>
</tr>
</tbody>
</table>

#### Social Inclusion & Human Rights

- 90-97% rural mobile broadband coverage in Spain, Germany and Brazil by 2024
- 100% fibre optic coverage by 2024
- 50% of the population with 5G by 2022 and boost fibre-roll out in rural areas
- Fibre to 5.6 million homes and businesses in the next 4 years.
## HUMAN RIGHTS

<table>
<thead>
<tr>
<th>Main Indicators</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Principles Responsible Business Training</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of employees trained</td>
<td>103,934</td>
<td>88,815</td>
<td>91,347</td>
</tr>
<tr>
<td>% of operators subjected to a human rights impact assessment</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Number of on-site human rights audits of suppliers</td>
<td>10,090</td>
<td>10,721</td>
<td>9,964</td>
</tr>
<tr>
<td>% of significant investment agreements signed by Telefonica, S.A. with HR clauses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>There were no significant investment agreements</td>
<td>100%</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>
### SUSTAINABLE INNOVATION

<table>
<thead>
<tr>
<th>Main indicators</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Innovation: R&amp;D Investment</td>
<td>Millions of euros</td>
<td>959</td>
<td>835</td>
</tr>
<tr>
<td>Innovation: Investment in R&amp;D&amp;I</td>
<td>Millions of euros</td>
<td>4,626</td>
<td>4,426</td>
</tr>
<tr>
<td>Programmes to foster STEM careers</td>
<td>Programmes</td>
<td>27</td>
<td>52</td>
</tr>
<tr>
<td>Patent portfolio</td>
<td>Number</td>
<td>305</td>
<td>336</td>
</tr>
<tr>
<td>Responsibility by Design</td>
<td>Number of R&amp;D evaluated under Responsibility by Design framework</td>
<td>n.a</td>
<td>n.a</td>
</tr>
</tbody>
</table>

- **Note:** These figures have been calculated using the guidelines established in the OECD manual.

### Open Innovation

<table>
<thead>
<tr>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Innovation portfolio/active start-ups</td>
</tr>
<tr>
<td>Start-ups working with Telefónica</td>
</tr>
<tr>
<td>Countries in which it is present</td>
</tr>
<tr>
<td>Wayra Hubs</td>
</tr>
<tr>
<td>Open Future spaces</td>
</tr>
<tr>
<td>Start-ups invested by Wayra</td>
</tr>
<tr>
<td>Start-ups invested directly by Telefónica Ventures</td>
</tr>
<tr>
<td>Direct investment in start-ups in 2022 (million euros)</td>
</tr>
<tr>
<td>Start-ups invested in by Telefónica Ventures through other funds</td>
</tr>
<tr>
<td>Investment through third parties in startups (million euros)</td>
</tr>
<tr>
<td>Total cumulative investment (Wayra + Telefónica Ventures, direct and indirect) (million euros)</td>
</tr>
</tbody>
</table>
## Contribution and Impact on Communities

### GDP Contribution

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Impact</td>
<td>Millions of euros</td>
<td>44,692</td>
<td>46,904</td>
</tr>
<tr>
<td>Direct Impact</td>
<td>Millions of euros</td>
<td>19,803</td>
<td>14,774</td>
</tr>
<tr>
<td>Indirect Impact</td>
<td>Millions of euros</td>
<td>19,497</td>
<td>22,084</td>
</tr>
<tr>
<td>Induced Impact</td>
<td>Millions of euros</td>
<td>5,392</td>
<td>12,047</td>
</tr>
</tbody>
</table>

Note: 2022 does not include UK.

### Impact on GDP

<table>
<thead>
<tr>
<th>Country</th>
<th>Million of euros</th>
<th>Percentage of local GDP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Germany</td>
<td>7,363</td>
<td>0,01%</td>
</tr>
<tr>
<td>Argentina</td>
<td>2,369</td>
<td>0,13%</td>
</tr>
<tr>
<td>Brazil</td>
<td>13,491</td>
<td>0,05%</td>
</tr>
<tr>
<td>Chile</td>
<td>2,222</td>
<td>0,01%</td>
</tr>
<tr>
<td>Japan</td>
<td>2,198</td>
<td>0,00%</td>
</tr>
<tr>
<td>Mexico</td>
<td>15,842</td>
<td>1,30%</td>
</tr>
<tr>
<td>Peru</td>
<td>7,983</td>
<td>0,09%</td>
</tr>
<tr>
<td>Spain</td>
<td>2,179</td>
<td>1,30%</td>
</tr>
</tbody>
</table>

### Employment Contribution

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Impact</td>
<td>Number of people</td>
<td>957,314</td>
<td>1,212,163</td>
</tr>
<tr>
<td>Direct Impact</td>
<td>Number of people</td>
<td>108,531</td>
<td>106,034</td>
</tr>
<tr>
<td>Indirect Impact</td>
<td>Number of people</td>
<td>847,880</td>
<td>656,123</td>
</tr>
<tr>
<td>Induced Impact</td>
<td>Number of people</td>
<td>210,773</td>
<td>449,467</td>
</tr>
</tbody>
</table>

Note: 2022 does not include UK.

### SDG 9 - Build Inclusive and Sustainable Connectivity

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>R&amp;D+I investment</td>
<td>Million euros</td>
<td>4,376</td>
</tr>
<tr>
<td>Universal Services</td>
<td>Million euros</td>
<td>833</td>
</tr>
<tr>
<td>% 4G/LTE-mobile coverage</td>
<td>Percentage</td>
<td>97%</td>
</tr>
</tbody>
</table>

### SDG 8 - Drive Digitalisation for a More Sustainable Society and Economy

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of purchases from local suppliers</td>
<td>Percentage</td>
<td>81%</td>
</tr>
<tr>
<td>Number of employees</td>
<td>Number of people</td>
<td>103,934</td>
</tr>
<tr>
<td>Suppliers audits</td>
<td>Number of suppliers audits</td>
<td>1,128</td>
</tr>
</tbody>
</table>

### SDG 7 - Develop the Most Efficient Telecommunications Network, Powered by Renewable Energies

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of electricity from renewable sources own facilities</td>
<td>Percentage</td>
<td>78%</td>
</tr>
<tr>
<td>CO2e emissions avoided due to renewable energy consumption</td>
<td>CO2e</td>
<td>962,019</td>
</tr>
</tbody>
</table>

---

*Note: This document is classified as PUBLIC by TELEFÓNICA.*

*Note: This document is classified as PUBLIC by TELEFÓNICA.*
### SDG 11 - Develop solutions to optimize consumption, reduce emissions and improve mobility and safety for people and communities

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emissions avoided thanks to services</td>
<td>Million tCO2e</td>
<td>8.7</td>
</tr>
</tbody>
</table>

*Note: The increase in this indicator is due to the fact that in 2022 the scope of the indicator has been extended to include additional services. More information can be found in chapter 3.2. Digital solutions for the green transition.*

### SDG 12 - Promote the circular economy in the use of electronic equipment, through ecodesign, reuse and recycling

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waste generation</td>
<td>Tonnes</td>
<td>84,039</td>
</tr>
<tr>
<td>% recycling of waste</td>
<td>Percentage</td>
<td>58%</td>
</tr>
<tr>
<td>Responsibility by Design process</td>
<td>Number of evaluations</td>
<td>n.a</td>
</tr>
</tbody>
</table>

### SDG 13 - Combat climate change and improve resource efficiency and utilisation

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy consumption</td>
<td>MWh</td>
<td>6,106,625</td>
</tr>
<tr>
<td>% recycling of waste</td>
<td>Percentage</td>
<td>98%</td>
</tr>
<tr>
<td>Responsibility by Design process</td>
<td>Number of evaluations</td>
<td>n.a</td>
</tr>
</tbody>
</table>

### SDG 14 - Address inequalities by investing in digital skills

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of beneficiaries of the digital skills training programs</td>
<td>1,212,765</td>
<td>1,305,715</td>
</tr>
</tbody>
</table>

*Notes:*
(1) Data updated to 31 December 2021.
(2) The number of people trained in 2021 is within the projects: “Lanzaderas”, “Comienza Ahora”, “Piensa en Grande” and “Escuela 42”.

### SDG 15 - Promote gender equality and reduce salary gaps

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>% women as a % of total employees</td>
<td>Percentage</td>
<td>28.1</td>
</tr>
<tr>
<td>Programmes to promote STEM careers</td>
<td>Number of programs</td>
<td>52</td>
</tr>
</tbody>
</table>

*Notes:*
(1) In 2022, minor adjustments have been implemented in the formula for calculating the percentage of women executives. Maintaining the 2021 criteria, the figure would be 31.2%.

### SDG 16 - Improving trust through the ethical and responsible use of technology

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of employees who have taken the responsible business course</td>
<td>Percentage</td>
<td>85%</td>
</tr>
<tr>
<td>Corporate volunteering</td>
<td>Number of people</td>
<td>94,054</td>
</tr>
</tbody>
</table>

### SDG 17 - Develop strong global alliances for sustainable development

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of fixed broadband subscribers</td>
<td>Thousands</td>
<td>25,833</td>
</tr>
<tr>
<td>% LTE Service penetration in customer base</td>
<td>Percentage</td>
<td>96%</td>
</tr>
</tbody>
</table>

*Note:*
(1) The increase in this indicator is due to the fact that in 2022 the scope of the indicator has been extended to include additional services. More information can be found in chapter 3.2. Digital solutions for the green transition.
GOVERNANCE: LEADING BY EXAMPLE

We work on sustainability as a robust part of our organisational culture, through several lines of action: corporate governance, training and awareness-raising to make our commitments and values known, promoting privacy and security, and aligning our sustainability strategy with the supply chain.

Sheet 1: Privacy, Security and Client & Society
Sheet 2: Ethics and Corporate Governance
Sheet 3: Supply Chain
Sheet 4: Principal Adverse Impacts
## PRIVACY AND SECURITY

### Key Indicators - Training

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of attendees to training courses on Data Protection and Cybersecurity</td>
<td>80,222</td>
<td>87,860</td>
<td>128,985</td>
</tr>
<tr>
<td>Number of hours of training in Data Protection and Cybersecurity</td>
<td>105,700</td>
<td>91,483</td>
<td>119,039</td>
</tr>
</tbody>
</table>

### Key Indicators

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests for information by competent authorities</td>
<td>4,193,120</td>
<td>5,263,552</td>
<td>3,761,918</td>
</tr>
<tr>
<td>% requests handled</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Proceedings opened on Data Protection issues</td>
<td>61</td>
<td>63</td>
<td>81</td>
</tr>
<tr>
<td>Data Protection fines</td>
<td>15</td>
<td>24</td>
<td>30</td>
</tr>
<tr>
<td>Euros</td>
<td>329,594</td>
<td>445,716</td>
<td>314,000</td>
</tr>
<tr>
<td>Number of confirmed fines for data protection issues as a result of a security breach or incident (physical or cybersecurity) affecting personal data of customers, employees or others</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Number of days devoted to data protection and cybersecurity by Internal Audit</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>External Product and Service Safety Audits (Telefónica Tech)</td>
<td>10</td>
<td>24</td>
<td>13</td>
</tr>
<tr>
<td>Total number of relevant Information Security / Cybersecurity incidents classified as serious</td>
<td>1</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>High impact information security or cybersecurity incidents/breaches affecting personal customer data</td>
<td>0</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Number of customers affected by data breaches</td>
<td>0</td>
<td>157,217</td>
<td>1,457,287</td>
</tr>
</tbody>
</table>

---

## CUSTOMERS AND SOCIETY

### Key Indicators

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>NPS (Net Promoter Score)</td>
<td>23</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>RepTrak - Reputation</td>
<td>83.2</td>
<td>87</td>
<td>87</td>
</tr>
</tbody>
</table>
ETHICS AND CORPORATE GOVERNANCE

<table>
<thead>
<tr>
<th>Key Indicators</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees hired in anti-corruption</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number (total employees)</td>
<td>106,822</td>
<td>98,286</td>
<td>98,092</td>
</tr>
<tr>
<td>% of employees hired for the year</td>
<td>16%</td>
<td>34%</td>
<td>35%</td>
</tr>
<tr>
<td>Employees hired in Responsible Business and Human Rights through the Principles Course</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of trained employees</td>
<td>103,892</td>
<td>98,815</td>
<td>97,627</td>
</tr>
<tr>
<td>% of employees trained for the year</td>
<td>93%</td>
<td>85% (1)</td>
<td>89%</td>
</tr>
<tr>
<td>Training hours</td>
<td>207,868</td>
<td>194,913</td>
<td>182,125</td>
</tr>
</tbody>
</table>

Total number of complaints received through the Whistleblower Channel

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>852</td>
</tr>
<tr>
<td>2021</td>
<td>955</td>
</tr>
<tr>
<td>2022</td>
<td>808</td>
</tr>
</tbody>
</table>

Total number of resolved complaints

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>315</td>
</tr>
<tr>
<td>2021</td>
<td>369</td>
</tr>
<tr>
<td>2022</td>
<td>574</td>
</tr>
</tbody>
</table>

Termination of employment measures taken as a result of well-founded complaints received

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>128</td>
</tr>
<tr>
<td>2021</td>
<td>152</td>
</tr>
<tr>
<td>2022</td>
<td>17</td>
</tr>
</tbody>
</table>

Confidential cases of corruption

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>1</td>
</tr>
<tr>
<td>2021</td>
<td>0</td>
</tr>
<tr>
<td>2022</td>
<td>0</td>
</tr>
</tbody>
</table>

Disciplinary measures or contract terminations taken in relation to confirmed cases of corruption

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>0</td>
</tr>
<tr>
<td>2021</td>
<td>0</td>
</tr>
<tr>
<td>2022</td>
<td>0</td>
</tr>
</tbody>
</table>

Disciplinary cases of discrimination

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>0</td>
</tr>
<tr>
<td>2021</td>
<td>0</td>
</tr>
<tr>
<td>2022</td>
<td>0</td>
</tr>
</tbody>
</table>

Disciplinary measures or terminations of contract taken in relation to confirmed discrimination cases

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>0</td>
</tr>
<tr>
<td>2021</td>
<td>0</td>
</tr>
<tr>
<td>2022</td>
<td>0</td>
</tr>
</tbody>
</table>

Number of allegations resolved in the Responsible Business Channel

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>228</td>
</tr>
<tr>
<td>2021</td>
<td>287</td>
</tr>
<tr>
<td>2022</td>
<td>0</td>
</tr>
</tbody>
</table>

Contribution to sectoral bodies and organisations or persons engaged in representative activity

<table>
<thead>
<tr>
<th>Year</th>
<th>Euros</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>3,934,471</td>
</tr>
<tr>
<td>2021</td>
<td>5,366,432</td>
</tr>
<tr>
<td>2022</td>
<td>6,095,148</td>
</tr>
</tbody>
</table>

Notes:
(1) Since its launch in 2018. Data takes into account the number of active employees at 31 December 2021 (update of the calculation methodology compared to 2020 to improve data quality).

Fiscal Transparency

<table>
<thead>
<tr>
<th>Year</th>
<th>Total tax contribution</th>
<th>Total taxes paid</th>
<th>Total taxes collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>8,160 millions of euros</td>
<td>2,301 millions of euros</td>
<td>5,859 millions of euros</td>
</tr>
<tr>
<td>2021</td>
<td>9,134 millions of euros</td>
<td>3,206 millions of euros</td>
<td>5,927 millions of euros</td>
</tr>
<tr>
<td>2022</td>
<td>7,669 millions of euros</td>
<td>2,438 millions of euros</td>
<td>5,231 millions of euros</td>
</tr>
</tbody>
</table>

CORPORATE GOVERNANCE

<table>
<thead>
<tr>
<th>Key Indicators</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board of Directors size</td>
<td>11</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>Women on the Board of Directors</td>
<td>Percentage</td>
<td>18%</td>
<td>18%</td>
</tr>
<tr>
<td>Independent Directors</td>
<td>Percentage</td>
<td>32%</td>
<td>40%</td>
</tr>
<tr>
<td>Executive Directors</td>
<td>Number</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

% Directors with the following Knowledge and Skills

- Economy/Finance: 67%
- Legal: 53%
- Innovation/Technology: 27%
- Engineering/Phys.: 27%
- Human. Res.: 27%

% Directors with Professional Experience in the following sectors

- Industry: 67%
- Academic: 40%
- Banking: 33%
- ESG: 27%
- Public Administration: 27%
- Services: 20%
- NGO/Funders: 13%
### SUPPLY CHAIN

#### Key Indicators

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume of purchases awarded</td>
<td>Millions of euros</td>
<td>24,268</td>
<td>23,737</td>
</tr>
<tr>
<td>Awarded suppliers</td>
<td>Number</td>
<td>9,038</td>
<td>9,368</td>
</tr>
<tr>
<td>% Purchases awarded locally</td>
<td>Percentage</td>
<td>77%</td>
<td>81%</td>
</tr>
</tbody>
</table>

Sustainability risk suppliers identified in our global analysis in 2021 we implemented an adjustment to the supplier risk analysis methodology to focus on number suppliers with a significant impact on the business and the Company's strategy.

| High-risk suppliers identified as sustainability risks through materiality or geographical | Number | 1,700   | 910     | 768     |
| % High-risk suppliers identified as sustainability risks through materiality or geographical | Percentage | 68%     | 71%     | 72%     |
| % Suppliers evaluated Dow Jones Risk & Compliance | Percentage | 100%    | 100%    | 100%    |
| Suppliers blocked on grounds of non-compliance with ethical or sustainability aspects | Number | 9       | 9       | 6       |
| Total audits of suppliers | Number | 18,105  | 17,060  | 15,816  |
| High risk suppliers with improvement plans | Number | 960     | 910     | 879     |

#### Audited risk aspects

<table>
<thead>
<tr>
<th>Type of supplier</th>
<th>Region/ country</th>
<th>Ongoing audits and improvement plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier manageability</td>
<td>China</td>
<td>✓</td>
</tr>
<tr>
<td>Supplier manageability</td>
<td>India</td>
<td>✓</td>
</tr>
<tr>
<td>Supplier manageability</td>
<td>Latin America</td>
<td>✓</td>
</tr>
<tr>
<td>Supplier manageability</td>
<td>Europe</td>
<td>✓</td>
</tr>
<tr>
<td>Supplier manageability</td>
<td>Africa</td>
<td>✓</td>
</tr>
<tr>
<td>Supplier manageability</td>
<td>Asia</td>
<td>✓</td>
</tr>
<tr>
<td>Supplier manageability</td>
<td>Middle East</td>
<td>✓</td>
</tr>
<tr>
<td>Supplier manageability</td>
<td>North America</td>
<td>✓</td>
</tr>
</tbody>
</table>

#### Other audits

<table>
<thead>
<tr>
<th>Type of supplier</th>
<th>Region/ country</th>
<th>Ongoing audits and improvement plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier manageability</td>
<td>Brazil</td>
<td>✓</td>
</tr>
<tr>
<td>Supplier manageability</td>
<td>Colombia</td>
<td>✓</td>
</tr>
<tr>
<td>Supplier manageability</td>
<td>Mexico</td>
<td>✓</td>
</tr>
<tr>
<td>Supplier manageability</td>
<td>South America</td>
<td>✓</td>
</tr>
<tr>
<td>Supplier manageability</td>
<td>Asia Pacific</td>
<td>✓</td>
</tr>
<tr>
<td>Supplier manageability</td>
<td>Middle East</td>
<td>✓</td>
</tr>
<tr>
<td>Supplier manageability</td>
<td>North America</td>
<td>✓</td>
</tr>
</tbody>
</table>

---

**Note:** All data is subject to change due to the COVID-19 pandemic.
### APPENDIX - PRINCIPAL ADVERSE IMPACTS

<table>
<thead>
<tr>
<th>Adverse Sustainability Indicator</th>
<th>Metric</th>
<th>Unit</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mandatory climate and other environment-related indicators</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. GHG Emissions</td>
<td>Scope 1 GHG Emissions</td>
<td>tCO₂e</td>
<td>28,067</td>
</tr>
<tr>
<td></td>
<td>Scope 2 GHG Emissions (purchased)</td>
<td>tCO₂e</td>
<td>28,127</td>
</tr>
<tr>
<td></td>
<td>Scope 2 GHG Emissions</td>
<td>tCO₂e</td>
<td>199,210</td>
</tr>
<tr>
<td></td>
<td>Total GHG Emissions</td>
<td>tCO₂e</td>
<td>225,414</td>
</tr>
<tr>
<td>2. Carbon footprint</td>
<td>Carbon footprint</td>
<td>metric tons CO₂eq</td>
<td>2,283,978</td>
</tr>
<tr>
<td>3. GHG intensity</td>
<td>Scope 1 (tonnes CO₂eq / tKWh)</td>
<td></td>
<td>0.00005</td>
</tr>
<tr>
<td>4. Exposure to companies active in the fossil fuel sector</td>
<td>Investment in companies active in the fossil fuel sector</td>
<td>$</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Green-house gas emissions</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Share of non-renewable energy consumption and production</td>
<td>Proportion of consumption and production of non-renewable energy in comparison with renewable energy sources (proportion with respect to the total number of energy sources)</td>
<td>%</td>
<td>96 %</td>
</tr>
<tr>
<td>6. Energy consumption intensity per high heat value</td>
<td>Energy consumption in MWh per billion EUR of revenue</td>
<td>MWh</td>
<td>0.00525</td>
</tr>
<tr>
<td><strong>Biodiversity</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Activities negatively affecting biodiversity sensitive areas</td>
<td>Headquarters or operations sites located in or near sensitive areas in terms of biodiversity</td>
<td>%</td>
<td>2 %</td>
</tr>
<tr>
<td><strong>Water</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Emissions to water</td>
<td>Tons of emissions to water generated</td>
<td>Tons</td>
<td>N/A</td>
</tr>
<tr>
<td>9. Hazardous waste and radioactive waste ratio</td>
<td>Ratio of hazardous waste generated</td>
<td>Hazardous waste: Non-hazardous waste</td>
<td>0.006</td>
</tr>
<tr>
<td><strong>Waste</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Hazardous waste and radioactive waste ratio</td>
<td>Ratio of hazardous waste generated</td>
<td>Hazardous waste: Non-hazardous waste</td>
<td>0.006</td>
</tr>
<tr>
<td><strong>Mandatory social and employee matters and anti-corruption and anti-bribery matters indicators</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Variations of UN Global Compact principles and Organization for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises</td>
<td>Variations of the principles of the UN Global Compact and the OECD Guidelines for Multinational Enterprises</td>
<td>N/A</td>
<td>Our Global Human Rights Policy is guided by the UNGP for business and human rights, the OECD for non-renewable energy sources (proportion with respect to the total number of energy sources)</td>
</tr>
<tr>
<td>12. Lack of processes and compliance mechanisms to ensure compliance with UN Global Compact principles and OECD Guidelines for Multinational Enterprises</td>
<td>UNGC and OECD compliance policy</td>
<td>N/A</td>
<td>Our Global Human Rights Policy is guided by the UNGP for business and human rights, the OECD for non-renewable energy sources (proportion with respect to the total number of energy sources)</td>
</tr>
<tr>
<td>13. Unadjusted gender pay gap</td>
<td>Average analyzed gender pay gap</td>
<td>%</td>
<td>7.9 %</td>
</tr>
<tr>
<td>14. Board gender diversity</td>
<td>Ratio between the number of women on the Board of Directors and the total number of members</td>
<td>%</td>
<td>33.3 %</td>
</tr>
<tr>
<td><strong>Additional climate and other environment-related indicators</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Exposure to companies related to the manufacture or sale of controversial weapons</td>
<td>Ratio of investments in companies related to the manufacture or sale of controversial weapons</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td><strong>Emissions</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. Emissions of inorganic pollutants</td>
<td>Emissions tons of inorganic pollutants</td>
<td>N/A</td>
<td>Telefónica’s activities do not produce significant polluting emissions (NOx, SOx, particulates)</td>
</tr>
<tr>
<td>17. Emissions of air pollutants</td>
<td>Emissions tons of air pollutants</td>
<td>N/A</td>
<td>Telefónica’s activities do not produce significant polluting emissions (NOx, SOx, particulates)</td>
</tr>
<tr>
<td>18. Emissions of ozone-depleting substances</td>
<td>Emissions tons of ozone-depleting substances</td>
<td>N/A</td>
<td>20841</td>
</tr>
<tr>
<td>19. Energy performance</td>
<td>Carbon emission reduction initiatives</td>
<td>Policies</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Energy performance</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. Emissions of ozone-depleting substances (proportion with respect to the total number of energy sources)</td>
<td>Proportion of consumption and production of non-renewable energy in comparison with renewable energy sources (proportion with respect to the total number of energy sources)</td>
<td>%</td>
<td>96 %</td>
</tr>
<tr>
<td><strong>Water, waste, and material emissions</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. Water usage and recycling</td>
<td>Average amount of water consumed</td>
<td>Usage ML</td>
<td>3,960 ML</td>
</tr>
<tr>
<td>22. Waste management policies</td>
<td>Water management policies</td>
<td></td>
<td>Policy</td>
</tr>
<tr>
<td>23. Exposure to areas of high water stress</td>
<td>Operation sites located in areas of high water stress</td>
<td>ML</td>
<td>N/A</td>
</tr>
<tr>
<td>25. Land degradation, desertification, soil sealing</td>
<td>Companies whose activities may cause soil degradation, desertification or soil sealing</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>26. Land degradation, desertification, soil sealing</td>
<td>Companies whose activities may cause soil degradation, desertification or soil sealing</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>27. Natural species and protected areas</td>
<td>Companies whose operations affect threatened species</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>28. Natural species and protected areas</td>
<td>Companies whose operations affect threatened species</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>29. Deforestation</td>
<td>Companies without policies to address deforestation</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>30. Exposure to controversial weapons (anti-personnel mines, cluster munitions, chemical weapons or biological weapons)</td>
<td>Ratio of investments in companies related to the manufacture or sale of controversial weapons</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

*This document was compiled by PwC and Telefónica.

This document is classified as PUBLIC by TELEFÓNICA.
### Additional indicators for social and employee, respect for human rights, anti-corruption and anti-bribery matters

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Investments in companies without workplace accident prevention policies</td>
<td>Companies without accident prevention policies in place. Data can be found in the 2021 Annual Report on page 233.</td>
<td>Please see chapter 2.12.3.8. Anti-corruption Policy</td>
</tr>
<tr>
<td>2. Rate of accidents</td>
<td>Rate of accidents</td>
<td>Please see chapter 2.15.7.4. Global Human Rights Policy</td>
</tr>
<tr>
<td>3. Number of days lost to injuries, accidents, fatalities or illnesses</td>
<td>Number of days lost to injuries, accidents, fatalities or illnesses Data can be found in the 2021 Annual Report on page 241.</td>
<td>Please see chapter 2.20.5. Action plan and commitments (Responsible supply chain management)</td>
</tr>
<tr>
<td>4. Lack of a supplier code of conduct</td>
<td>Companies without a supplier code of conduct (serious unsafe working conditions, work precarious, childlabour and forced labour)</td>
<td>Supplier conduct is integrated throughout our policies</td>
</tr>
<tr>
<td>5. Lack of grievance/complaints handling mechanisms related to employee matters</td>
<td>Companies without a grievance/complaints handling mechanisms related to employee matters</td>
<td>Our whistleblower channel allows all employees and stakeholders to report anonymously or personally</td>
</tr>
<tr>
<td>6. Insufficient whistleblower protection</td>
<td>Investments in entities without whistleblower protection policies</td>
<td>Our whistleblower channel complies with the European Directive on the protection of persons reporting breaches of EU law, as well as the Good Governance Code for listed companies.</td>
</tr>
<tr>
<td>7. Incidents of discrimination</td>
<td>1. Number of incidents of discrimination reported in companies</td>
<td>Policy of number of incidents of discrimination reported in companies</td>
</tr>
<tr>
<td></td>
<td>2. Number of incidents of discrimination that gave rise to sanctions in companies</td>
<td></td>
</tr>
<tr>
<td>8. Excessive CEO pay ratio</td>
<td>Average ratio between the total annual remuneration of the person with the highest salary and the average annual remuneration of the group of workers (excluding the person with the highest remuneration)</td>
<td>N/A</td>
</tr>
<tr>
<td>9. Lack of a human rights policy</td>
<td>Entities without human rights policy</td>
<td>We have a Global Human Rights Policy in place that was adopted by our Board of Directors and is applicable to all companies of the Telefónica Group.</td>
</tr>
<tr>
<td>10. Lack of due diligence</td>
<td>Entities without a due diligence process to identify, avoid, mitigate and address adverse human rights risks</td>
<td>We have a Global Human Rights due diligence process in place which is elaborated on in greater detail in our Global Human Rights Policy.</td>
</tr>
<tr>
<td>11. Lack of processes and measures for preventing trafficking in human beings</td>
<td>Companies invested without proper processes and measures for preventing trafficking in human beings</td>
<td>As part of our Global Human Rights Policy, we prohibit any form of human trafficking within our operations as well as supply chain and conduct risk-based due diligence to minimize any possible risks to our supply chain.</td>
</tr>
<tr>
<td>12. Operations and suppliers at significant risk of incidents of child labour</td>
<td>Operations and suppliers at significant risk of incidents of child labour in terms of geographic areas or types of operation</td>
<td>No significant risk identified. Please see chapter 2.15.7.4. Action plan and commitments (Responsible supply chain management)</td>
</tr>
<tr>
<td>13. Operations and suppliers at significant risk of incidents of forced or compulsory labour</td>
<td>Operations and suppliers at significant risk of incidents of forced or compulsory labour in terms of geographic areas or types of operation</td>
<td>No significant risk identified. Please see chapter 2.15.7.4. Action plan and commitments (Responsible supply chain management)</td>
</tr>
<tr>
<td>14. Number of identified cases of severe human rights issues and incidents</td>
<td>Number of identified cases of severe human rights issues and incidents</td>
<td>See answer to “Violations of UN Global Compact principles and Organisation for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises”. No cases of severe human rights issues and incidents having said that, we report the number of consultations/complaints on human rights in our Responsible Business Channel.</td>
</tr>
<tr>
<td>15. Lack of anti-corruption and anti-bribery policies</td>
<td>Entities without anti-corruption and anti-bribery policies consistent with the United Nations Conventions against Corruption</td>
<td>Please see our Anti-corruption Policy</td>
</tr>
<tr>
<td>16. Cases of insufficient action taken to address breaches of standards of anti-corruption and anti-bribery</td>
<td>Cases of insufficient action taken to address breaches of standards of anti-corruption and anti-bribery</td>
<td>Please see chapter 2.15.5. Action Plan and Commitments (Ethics and compliance)</td>
</tr>
<tr>
<td>17. Number of convictions and amount of fines for violation of anti-corruption and anti-bribery laws</td>
<td>Number of convictions and amount of fines for violation of anti-corruption and anti-bribery laws</td>
<td>Please see Note 29 b) in Consolidated Annual Accounts.</td>
</tr>
</tbody>
</table>
### APPENDIX - SASB COMPLIANCE TABLE

#### SASB compliance table

<table>
<thead>
<tr>
<th>Subject</th>
<th>SASB Code</th>
<th>Metrics</th>
<th>Telefónica's response/comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environmental footprint of operations(1)</td>
<td>TC-TL-130a.1</td>
<td>Total energy consumed (GJ) (electricity + fuels)</td>
<td>21,982.519</td>
</tr>
<tr>
<td></td>
<td>TC-TL-230a.1</td>
<td>Percentage of grid electricity in total energy consumption</td>
<td>95,32%</td>
</tr>
<tr>
<td></td>
<td>TC-TL-230a.2</td>
<td>Percentage of renewable energy in total energy consumption</td>
<td>75,18%</td>
</tr>
<tr>
<td></td>
<td>TC-TL-230a.3</td>
<td>Description of policies and practices related to behavioural advertising and customer privacy.</td>
<td>See chapter 2.15.2. Privacy (2.15.2.1. Governance, 2.15.2.2. Policies, 2.15.2.3. Risks and opportunities, 2.15.2.4. Strategy and commitments).</td>
</tr>
<tr>
<td>Data privacy</td>
<td>TC-TL-230a.4</td>
<td>Number of customers whose information is used for secondary purposes</td>
<td>69%</td>
</tr>
<tr>
<td></td>
<td>TC-TL-230a.5</td>
<td>Total amount of monetary losses due to legal proceedings in customer privacy matters (€)</td>
<td>318,059</td>
</tr>
<tr>
<td></td>
<td>TC-TL-230a.6</td>
<td>Number of requests for customer information from law enforcement agencies</td>
<td>3,761,918</td>
</tr>
<tr>
<td></td>
<td>TC-TL-230a.7</td>
<td>Number of customers whose information was requested</td>
<td>6,023,850</td>
</tr>
<tr>
<td></td>
<td>TC-TL-230a.8</td>
<td>Percentage resulting in disclosure</td>
<td>94%</td>
</tr>
<tr>
<td>Data security</td>
<td>TC-TL-230a.9</td>
<td>Number of data breaches</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>TC-TL-230a.10</td>
<td>Percentage involving personally identifiable information(2)</td>
<td>3,5%</td>
</tr>
<tr>
<td>Product end-of-life management</td>
<td>TC-TL-440a.1</td>
<td>Materials recovered through collection programmes, percentage of materials recovered that were:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Total recovered (tonnes)</td>
<td>12,751</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Re-used (%):</td>
<td>44%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Recycled (%):</td>
<td>56%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Deposited in landfills (%):</td>
<td>0,2%</td>
</tr>
<tr>
<td></td>
<td>TC-TL-520a.1</td>
<td>Total amount of monetary losses due to legal proceedings related to anti-competitive behaviour regulations</td>
<td>€67,000,000</td>
</tr>
<tr>
<td>Competitive behaviour and the open Internet</td>
<td>TC-TL-520a.2</td>
<td>FIXED NETWORK: Actual average sustained download speed in Megabits per second (Mbps) of own and commercially-associated content:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- FTTH 600: 615,925 Mbps</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- FTTH 1000: 911,302 Mbps</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- There is no differential assessment between associated and non-associated content</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>MOBILE NETWORK: Actual average sustained download speed in Megabits per second (Mbps) of own and commercially-associated content:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 4G: 45,93 Mbps</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- There is no differential assessment between associated and non-associated content</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TC-TL-520a.3</td>
<td>FIXED NETWORK: Average system outage frequency</td>
<td>2</td>
</tr>
</tbody>
</table>

(1) This document was not certified under SASB by TELEFÓNICA.  
(2) This document is not a SASB by TELEFÓNICA.
MOBILE NETWORK: Average system outage frequency.

FIXED NETWORK: Average duration of outage for customer.

MOBILE NETWORK: Average duration of outage for customer.

Discussion of systems to provide uninterrupted service during outages.

See chapter 2.12.3. Network quality and availability.

TC-TL-000.A Total number of mobile accesses (millions). 292

TC-TL-000.B Total number of fixed accesses (millions). 28

TC-TL-000.C Number of fixed broadband connections (millions). 26

TC-TL-000.D Network traffic in petabytes. 125,790

Notes:
1. Environmental footprint indicators do not include the operator Telefónica UK (O2).
2. Data for Telefónica Spain.

Note:
1. Excluding the operator Telefónica UK (O2).
<table>
<thead>
<tr>
<th>Topic</th>
<th>Sub-Topic</th>
<th>KPI Name</th>
<th>GSMA Code</th>
<th>Telefónica’s response/comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment</td>
<td></td>
<td>Science-based targets</td>
<td>GSMA-ENV-01</td>
<td>Disclosure whether you have set or committed to set (194) emissions targets that are in line with the goals of the Paris Agreement to limit global warming to well below 2°C above pre-industrial levels and pursue efforts to limit warming to 1.5°C and to achieve net-zero emissions before 2050. (yes/no)</td>
</tr>
<tr>
<td>Emissions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Scope 1, 2 and 3 emissions</td>
<td></td>
<td>GSMA-ENV-02</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Alased Scopen 1 and 2 emissions (tonnes CO2e)</td>
<td></td>
<td></td>
<td>353,348</td>
</tr>
<tr>
<td></td>
<td>Alased Scopen 1 and 2 emissions (tonnes CO2e) per PB of data</td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Percentage change in absolute Scope 1 and 2 emissions since last reporting period</td>
<td></td>
<td>Telefónica reports its evolution relative to the base year 2016 - 8%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Alased Scopen 3 emissions (tonnes CO2e)</td>
<td></td>
<td></td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Alased Scopen 3 emissions (tonnes CO2e) per PB of data</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Percentage change in absolute Scope 3 emissions since last reporting period</td>
<td></td>
<td>Telefónica reports its evolution relative to the base year 2016 - 7%</td>
<td></td>
</tr>
<tr>
<td>Energy</td>
<td></td>
<td>Absolute Scope 1 and 2 emissions (tonnes CO2e)</td>
<td>GSMA-ENV-03</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total energy consumed (MWh)</td>
<td></td>
<td></td>
<td>8,706,201</td>
</tr>
<tr>
<td></td>
<td>Total energy consumed (MWh) per PB of data</td>
<td></td>
<td></td>
<td>49</td>
</tr>
<tr>
<td></td>
<td>Total Network energy consumed (MWh)</td>
<td></td>
<td></td>
<td>8,683,820</td>
</tr>
<tr>
<td></td>
<td>Total Network energy consumed (MWh) per PB of data</td>
<td></td>
<td></td>
<td>49</td>
</tr>
<tr>
<td></td>
<td>Percentage of grid renewable</td>
<td></td>
<td></td>
<td>75%</td>
</tr>
<tr>
<td></td>
<td>Percentage of grid non renewable</td>
<td></td>
<td></td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>Percentage off grid renewable</td>
<td></td>
<td>Telefónica uses as denominator the total of network equipment managed as waste and not the total deployed equipment: 39%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percentage off grid non renewable</td>
<td></td>
<td>Telefónica uses as denominator the total of network equipment managed as waste and not the total deployed equipment: 25%</td>
<td></td>
</tr>
<tr>
<td>Waste</td>
<td></td>
<td>Materials recycled or reused</td>
<td>GSMA-ENV-04</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percentage of Network equipment repaired or reused, by units</td>
<td></td>
<td>Telefónica does not report waste indicators calculated by purchase price, as this variable may be influenced by various factors (inflation, asset depreciation, etc.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percentage of Network equipment repaired or reused, by purchase price</td>
<td></td>
<td>Telefónica does not report waste indicators calculated by purchase price, as this variable may be influenced by various factors (inflation, asset depreciation, etc.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percentage of network equipment repaired or reused, by units</td>
<td></td>
<td>Telefónica uses as denominator the total of network equipment managed as waste and not the total deployed equipment: 39%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percentage of network equipment repaired or reused, by purchase price</td>
<td></td>
<td>Telefónica uses as denominator the total of network equipment managed as waste and not the total deployed equipment: 25%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total waste generated (tonnes) per PB of data</td>
<td></td>
<td>Telefónica reports the total waste generated in tons (GRI 306): 68,681</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Network waste (tonnes) per PB of data</td>
<td></td>
<td>Telefónica reports Network waste in tons (GRI 306): 9,240</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Standards and other Customers’ precious equipment (CPE) waste (tonnes) per PB of data</td>
<td></td>
<td>Telefónica reports the total waste generated in tons (GRI 306): 63,441</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All other waste (tonnes) per PB of data</td>
<td></td>
<td>Telefónica reports all other waste in tons (GRI 306): 5,712</td>
<td></td>
</tr>
<tr>
<td>Waste</td>
<td></td>
<td>Waste Reduction</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percentage of network waste (from 1.5a) recycled (units)</td>
<td></td>
<td>Telefónica does not report waste indicators calculated by purchase price, as this variable may be influenced by various factors (inflation, asset depreciation, etc.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percentage of network waste (from 1.5a) recycled (units) per PB of data</td>
<td></td>
<td>Telefónica does not report waste indicators calculated by purchase price, as this variable may be influenced by various factors (inflation, asset depreciation, etc.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percentage of network waste (from 1.5c) recycled (units)</td>
<td></td>
<td>Telefónica does not report waste indicators calculated by purchase price, as this variable may be influenced by various factors (inflation, asset depreciation, etc.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percentage of purchase price of network waste recycled</td>
<td></td>
<td>Telefónica does not report waste indicators calculated by purchase price, as this variable may be influenced by various factors (inflation, asset depreciation, etc.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percentage of network waste (from 1.5d) recycled (units)</td>
<td></td>
<td>Telefónica does not report waste indicators calculated by purchase price, as this variable may be influenced by various factors (inflation, asset depreciation, etc.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percentage of purchase price of network waste recycled</td>
<td></td>
<td>Telefónica does not report waste indicators calculated by purchase price, as this variable may be influenced by various factors (inflation, asset depreciation, etc.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percentage of all other waste (from 1.5d) recycled (units)</td>
<td></td>
<td>Telefónica does not report waste indicators calculated by purchase price, as this variable may be influenced by various factors (inflation, asset depreciation, etc.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percentage of purchase price of all other waste recycled</td>
<td></td>
<td>Telefónica does not report waste indicators calculated by purchase price, as this variable may be influenced by various factors (inflation, asset depreciation, etc.)</td>
<td></td>
</tr>
</tbody>
</table>

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**Network Coverage**  
Population Covered by Mobile Network

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coverage by Mobile Network</td>
<td>Percentage of population covered by operator's mobile network (in %)</td>
<td>90.2%</td>
</tr>
</tbody>
</table>

**Affordability**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device and Subscription Affordability</td>
<td>Cost of the most affordable data-enabled phone, as percentage of monthly GDP per capita</td>
<td>Not possible to report this indicator due to services with convergent tariffs.</td>
</tr>
<tr>
<td></td>
<td>Average cost of 1GB of data, as percentage of monthly GDP per capita</td>
<td>Not possible to report this indicator due to services with convergent tariffs.</td>
</tr>
</tbody>
</table>

**Digital Skills**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skills Programmes</td>
<td>Number of people (excluding employees) that have completed a digital skills training programme, divided by total subscribers</td>
<td>1,308,715</td>
</tr>
</tbody>
</table>

**Data Protection**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Data Breaches</td>
<td>Total number of data breaches or incidents classified as serious</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Percentage of data breaches involving personally identifiable information (PII)</td>
<td>100 %</td>
</tr>
<tr>
<td></td>
<td>Number of customers affected, per million subscribers</td>
<td>3,873</td>
</tr>
<tr>
<td></td>
<td>Number of regulatory actions for data protection violations (e.g. marketing related complaints, data breaches, etc), per million subscribers</td>
<td>0</td>
</tr>
</tbody>
</table>

**Digital Security**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number of data breaches, per million subscribers</td>
<td>3.673</td>
</tr>
</tbody>
</table>

**Digital Rights**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy</td>
<td>Is there a policy specifically covering digital rights protection and transparency, Privacy, Freedom of expression, Government mandates to shut down or restrict access, and/or Government requests for data? (yes/no)</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Online Safety**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety Measures</td>
<td>Do you have controls or programmes in place to improve online safety for children and other vulnerable groups? (yes/no)</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Sustainable Procurement Policy**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Do you have a Sustainable Procurement Policy in place? (yes/no)</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>If yes, how many of the following elements does it cover?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Organisational governance decision making processes and structures</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Human rights</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Labour practices</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Environment</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Fair operating practices</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Consumer issues</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Community involvement and development</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Supply Chain**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier Assessments</td>
<td>Percentage of suppliers screened against the Sustainable Procurement Policy using company defined and documented assessment procedure, within the previous two years</td>
<td>100</td>
</tr>
</tbody>
</table>

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