



Table of indicators

€ Economic efficiency

	Unit	2012	2013	% Var.
Telefónica revenues	Million Euros	62,356	57,061	-8.5%
Technological innovation	Million Euros	5,771	6,142	6.4%
Fiscal contribution ⁽¹⁾	Million Euros	13,806	14,060	1.8%
Total salary costs	Million Euros	8,569	7,208	-15.9%
Investment in infrastructure ⁽¹⁾	Million Euros	9,458	9,395	-0.7%
Volume of purchases awarded	Million Euros	27,958	26,537	-5.1%
R&D investment	Million Euros	1,072	1,046	-2.4%
Local suppliers	%	80.3	83.9	4.5%
No. of employees dismissed for non-compliance with Business Principles	Units	2	3	50.0%
No. of corruption incidents investigated by the Business Principles' Office	Units	1	1	0.0%
Employees trained in Business Principles	%	55.3	63	13.9%
No. of audits of risk suppliers	Units	1,701	1,545	-9.2%

👤 Social aspects

Total physical workforce	Persons	133,263	126,730	-4.9%
Fixed workforce	Persons	126,123	118,937	-5.7%
Absenteeism rate ⁽²⁾	Days	5,556	5,599	0.8%
No. of training hours	Thous. hours	6,026	2,983	-50.5%
Women in workforce	%	37.9%	38.3%	1.0%
Female managers	%	19.3%	21%	8.7%
No. of people with disabilities	Persons	1,070	961	-10.1%
Total social investment (LBG)	Thous. Euros	158,061	128,885	-18.5%
Volunteering hours	Hours	186,592	195,906	5.0%

🌿 Environmental aspects

	Unit	2012	2013	% Var.
Responsible network roll-out				
Visual impact actions	Units	677	576	-14.9%
Shared infrastructure	Units	32,932	34,421	4.5%
Electromagnetic field measurements	Units	16,585	24,750	49.2%
Environmental investment and management	Million Euros	33.0	31.9	-3.3%
Resource consumption				
Total paper consumption (commercial and office activities)	Tonnes	11,854	10,139	-14.5%
No. of e-bill customers	Thousands	17,272	43,617	151.9%
Water consumption	m ³	5,581,053	4,447,575	-20.3%
Waste				
Total waste managed (operations, offices and customers)	Tonnes	30,581	30,432	-0.5%
Generator group battery waste (operations and offices)	Tonnes	1,766	2,819	59.6%
Waste electrical and electronic devices (operations and offices)	Tonnes	1,593	2,801	75.8%
Customer waste electrical and electronic devices	Tonnes	1,350	1,892	40.1%
Recycling and reuse of customer mobile phones and accessories	Tonnes	216	231	6.9%

☀️ Energy and CO₂ inventory ⁽³⁾ ⁽⁴⁾

Energy	MWh	6,421,528	6,648,339	3.5%
Fuel	MWh	480,845	410,207	-14.7%
Biofuel	MWh	6,880	4,595	-33.2%
Electricity	MWh	5,933,803	6,233,537	5.1%
Energy from renewable sources	MWh	943,814	990,260	4.9%
Greenhouse gas emissions	tCO ₂ eq ⁽⁵⁾	1,824,521	1,889,466	
Direct emissions (scope I)	tCO ₂ eq	112,092	95,537	-14.8%
Indirect emissions (scope II)	tCO ₂ eq	1,712,429	1,793,929	4.8%
Emissions avoided ⁽⁶⁾	tCO ₂ eq	308,167	283,614	-8.0%

⁽¹⁾ This figure differs from the one published in the section, Telefónica as a driving force of progress, in the communities in which it is present. It is expressed here on an accrual rather than a cash basis.

⁽²⁾ Absenteeism rate (AR). AR = total no. of days lost through absenteeism during the period/ total no. of days worked by the workforce as a whole.

⁽³⁾ Inventory based on ISO 14 064, GHG Protocol & ITU-T L.1420.

⁽⁴⁾ 2012 energy and emissions data verified in 2013. 2013 energy and emissions data currently being verified.

⁽⁵⁾ CO₂eq = CO₂, CH₄ & N₂O.

⁽⁶⁾ Emissions avoided thanks to purchase of renewable energy.