



G3.1 Content Index

STANDARD DISCLOSURES PART I: Profile Disclosures

1. Strategy and Analysis

Profile Disclosure	Description	Reported 2013	Location	Explanation for omission
1.1	Statement from the most senior decision-maker of the organization.	YES	Letter from the Chairman	
1.2	Description of key impacts, risks, and opportunities.	YES	Corporate responsibility and sustainability as part of the Telefónica vision	

2. Organizational Profile

Profile Disclosure	Description	Reported 2013	Location	Explanation for omission
2.1	Name of the organization.	YES	Principles for the 2013 Sustainability report	
2.2	Primary brands, products, and/or services.	YES	Principles for the 2013 Sustainability report	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	YES	Financial report	
2.4	Location of organization's headquarters.	YES	Principles for the 2013 Sustainability Report	
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	YES	Report boundary and structure	
2.6	Nature of ownership and legal form.	YES	Principles for the 2013 Sustainability report and Corporate Governance report	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	YES	Customer satisfaction	
2.8	Scale of the reporting organization.	YES	Report boundary and structure	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	YES	Report boundary and structure	
2.10	Awards received in the reporting period.	YES	Awards and acknowledgements	

3. Report Parameters

Profile Disclosure	Description	Reported 2013	Location	Explanation for omission
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	YES	Principles for the 2013 Sustainability report	
3.2	Date of most recent previous report (if any).	YES	Principles for the 2013 Sustainability report	
3.3	Reporting cycle (annual, biennial, etc.)	YES	Principles for the 2013 Sustainability report	
3.4	Contact point for questions regarding the report or its contents.	YES	Principles for the 2013 Sustainability report	
3.5	Process for defining report content.	YES	Principles for the 2013 Sustainability report	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	YES	Report boundary and structure	
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	YES	Report boundary and structure	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	YES	Report boundary and structure	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	YES	Report boundary and structure	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	YES	Report boundary and structure	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	YES	Report boundary and structure	
3.12	Table identifying the location of the Standard Disclosures in the report.	YES	Report boundary and structure	
3.13	Policy and current practice with regard to seeking external assurance for the report.	YES	Principles for the 2013 Sustainability report	



4. Governance, Commitments, and Engagement

Profile Disclosure	Description	Reported 2013	Location	Explanation for omission
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	YES	Corporate Governance report	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	YES	Corporate Governance report	
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	YES	Corporate Governance report	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	YES	Corporate Governance report	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	YES	Corporate Governance report	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	YES	Corporate Governance report	
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	YES	Corporate Governance report	
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	YES	Ethics and compliance	
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	YES	Corporate responsibility and sustainability structure in Telefónica, S.A.	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	YES	Corporate responsibility and sustainability structure in Telefónica, S.A.	
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	YES	Corporate responsibility and sustainability as part of the Telefónica vision	
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	YES	Social action at Telefónica	
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	YES	Materiality and stakeholder engagement	
4.14	List of stakeholder groups engaged by the organization.	YES	Materiality and stakeholder engagement	
4.15	Basis for identification and selection of stakeholders with whom to engage.	YES	Materiality and Stakeholder engagement	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	YES	Materiality and stakeholder engagement	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	YES	Materiality and stakeholder engagement	



STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)

G3 DMA	Description	Reported 2013	Location	Explanation for omission
DMA EC	Economic dimension	YES	Throughout the report	
DMA EN	Environmental dimension	YES	Throughout the report	
DMA LA	Labour dimension	YES	Staff	
DMA HR	Human rights dimension	YES	Human Rights	
DMA SO	Society dimension	YES	Throughout the report	
DMA PR	Product responsibility dimension	YES	Responsible management	

STANDARD DISCLOSURES PART III: Performance Indicators

Economic

Performance Indicator	Description	Reported 2013	Location	Explanation for omission
Economic performance				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	YES	Driver of progress	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	YES	Environmental management	
EC3	Coverage of the organization's defined benefit plan obligations.	YES	Telefónica as a responsible investor	
EC4	Significant financial assistance received from government.	YES	Financial report	
Market presence				
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	YES	Fair pay and performance recognition	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	YES	Driver of progress	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	YES	Attracting and retaining talent	
Indirect economic impacts				
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	YES	Innovation in Telefónica	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	YES	Driver of progress	



Environmental				
Performance Indicator	Description	Reported 2013	Location	Explanation for omission
Materials				
EN1	Materials used by weight or volume.	YES	Environmental management	
EN2	Percentage of materials used that are recycled input materials.	YES	Environmental management	
Energy				
EN3	Direct energy consumption by primary energy source.	YES	Energy and climate change	
EN4	Indirect energy consumption by primary source.	YES	Energy and climate change	
EN5	Energy saved due to conservation and efficiency improvements.	YES	Energy and climate change	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	YES	Green ICT Services and Sustainable Smart Cities	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	YES	Energy and climate change	
Water				
EN8	Total water withdrawal by source.	YES	Environmental management	
EN9	Water sources significantly affected by withdrawal of water.	NO	Not applicable	This indicator is not applicable for the Company's activities as a whole
EN10	Percentage and total volume of water recycled and reused.	YES	Environmental management	
Biodiversity				
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	YES	Environmental management	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	YES	Environmental management	
EN13	Habitats protected or restored.	NO	Not applicable	This indicator is not applicable for the Company's activities as a whole
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	YES	Planet	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	NO	Not applicable	This indicator is not applicable for the Company's activities as a whole



Performance Indicator	Description	Reported 2013	Location	Explanation for omission
Emissions, effluents and waste				
EN16	Total direct and indirect greenhouse gas emissions by weight.	YES	Energy and climate change	
EN17	Other relevant indirect greenhouse gas emissions by weight.	YES	Energy and climate change	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	YES	Energy and climate change	
EN19	Emissions of ozone-depleting substances by weight.	YES	Energy and climate change	
EN20	NOx, SOx, and other significant air emissions by type and weight.	NO	Not applicable	This indicator is not applicable for the Company's activities as a whole
EN21	Total water discharge by quality and destination.	NO	Not applicable	This indicator is not applicable for the Company's activities as a whole
EN22	Total weight of waste by type and disposal method.	YES	Environmental management	
EN23	Total number and volume of significant spills.	NO	Not applicable	This indicator is not applicable for the Company's activities as a whole
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	NO	Not applicable	This indicator is not applicable for the Company's activities as a whole
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	NO	Not applicable	This indicator is not applicable for the Company's activities as a whole
Products and services				
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	YES	Green ICT services	



EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	YES	Environmental management	
Performance Indicator	Description	Reported 2013	Location	Explanation for omission
Compliance				
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	YES	Environmental management	
Transport				
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	YES	Environmental management	
Overall				
EN30	Total environmental protection expenditures and investments by type.	YES	Environmental management	

Social: Labour Practices and Decent Work

Performance Indicator	Description	Reported 2013	Location	Explanation for omission
Employment				
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	YES	Staff	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	YES	Staff	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	YES	Working environment and commitment	
LA15	Return to work and retention rates after parental leave, by gender.	NO	Not applicable	Maternity leave procedures always include automatic reincorporation, later departure from the company being voluntary on the part of the employee, without the need to communicate the cause to the company
Labor/management relations				
LA4	Percentage of employees covered by collective bargaining agreements.	YES	Freedom of association and social dialogue	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	YES	Freedom of association and social dialogue	



Performance Indicator	Description	Reported 2013	Location	Explanation for omission
Occupational health and safety				
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.	YES	Health and safety	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	YES	Health and safety	
LA8	Education, training, counseling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	YES	Health and safety	
LA9	Health and safety topics covered in formal agreements with trade unions.	YES	Health and safety	
Training and education				
LA10	Average hours of training per year per employee by gender, and by employee category.	YES	Training and talent management	
LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	YES	Training and talent management	
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	YES	Fair pay and performance recognition	
Diversity and equal opportunity				
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	YES	Management of diversity	
Equal remuneration for women and men				
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	YES	Management of diversity	



Social: Human Rights

Performance Indicator	Description	Reported 2013	Location	Explanation for omission
Investment and procurement practices				
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	YES	Sustainability in the supply chain	
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	YES	Sustainability in the supply chain	
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	YES	Ethics and compliance	
Non-discrimination				
HR4	Total number of incidents of discrimination and corrective actions taken.	YES	Ethics and compliance	
Freedom of association and collective bargaining				
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	YES	Human Rights	
Child labour				
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.	YES	Human Rights	
Forced and compulsory labour				
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.	YES	Human Rights	



Performance Indicator	Description	Reported 2013	Location	Explanation for omission
Security practices				
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	NO		We include percent trained in Business Principles over total workforce
Indigenous rights				
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	YES	Sustainability in the supply chain	
Assessment				
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	YES	Sustainability in the supply chain	
Remediation				
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	YES	Ethics and compliance	



Social: Society

Performance Indicator	Description	Reported 2013	Location	Explanation for omission
Local communities				
S01	Percentage of operations with implemented local community engagement, impact assessments, and development programmes.	YES	Social action at Telefónica and Volunteers	
S09	Operations with significant potential or actual negative impacts on local communities.	YES	Environmental management	
S010	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	YES	Environmental management	
Corruption				
S02	Percentage and total number of business units analyzed for risks related to corruption.	YES	Ethics and compliance	
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	YES	Ethics and compliance	
S04	Actions taken in response to incidents of corruption.	YES	Ethics and compliance	
Public policy				
S05	Public policy positions and participation in public policy development and lobbying.	YES	Materiality and stakeholder engagement	
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	YES	Ethics and compliance	
Anti-competitive behavior				
S07	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	YES	Ethics and compliance	
Compliance				
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	YES	Financial report	



Social: Product Responsibility

Performance Indicator	Description	Reported 2013	Location	Explanation for omission
Customer health and safety				
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	YES	Electromagnetic field	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	YES	Ethics and compliance	
Product and service labelling				
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	YES	Responsible management	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	NO		
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	YES	Responsible management	
Marketing communications				
PR6	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	YES	Responsible management	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	NO		
Customer privacy				
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	YES	Privacy: an open and secure Internet for all	
Compliance				
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	YES	Financial report	



Looking forward to G4

General Standard Disclosures

			Contained in Sustainability report
Strategy and analysis			
1	Statement from the most senior decision-maker of the organization.	Letter from the Chairman	YES
2	Description of key impacts, risks, and opportunities.	Corporate Responsibility and Sustainability as part of the Telefónica vision	YES
Organizational profile			
3	Name of the organization.	Principles for the 2013 Sustainability Report	YES
4	Primary brands, products, and/or services.	Principles for the 2013 Sustainability Report	YES
5	Location of organization's headquarters.	Principles for the 2013 Sustainability Report	YES
6	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Principles for the 2013 Sustainability Report	YES
7	Nature of ownership and legal form.	Principles for the 2013 Sustainability Report	YES
8	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Integrated Report	
9	Scale of the reporting organization.	Telefónica indicators	YES
10	Size and composition of workforce.	Staff	YES
11	Percentage of employees covered by collective bargaining agreements.	Freedom of association and social dialogue	YES
12	Organization's supply chain.	Sustainability in the supply chain	YES
13	Significant organizational changes during the reporting period.	Report boundary and structure	YES
14	Precautionary approach.	Environmental management in Telefónica	YES
15	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Stakeholder engagement	YES
16	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Stakeholder engagement	YES



			Contained in Sustainability report
Identified material aspects and boundaries			
18	How report content was defined.	Principles for the 2013 Sustainability Report	YES
19	List of material aspects.	Materiality: focus on the key issues	YES
20	Aspect boundary within the organization.	Report boundary and structure	YES
21	Aspect boundary outside the organization.		
22	Restatements.	Report boundary and structure	YES
23	Significant changes in Scope or Boundary.	Report boundary and structure	YES
Stakeholder engagement			
24	List of stakeholders.	Stakeholder engagement	YES
25	Basis of identification for stakeholders.	Stakeholder engagement	YES
26	Approach to stakeholder engagement.	Stakeholder engagement	YES
27	Key topics and concerns raised by stakeholders.	Stakeholder engagement	YES
Report profile			
28	Reporting period.	Principles for the 2013 Sustainability Report	YES
29	Date of most recent previous report.	Principles for the 2013 Sustainability Report	YES
30	Reporting cycle.	Principles for the 2013 Sustainability Report	YES
31	Contact point.	Principles for the 2013 Sustainability Report	YES
32	GRI 'in accordance' option.	GRI references	YES
33	External assurance.	Review and external validation of the Report	YES



			Contained in Sustainability report
Governance		Section	
34	Governance structure of organization.	Annual Corporate Governance and Compensation report	YES
35	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	Corporate Responsibility and Sustainability Structure in Telefónica, S.A.	YES
36	Executive-level position or positions with responsibility for economic, environmental and social topics.	Corporate Responsibility and Sustainability Structure in Telefónica, S.A.	YES
37	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics.	Corporate Responsibility and Sustainability Structure in Telefónica, S.A.	YES
38	Composition of the highest governance body and its committees.	Annual Corporate Governance and Compensation report	YES
39	Report whether the chair of the highest governance body is also an executive officer.	Annual Corporate Governance and Compensation report	YES
40	Nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	Annual Corporate Governance and Compensation report	YES
41	Processes for the highest governance body to ensure conflicts of interest are avoided and managed.	Annual Corporate Governance and Compensation report	YES
42	Highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	Corporate Responsibility and Sustainability Structure in Telefónica, S.A.	YES
43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.		
44	Processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics.		
45	Highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities.	Corporate Responsibility and Sustainability Structure in Telefónica, S.A.	YES
46	Highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	Corporate Responsibility and Sustainability Structure in Telefónica, S.A.	YES
47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	Corporate Responsibility and Sustainability Structure in Telefónica, S.A.	YES
48	Highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material aspects are covered.	Letter from the Chairman	YES
49	Process for communicating critical concerns to the highest governance body.		
50	Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.		
51	Remuneration policies for the highest governance body and senior executives.	Annual Corporate Governance and Compensation Report	YES
52	Process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management.		
53	How stakeholders' views are sought and taken into account regarding remuneration.		



			Contained in Sustainability report
Governance		Section	
54	Ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees.		
55	Ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees.		
56	Organization's values, codes of conduct and codes of ethics.	Ethics and compliance	YES
57	Internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organizational integrity, such as helplines or advice lines.	Ethics and compliance	YES
58	Internal and external mechanisms for reporting concerns about unethical or unlawful behaviour.	Ethics and compliance	YES

Ethics and integrity

Specific standard disclosures

			Contained in Sustainability report	
Economic dimension		Section		
DMA	Disclosures on economic management approach.	Corporate responsibility and Sustainability as part of the Telefónica vision	YES	
Economic performance	EC1	Direct economic value generated and distributed.	Driver of progress	YES
	EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.		
	EC3	Coverage of the organization's defined benefit plan obligations.	Driver of progress	YES
	EC4	Financial assistance received from government.	Financial report	YES
Market Presence	EC5	Ratios of standard entry-level wage by gender compared to local minimum wage at significant locations of operation.	Fair pay and performance recognition	YES
	EC6	Proportion of senior management hired from the local community.		
Indirect Economic Impacts	EC7	Development and impact of infrastructure investments and services supported.		
	EC8	Significant indirect economic impacts, including the extent of impacts.		
Procurement Practices	EC9	Proportion of spending on local suppliers at significant locations of operation.	Driver of progress	YES
Environmental dimension				
DMA	Disclosures on environmental management approach.	Corporate responsibility and Sustainability as part of the Telefónica vision	YES	
Materials	EN1	Materials used by weight or volume.	Environmental management in Telefónica	
	EN2	Percentage of materials used that are recycled input materials.		YES



Environmental dimension		Section	Contained in Sustainability report	
Energy	EN3	Energy consumption within the organization.	Energy and climate change	YES
	EN4	Energy consumption outside the organization.	Energy and climate change	YES
	EN5	Energy intensity.	Energy and climate change	YES
	EN6	Reduction of energy consumption.	Energy and climate change	YES
	EN7	Reductions in energy requirements of products and services.		YES
Water	EN8	Total water withdrawal by source.	Environmental management in Telefónica	YES
	EN9	Water sources significantly affected by withdrawal of water.		YES
	EN10	Percentage and total volume of water recycled and reused.		YES
Biodiversity	EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Environmental management in Telefónica	YES
	EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Environmental management in Telefónica	YES
	EN13	Habitats protected or restored.	Environmental management in Telefónica	YES
	EN14	Total number of IUCN red list species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.		
Emissions	EN15	Direct greenhouse gas (GHG) emissions (scope 1).	Energy and climate change	YES
	EN16	Energy indirect greenhouse gas (GHG) emissions (scope 2).	Energy and climate change	YES
	EN17	Other indirect greenhouse gas (GHG) emissions (scope 3).	Energy and climate change	YES
	EN18	Greenhouse gas (GHG) emissions intensity.	Energy and climate change	YES
	EN19	Reduction of greenhouse gas (GHG) emissions.	Energy and climate change	YES
	EN20	Emissions of ozone-depleting substances (ODS).		
	EN21	NO _x , SO _x , and other significant air emissions.		
Effluents and Waste	EN22	Total water discharge by quality and destination.	Environmental management in Telefónica	
	EN23	Total weight of waste by type and disposal method.	Environmental management in Telefónica	YES
	EN24	Total number and volume of significant spills.	Environmental management in Telefónica	YES
	EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention.	Environmental management in Telefónica	YES
	EN26	Size, protected status, and biodiversity value of water bodies and related habitats significantly affected.		
Products and Services	EN27	Extent of impact mitigation of environmental impacts of products and services.	Green ICT services	YES
	EN28	Percentage of products sold and their packaging materials that are reclaimed by category.	Green ICT services	YES
Compliance	EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Environmental management in Telefónica	YES



Transport	EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce.	Energy and climate change	YES
Overall	EN31	Total environmental protection expenditures and investments by type.	Environmental management in Telefónica	YES
Supplier Environmental Assessment	EN32	Percentage of new suppliers that were screened using environmental criteria.	Environmental management in Telefónica	YES
	EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken.	Environmental management in Telefónica	YES
Environmental Grievance Mechanisms	EN34	Number of grievances about environmental impacts filed, addressed, and resolved.	Environmental management in Telefónica	YES
Social dimension		Section	Contained in Sustainability report	
DMA		Disclosures on social management approach.	Corporate responsibility and Sustainability as part of the Telefónica vision	YES
Labour practices and decent work	LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region.		
	LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.		
	LA3	Return to work and retention rates after parental leave, by gender.		
	LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements.		
	LA5	% of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.	Health and safety	YES
	LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	Health and safety	YES
	LA7	Workers with high incidence or high risk of diseases related to their occupation.		
	LA8	Health and safety topics covered in formal agreements with trade unions.	Health and safety	YES
	LA9	Average hours of training per year per employee by gender, and by employee category.		
	LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Training and talent management	YES
	LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	Fair pay and performance recognition	YES
	LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Management of diversity	YES
	LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Management of diversity	YES
	LA14	Percentage of new suppliers that were screened using labour practices criteria.		YES
	LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken.	Sustainability in the supply chain	YES
	LA16	Number of grievances about labour practices filed, addressed, and resolved through formal grievance mechanisms.	Sustainability in the supply chain	



Social dimension		Section	Contained in Sustainability report	
Human rights	HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or underwent human rights screening.	Sustainability in the supply chain	YES
	HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations.	Ethics and compliance	YES
	HR3	Total number of incidents of discrimination and corrective actions taken.	Ethics and compliance	YES
	HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights.	Sustainability in the supply chain	YES
	HR5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.	Sustainability in the supply chain	YES
	HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures taken to contribute to the elimination of all forms of forced or compulsory labour.	Sustainability in the supply chain	YES
	HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations.		
	HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken.		
	HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments.	Human rights	YES
	HR10	Percentage of new suppliers that were screened using human rights criteria.	Sustainability in the supply chain	YES
	HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken.	Sustainability in the supply chain	YES
	HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms.	Ethics and compliance	YES



Social dimension		Section	Contained in Sustainability report	
Society	S01	Percentage of operations with implemented local community engagement, impact assessments, and development programmes.	Social action at Telefónica	YES
	S02	Operations with significant actual and potential negative impacts on local communities.		
	S03	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	Human rights	YES
	S04	Communication and training on anti-corruption policies and procedures.	Ethics and compliance	YES
	S05	Confirmed incidents of corruption and actions taken.	Ethics and compliance	YES
	S06	Total value of political contributions by country and recipient/beneficiary.	Ethics and compliance	YES
	S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Financial report	
	S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Financial report	
	S09	Percentage of new suppliers that were screened using criteria for impacts on society.	Sustainability in the supply chain	YES
	S010	Significant actual and potential negative impacts on society in the supply chain and actions taken.	Sustainability in the supply chain	YES
	S011	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms.		
Product responsibility	PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.		
	PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services.		
	PR3	Type of product and service information required by the organization's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements.		
	PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.		
	PR5	Results of surveys measuring customer satisfaction.	Customer satisfaction	YES
	PR6	Sale of banned or disputed products.		
	PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes.		
	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Privacy: an open and secure Internet for all	YES
	PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.		