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GRI Content Index

GRI (102-55)

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	102-51 Date of most recent report	January to December 2020		
	102-52 Reporting cycle	Annual		
	102-53 Contact point for questions regarding the report	E-mail: institucional.colombia@telefonica.com		
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MATERIAL TOPICS

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Economic performance and climate change					
Economic performance and climate change	GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	Pages 29-33 Pages 50-54 and 120-121 Pages 50-54, and 120-121		SDGs 8.9 and 13
	GRI 201: Economic performance 2016	201- 1 Direct economic value generated and distributed 201-2 Financial implications and other risks and opportunities due to climate change	Pages 50-54 Pages 120-121		
Indirect economic impacts					
Indirect economic impacts	GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	Pages 29-33 Pages 81-82 Pages 81-82		SDG 9
	GRI 203: Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	Pages 81-82		
	Digital security				
Digital security	GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	Pages 29-33 Pages 74- 76 and 92 Pages 76 and 92		Not applicable
	Digital security	Digital security 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Pages 74-76 Page 49		
Digital growth and innovation					
Digital growth and innovation	GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	Pages 29-33 Pages 78-85 Pages 78-85		Not applicable
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		103-3 Evaluation of the management approach	Pages 86-88	
	GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	Page 88	
Employment				
Employment	GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Pages 29-33	SDGs 1 and 8
		103-2 The management approach and its components	Pages 95-99	
		103-3 Evaluation of the management approach	Pages 95-99	
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Magnet company for the best talent				
Magnet company for the best talent	GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Pages 29-33	Not applicable
		103-2 The management approach and its components	Pages 59, 62 and 104	
		103-3 Evaluation of the management approach	Pages 59, 62 and 104	
	Salary remuneration	Salary remuneration	Pages 59, 62 and 104	
Magnet company for the best talent				
Magnet company for the best talent	GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Pages 29-33	SDG 3
		103-2 The management approach and its components	Pages 89-91, and 112-114	
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	GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	Page 100	
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Magnet company for the best talent	GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Pages 27-31	SDGs 5 and 10
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		103-3 Evaluation of the management approach	Pages 57, 60 and 102-106	
	GRI 406: Diversity and equal opportunities 2016	406-1 Incidents of discrimination and corrective actions taken	Pages 57, 60 and 102-106	
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Magnet company for the best talent	GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Pages 29-33	Not applicable
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		103-3 Evaluation of the management approach	Pages 59, 62 and 104-108	
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Magnet company for the best talent	GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Pages 29-33	SDG 17
		103-2 The management approach and its components	Pages 60-63, and 164-165	
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		103-2 The management approach and its components	Pages 26, 60, 63, 89, 116-120	
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		302-4 Reduction of energy consumption	Pages 118-120	
302-5 Reduction of the energy requirements of products and services	Page 120			
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Emissions	GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Pages 29-33	SDGs 12 and 13, PP 7, 8 and 9
		103-2 The management approach and its components	Pages 26, 60, 63, 89, 121-122	
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	GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Page 122	
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	GRI 412: Human Rights Assessment 2016	412-2 Employee training on human rights policies or procedures	Pages 135-141	
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