



GRI Content Index



Declaration of use	Colombia Telecomunicaciones S.A. ESP BIC has prepared the report in accordance with the GRI Standards for the period from January 1, 2022, to December 31, 2022.
GRI 1 used	GRI 1: Fundamentals 2021
Applicable GRI Sector Standards	

GRI STANDARD / OTHER SOURCE	CONTENTS	LOCATION	OMISSION			ODS AND PRINCIPLES OF THE GLOBAL COMPACT (PP)
			REQUIREMENTS OMISSION:	MOTIVE	EXPLICACIÓN	
GRI 2: Contents General 2021	2-1 Organizational details	Page 16				
	2-2 Entities included in the elaboration of reports of sustainability	Page 12				
	2-3 Period covered by the report, frequency and point of contact	Page 12 Institucional Colombia Moviles <institucional.colombia@telefonica.com>				
	2-4 Re-expressions of Information	Not applicable				
	2-5 Verification External	Page 311				
	2-6 Activities, value chain and other relations commercial	Page 16				
	2-7 Employees	Page 94				
	2-8 Non-employee workers	Page 94				
	2-9 Governance structure and composition	Page 139				

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GRI 2: Contenidos Generales 2021	2-10 Appointment and selection of the highest governance body	Page 139				
	2-11 Chairman of the highest governance body	Page 142				
	2-12 Role of the highest governance body in the oversight of the impact management	Page 139				
	2-13 Delegation of responsibility for impact management	Página 139				
	2-14 The highest governance body's role in the presentation of sustainability reports	Page 139, 143				
	2-15 Conflicts of interest	Page 144				
	2-16 Communication of critical concerns	Page 145				
	2-17 Collective knowledge of the highest governance body	Page 139, 150				
	2-18 Evaluation of the highest governance body's performance	Page 139				

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GRI 2: Contenidos Generales 2021	2-19 Compensation policies	Page 106, 142				
	2-20 Process for determining compensation	Page 106, 142				
	2-21 Total annual compensation ratio	Page 106				
	2-22 Sustainable Development Strategy Statement	Page 8				
	2-23 Commitments and policies	Page 124, 146				
	2-24 Incorporation of commitments and policies	Page 124, 146				
	2-25 Processes for remediation of negative impacts	Page 125, 135				
	2-26 Mechanisms for seeking advice and raising concerns	Page 152				
	2-27 Compliance with laws and regulations	Page 177, 179				
	2-28 Membership in associations	Page 24				
	2-29 Approach to Stakeholder Engagement	Page 40				
	2-30 Collective bargaining agreements	Page 104				

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GRI 3: Topics Materials 2021	3-1 Process of determination of the material issues	Page 46				
	3-2 List of topics Materials	Page 58				
Economic performance and climate change						
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Pages 46 - 59				ODS 8, 9 and 13
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Page 62				
	201-2 Financial implications and other risks and opportunities emissions from climate change	Page 72, 73				
Indirect economic impacts						
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Page 46 - 59				
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Page 64, 65, 88, 89				
	203-2 Impactos económicos indirectos significativos	Page 33				

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Digital Security						
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Page 46 - 59				
Digital Security	418-1 Substantiated complaints regarding violations of customer privacy and loss of customer data	Page 179				Not applicable
	Third Parties/ Alliates trained in information security	Page 66				
Digital growth and innovation						
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Pages 46 - 59				ODS 9
Digital growth and innovation	Digital growth and innovation	Pages 86, 87, 88, 89, 92, 93				
Procurement practices						
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Pages 46 - 59				Not applicable
GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	Page 164				

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Employment						
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Pages 46 - 59				
	401-1 New employee hires and employee turnover	Page 95				ODS 1 and 8
GRI 401: Employment 2016	401-2 Prestaciones para los empleados a tiempo completo que no se dan a los empleados a tiempo parcial o temporales	Page 108				
	401-3 Permiso parental	Page 114				
Occupational Health and Safety						
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Pages 46 - 59				
	403-1 Occupational health and safety management system	Page 118				
	403-5 Occupational health and safety training for workers	Page 118				
GRI 403: Occupational Health and Safety 2018.	403-6 Workers' health promotion	Page 118				ODS 3
	403-8 Workers covered by an occupational safety and health management system	Page 118				
	403-9 Work-related injuries	Page 118				
	403-10 Occupational diseases and illnesses	Pages 118 - 123				

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Formación y educación						
GRI 404: Formación y educación 2016	Contenido 404-1 Promedio de horas de formación al año por empleado	Page 116				
	404-2 Programas para desarrollar las competencias de los empleados y programas de ayuda a la transición	Pages 115 - 117				
Diversity and equal opportunity						
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Pages 46 - 59				ODS 5 and 10
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity in governing bodies and employees	Page 97, 139				
	405-2 Ratio entre el salario básico y la remuneración de mujeres y de hombres	Page 107				
Non-discrimination						
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Pages 46 - 59				ODS 5 and 10
GRI 406: Non-discrimination 2016	406-1 Cases of discrimination and corrective actions taken	Pages 97 - 105, 124, 126, 186, 189				
Flexibility and benefits						
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Pages 46 a la59				Not applicable
	Flexibility and benefits	Pages 110 - 114, 186, 189				
Volunteering						
GRI 3: Topics Materials 2021	3-3 Gestión de los temas materiales	Pages 46 - 59				ODS 17
Volunteering	Volunteering	Pages 199 - 201, 188, 189, 175				

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Energy						
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Pages 46 a la59				
	302-1 Consumo de energía	Page 74				
GRI 302: Energy 2016	302-3 Energy intensity	Page 74				ODS 7 PP 7, 8 and 9
	302-4 Reduction of energy consumption	Page 74				
	302-5 Reduction of product energy requirements and services	Page 74				
Emissions						
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Pages 46 a la59				
	305-1 Direct GHG emissions (Scope 1)	Page 76				ODS 12 y 13
GRI 305: Emissions 2016	305-2 Indirect GHG emissions from energy generation (Scope 2)	Page 76				PP 7, 8 and 9
	305-5 Reducción de las emisiones de GEI	Page 77				

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Waste					
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Pages 46 - 59			
GRI 306: Waste 2020	306-1 Generation of wastes and related significant impacts with waste	Page 78			ODS 11, 12, 13 and 15
	306-2 Management of significant waste-related impacts	Page 78			PP 7, 8 and 9
	306-3 Waste generated	Page 78			
	306-4 Wastes not for disposal	Page 78			
Human Rights					
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Pages 46 - 59			
GRI 410: Prácticas en materia de seguridad 2016 y el contenido	410-1 Personal de seguridad capacitado en políticas o procedimientos de derechos humanos	Page 130 and 131			
GRI 412: Human Rights Assessment 2016	412-1 Operaciones sometidas a revisiones o evaluaciones de impacto sobre los derechos humanos	Pages 128 and 129			ODS 17 PP 1 and 2
	412-2 Training of employees in human rights policies or procedures	Page 130			

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Anticorruption					
GRI 3: Topics Materials 2021	3-3 Management of the material issues	Pages 46 - 59			
	205-1 Operations assessed for risks related to corruption	Page 156			
GRI 205: Anticorruption 2016	205-2 Policy communication and training and anti-corruption procedures	Pages 146 - 159			ODS 16 PP 10
	205-3 Confirmed cases of corruption and actions taken	Page 158			

