



# GRI Content Index

(GRI 102-55)



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	102-49 Changes in reporting		Not applicable
	102-50 Reporting period	January to December 2020	
	102-51 Date of most recent report	January to December 2019	
	102-52 Reporting cycle	Annual	
	102-53 Contact point for questions regarding the report	Institutional email of Colombia: <a href="mailto:institucional.colombia@telefonica.com">institucional.colombia@telefonica.com</a>	
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## MATERIAL TOPICS

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<b>Customer Privacy</b>				
Customer Privacy	GRI 103: Management Approach	103-1 Explanation of the material topic and its boundary	Pages 9-12	
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<b>Indirect Economic Impacts</b>				
Indirect Economic Impacts	GRI 103: Management Approach	103-1 Explanation of the material topic and its boundary	Pages 9-12	SDG 9
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<b>Innovation</b>				
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Procurement Practices	GRI 103: Management Approach	103-1 Explanation of the material topic and its boundary	Pages 9-12	Not applicable
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	GRI 204: Procurement Practices	204-1 Proportion of spending on local suppliers	Page 94	
<b>Employment</b>				
Employment	GRI 103: Management Approach	103-1 Explanation of the material topic and its boundary	Pages 9-12	SDGs 1 and 8
		103-2 The management approach and its components	Pages 101-103	
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	GRI 401: Employment	401-1 New employee hires and employee turnover	Page 103	
<b>Occupational Health and Safety</b>				
Occupational Health and Safety	GRI 103: Management Approach	103-1 Explanation of the material topic and its boundary	Pages 9-12	SDG 8 Principles 4
		103-2 The management approach and its components	Pages 101, 120-123	
		103-3 Evaluation of the management approach	Pages 101, 120-123	
	GRI 403: Occupational Health and Safety	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Page 121-123	
<b>Diversity and Equal Opportunity</b>				
Diversity and Equal Opportunity	GRI 103: Management Approach	103-1 Explanation of the material topic and its boundary	Page 9-12	SDGs 5 and 10
		103-2 The management approach and its components	Pages 101, 106-111	
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	GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	Pages 102-106	

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<b>Emissions</b>				
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	GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	Pages 130-131	
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	<b>Effluents and Waste</b>			
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		103-2 The management approach and its components	Pages 124, 131-132	
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	GRI 306: Effluents and Waste	306-2 Waste by type and disposal method	Pages 124, 131-132	
<b>Anti-corruption</b>				
Anti-corruption	GRI 103: Management Approach	103-1 Explanation of the material topic and its boundary	Pages 9-12	SDG 16 Principle 10
		103-2 The management approach and its components	Pages 136-138	
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	GRI 205: Anti-corruption	205-2 Communication and training about anti-corruption policies and procedures	Pages 136-140	

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### Anti-competitive Behavior

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		103-2 The management approach and its components	Pages 140-141	
		103-3 Evaluation of the management approach	Pages 140-141	
GRI 206: Anti-competitive Behavior	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Pages 140-141		

### Human Rights Assessment

Human Rights Assessment	GRI 103: Management Approach	103-1 Explanation of the material topic and its boundary	Pages 9-12	SDGs 17 Principles 1 and 2
		103-2 The management approach and its components	Pages 95-96 and 98, 142-145	
		103-3 Evaluation of the management approach	Pages 142-145	
GRI 412: Human Rights Assessment	412-1 Operations that have been subject to human rights reviews or impact assessments	Pages 95-96 and 98, 142-145		

### Socioeconomic Compliance

Socioeconomic Compliance	GRI 103: Management Approach	103-1 Explanation of the material topic and its boundary	Pages 9-12	
		103-2 The management approach and its components	Pages 66-68	
		103-3 Evaluation of the management approach	Pages 66-68	
GRI 419: Socioeconomic Compliance	419-1 Non-compliance with laws and regulations in the social and economic area	Page 135		