------------------------------------------------------------------------------------------------------------------- Telefónica 2003

\*{Corporate Responsibility Annual Report}

\*{information, vision, trusted operator, way, deserve, confidence, commitments acquired, attitude of proximity, understanding, needs, expectations, legitimate interests}

\*{customer, shareholder, employee, supplier, citizen, countries, operate, Telefónica, commitment}

\*{basic premise, foremost, responsibility, company, endeavours, rises, core business activity}

\*{Report, information, processes, management systems, performance indicators}

\*{business, share, stakeholders}

\*{extensive, comprehensive document, key ideas}

\*{sum, consolidation, data, Report, reality, legitimately proud, Telefonica, powerful driving force, social, economic, technological development, countries, operates}

\*{company, size, unquestionable ability, contribute, development, societies, present, creating, employment, driving, economy, innovative products, quality available, technology, walks of life, reduce, social, digital, divide, access, citizens, future represented, information society}

\*{contributing, responsible manner, sustainable development, society, Corporate activities, sustainable, medium, long term}

\*{Corporate Responsibility Report, ability, create, value, financial assets}

\*{Good corporate governance, brand awareness, investment, research and development, commitment, social responsibility, institutional presence, assets, great value, company, area, operation}

\*{evidence, commitment, transparency, gathering, quantifying, communicating, value, exists, financial assets}

\*{information, beginning, discover}

\*{linked, importance, company, relations, based, confidence, approach, employees, customers, shareholders, suppliers, citizens}

\*{edition, Report, objective, record, facts, data, graphs, figures, values, commitments, Group, implemented}

\*{value, daily commitments undertaken, customers, shareholders, employees, suppliers, citizens, countries, work}

\*{confidence, groups, challenges, valuable asset}.

\*{technical conclusion, Report, prepared, Global Reporting Initiative Guidelines, resulting, balanced, reasonable presentation, economic, environmental, social performance, organization} \*{Corporate Responsibility Report, internal engine, extend, best practices, Group}

\*{information, improve, specific policies, management, intangible assets, commitments, stakeholders}

\*{key indicators, improve, performance, design, implementation, specific policies, adapted, country, operate}

\*{subsidiaries, Telefónica Móviles, TPI, prepared, Responsibility Report, bases, schemes}

\*{reporting, working methodology, extended, companies, countries, Brazil, Peru, determine, local contribution}

\*{aim, report, reassess, renew, commitments}

\*{based, values, reinforced, extended, work, shared culture}

\*{encourage, undertake, coming year, optimism}

\*{core element, culture, share, forget, Corporate Responsibility, built, everyone, working}

\*{internally, commitment, individual contribution, small, great, assuming, responsibility, process, gesture, decision, employees, company, responsible institution}

\*{convey, gratitude, trust, everyone, interest, activity, directly, indirectly, improve, Corporate Responsibility performance, dialogue, constructive criticism}

-------------------------------------------------------------------------------------------------------------------- Telefónica 2004

\*{opportunity, present, Annual Corporate Responsibility Report}

\*{example, commitment, transparency, published, relevant information, interacts, stakeholders}

\*{report, aimed, customers, investors, shareholders, employees, suppliers, general public}

\*{established, third largest telecommunications company, world, market capitalisation, reached, customer mark, goal, become, largest, best integrated, tecommunications group}

\*{aim, biggest group, inextricably linked, international markets, innovation}

\*{best, deliver, excellence, commitment}

\*{objectives, Strategic Plan, act responsibly, societies, operate}

\*{place, emphasis, achieve, objectives, financial results, actual objectives, results}

\*{respect, Corporate Responsibility Report, information report, document}

\*{represents, extraordinary opportunity, Group, publish, data, indicators, reveal, process, indicator, management process, dedicated team, people, solid policies}

\*{information, desire, improvement, realities, spur, reach, achievements}

\*{realities, concerns, Telefónica’s role, driving force, social, technological, economic development, societies}

\*{business activity, generates, social wealth, business opportunities, suppliers, employment, digital inclusion, education, product, service innovation, host, assets}

\*{assets, gauge, Report, using, quantitative, qualitative indicators}

\*{reality, involves, status, global company, everything, entails}

\*{values, hold, key values, society}

\*{Equal opportunities, diversity, social inclusion, inescapable realities, companies, form, component, relationships, enjoy, stakeholders}

\*{Innovation, lever, create, value, society, Company}

\*{solidarity, society, element, company’s operations , employees, supportive, respect}

\*{global citizen, shares, concerns, values, society, identified}

\*{reality, concerns, significance, corporate responsibility}

\*{responsibility, means of managing, business}

\*{positive impact, business activity, generate, sustainability}

\*{quest, reach, standards, operate, responsibly, progress}

\*{financial auditor, improvements, verification, data, report}

\*{restated, commitment, Global Compact, applying, Communication, Progress model, proposed, United Nations}

\*{initiative, endorsed, supported, encapsulates, business responsibility, global, multidisciplinary viewpoint}

\*{evidence, high standards, Report, prepared, accordance, GRI Guidelines}

\*{balanced, reasonable presentation, organization’s economic, environmental, social performance}

\*{announced, companies, Telefónica Group, presenting, Corporate Responsibility Reports, Group report}

\*{reporting, operating, framework, extended, Argentina, Brazil, Chile, Peru, assess, contribution, Group, countries}

\*{attention, dynamic nature, information, document}

\*{progress, improvements, founded, dialogue, stakeholders, creating, value, stakeholders, create, value, Company}

\*{express, gratitude, criticism, progress}

\*{corporate responsibility, enhance, quality, information}

-------------------------------------------------------------------------------------------------------------------- Telefónica 2005

\*{Annual Corporate Responsibility Report, keystones, Group’s corporate responsibility strategy}

\*{strategic goal, committed, responsible Group}

\*{progress, development, countries, operate, transformation, innovations, global communications solutions}

\*{responsible, focused, improving, operations}

\*{understand, generating, positive impact, society, capable, generating, profitable, sustainable growth, everyone, guaranteeing, sustainability, company}

\*{annual Report, introduces, improvements, reports, effort, corporate responsibility movement, growing, Europe, Latin America}

\*{improvement, Report, ability, consolidate, comprehensive corporate responsibility, reporting system, Telefónica}

\*{system, borne results, CR Reports, Argentina, Brazil, Chile, Peru}

\*{country reports, natural consequence, commitment, initiatives promoted, UN, Global Compact, Millennium Goals, result, multidomestic, character}

\*{global, size, presence, services}

\*{reinforced, internationality, acquisitions, Çesky Telecom, O2, Europe, strategic alliance, China Netcom}

\*{local, sharing, language, Latin America, desire, contribute, communities, belong, understanding, addressing, needs}

\*{improvement, Report, ability, transform, internal management processes, systems, worldwide scale}

\*{special progress, environmental management systems, implementation, specific policies, extend, best corporate responsibility practices, Europe, Latin America}

\*{aim, report, detailed account, goals, challenges}

\*{Report, lines, improvement, progress, suggested, stakeholders, detailed analysis}

\*{fact, expressed, dialogue panels, financial year, great interest, Telefónica's behavior, customers, suppliers, employees, Telefónica Group}

\*{corporate responsibility, strives, present, financial results}

\*{stakeholders, telecommunications services provider}

\*{perceive, driving force, social, technological, economic development, societies, operate}

\*{activity, generates, wealth, social, employment, digital inclusion, education terms, product, service innovation, business opportunities, suppliers}

\*{benefits, information, communication technologies, sustainable development, opportunity, business, societies}

\*{transparency, relevance, information}

\*{externally verified, Ernst&Young, accordance, Standard AA1000/AS, consolidation boundary}

\*{aim, balanced, reasonable presentation, economic, environmental, social performance, organization}

\*{accordance, Global Reporting Initiative Guidelines, consolidation boundary, Group}

\*{commitment, transparency, acknowledged, inclusion, main indices, companies, invest responsibly, awards, mentions}

\*{commitment, improvement, corporate responsibility report}

\*{improvement, understanding, support, stakeholders}

\*{opinions, suggestions, progress}

-------------------------------------------------------------------------------------------------------------------- Telefónica 2006

\*{Corporate Responsibility, passing fad, academic debate}

\*{Responsible business practices, integral, companies’ strategic plans}

\*{Customers, employees, shareholders demand, integrity, modern companies}

\*{Society, business, solution, create, social, economic progress}

\*{headline news, corporate responsibility promises, 21st century enterprise}

\*{corporate responsibility (CR), create, value, company}

\*{business vision, influence, interact, stakeholders, business structure, strategy}

\*{way of life, guides, actions}

\*{Corporate Responsibility Report, announce}

\*{new corporate vision, cover, report, Business Principles, govern, work}

\*{Principles, ratified, Board of Directors, combine, Code of Conduct, Business Principles of O2}

\*{Group, aim, build, common culture, integrity, operate, world}

\*{vision, framework, place, next step, turn words, facts}

\*{working, management excellence, activities}

\*{goal, demands, expectations, customers, shareholders, combining, growth, interests, employees, communities, serve}

\*{world’s third largest telecoms operator, customer, access points, world's top three companies, added value}

\*{stakeholders, demonstrates, scale, customers, employees, shareholders, suppliers, presence, countries}

\*{onus, responsibly}

\*{goal, increasing, customer satisfaction levels, turn, customers, enthusiastic ambassadors, brands}

\*{raise, satisfaction, employees, achieved, financial year, best company, work}

\*{targeting, innovation budget, customers’ needs}

\*{generated, wealth, excess, force, social, economic, technological progress}

\*{aim, tailor, social actions, business strategy}

\*{Foundation’s programmes, connect, company, vision, improve, people’s lives, fostering, business growth, contributing, social progress, information communications technology (ICT)}

\*{Proniño Programme, example}

\*{children, return, school, freeing, scourge, child labour, enjoy, potential of ICT, education}

\*{EducaRed, educational online tool, primary, secondary schools, connects, people, catalyst, development, technologies, education}

\*{summary, social actions, grow, corporate mission}

\*{CR strategy, focus progressively, reducing, negative effects, operations}

\*{Report, developing policies, shape, behavior, reputation}

\*{policies, child protection, environment, people, disabilities, supply chain ethics}

\*{promote, social inclusion, ICT, narrow, digital divide}

\*{major player}

\*{business model, Latin America, designed, reduce, gaps caused, economy, geography, lack of education}

\*{specifically adapted tariffs, customers, scant resources, spread of fixed, mobile broadband coverage, training, use of ICT}

\*{emphasize, United Nations Global Compact}

\*{initiative reflects, approach, CR, multi- stakeholder, global, local, voluntary, aimed, achieving, business excellence}

\*{collaborated, organizations, AHCIET [Iberoamerican Association of Telecom Operators], SEGIB [Iberoamerican General Secretariat], ways, ICT, contribute, achievement, UN’s Millennium Goals, build, better world, next generation}

\*{Corporate Reputation Forum, launched, unprecedented campaign, promote, symbol, Joana}

\*{conclude, reaffirm, commitment, improvement, corporate responsibility report}

\*{support, stakeholders, comments, feedback, CR website}

\*{extend, sincere gratitude, opinions, suggestions, helped, vision, force, social progress}

-------------------------------------------------------------------------------------------------------------------- Telefónica 2007

\*{results, sense}

\*{customers, connections, efficient management, resources}

\*{increase, profit}

\*{excellent results, reflected, shareholder remuneration, yield, kept, shares}

\*{business results, key year, drive, responsible company, way, relates, different stakeholder groups}

\*{announce, redefined, corporate vision, Business Principles}

\*{five major steps, turn, vision, principles, common culture, integrity, ethics, apply, worldwide, moved, words, action, declarations, reality, ground}

\*{Corporate Responsibility (CR), integrated, operational strategies, Spain, Europe, Latin America, application, spirit of progress vision}

\*{employees, worked hard, support, initiatives, improve, people’s lives, society’s development, use of technology}

\*{turning, strategically of economic, technological, social progress, countries, operates}

\*{targets, improving, customer satisfaction, working environment}

\*{indicators, interlinked, operator, choice, customers, company, appreciated, society, best place, work}

\*{application, Business Principles, company operations}

\*{employees, trained, code of conduct, run, major initiatives, defined policies, socially responsible behavior, advertising, child protection, data protection, environmental management, accessibility, people, disabilities, compliance, ethical standards, supply chain, control, junk mail, spam}

\*{target of training, employees}

\*{CSR, striking, right balance, achieving, results, achieve}

\*{implementing, rules, Business Principles, day-to-day processes, highest ethical standards}

\*{third CSR, developed, incentivize, customers, possibilities, new technologies}

\*{educate, customers, safe use, technology, children, recycling, handsets, obsolete equipment, protection, computer viruses, security problems, use, mobile phones, public places}

\*{start, messages, bills, website, brochures, stores, campaign, rolled out, wider scale}

\*{promoting, responsible progress, citizens, benefits, ICT, breaking down, economic, geographical, disability barriers}

\*{roll out, infrastructure, new commercial offers, designed, match, needs, customers, promote, education, use of technology, programs, Foundation’s EducaRed}

\*{Information Society Reports, developed, institutional initiatives, debate, ICT, serve, social progress}

\*{Issues, computer literacy, health, e-administration, media, publications, events, Latin American conference, ICT, Millennium Goals, Santiago de Chile, AHCIET, Ibero-American Secretariat General}

\*{world’s biggest global internet event, Latin America, Campus Party}

\*{Brazil, success}

\*{Colombia, host, version}

\*{commitment, education, social needs, investment, social welfare projects}

\*{company’s commitment, criteria, London Benchmarking Group (LBG)}

\*{Foundation’s Proniño program, doubled, children, ending, direct beneficiaries}

\*{children, chance, school, escaping, grim life, child labour, access, educational possibilities, ICT}

\*{underline, firm commitment, United Nations Global Compact, fulfillment, principles}

\*{initiative, embodies, corporate responsibility, approach, stakeholders, simultaneously global, local, voluntary, designed, promote, excellence, corporate behavior}

\*{end, reaffirming, commitment, improvement, Corporate Responsibility report, publishing, local versions, countries, operate}

\*{improvement, understanding, support, stakeholders}

\*{extend, opinions, suggestions, achieving, vision}

-------------------------------------------------------------------------------------------------------------------- Telefónica 2008

\*{running, Annual Corporate Responsibility (CR) Report, stakeholders}

\*{account, Company’s economic results, recorded, Annual Economic Report, describe, complete transparency, achieved, financial objectives}

\*{CR, respects}

\*{outlined, Managers Summit, set, goal, leaders, sector, key initiatives, innovation, new drivers, growth engines, transformation, maximum operating efficiency, business, contribution, environmental sustainability}

\*{goal, incorporating, sustainability, strategic focus areas, integrating, commitment, society, Company’s core business, responsible behavior, management processes, balance sheet}

\*{link, improve, customers’ satisfaction index, stood, increase}

\*{improve, Employee Satisfaction Index}

\*{increase, global corporate reputation index, improvements, categories, products, innovation, good place, work, honesty, support, social causes, protection, environment}

\*{CR, progress, systems, internal processes, aimed, management integrity}

\*{Human Resources, Reputation, Responsibility, Committee, attached, S.A.’s Board of Directors, responsible, driving, overseeing, processes}

\*{employees, received, training, Business Principles, action, cases, enforce, fulfillment, Principles, signed, Human Rights, call to Action, declaration, promoted, Global Compact, United Nations, coincide, Universal Declaration of Human Rights}

\*{implemented, internal procedures, extend, ethical principles, supply chain, protect, children, adolescents, using, technologies, approved, new processes, regulate, risk management, data protection, integration, disabled people, workplace, examples, progress, measures, designed, guarantee, integrity, management}

\*{acknowledged, indices, measure, socially responsible investment, Dow Jones Sustainability Index (DJSI), FTSE 4Good}

\*{note, placed, particular emphasis, positive impact, products, services, solutions, society}

\*{Report, devoted, chapter, describing, programmes, numbering, Company, aim, reduce, digital divide, inequalities, arise, people, communities, Information and Communication Technologies (ICT), no access, technologies, lack, skills, use}

\*{grouped, programmes, main categories, economic divide, technological skills divide, geographical divide, health, disability divide}

\*{support, work, invested, reduce, digital divide}

\*{directed, resources, used, maintain, Universal Service provision, net cost, Universal Service provision, España, training initiatives, Information, Communication Technologies, projects, aimed, reducing, economic, geographical divides}

\*{social, cultural programmes}

\*{LBG measurement model, Company, invested, programmes}

\*{single out, Proniño, Fundación Telefónica programme, running, managed, double, children, receiving, schooling, contribute, struggle, child labour}

\*{boys, girls, future, combined efforts, Fundación Telefónica, NGOs, operating, Latin America}

\*{Proniño, Foundation, actively promoting, EducaRed, aimed, improving, quality of education, use of ICT, corporate volunteering, employees, Group, volunteered}

\*{conclusion, CR, improve, way, report, communicate, achievements}

\*{devote, report, CR, management system, dedicated, effective management.}

\*{S.A, CR Report, stands, reports, publish, countries, practice, strategy, activities, global, aim, United Nations, multilateral initiative, GRI, indices, DJSI, local level, responding, needs of stakeholders}

\*{country}

\*{relied, external verification, auditor, guarantee, materiality, accuracy, information, strictest standards available worldwide, GRI}

\*{published, CR Report, Report issued, Fundación Telefónica, impact, Group, society}

\*{reaffirm, commitment, Global Compact, United Nations, fulfillment, principles}

\*{initiative, reflects, Corporate Responsibility, multistakeholder, global, local, voluntary, pursuit, entrepreneurial excellence}

\*{published, supplement, detailing, principles, special publications, aim, answers, matters, particular importance, environmental performance, climate change, projects, contribute, Millennium Goals}

\*{report, interesting}

\*{fulfilled, CR objectives}

\*{progress}

\*{achieve, progress}

-------------------------------------------------------------------------------------------------------------------- Telefónica 2009

\*{pleasure, Corporate Responsibility Report, serves, introduction, documents, companies, produced, local level, aims, transparent, stakeholders, integrity, management}

\*{integrated, transparent management, trust-building, organization}

\*{regarded, positive, reasons}

\*{recognition, Company, sector leader, telecommunications industry, Dow Jones Sustainability Index (DJSI), rating}

\*{index, defines, sustainability, business focus, create, long- term value, shareholders, opportunities, efficient management, risk, inherent, economic, environmental, social development}

\*{identify, definition, highlights, financial strength, Company, generates, revenue}

\*{analysis, DJSI, indicates, performance, economic sustainability, corporate governance, risk, crisis management, codes of conduct, customer relations, privacy framework, policy management}

\*{Company’s social management, workplace, employment practices, human capital development, attraction, retention, talent, supplier policies, stakeholder dialogue, philanthropy, social reporting, digital inclusion, impact, telecommunications services, environmental sustainability, improvement, environmental policy, eco-efficiency, environmental reporting, climate impact strategy}

\*{Climate Change Office, reducing, impact, activities, reductions, electricity consumption, networks, access point, offices, employee}

\*{reason, positive, decision, renovate, method, Corporate Responsibility reporting}

\*{coinciding, anniversary, UN Global Compact, signed, business community, comparable reporting model, combining, local demands, global initiatives, Global Compact, Global Reporting Initiative, responsible investment indexes, DJSI, FTSE4Good}

\*{reporting, framework, features}

\*{document, responsible behavior, accountable, global company, comparison, multinational company, sector}

\*{Principles, UN’s Global Compact, point of reference, criteria, measurement indicators, Global Reporting Initiative (GRI)}

\*{document, identical, countries, Company, operates}

\*{level, report, relevant areas, telecommunications sector, responsibility, supply chain, safety, protection, children, digital inclusion, energy efficiency}

\*{identified, global work groups, relevant key players, Global e-Sustainability Initiative, (GeSI), association, Information and Communication Technologies (ICT), sector}

\*{final level, recognizes, local concerns, decision making, corresponding, countries, operate}

\*{conclude, reason, positive year, Corporate Responsibility, bravo, Programme}

\*{transformation programme, leading, global communications company, digital world}

\*{programme, strategic priorities, key initiatives, established, based, pillars, customer-centred focus, services, new platforms, support, innovative, efficient operating model, common culture, creates, confidence, countries, Company, operates}

\*{pillar, demonstrates, depth, commitment, responsible, communities}

-------------------------------------------------------------------------------------------------------------------- Telefónica 2010

\*{Corporate Responsibility, Sustainability Report, document, introduces, change, strategy, topic, achievements, concept, *Sustainability,* name, report}

\*{best year, corporate responsibility}

\*{starters, Dow Jones Sustainability Index (DJSI), socially responsible, investment index, telecommunications supersector, landline, mobile operations}

\*{magazine, Fortune, recognized, Most admired company, telecommunications sector, reasons, leading, corporate responsibility, sector}

\*{Carbon Disclosure Project (CDP), sector, recalling, CDP, gathers, investors, jointly manage, assets valued, compiles, information, risks, opportunities, climate change, plans, reduce, emissions, transparency, corporate measures, mitigate, climate change}

\*{company, renewed, presence, ethics investment index FTSE4Good}

\*{global achievements, accolades, awards, operators, countries}

\*{achievements}

\*{Exceeding, herculean task}

\*{proposed, depth process, re-engineering, ranges, new strategic viewpoint, new work model}

\*{reinvents, leadership position}

\*{started, direction}

\*{incorporated, *bravo! Programme,* global programme, transform, company, Corporate Responsibility, Sustainability, key levers, culture programme}

\*{employees, corporate responsibility, necessary lever, boost, relationship, society}

\*{Progress, topic, Board of Directors, governing body, executive committee, main managerial body}

\*{internal management, strategy, topic, deﬁnition, DJSI, Corporate Sustainability, states, index, business approach, creates, long-term shareholder value, embracing, opportunities, managing risks, deriving, economic, environmental, social developments}

\*{deﬁnition, conceptual approximation, phenomenon, corporate responsibility, link, business strategy, fields}

\*{management of risks, business}

\*{creating, global policies, relevant topics, sector, aim of fostering, responsible, transparent management, entire *footprint}*

\*{Topics, protection of children, responsible supply chain, protection, human rights, privacy, protection of data, environmental management, electromagnetic ﬁelds, matters, company, same response}

\*{management, opportunities, linked, impact, services, society}

\*{accessibility of ICT, integration, disabled, elderly, new solutions, boost, savings, energy efﬁciency, clear market opportunities, opportunities, generate, positive impact, society}

\*{*Stakeholder engagement*, create, new solutions, customers, especially, public administrations, incorporate, debates, sustainability, digital world, social networks, blogosphere}

\*{simplifying, reporting model, certain global standard, accountability, responsible behavior}

\*{stakeholders, comparable data, sustainability, grows, attempt, ﬁnd, common reporting framework, welcomed}

\*{link, reporting model, global, multilateral initiatives, Global Compact, Global Reporting Initiative (GRI)}

\*{global, local perspective, recalling, produces, Corporate Responsibility reports, locally, veriﬁed externally}

\*{join, platform, Global Compact Lead, initiative, comprised, multinational companies, boost, notion, sustainability, United Nations}

\*{adapting, internal management model, objectives}

\*{Working, sustainability issues, working horizontally, organisation, corporate, regional, country level}

\*{work, achieving, challenges, corporation, region, country}

\*{horizontality, achieving, challenges}

\*{challenge}

\*{achieving, high}

-------------------------------------------------------------------------------------------------------------------- Telefónica 2011

\*{calling, strategically, technological, economic, social development, communities, operate, built, DNA}

\*{sector, solutions, problems, faced, planet, information and communication technologies (ICT), implemented, productivity, rises, education, improves, health, energy costs, fall, inclusion, promoted}

\*{ICT, development}

\*{leading telecom, contribute, development, approaches, work}

\*{drive, corporate sustainability, understood, strategy, based, creation, long-term value, seizing, opportunities, efficaciously managing, risks inherent, economic, social, environmental development, Dow Jones Sustainability Index’s definition, concept}

\*{Fundación Telefónica, strive, promote, community work, cultural endeavours, educational programmes, eradicate, child labour, facilitate access, knowledge, use of ICT2}

\*{executive summary, activity}

\*{preparing, summary, focused, basic dimensions, sustainability, economic dimension, supply chain, codes of conduct, child protection, privacy, social dimension, climate, commitment, safety health, diversity, digital inclusion, social projects, environmental dimension, energy efficiency, green services, references, Principles, composing, UN Global Compact}

\*{development, progress, societies, countries, work}

\*{challenge}

-------------------------------------------------------------------------------------------------------------------- Telefónica 2012

\*{publish, promote, commitment, transparency, objective, value, integrity, sustainability, management, society}.

\*{sustainable management, reach, vision, transform, possibilities, reality, create, value, employees, clients, shareholders, global partners, society}

\*{corporate sustainability, competitiveness, progress, Company}

\*{increases, brand, difference value, client relationships}

\*{attract, retain, employees, stable project, Company}

\*{Corporate responsibility, society, strengthens, genuineness, digital services, sustainable development, communities, operate}

\*{participate, debate, promote, sustainability, international and regional public agendas}

\*{publishing, World Agreement principles, virtue, international standards, *Global Reporting Initiative* (GRI-G3.1), verified, AA1000 criteria}

\*{new initiatives, *International Integrated Report* or the *Global Compact Lead* platform, project, formed, multinational companies, promote, idea, Sustainability, impulse, United Nations}

\*{advances, sustainability, company, discussed, triple perspective, financial, environmental, social}

\*{financial dimension, sustainability, subjects, highlighting, advancement, achieved, identification, quantification, reputational risks}

\*{regards, scope, Principles of Conduct of the Group, indicate, work, implementation, dissemination, ethical code, ground, creation, new corporate culture, supported, transparency, integrity}

\*{regards, protection, data, privacy, activity, Company, scope, revolved, four pillars, creation, security environment, inclusion, security, new products, development, initiatives, responsible use, Information and Telecommunication Technology, collaboration, international organizations}

\*{environmental field, strategy, management, environmental risks, promotion, internal ecoefficiency, search, business opportunities, Information and Telecommunication Technology Services, promote, economy, lower carbon dioxide emissions.

\*{positioned, world top five leading companies, César Alierta Izuel Chairman & CEO, Telecommunications, Carbon Disclosure Project (CDP), highest investment index, global energy, climate change issues}

\*{company, highlights, advancements, energy efficiency, entail, direct energy savings}

\*{established, new CO2 (carbon dioxide) emissions reduction level, client}

\*{social field section, subjects, issues, work environment, commitment, security, health, diversity, digital inclusion, social projects}

\*{occasion, highlight, digital inclusion projects, initiative, Peru, identify, best inclusion initiatives, rural zones, Information and Telecommunication Technology Services}

\*{Wanda, company, created, MasterCard, development, mobile payments, Latin America, noteworthy, persons, lower technology resources, bank account, own, mobile device}

\*{M-Inclusion project, co-financed, European Commission, implemented, carry out, Platform of Social Inclusion, mobile solutions, Europe and Latin America}

\*{analyzed, evaluation, impact, issues, human rights}

\*{last subject, signed, Governing Principles of Freedom of Speech and Privacy of the Information and Telecommunication Technology Services, developed, Methodology Guide, identification, evaluation, child labor risks}

------------------------------------------------------------------------------------------------------------------- Telefónica 2013

\*{recounts, activities, areas, risk management, leverage, opportunities, effective management, risks inherent, economic, environmental and social development}

\*{publishing, respond, information, transparency, stake, activities}

\*{compliance, European Union Directive 2013/34, disclosure, non-financial, diversity information, large companies and groups}

\*{answer, demands, information, countries, operate, format, inform, explain}

\*{corporate sustainability, transparency, long-term sources, competitiveness, progress}

\*{underscore, legitimacy, operate, different countries, positive repercussions, management, business, results}

\*{ICT, connectivity, leading, processes, transformation, society, factor, creation, employment, economic growth, saving, energy, transparency, digital agendas, public and private bodies, world}

\*{progress, financial year, three basic dimensions, sustainability, economic, social, environmental}

\*{economic impact, sustainability, obtain, income, carry out, activities, achievements, Business Principles Office, advances, compliance, principles, sustainability, chain, suppliers, progress, privacy, data protection}

\*{social impact, emphasized, diversity management, workforce, projects, digital inclusion, social innovation, schemes, boost, entrepreneurship}

\*{environmental, complete, information, environment policy}

\*{reduce, energy consumption, electronic billing, paper consumption, green services, advances, translated, income, Company}

\*{sustainability, incorporated, value chain}

\*{collaborating, interest groups, relationship, Company, exhaustive information, developments, subjects, indicators, sustainability policies, standard publication criteria, GRI, UN Global Compact}

\*{Company, worldwide, Dow Jones Sustainability Index, Carbon Disclosure Project and Sustainalytics rankings, Excellence Investment Register, Ethibel Sustainability index, FTSE4Good ranking}

\*{consequence, European telecommunications company, Fortune magazine}

\*{Company, positioned, fundamental actor, sector}

\*{count, professionals, digital world, technology, reach, individuals, companies, public authorities, BE MORE}

\*{support, stakeholders, opinions, suggestions, achieving, vision}