

The average number of employees by professional category, at service in the Bank, is analysed as follows by category:

| | 2018 | 2017 |
|------------------------------|--------------|--------------|
| Top Management | 968 | 972 |
| Intermediary Management | 1,620 | 1,645 |
| Specific/Technical functions | 2,859 | 2,887 |
| Other functions | 1,525 | 1,622 |
| | 6,972 | 7,126 |

8. Other administrative costs

The amount of this account is comprised of:

| | 2018 | 2017 |
|--|----------------|----------------------|
| | | (Thousands of euros) |
| Outsourcing and independent labour | 91,186 | 96,374 |
| Rents and leases | 27,717 | 28,004 |
| Other specialised services | 12,883 | 13,315 |
| Communications | 11,307 | 12,147 |
| Information technology services | 14,650 | 12,668 |
| Maintenance and related services | 7,528 | 8,499 |
| Water, electricity and fuel | 9,178 | 10,194 |
| Advertising | 9,487 | 10,057 |
| Advisory services | 14,289 | 14,134 |
| Transportation | 7,175 | 6,572 |
| Legal expenses | 5,326 | 5,513 |
| Travel, hotel and representation costs | 4,977 | 4,359 |
| Insurance | 2,685 | 3,107 |
| Consumables | 2,076 | 2,340 |
| Credit cards and mortgage | 1,247 | 1,622 |
| Training costs | 1,915 | 1,530 |
| Other supplies and services | 6,261 | 5,368 |
| | 229,887 | 235,803 |

The balance Rents includes the amount of Euros 25,741,000 (2017: Euros 26,428,000) related to rents paid regarding buildings used by the Bank as lessee.

In accordance with accounting policy 1H), under IAS 17, the Bank has various operating leases for properties and vehicles. The payments under these leases are recognised in the profit and loss during the life of the contract. The minimum future payments relating to operating leases not revocable, by maturity, are as follows:

(Thousands of euros)

| | 2018 | | | 2017 | | |
|--------------|------------|----------|--------|------------|----------|--------|
| | Properties | Vehicles | Total | Properties | Vehicles | Total |
| Until 1 year | 16,484 | 95 | 16,579 | 17,601 | 206 | 17,807 |
| 1 to 5 years | 11,102 | 76 | 11,178 | 9,418 | 171 | 9,589 |
| Over 5 years | 6,129 | - | 6,129 | 5,359 | - | 5,359 |
| | 33,715 | 171 | 33,886 | 32,378 | 377 | 32,755 |

The item Other specialised services includes fees for services rendered by the Statutory Auditor of the Bank, currently in functions, and by companies in its network as part of its statutory audit functions, as well as other services, are as follows:

(Thousands of euros)

| | 2018 | 2017 |
|--------------------------|-------|-------|
| Auditing services | | |
| Legal certification | 1,920 | 1,581 |
| Other assurance services | 1,254 | 1,159 |
| Other services | 416 | 985 |
| | 3,590 | 3,725 |

9. Amortisations and depreciations

The amount of this account is comprised of:

(Thousands of euros)

| | 2018 | 2017 |
|---|--------|--------|
| Intangible assets amortisations (note 27): | | |
| Software | 9,274 | 7,122 |
| Other tangible assets depreciations (note 26): | | |
| Properties | 9,689 | 9,746 |
| Equipment | | |
| Furniture | 1,407 | 1,217 |
| Machinery | 293 | 231 |
| Computer equipment | 6,960 | 5,881 |
| Interior installations | 1,353 | 1,053 |
| Motor vehicles | 2,354 | 2,533 |
| Security equipment | 1,106 | 1,206 |
| Other equipment | 5 | 4 |
| | 23,167 | 21,871 |
| | 32,441 | 28,993 |