

In 2020, under the scope of the salary increases recorded in September 2020, with retroactive effect since 1 January 2020, agreed between the Bank and the Unions, the Bank recorded the impact of Euros 1,400,000 in Staff costs, including mandatory social charges.

In 2019, under the scope of the salary increases recorded in October 2019, with retroactive effect since 1 January 2018, agreed between the Bank and the Unions, the Bank recorded the impact of Euros 3,910,000 (of which Euros 1,619,000 refer to retroactive payments of 2018) in Personnel costs, as described in the policy accounting 1 S2.

In 2020, the balance Other staff costs includes severance payments in the amount of Euros 19,713,000 (2019: Euros 9,650,000) of which the highest amounts to Euros 504,000 (2019: Euros 1,313,000).

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

	2020	2019
Top Management	938	970
Intermediary Management	1,560	1,609
Specific/Technical functions	2,962	2,918
Other functions	1,479	1,552
	6,939	7,049

8. Other administrative costs

The amount of this account is comprised of:

	(Thousands of euros)	
	2020	2019
Outsourcing and independent labour	73,987	75,318
Rents and leases	6,770	6,134
Other specialised services	18,333	19,290
Communications	8,974	10,202
Information technology services	17,446	15,776
Maintenance and related services	8,193	8,225
Water, electricity and fuel	6,862	8,799
Advertising	5,838	7,887
Advisory services	13,333	15,170
Transportation	5,894	6,863
Legal expenses	2,730	4,215
Travel, hotel and representation costs	1,850	4,972
Insurance	2,211	2,518
Consumables	1,463	1,905
Credit cards and mortgage	1,333	1,160
Training costs	1,175	2,099
Other supplies and services	6,437	5,993
	182,829	196,526

The balance Rents and leases includes, in 2020, the amount of Euros 104,000 (2019: Euros 541,000) related to short-term lease contracts and the amount of Euros 1,853,000 (2019: Euros 1,540,000) related to lease contracts of low value assets, as described in the accounting policy 1 H and note 52.

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)	
	2020	2019
Auditing services		
Legal certification	2,187	2,363
Other assurance services	909	1,034
Other services	24	122
	3,120	3,519

9. Amortisations and depreciations

The amount of this account is comprised of:

	(Thousands of euros)	
	2020	2019
Intangible assets amortisations (note 26):		
Software	20,273	13,565
Other tangible assets depreciations (note 25):		
Properties	8,314	9,012
Equipment		
Computers	9,459	8,966
Security equipment	755	872
Installations	1,795	1,525
Machinery	411	339
Furniture	1,632	1,585
Motor vehicles	1,646	2,240
Other equipment	8	7
Right-of-use		
Real estate	33,475	32,380
Vehicles and equipment	37	37
	57,532	56,963
	77,805	70,528