

Note 28. STAFF COSTS

This caption is analysed as follows:

(Thousands of AOA)

	31-12-2019	31-12-2020
Wages and salaries	13,728,932	14,945,325
Mandatory social charges	2,988,012	3,238,440
Other staff costs	4,430,030	5,133,987
	21,146,974	23,317,752

As at 31 December 2020 and 2019, the caption Other staff costs includes the amount of AOA 510,684 thousand and AOA 537,686 thousand, respectively, relating to loans granted to employees and management bodies as defined in IAS 19.

The number of Bank employees, considering permanent and fixed-term contract employees, is broken down by professional category at the end of each year, as follows:

	31-12-2019	31-12-2020
Senior management functions	117	118
Management functions	313	292
Specific functions	606	557
Administrative and other functions	776	742
	1,812	1,709

Note 29. SUPPLIES AND SERVICES

This caption is analysed as follows:

(Thousands of AOA)

	31-12-2019	31-12-2020
Communication costs	2,750,579	4,634,384
Audit and advisory	2,621,959	4,314,289
Security and surveillance	1,861,327	1,846,034
Maintenance and repair	1,701,009	1,767,427
Travel hotel and representation costs	1,236,754	1,597,992
Consumables	585,924	1,298,321
Other	288,375	543,237
Water energy and fuel	287,267	335,659
Advertising costs	1,307,986	328,067
IT services	148,248	316,079
Rental costs	66,378	66,597
	12,855,806	17,048,086

As at 31 December 2020, the increase in Communication costs is essentially justified by the Bank's investment on strengthening cybersecurity and the increase in turnover compared to the same period in the previous year.

As at 31 December 2020, the increase in Audit and advisory compared with the same period of the previous period is mainly due to the Bank's focus on developing and strengthening the digital business.