

# Human rights and Repsol

2021 edition



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“All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act toward one another in a spirit of brotherhood.”

**Article 1 of the Universal Declaration of Human Rights**

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**Repsol has had a human rights policy since 2008**

“At Repsol, we are convinced that companies have a key role to play as drivers of change in respecting human rights. We have adhered to the United Nations Global Compact Principles since 2002 and have had human rights regulations in place since 2003.

We have continued to move forward since then. In 2008, we signed our first human rights policy and when the United Nations published its Guiding Principles on Business and Human Rights in 2011, we adopted them as our roadmap, convinced that this way of working helps us be a more sustainable company.

We respect the human rights of all the people involved in our activity, starting with the people who work in the company by taking care of working conditions in all the countries where we operate. Freedom of association and effective recognition of the right to collective bargaining are rights that are well integrated in Repsol's culture, as seen by the great importance the company attaches to maintaining high-quality social dialogue within the group. Repsol understands that

**Josu Jon Imaz**  
Chief Executive Officer

**Message from the CEO »**

flexibility and work-life balance is also vital for the well-being of our workforce.

We extend our commitment to our contractors and support them to achieve better performance. And no less importantly, regarding our neighboring communities, we apply due diligence from the start of our projects to manage risks and impacts and establish constructive and trusting relationships with all of them.

We base our work on continuous, transparent and constructive dialogue at all levels, from top management to the teams working in the field. We engage in dialogue with all stakeholders, shareholders, investors, authorities, associations and neighbors, and we take special care in our relations with indigenous communities.

As an energy company, we have an additional commitment to companies in other sectors. We contribute to sustainable development by meeting the demand for energy, essential in providing for people's basic needs, in a safe, affordable and sustainable way.

We want to lead the energy transition, in line with the goals of the Paris Agreement and with the United Nations 2030 Agenda. We were the first company in our sector to set a goal of zero net emissions by 2050. We have aligned our strategy with this commitment, also setting ambitious intermediate decarbonization targets for this

decade. We will continue to advance in achieving the energy transition in a sustainable, fair and profitable manner, clearly driven by the desire of adding value to society.

We are proud to be found, year after year, among the companies with the highest rating in the Corporate Human Rights Benchmark. And also of the increase in the presence of ESG investors among our institutional shareholders, where they already represent 36%. This third-party testing and recognition helps us measure the effectiveness of our social and human rights efforts. It helps us to improve, advance and address responsibly the new challenges we face in this area because it is part of our mission as an energy company committed to a sustainable world.

Currently, the pandemic has accentuated inequalities in the world and companies must continue to set an example of our firm commitment to respect human rights. I am proud that, even throughout the pandemic, our company has been able to ensure the supply of basic energy products and services to society as a whole. And we have done it by prioritizing the health of our employees and their families, as well as the communities where we operate.

To mark the tenth anniversary of the United Nations Guiding Principles on Business and Human Rights, we wanted to publish this human rights report you are now reading.

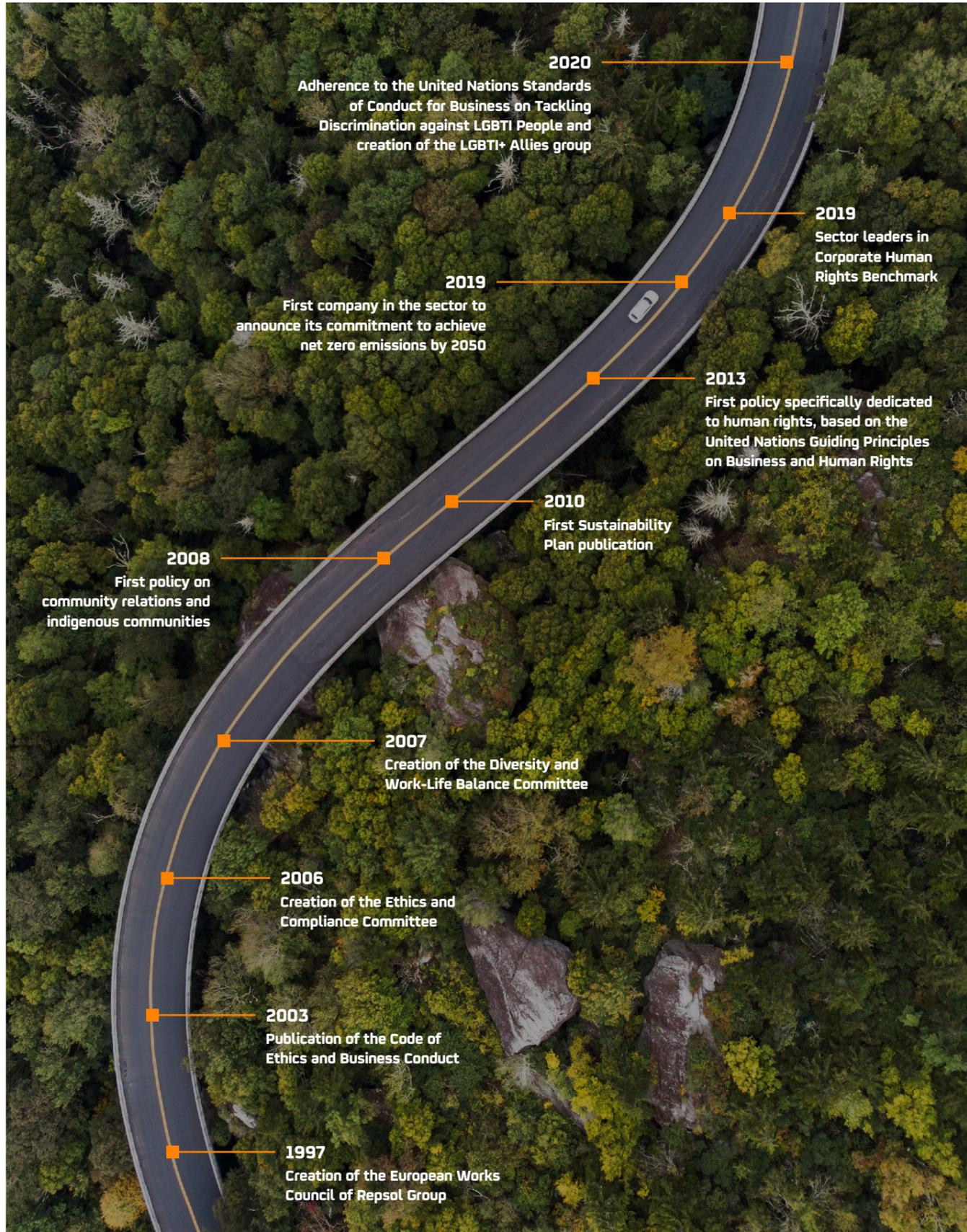
This report looks back on the road we have traveled over the years as guardians of human rights in our operations and as a force for change for society as a whole.

I hope this report proves to be of interest to you”.



\* ESG: Environment, Social and Governance. Socially responsible investors focused on environmental, social and corporate governance aspects.

## » Our history in human rights



## » Our vision of sustainability



### Our mission: our reason for being

To provide energy to society in an efficient and sustainable way



### Our vision: where we are headed

To be a global energy company that creates value in a sustainable manner through innovation, efficiency, and respect to drive progress in society.

Sustainability is a key concept that is repeated in our vision and in our mission. Our business practices are aimed at creating value in the short and long term throughout our entire value chain, maximizing positive impacts and minimizing occasional negative impacts on society and the environment through ethical and transparent behavior.

Repsol is committed to fostering best sustainability practices and regularly reviewing of its performance. In addition, it is committed to knowing and studying the expectations of the company's different stakeholders, such as shareholders and the financial community, employees, customers, partners, suppliers, local communities and society in general.

Therefore, at Repsol we establish guidelines for action, according to Repsol's values, in matters such as respect for human rights, people's health and safety, environmental protection, energy management, the fight against climate change and efficient use of resources, diversity, equal opportunities, fiscal responsibility, and prevention of illegal behavior and corruption.





## Our approach

Our commitments

Due diligence

Grievance and remediation mechanisms

How we improve: lessons learned

Governance in human rights

Our alliances

Digital transformation



“The new generations and today’s society in general are increasingly demanding with regard to companies and governments stimulating them to achieve a sustainable future. As businesses, we need to make sustainability values an essential part of corporate culture and strategy, so that each and every employee genuinely lives them and takes them into account when making decisions, whether small or large. We also need to incorporate policy commitments, deploy them in internal processes and ensure adequate governance.

Repsol has had public commitments to human rights since 2003 and a broad internal regulatory framework focused on international standards of due diligence, especially the United Nations Guiding Principles on Business and Human Rights. Proactive fluid dialogue with all our stakeholders is at the heart of strategy.

The company’s governance bodies play a key role in deploying this strategy. The functions of the Sustainability Committee and the Audit and Control Committee include overseeing and steering the Group’s policy, objectives and guidelines on sustainability and human rights, as well as reviewing and evaluating the controls for management systems and non-financial reporting. The existence and efficiency of these bodies enable the company to address the challenges that today’s society demands of us.”

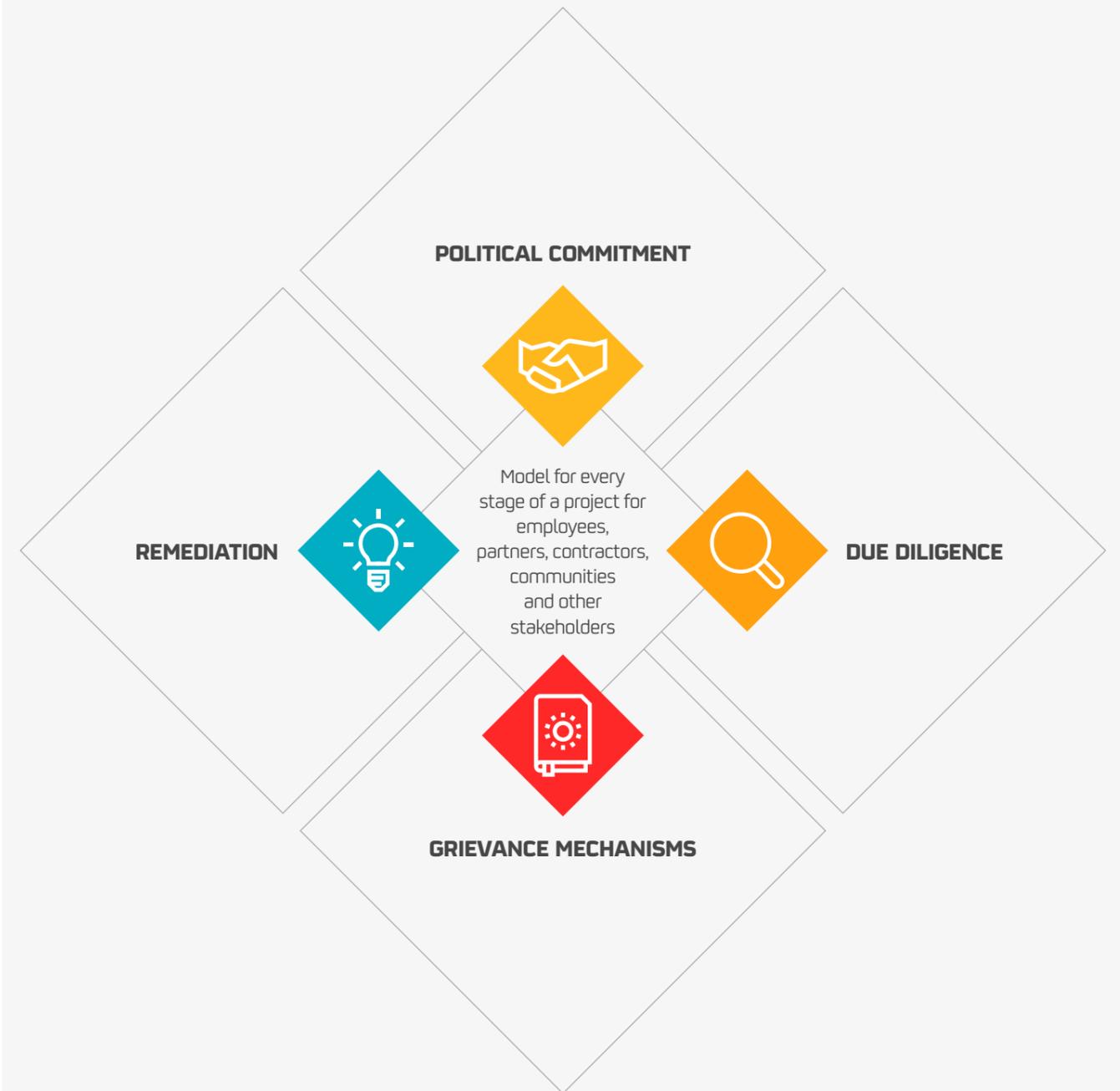
**Isabel Torremocha Ferrezuelo**

Independent Non-executive Director and member of the Sustainability Committee

Respect for human rights is a priority for Repsol in every country in which we operate, aligned with the strictest international standards and based on two fundamental pillars:

- Commitment maintained at the top level of the company.
- Outstanding performance in all operations.

To achieve this excellence, Repsol performs **human rights due diligence** as the ideal model for managing internal processes and identifying, preventing and mitigating the impacts of the company’s activities. Additionally, the grievance mechanisms in place help us to detect and remediate any violations of human rights and feed back into our due diligence processes.



## » Our commitments

The actions of each and every person who belongs to Repsol determine both the present and future of our company. We therefore have our own Code of Ethics and Business Conduct as well as a series of policies to define our commitment to human rights and guide all our activities.

### Code of Ethics and Business Conduct »

Approved by the Board of Directors, our [Code of Ethics and Business Conduct](#) regulates the way we behave in all our activities and operations with particular significance for our executive personnel, who apply the code in all their decisions and lead everyone else in the company by their example.

The aim of the code is to ensure that all our actions are carried out responsibly and with integrity throughout our value chain, reflecting our commitment to

human rights, equal opportunities, environmental protection, and information transparency.

Our business partners, contractors, suppliers and other collaborating companies are an extension of Repsol and must act in accordance with the corporate code. We have a specific Ethics and Conduct Code for Suppliers, and the company encourages its business partners to develop and implement ethics programs that are consistent with Repsol's standards.

Key requirements of our Code:

- **Freedom of association and the right to collective bargaining**
- **Abolition of child labor**
- **Abolition of forced labor**
- **Respect for human rights and the establishment of strong and long-lasting relationships in the communities in which the company is present**
- **Fight against bribery and corruption**



### Human Rights and Community Relations Policy »

We respect human rights in accordance with the international reference framework:

- International bill of human rights
- The United Nations Guiding Principles on Business and Human Rights
- The International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work, and the eight fundamental conventions that comprise them: freedom of association and the right to organize; right to organize and collective bargaining; forced labor; abolition of forced labor; minimum age; worst forms of child labor; equal remuneration; and discrimination (employment and occupation)
- ILO Indigenous and Tribal Peoples Convention, 1989 (No. 169)
- The OECD Guidelines for Multinational Enterprises
- International Finance Corporation Performance Standards on Environmental and Social Sustainability
- The Ten Principles of the United Nations Global Compact
- The Voluntary Principles on Security and Human Rights



The commitments of our policy:

#### DUE DILIGENCE

We carry out human rights due diligence in all our activities and when we establish any business relationship.

#### GRIEVANCE MECHANISMS

Enable potentially affected people and rights holders (employees, suppliers, contractors, communities or any third party) to access and inform us of any situation with a potential impact on human rights.

#### STAKEHOLDER RELATIONS

We establish strong relationships based on respect and an honest, proactive and transparent dialogue that seeks shared benefit and contributes to the local, social, economic and environmental development.

- For this purpose we assess and understand the social and economic context where we operate and we identify all the stakeholders within the communities in our area of influence, especially vulnerable groups.
- In the special case of indigenous communities, we recognize and respect their rights, in accordance with existing legislation and with International Labor Organization (ILO) Convention 169, whether or not incorporated into the national legislation of the countries in which we operate.

#### SHARED VALUE

We identify opportunities to optimize the positive impacts of our activity and promote the sustainable development of the communities in the areas of influence of our projects and assets.

Our [policy commitments](#) underpin the entire life cycle of the company's operations and promote compliance with the strictest international standards among employees, contractors, suppliers and partners.



**Success story**

**Communication with our contractors in Bolivia**

Our Human Rights and Community Relations Policy was updated in 2019. In order to ensure its correct implementation in the Bolivia business unit, we carried out an awareness-raising campaign aimed at our employees and contractors, communities close to our operations, partners, and civil society institutions.

This policy is part of the training contents to enter the field in assets operated by Repsol, but this update was used to reinforce our knowledge and implementation of the policy across all our operations and those of our contractors to ensure ongoing integration of the commitments it sets out. Moreover, we further raised awareness of our operational grievance mechanism which was implemented back in 2011. This mechanism ensures that claims, complaints, and compliance breaches are handled properly.

In addition to communication initiatives by means of leaflets and posters, 703 people including all our employees, contractors and communities were trained through 32 training lessons carried out near our operations in Caipipendi and Mamoré.



**Other policies that protect human rights »**

In addition to our explicit commitment to human rights, we have implemented other policies that help us to create an environment of respect.

**Risk Management Policy**

We strive to provide greater certainty for shareholders, customers, employees and other stakeholders by anticipating, managing and controlling the risks to which we are exposed.

**Protection of Tangible and Intangible Assets Policy**

We ensure protection against internal and external aggressions and bad practices of all types, whether physical or digital.

**Sustainability Policy**

We encourage best sustainability practices and regularly review our performance in this respect.

**Health, Safety and Environmental Policy**

We carry out all the activities of the company considering the health of people, safety, and protection of the environment as essential values.

**People Management Policy**

We maintain an open dialogue with employee representatives, in a climate of trust and respect, we safeguard equal opportunities as a distinctive element of an integrating, diverse and inclusive company, and we promote the prevention of

occupational risks, healthy lifestyle habits and work-life balance.

**Privacy and Data Protection Policy**

We guarantee the fundamental right to the protection of the personal data of all the individuals with whom we engage, ensuring respect for the right to honor and privacy.

**Commercial Relations with Third Parties Policy**

We ensure that our relations with partners, suppliers, contractors, and customers are based on laws, ethical principles, and the values that characterize us.

**Anti-Corruption Policy**

We reiterate our commitment to strictly comply with regulations that prevent and combat corruption, along with the development of principles outlined in the Code of Ethics and Business Conduct, and expand compliance not only to all our employees, but also to our business partners.

**Communication Policy**

We develop communication actions with honesty, integrity, transparency, and responsibility, providing truthful, clear and verifiable information,

and ensuring consistency in all the messages we convey.

**Policy on Diversity in the Composition of the Board of Directors and the Selection of Board Members**

We publish the guidelines underpinning the selection of candidates to the Board of Directors and we guarantee the diversity of the members in terms of skills, knowledge, experience, nationality, age and gender.

All our policies are approved by our Executive Committee and reflect the firm commitment of top management to all aspects of human rights.

The commitments set out in our policies are translated into mandatory standards and procedures, supported by guides on their implementation. Our internal regulations are drawn up at the initiative of the specialized areas, but are defined in collaboration with the businesses and cross-company areas, which can suggest amendments or new regulations at their committees and in their routine relations with the specialized areas.

## » Human rights due diligence

Human rights due diligence is conducted in line with our human rights regulations, due diligence on third parties, environmental, social and health risk assessment, people and organization, and procurement and contracting, among other factors.

These regulations are mandatory across the entire company, and our agreements with business partners include specific clauses to ensure human rights risks and impacts are suitably managed.

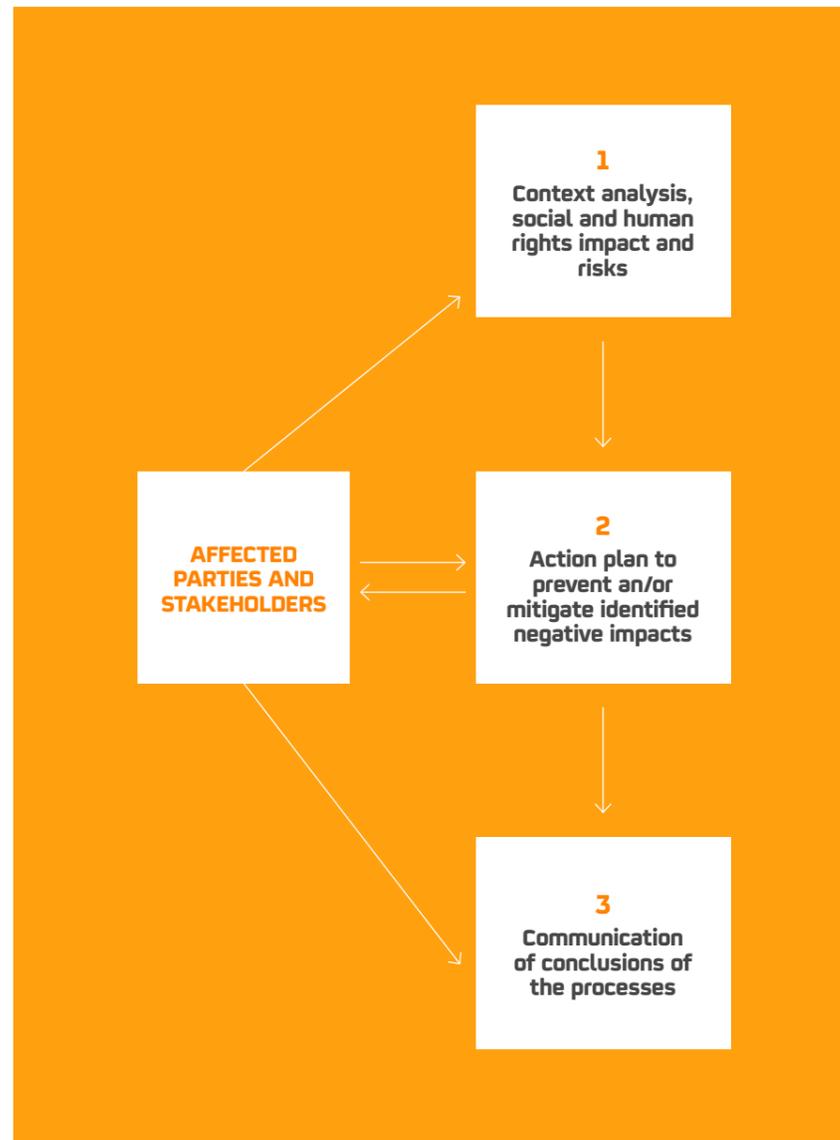


### Risk and impact management »

The nature of our activities determines the potential risks and positive and negative impacts on human rights in the environments where we operate. Among our activities, we monitor especially those derived from:

- The execution of industrial projects
- Our business relations (partners, suppliers, contractors and customers)
- Our relations with the different communities
- Our relations with public and private security forces

Our aim is to minimize the negative risks and impacts and maximize the positive impacts of our activities. We therefore carefully analyze the context of each project, we assess our impacts, we design mitigation plans, and we look for social opportunities. This enables us to improve our environment and contribute to sustainable development while maintaining the social license to operate.



### 1. Context analysis and risk and impact assessment on human rights

#### We analyze in detail the particular context in each of our activities

Before starting any operation, we carry out a social baseline study to help us to know and analyze the context of the particular social, economic and cultural characteristics of the area. Working closely with the local public authorities and social organizations, we identify the stakeholders to know their expectations, needs, concerns, and aspirations. These stakeholders include neighbors, local authorities and associations, customers and suppliers, and all legitimate rights holders who may be impacted by our operations. Each context where we operate is different and we need to analyze it in detail so that we can anticipate and implement impact mitigation measures. In this way, we avoid possible non compliance of our policy and regulations on human rights.

#### We identify and assess the impacts related to our activities

In 2011, we issued a global internal standard on environment, social and health assessment that incorporates the assessment of human rights impacts in line with the highest international standards. We carry out a social impact study for every project linked to a meticulous analysis of the social context.

These impact assessments involve the affected parties and stakeholders, with whom we establish a continuous transparent dialogue.

The assessments we conduct ensure that all potential impacts are identified as early as possible in the project life cycle, and also that these are taken into account to prevent and mitigate their effects. We consider both our own impacts and those that may be derived from our business relations, including our partners in the operations.

If the analysis of the social context reveals the existence of particularly sensitive or vulnerable communities or elements, we carry out an additional specific assessment on human rights, following the appropriate methodology.

This is the particular case of assets located in the vicinity of indigenous communities, whose special rights, recognized in international conventions, we are committed to respect. The implementation of the strictest standards applies everywhere we operate, whether or not the recognition of these types of communities is included in the legislation of the host countries. For this purpose we are supported by human rights experts and a multi-agency methodology that involves the affected communities and stakeholders, the government and other independent bodies depending on the case.

#### We have developed a methodology for human rights impact assessment

In 2014, we drew up an internal guide to support the units that assess human rights impacts. To date, we have carried out specific assessments in critical places,

such as La Guajira, Colombia, where the results of the study led to the company's decision not to exploit one of the concession blocks.

#### Stages of the methodology





**Success story**

**No-Go decision following the human rights impact assessment in La Guajira**

Impact assessments are the cornerstone of our human rights due diligence. This example of our actions in La Guajira, Colombia, is evidence of our commitment to the United Nations Guiding Principles on Business and Human Rights, and in particular the duty of respect.

According to our Human Rights Policy, we carried out human rights impact assessments prior to our exploratory activities in the RC 12 West offshore Block in La Guajira peninsula, home to members of the Wayuu ethnic community.

The impact assessment was carried out with a participatory approach and respect for the local cultures. We presented the methodology in advance to the traditional authorities and the interviews involved the active participation of all the members of the community to ensure diversity and seek their consent. This process enabled us to ratify that the transparency and accessibility of truthful information is key to maintaining a relationship of trust with our communities.

Thanks to these preliminary studies, we were able to identify and assess the potential impacts of our offshore 3D seismic mapping activities on the rights of these ethnic communities,

and integrate the conclusions of the assessments in the internal decision-making processes to take the necessary measures and prevent and mitigate potential impacts from our operations.

The studies were carried out by a multidisciplinary team comprising an independent group of human rights experts and qualified members of the Wayuu community. The results were shared with the communities at well-attended meetings conducted in the local language (Wayuunaiki) to ensure that everyone had access to truthful information.

These meetings highlighted aspects related to territoriality, loss of young people's identity,

employment rights, economic rights, women's rights and environmental rights, all as points to be taken into account during the execution of the project. However, the main impact identified was the protection of sacred spaces (Jepira), generating a cultural impact where no mitigatory measures were possible. Senior management was informed and company's decision was not to continue operations in this block, in line with our policy of recognizing and respecting communities' cultural diversity.

**This case was presented at the European Parliament during the "Companies and Due Diligence in Latin America" private event in 2019.**



**Meaning of Jepira for the Wayuu people**

Jepira represents the place where the spirits of the Wayuu dead go to begin their journey into the unknown.

In Wayuu mythology, Jepira is an island in the sea and the place where the souls of the deceased meet again with their ancestors and the livestock they owned when they were alive.

The area is a sacred place, accessed via the Pilón de Azúcar or Kama'ichi hill. The Wayuu believe that it is located offshore, in the direct area of influence of the Western RC 12 Project.



"Implementing international human rights standards, such as due diligence before a company embarks on operations in a given territory, is crucial to building a relationship of trust in areas where vulnerable communities are present and where there may be divergent views of the territory, opening up a space for engaging with the local population and respecting differences. Knowing to respect."

**Patricia Lagos Salinas**

Manager of Relations with Partners, Institutions and Communities



"Repsol is a company that had the courage to fulfill its moral and political duty, its duty of intercultural connection. This type of bond, in the framework of human rights due diligence studies, is an opportunity for all companies and indigenous peoples to change the method of communication and interaction and embark on a new stage of life where we understand each other from different economic, political, social and organizational perspectives. It is a pleasant experience because the understanding is reached through the permissibility of both parties and not by one party imposing its rules on the other party. Dialogue enables us to understand each other better. It is better to spend hours and days talking than both parties trying to lay down the law."



**Armando Valbuena Gouriya**

Consultant of the National Indigenous Organization of Colombia (ONIC), named Indigenous Master of Wisdom by Unesco in 2009

**We identify, assess, and manage human rights risks**

We understand human rights risks as potential impacts on human rights that could materialize in certain circumstances.

Social risks are analyzed through from a human rights perspective and the requirements of our internal human rights standard. We identify real and potential risks and impacts from the design stage of our projects to their abandonment or hand over. This includes investment operations leading to the acquisition or exchange of assets, concession of land or ownership to carry out an activity, acquisition or possession of corporate stocks, including mergers, alliances and joint ventures, disinvestments, and of course all interventions related to our development projects and operations in general.

This analysis feeds the company's annual risk assessment exercise, serving for comparison purposes

with other types of risks. Human rights risks are also included in our integrated risk management system. At the operational level these are part of the project and activity management of the different businesses.

**Due diligence is at the heart of all our operations**

By implementing our policy and standards, we are able to assess the real and potential impacts of our direct activity and move forward to include the ones related to our value chain, because our assessment of performance cannot be independent of our relationship with our partners, suppliers, contractors and customers.

Our aim is to continue improving the methodology for detecting and monitoring risks and impacts in all our activities. Our internal management processes already include this verification for activities directly managed by Repsol, and we are working to implement it in our supply chain.

All our assets, including the ones located in conflict areas, have action plans to prevent, mitigate or remediate human rights violations. These plans are derived from the risk and impact analyses as well as our grievance mechanisms.

**Transparency plays a key role in our due diligence processes**

**3. Communication of the progress and conclusion of the processes**

We engage in ongoing proactive dialogue with the stakeholders. The progress and final results of the impact management are shared transparently with the local community through a constructive dialogue open to participation by all concerned. We therefore establish continuous monitoring through participatory dialogue with the affected communities, individuals and stakeholders.

This interaction is supported by grievance mechanisms specific for each context, which provide the company valuable additional information from an external perspective.

Finally, we align our actions with the latest trends and corporate reporting frameworks to make transparency a pillar of our due diligence.

We are constantly improving the way we communicate the main risks and making progress in providing evidence of our actions to mitigate them.



**2. Action plan to prevent and mitigate negative impacts**

**We design solutions for possible negative impacts in general and on human rights in particular.**

Based on the local context and reality, we look for the suitable solutions for each case. We develop specific risk and impact prevention and mitigation plans.

This way we actively intervene and cooperate to remediate the damage caused by our own activity or the activity of our partners and contractors, who we encourage to know and comply with our commitments.

## » Grievance and remediation mechanisms

**Repsol prioritizes the speedy and early response to complaints, concerns and grievances from local communities affected by our projects and assets, and from our stakeholders, employees and value chain**

At Repsol, we cultivate an environment of trust and respect for human rights among our employees and communities. This climate ensures that everyone —employees, residents and human rights defenders— can express any complaint or grievance without fear of reprisal, misrepresentation or blocking of any type.

To cultivate this atmosphere of trust, we develop and implement adapted and accessible grievance mechanisms. Our operations have mechanisms for handling complaints from local communities as well as from employees, suppliers, contractors and other stakeholders. This

translates into channels through which anyone can inform us of concerns, complaints or grievances related to human rights.

Based on the essential premise of respect for the rights of our stakeholders, we promote the use of our grievance mechanisms as the preferred vehicle for resolving conflicts without recourse to judicial processes. To encourage strict compliance with these principles by our contractors and partners, we include human rights clauses in our agreements and we support them through awareness-raising activities.

### How do our grievance mechanisms work? »

We define the grievance mechanisms in close collaboration with our partners, neighbouring communities and other stakeholders.

We undertake to verify all complaints and grievances received, and we actively cooperate to remediate the damage caused by our activity or the activity of our contractors or partners, anticipate and respond to minor incidents from our activities before they escalate, and conduct remediation with the affected parties as early as possible.

From start to close-out, a complaint process can take anywhere from a few weeks to several months, depending on its complexity.



#### Success story

#### Good Neighbor Program in the United States

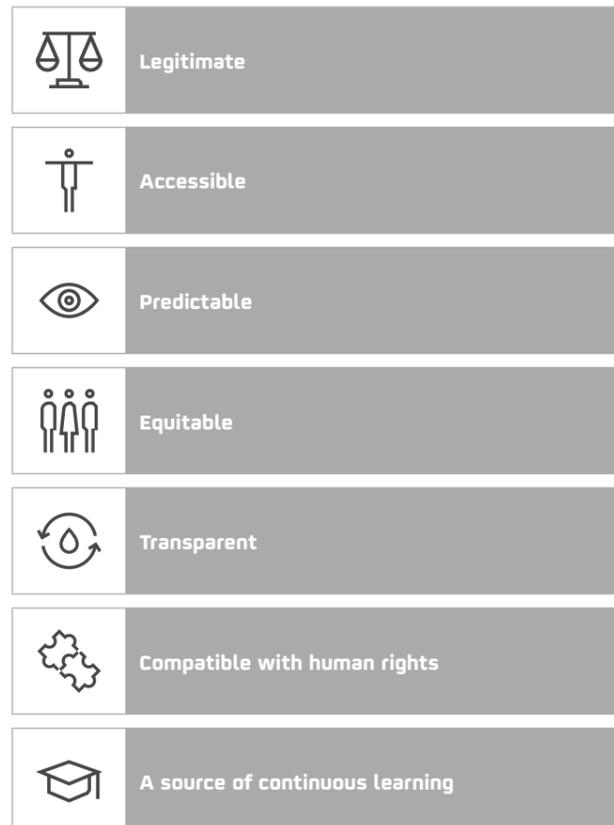
Being a good neighbor is one of our top priorities, and we consider transparent communication a core value across our company. Our Good Neighbor Program in the United States clearly identifies our commitments in managing the impact of our activities and helps to ensure that we are all working together toward a common goal.

The Good Neighbor Resolution Center offers a contact point and speedy response to questions, concerns and complaints from residents in our operating areas in the United States.

Key performance indicators:

- Calls returned within 24 hours
- 85% of questions answered in the initial call
- Related tasks closed within 30 days

The Resolution Center offers speedy solutions to the concerns of rights holders, landowners and members of the community by following a complaint escalation protocol to ensure that grievances are handled by the appropriate person as quickly as possible.



Relevant grievances are managed locally and transferred to the expert team in Human Rights and Community Relations within the Division of Sustainability and, if necessary, are then transferred to members of the Executive Committee for their knowledge and possible management.

Anyone can inform us of their grievances, complaints or concerns as follows:

- In person, directly through our community liaison officers, who proactively visit our communities to detect complaints and grievances at the earliest possible stage, or through any other staff member who will transfer the message to the liaison officers
- Intermediate channels
- Email
- Telephone

All communication will be handled confidentially and may be submitted anonymously.

We design grievance mechanisms in line with the United Nations Guiding Principles on Business and Human Rights, which set out the guidelines for such procedures.

## General grievance mechanisms »

We have several reporting channels in place for handling information requests, grievances and concerns from employees, contractors, partners, suppliers, and customers. The main ones are the following:

Our **Ethics and Compliance Channel** is a confidential means for company employees and any third parties to ask questions or confidentially and anonymously report potential breaches of the [Code of Ethics and Business Conduct](#) or the Crime Prevention Model. It is run by an independent external supplier, and available by phone or online 24/7. Whenever a concern is raised regarding any potential breaches through this channel, this is then reported to the company departments in charge of managing such matters and carrying out the corresponding investigations.

No retaliation is permitted against anyone who, in good faith, reports a breach or raises questions about the code, internal regulations or legislation, or against anyone who collaborates in the investigation of suspected irregular conduct.

The **Employee Service Desk (SAE)** is the main reporting channel for employees. Its purpose is to address employees' needs with regard to the company in a timely and confidential manner. SAE supports all employees at key moments of their life, such as maternity/ paternity, retirement, sick leave, etc.

Our **Customer Care Service (CRC)** handles all customer care matters for the various Repsol businesses. Provided by a specialized external supplier, the service manages the petitions, suggestions, complaints and grievances received through the different channels made available to customers: telephone, email,

corporate website, specific business website, and social media.

We accompany our customers in an integral and continuous way. We are available during our extensive business hours and for our most critical services we deliver comprehensive continuous support 24/7. The service is multilingual, comprising the official languages of Spain as well as English and French to cover the current spectrum of customer needs. We also have a special sign language interpretation channel for customers with hearing impairment, in line with our firm commitment to inclusion and social responsibility.

Personal data are managed and processed in accordance with the confidentiality guarantees set out in the current legislation, and customers' needs are handled in a timely and appropriate manner.

## Operational-level grievance mechanisms »

To anticipate and prevent impacts, we implement operational-level grievance mechanisms in all our projects.

Our Human Rights and Community Relations Policy specifically outlines a commitment to establish operational-level grievance mechanisms in the local context, that adapt to each particular activity from the moment it begins and as early on as possible in the planning of the project. This enables anyone directly affected by our operations to report any human rights concern, information request or impact.

Each grievance mechanism is unique to its context and available to everyone in local languages. The process is based on informed engagement and designed according to the United Nations model.

As well as contributing to Repsol's commitment to respect human rights, the operational-level grievance mechanisms feed back into the due diligence process, enabling us to anticipate and respond to minor incidents derived from our activities and conduct remediation with the affected parties as early as possible.

It is our ambition that these mechanisms will greatly contribute to the sustainability of our operations.

The two main functions of these operational-level grievance mechanisms are the following:

1. To help identify actual and potential human rights impacts

and offer a channel for people directly affected by our operations to express their concerns without fear of reprisal in an environment of understanding and respect for human rights. The grievances received may come from our own grievance mechanisms or from any other judicial or extrajudicial channel.

2. To enable the company to address any adverse impacts and to make any necessary remediation early and directly.

### Types of grievances received in our operations:

Local procurement
Use of land
Participation, agreements and social investment
Damage to property
Misbehaviour of company staff or contractors
Others

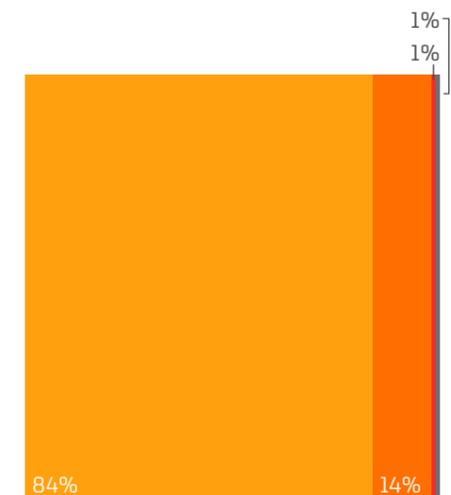
Our community liaison officers play a crucial role in detecting discrepancies at the earliest possible stage because they build dialogue and trust by proactively approaching the communities to seek their perception of the impacts of our operations on the local environment.

If the company's operations or those of its partners or contractors generate any social or environment

impact, Repsol actively cooperates in its remediation.

Each grievance received from the communities feeds back into the due diligence process, serving as continuous learning and enhancing the lessons learned process. We adopt the appropriate measures to improve the mechanisms implemented and the relationship with our neighbors. This enables us to prevent future grievances and harm.

### Types of grievances received in 2020:



- Local procurement
- Damage to property, the environment and use of resources
- Misbehaviour of company staff or contractors
- Participation, agreements and social investment



"I have been working with the native communities in Block 57 for four years and, thanks to the dialogue and trust we have established with the leaders, authorities and populations of the communities in the operating area of influence, we have

achieved a mutual understanding and shared value that benefits everyone. We maintain the social license to operate and we promote sustainable development projects in communities like Nuevo Mundo, Camisea and Shivankoreni.

Working closely and transparently with the communities and other social actors, while respecting their culture, traditions and natural resources, is the best way to generate shared value, aligned with the sustainable development goals to which we contribute. As a community liaison officer, I have the moral and ethical responsibility to comply with Repsol's internal policies on human rights."

### José Luis Castillo Malca

Community Liaison Officer for Block 57, Peru

## » How we improve: lessons learned

Monitoring compliance with the policies and their associated regulations and standards is the responsibility of the work center or business unit management, which analyzes the non-conformities, grievances and suggestions to define the necessary corrective actions and, where appropriate, transfer the experience to other areas to create a lesson learned.

This continuous improvement mechanism is formalized in the framework of the Health, Safety and Environment management systems. We set improvement objectives and goals that systematically take into account our stakeholders' requirements, and we continuously evaluate performance in these three areas and implement the necessary corrections to achieve the proposed targets, defining verification, audit and control processes to ensure this.

Particularly, in the Safety area our ambition is "zero accidents", so we focus on the facilities, processes and people to achieve that goal. Prevention, incident analysis, communication, improvement actions, and the company's lessons learned process help us to control and manage risks. Our assessment methodology also analyzes the degree of maturity of the safety culture in the different facilities and business units, and with the results obtained during these assessments, we develop improvement plans. These related actions and the evaluation of their efficiency contribute to the continuous improvement process.

Apart from the Health, Safety and Environment areas, as regards human rights it is the expert areas that propose the monitoring measures as well as any corrective actions, if necessary.

At Repsol, we draw up annual sustainability plans by area and business based on a continuous improvement cycle. The main beneficiaries are people and the environment, and the plans have great potential capacity to transform the company. They allow us to anticipate ongoing social changes and give us the opportunity to adapt to them in an orderly and progressive manner.

The company's compliance function strengthens compliance culture across the Group and improves our ability to identify ethics and compliance risks. We focus especially on anti-corruption measures, money laundering and terrorist financing prevention, crime prevention, international sanctions, antitrust rules and personal data protection.

In the Diversity and Inclusion area, the information in compliance with the Spanish Disability Act is reported monthly and surveys are periodically conducted among employees to gauge the workplace climate and perception about our people policies.

With regard to labor rights, the collective bargaining process between the company and the unions is the framework for monitoring and continuously improving labor relations.

The company's expert areas consolidate and monitor the results of the relevant indicators at least once a year. Performance is appraised and compared with external references to determine the necessary measures for continuous improvement. We work with other companies and sector organizations to draw up standards, analyze best practices and transfer lessons learned.



**Our commitment to transparency is reflected in the Integrated Management Report, the cornerstone of our annual public reporting that includes both financial and sustainability information**



### Success story

#### Air Quality Observatory of Camp de Tarragona

Air Quality Observatory of Camp de Tarragona was created as a response by Repsol and the Institut Cerdà to the concern detected in the territory about air quality by social and institutional agents.

The Observatory is a tool for measuring, assessing and publishing regular data on emissions —from volatile organic compounds in particular— in the industrial areas of Tarragona. The Air Quality Observatory is open to the participation of all the agents the territory, expanding the scientific and technical contributions and serving as a point of knowledge sharing and debate for the benefit of the population.

At our industrial complexes in Spain, we handle grievances with the methodology in our certified environment management systems based on ISO 14001, and we have telephone lines open 24/7, contact mailboxes or WhatsApp groups to help us to engage with our environment and enable any citizen or collective to inform us of their complaints, concerns and comments.



### Human rights objectives »

As part of the due diligence process, every year the company defines global and local human rights objectives, adapted to the context of its operations. These objectives are enshrined in the [Global Sustainability Plan](#) and the [Local Sustainability Plans](#),

which include information about the progress in achieving the objectives.

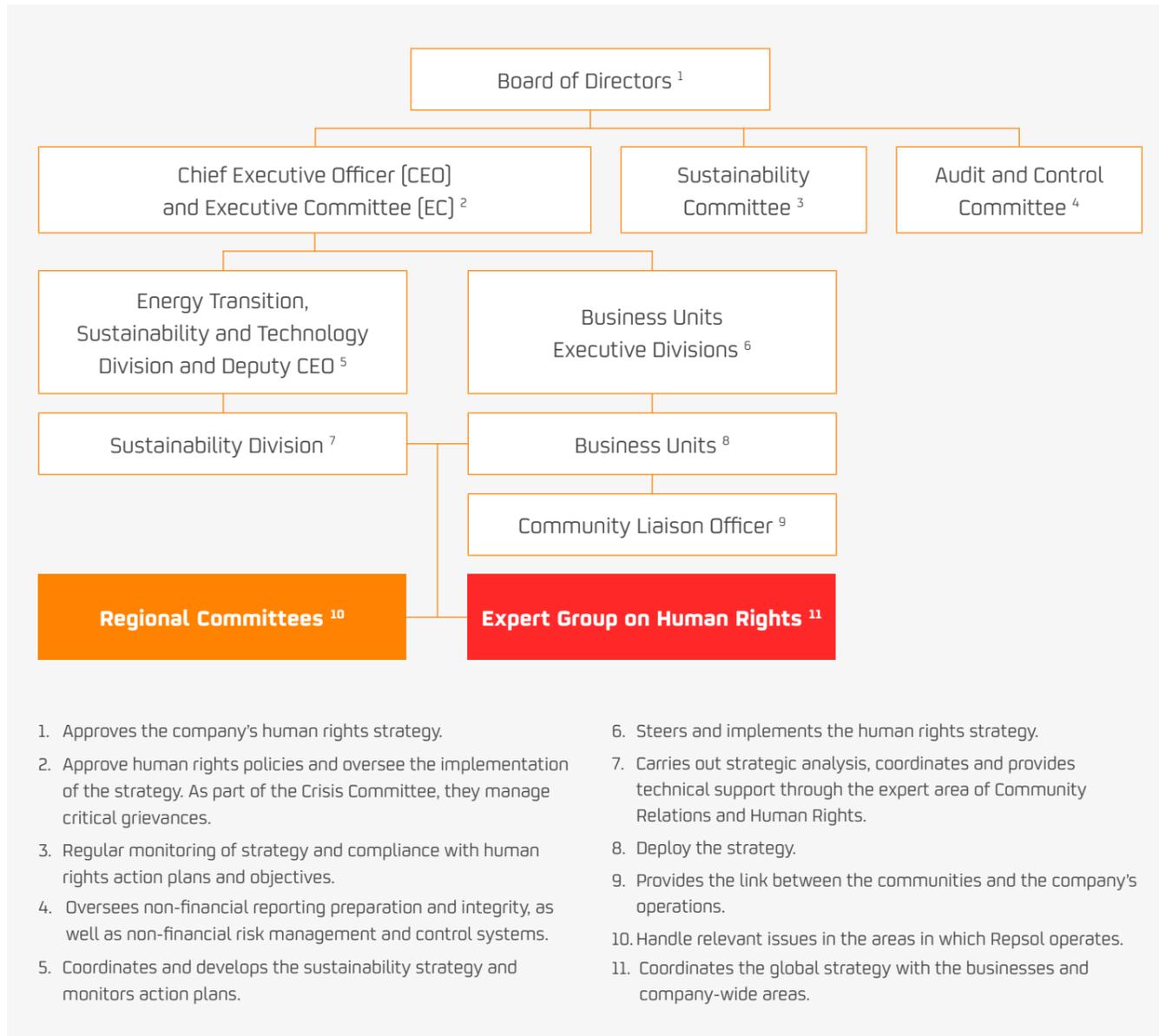
We also set sustainability objectives that have an impact on performance-based remuneration at the different levels of the organization.

The sustainability and decarbonization objectives

represent up to 25% of the CEO's annual performance-based remuneration and up to 40% of the long-term incentive program applicable to all executive personnel and leaders.

The annual sustainability objectives of the businesses have a weight of 20%.

## » Governance in human rights



"From the perspective of the Operations Unit, governance in human rights is about managing good relations with our stakeholders, identifying their needs and concerns, anticipating risks and impacts, finding areas of common interest between them and the company, implementing our policy and regulations, and translating challenges into opportunities. You cannot do business without good relation with stakeholders, and you can only achieve good relations by respecting human rights."

**Amir Faisal Jindan**  
Stakeholders Relations Manager in Indonesia

Repsol carries out governance in human rights at different levels and across all businesses and corporate areas.

Governance commences with the company's Executive Committee and passes through our multidisciplinary Ethics and Conduct Committee. It encompasses a series of specialized functions, such as Human Rights, Community Relations, and Compliance, as well as company-wide areas like Procurement, People and Organization, and Information Technologies, all of which play a critical role in ensuring respect for human rights in their respective areas of influence.

### Executive Committee »

The Executive Committee approves all internal regulations on community relations and human rights, and monitors the key issues related to these areas. For example, particularly critical grievances may escalate for management by members of the Executive Committee.

### Ethics and Compliance Committee »

The Ethics and Compliance Committee sees to manage the prevention, monitoring and response system of the Repsol Group's Crime Prevention Model and compliance with the Ethics and Business code of conduct.

The committee is multidisciplinary, comprising representatives from the following areas: Legal, People and Organization, Communication, Institutional Relations, Audit, Control and Risks Management, Labor Relations, Occupational Legal Proceedings, and Occupational Health.

### Community relations and human rights »

Repsol's Sustainability Division includes a Community Relations and Human Rights Corporate area that establishes, controls and monitors the regulatory framework and proposes action and training plans.

At the regional level, different committees meet periodically to address specific issues of the social function in all the locations where we operate.

Our exploration and production (E&P) activities at a local level rely on the community liaison officers. They are the company's visible face for the communities. This team of experts creates a friendly environment based on good faith. They are the nexus between the company and the communities for mediating in any discrepancies and conflicts that may arise, seeking an understanding that is beneficial for both parties.

### People and organization »

People and Organization comprises several areas with responsibilities related to the human rights.

- The Diversity and Inclusion area promotes the development of an inclusive culture based on the principles of equality and non-discrimination. They encourage diversity on every level and dimension.
- The Labor Relations area of People and Organization is responsible for the collective bargaining with the employees' representatives and monitors compliance with the current labor legislation.
- Focused on employees, the Framework Agreement Monitoring Committee is the highest level of employee representation and its mission is to ensure compliance with the contents of the Framework Agreement as the maximum expression of collective bargaining in Spain.
- Additional committees created under the collective bargaining agreement like the guarantees, Health and Safety, and Equality committee, work to incorporate the perspective of both the company and the employees.

### Procurement management »

The procurement management units of each business are responsible for the human rights aspects in our supply chain, through a close and straightforward interaction with the suppliers, following the standards established by the procurement corporate area.

## » Our alliances



The 2030 Agenda has revealed the importance of alliances between different organizations to achieve complex objectives. At Repsol, we understand that collaboration is vital if we want to make real progress in reaching objectives. We accept our role as an element of change in society, and we know full well that by working closely with other entities our positive impact will be stronger and more immediate.

In these alliances, we encourage collaboration with the communities, with partners to extend best practices in the sector, with our suppliers through supplier development projects, with civil society on sustainable development projects, with national and local governments, with organizations that group communities, and with international organizations.

As an example of this collaboration, in 2018, we signed an agreement with the United Nations

Development Program (UNDP) to promote sustainable development in 20 countries.



At the sector level, we are involved in working groups at various levels:

- The country teams are actively involved in the local groups alongside other companies in the Oil&Gas and extractive industries.
- At the corporate level, we are involved in international working groups on social responsibility, safety and the environment, where the aim is to share best practices and develop international regulations:

These working groups allow us to improve by leveraging the experiences, lessons learned and best practices of different companies and specialized organizations.



### Success story

#### Alliances with other companies in our industrial complexes

Our complex in Bilbao collaborates with local companies, driving initiatives to harness synergies between businesses and public institutions and steering technological developments toward potential decarbonized energy markets. Our industrial complex in Cartagena works closely with other companies to achieve Sustainable Development Goals at the Port of Cartagena.



### Success story

#### The broad alliance in the sector to tackle the climate change challenge



Repsol is a member of the voluntary Oil and Gas Climate Initiative (OGCI), which shares best practices and solutions in the field of climate action with the aim of accelerating the industry's response to climate change. The initiative includes OGCI Climate Investments, a billion-dollar fund that invests in technologies and projects to accelerate the energy transition in oil and gas, industry and transport.

Led by the CEOs of 12 major energy companies from around the globe, OGCI is a clear example of the necessity of collaboration to achieve the most ambitious objectives.



**Combining efforts is the way to go farther and faster in the fight against climate change**

**Josu Jon Imaz**



**Success story**

**Strategic alliances to promote the sustainable development and recovery of indigenous peoples of Megantoni (Peru) during the Covid-19 pandemic**

**We contribute to the territorial development of native communities through coordinated efforts with the local authorities and communities, centered around people and their livelihoods.**

In the Lower Urubamba basin, where the operations of Block 57 are located, Repsol has helped articulate and promote territorial development under the human rights policies that guide our social performance, which extend to the Amazonian communities.

In alliance with the United Nations Development Programme (UNDP), since 2019 Repsol has reinforced multi-stakeholder partnerships through the project “Recovery and social protection of indigenous peoples”, with an emphasis on response and early recovery of the Megantoni communities in the province of La Convención, Cusco.

This first initiative was implemented jointly with the local communities to support an interesting exchange of data, discovery of evidence and a process of analysis with local stakeholders. This has enabled comprehensive, consensual and sustainable solutions to safeguard the future of one of the most vulnerable populations in the country.

Working in collaboration with the authorities and communities,

we facilitate dialogue and engagement processes to help define local sustainable development priorities, especially in light of the necessary economic recovery following the Covid-19 pandemic.

It should be noted that 53% of the population in Megantoni is within the Machiguenga, Yine and Caquinte indigenous communities. As of July 2021, more than 400 people had been infected by Covid-19. Repsol operates in the buffer zone of the Machiguenga Communal Reserve while upholding high environmental and social standards.

Centered around people and their livelihoods, UNDP and Repsol are supporting initiatives with local stakeholders, which includes authorities like the regional and local governments, health authorities and the indigenous federations.

As one of its achievements, this alliance has helped strengthen the capacities of the indigenous organizations FECONAYY, COMARU, CONAP and CECONAMA, working with 10 of the 24 native communities in the Megantoni district to offer technical proposals for response and recovery from Covid-19. These efforts have led to the **implementation of early warning systems about the pandemic through the design of monitoring records and the**

**provision of communication equipment for electronic reporting.**

The “Respira Amazonía” communication campaign has also been launched as the first action in the translation and dissemination of 15 radio **microprograms in Mastigenka, Yine and Spanish aimed at preventing and treating Covid-19** in the communities. The dissemination of radial microprograms with key information in their own language reached more than 20,000 people, while word of mouth communication supported by the federations reached another 10 communities, covering nearly another 7,000 people.

An important event in this process was the **reactivation of the Covid-19 Amazonian Commando**, made up of the indigenous federations, subnational health organizations, NGOs, and public and private institutions, to identify the progress and challenges of Covid-19 as well as new actors and key information to contribute to the definition of the local plan with a focus beyond recovery. This plan represents an opportunity for the future of the Amazonian communities in the country by placing the emphasis on social protection, green development and full compliance with human rights.

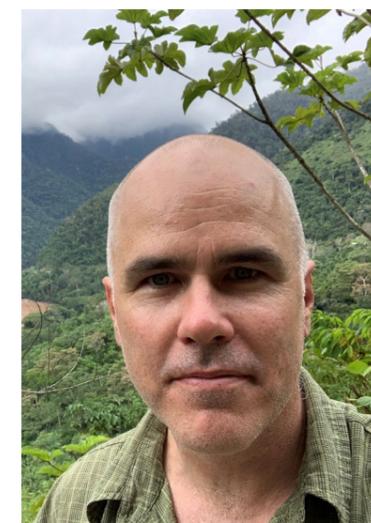
The **UNPD is a key ally in this deployment, as it has**

**experience across the country to promote sustainable development, the eradication of poverty, good governance, and the rule of law, all from the perspective of gender and interculturality.** In keeping with this line of work, the alliance enables us to reinforce activities focussing on the social protection of the indigenous peoples in the country. This places us in the way to achieving the sustainable development goals (SDGs).



“Our support for the response and recovery in Megantoni, from the perspective of

the human rights, socio-ecological resilience and multi-stakeholder collaboration, is an excellent example of how alliances can help us to support territories, as in the case of the pandemic. It is about putting into practice our objectives as an institution and the lessons learned from our projects.”



**James Leslie**  
Technical Advisor on Ecosystems and Climate Change for the UNDP



“A couple of years ago we embarked on a process of transformation

in the social management of business. We call this transformation “sustainable coexistence”. While carrying out this transformation, we encountered questions and major challenges. We saw UNDP as a strategic partner for contributing to territorial development, and we saw the communities and their indigenous organizations as key actors in carrying out this transformation successfully.

Taking this path, we encountered severe limitations arising from the pandemic in an unfamiliar context. However, we conducted an innovative process through a positive multi-stakeholder

dialogue that involved everyone in achieving the proposed goals.

The road ahead is long. We have moved forward, but there are still challenges to overcome. However, the experience and progress achieved alongside our strategic partner UNDP and the communities makes us hopeful that we will succeed in bringing about change.”



**Vanessa Carolina Joo Garfias**  
Community Relations Senior Analyst

## Key issues »

In line with the recommendations of the United Nations Guiding Principles (UNGPs) reporting framework, we rank human rights issues according to the severity, scope, and ease of remediation of the impacts our activities may generate on people.

We use several sources to help us detect the most critical issues that we need to address with particular care:

1. Risk and impact assessments
2. Grievance mechanisms
3. Consultations with stakeholders: investors, rating agencies and customers
4. Feedback from our businesses in countries
5. Social audits

We consider the following issues to be critical or key for our company:

- Climate change
- Labor rights
- Rights of communities and special rights of indigenous communities
- Human rights in the value chain
- Health and safety
- Equity and diversity
- Environmental rights
- Harassment and discrimination
- Security forces and human rights
- Land rights

In addition to these key issues, which are embedded in our management system due to their relevance for our activities, there are other issues that demand our attention. These issues are in the sights of our stakeholders, or may be key issues for the company's

decarbonized businesses. Therefore they are included in our management system to avoid risks in the future. These issues are as follows:

- Minerals in conflict areas
- Forced and child labor
- Right to clean water and sanitation

Repsol adheres to the United Nations 2030 Sustainable Development Agenda and contributes to the 17 Sustainable Development Goals (SDGs).

The 2030 Agenda highlights the need to encourage the necessary alliances between public and private entities as a means of finding solutions and best practices to achieve the 17 goals, which address economic growth, social inclusion and protection of the environment.

For Repsol, the SDGs mean an opportunity for conducting more responsible businesses.

They promote innovation and technology as essential tools for responding to the energy transition and demand the collaboration of the multiple actors involved in this common effort for the whole society. We contribute to all the SDGs, but in view of our stakeholders and the energy sector to which we belong, we believe that our efforts should be particularly focused on the goals where we can make a real difference. These are:



“The increasing number of ESG investors in our portfolio is one of our top priorities. We therefore design customized events such as Sustainability Day and Repsol Low Carbon Day where we inform them about our plans to transform the company and establish a fluid and constructive dialogue with them, reaffirming Repsol's position as a company with outstanding performance in environmental, social and good governance matters.”

Human rights aspects are high on the list of investors' requirements. This explains why our company has one of the highest ratios of ESG investors in the sector: they make up 36% of our institutional portfolio.”



**Leticia Padura**  
ESG Investor Relations Manager

## Material issues for our stakeholders »

Our company has identified its stakeholders and put in place channels and mechanisms of transparent ongoing dialogue to facilitate its relations with them.

We work proactively and systematically to identify and understand our stakeholders' expectations regarding our performance in the fields of sustainability and human rights, and to integrate those expectations into our internal decision-making processes.

### Issues identified by stakeholders in 2021:

- 1 GHG emissions and energy transition strategies
- 2 Energy and climate policies and regulation
- 3 Integrity (corruption and money laundering)
- 4 Safe operations
- 5 Future technologies for mitigating climate change
- 6 Incident and emergency management
- 7 Water management
- 8 Air quality
- 9 Circular economy and waste management
- 10 Cybersecurity
- 11 Safety culture and leadership
- 12 Respect for labor rights, stable work environment and employee well-being
- 13 Natural capital
- 14 Equal opportunities, diversity and flexibility
- 15 Responsible tax policy
- 16 Human rights and community relations
- 17 International sanctions
- 18 Data protection
- 19 Customer satisfaction and safety
- 20 Good corporate governance
- 21 Responsible management of business relations (suppliers, contractors and partners)
- 22 Contribution to society
- 23 Transparency and channels of dialogue with stakeholders
- 24 Adaptation to climate change
- 25 Quality of products and services
- 26 Digitalization and new ways of working
- 27 Competition
- 28 Social performance
- 29 Talent attraction, retention and development
- 30 Access to energy
- 31 Promotion of internal innovation
- 32 Alliances for innovation
- 33 Inspiring leadership
- 34 Advertising and marketing

The **materiality analyses** involve all the areas that interact with stakeholders and we incorporate the results as key inputs in the sustainability strategy, through the following stages of the process:

1. **Analysis and relation**  
We identify the main stakeholders and classify them according to impact and the company's dependence on them.
2. **Identification of possible issues**  
We draw up a long list of potentially material issues.

## We listen to our stakeholders

3. **Prioritizing issues**  
We assess the material issues based on their importance for our stakeholders and the analysis of the social, economic and environmental impact of each issue for the company.
4. **Selection of issues**  
We map the issues on a materiality matrix and define the decision areas: material issues, relevant issues and non-material issues.



## » Digital transformation



During the course of its ongoing digital transformation process, Repsol has evolved into a customer-centric multi-energy company boosted by big data, artificial intelligence (AI) and other technologies.

Repsol is one of the eight Spanish companies that have created IndesIA, the first data economy and AI consortium in Spain's industrial sector. This project boosts the use of data and artificial intelligence in Spanish industrial companies and is supported by pioneering organizations like the Basque Artificial Intelligence Center (BAIC).

AI is the cornerstone in the development of the majority of our most important digital initiatives. Seismic data in Exploration and Production, efficiency and safety in our 4.0 industries, the customization of experiences, and artificial intelligence in data are all key to our success as a multi-energy company.

One of the numerous practical applications of this technology is Autonomous Plants, where AI uses data to learn from past situations, making operations safer and more efficient. We can predict what will happen in the future to optimize maintenance tasks and avoid errors to improve the safety of people and facilities, or anticipate hazards before they occur. We can supervise operations remotely, reaching

any location in the world and guaranteeing efficiency and safety.

However, the ethical use of AI poses a number of challenges, and Repsol is in the process of defining its positioning.

With regulations and policies like the EU White Book and the Spanish Research, Development and Innovation Strategy in Artificial Intelligence as our reference points, our positioning take into aspects such as:

<p><b>Equity and fairness</b> avoiding biases in our developments and ensuring transparency</p>
<p><b>Robustness</b> using reliable and solid algorithms to remedy errors</p>
<p><b>Human safety</b> as a top priority</p>

One of the first steps we have taken as a company is to undertake a peer review of our collaborating companies, whereby the Data & Analytics Hub conducts a specific procedure to grant a "seal of approval" to collaborators who develop AI with Repsol.

Other examples of steps in the digital transformation that Repsol

is currently carrying out related to sustainability are:

**REPSOL Solmatch** represents an example of the use of digitalization to create 100% sustainable energy models to pave the way to distributed generation through solar communities in urban areas.

**REPSOL Vivit** is a digital product targeted at connected customers committed to efficient energy management at homes that allows to voluntarily offset the emissions derived from their gas consumption and decide the source of the energy they use.

**#SMApp** uses digitalization to leverage safety and environment enhancements, providing employees with immediate access to information about safety in their work environment: they can check their mobile anywhere, anytime, to see the progress on safety objectives and updates on preventive measures and lessons learned.

**We prioritize training and awareness-raising about cybersecurity and data protection**

## Cybersecurity and data protection »

We are aware that digitalization brings challenges that affect people and their basic rights. The privacy of our employees and customers is a challenge that we address proactively and with determination.

The Data Protection Officer and their team guarantee that the personal data we process are properly protected, ensuring respect for honor and privacy throughout their life cycle.

From the Chief Information Security Officer (CISO) to the Local Information Security Officers (LISOs) in countries and key assets, we have a large team of people working to ensure cybersecurity awareness and governance.

### Set of regulations »

A complete set of regulations underpinned by our Code of Ethics and Business Conduct governs the protection of information assets and applies to all company areas and employees.

We have a personal data management system in place to regulate its principles on a practical level.

We have developed a procedure to effectively address the rights of affected parties, as well as their grievances that affect the fundamental right to data protection.

A specific due diligence standard has been drawn up with suppliers that process personal data to ensure that no contracts are issued to data controllers without first analyzing the supplier's guarantees and the location of the data.

## Principles and lines of action »

Applying the **principles** ...

... allows us to coordinate the following **lines of action**:

<p><b>Risk-based management</b> Through risk analysis, we focus on our activity, implementing safety measures to minimize risks, thus protecting people and our operations.</p>
<p><b>Zero trust</b> For protection from cybercriminals, we establish maximum safety measures in all our activities and systems, even if they have an apparently safe zone.</p>
<p><b>Safety and privacy</b> The safest product is the product that is designed as safe from the start, and safety and data protection are therefore built into our processes for creating products, processes and systems.</p>

### Identification

We have a Cybersecurity Strategic Plan based on internal assessments and independent benchmarks, as well as risk analyses of our activities. The Data Protection Compliance area creates controls and internal policies, and implements measures to assist compliance with the data protection principles from the design stage and by default.

### Protection

We maintain and continuously improve processes and technologies to protect our systems and devices, including an annual control to record all processing activities.

### Detection

We monitor our networks, systems and devices in real time to detect any attempted attacks.

### Response

We are trained to respond quickly and minimize the impact of a cyberattack. If the incident affects personal data, we launch strategic plans and monitor the situation, reporting to the Privacy Group.

### Recovery

Once an incident has been detected and controlled, our systems quickly recover their normal activity thanks to our Business Continuity Management System.



## Our employees

- Decent work
- Remuneration
- Safety
- Health and well-being
- Diversity, inclusion, equality and non-discrimination
- Freedom of association and collective bargaining
- Ethics and conduct
- Training



**Carmen Muñoz Pérez**  
Corporate Director of People and Organization

At Repsol, we know that our main competitive advantage lies in the people who make up the company and hence the strategic value of managing our employees and teams and of developing talent. This is an organization with a diverse team of skilled, qualified and committed professionals that sets it apart from others in its field.

To achieve this, we follow a talent management policy that guarantees equal opportunities and equity and we promote professional growth and evolution of ways of working. Our goal is to have an increasingly flexible working environment, promoting collaborative work and contributing to make a more competitive, innovative and modern company that adapts to the changing needs and lifestyles of the societies in which it operates.

Labor rights are well integrated in our culture in all the countries where we operate and quality social dialogue is an essential tool for achieving suitable working conditions and fair wages.

The goal of our global compensation strategy: to go beyond mere salary competitiveness and create a value proposal for our employees that generates an emotional salary and a sense of belonging to the people who work at Repsol.

We promote and facilitate work-life balance and we adapt to the different environments and countries in which we operate. Work-life balance is a key pillar

of our agenda and we go beyond what is legally required to offer our employees a work environment that safeguards their safety and their physical and mental health.”



## » Our firm commitment to fundamental rights

As part of its commitment to ensure decent work for all its employees, Repsol respects the human rights recognized in the Universal Declaration of Human Rights and the Fundamental Principles and Rights at Work established by the International Labour Organization.

As indicated in the Crime Prevention Manual and the Ethics and Conduct Code for Suppliers, Repsol pursues and reports in all its operations and business relationships any behavior related to crimes against workers' rights and modern slavery, such as deceiving or abusing workers with detriment of their labor rights, recruiting people by offering deceptive working conditions, employing people without a work permit, limiting the exercise of freedom of association or the right to strike, human trafficking, forced labor or exploiting minors.

To work with partners and contractors, we add clauses in contracts that include the obligation to comply with our Code of Ethics and Business Conduct and we carry out a rating process that helps us to rule out suppliers that do not meet our human rights requirements.

## » Decent work

### Working time »

At Repsol, we ensure that international standards and national laws are observed regarding working time in our organization.

Our main objective is to combine high productivity while safeguarding the physical and mental health of our employees.

Repsol carries out its activity in a challenging environment with a high demand for work that translates into hours spent in the office. In this context, Repsol understands how critical flexibility and work-life balance are for the well-being of its employees and therefore supports the balance between their personal and work lives and promotes flexibility. Cultural, generational

and professional diversity imply different needs and ways to achieve this balance, a key aspect in management since all the studies confirm that only when employees are satisfied they feel committed.

Work-life balance implies cultural development, a change in the traditional conception of work. To promote these changes, since 2007, we have a **Diversity and Work-life Balance Committee** (currently the Diversity and Inclusion Committee) in which top management participates, leading programs to improve diversity management and facilitate work-life balance.

An emblematic program at Repsol is teleworking. Repsol pioneered its implementation in Spain. The program started in 2008 as a pilot

experience and was rolled out in several stages.

Following the successful results, Repsol decided to make a firm commitment to teleworking, progressively adapting its implementation to the company's different situations. The Technical Committee for Equal Opportunities of the 4th Framework Agreement of which the main unions in Spain are members, agreed with the approach of the pilot and took part in the follow-up. This allowed the text of the 5th Framework Agreement, applicable to all companies in the group in Spain, to include the operating rules for teleworking and to agree on its progressive implementation throughout 2009 and 2010.

Repsol has been implementing teleworking progressively in other countries for 13 years, applying a mixed model that alternates physical presence and remote work for suitable positions. In 2020, the number of employees who requested it increased by 27%, representing 3,847 employees worldwide.



#### Success story

##### Teleworking program in Peru

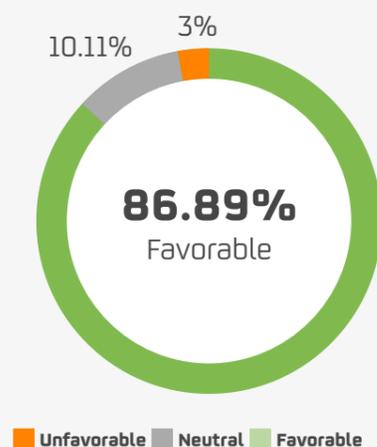
In 2017, in Peru, Repsol actively participated in the process of negotiating a national agreement on teleworking in the country, which was promoted by the government and subscribed to by several social actors and the main companies in Peru. The objective of this agreement was to promote teleworking as a new way to improve work-life balance, stimulate the productivity of organizations and increase the social inclusion of vulnerable groups.



#### Success story

##### Survey on the impact of teleworking in Spain

In May 2021, we ran a survey of 7,379 employees to find out how they perceive our current way of working. The survey, managed by Rate & Grade, had a response rate of 79.94%. We obtained the following results:



**Strengths:** ability to concentrate, travel time saved and time management improvement.

**Areas of Improvement:** disconnecting after working hours, less social connection and a high number of meetings.

The survey can be analyzed according to different demographic criteria in order to focus efforts for improvement on the groups that need it most. Results are being incorporated into the assessment on the flexibility of the ways of work in which we are currently immersed.

In addition to teleworking, many countries have established the practice of **flexible hours**, which allows employees to adjust the start and end of their workday to meet their personal needs. Employees can start work before or after the scheduled time, while fulfilling certain core hours in which they must provide service, excluding the lunch break. This is the case, for example, of Canada, the United States, Spain, Portugal, Vietnam, Indonesia and Norway. In addition, many countries have compressed their working hours during the week so that employees can benefit from Friday afternoons off and more rest at the weekend. And even Spain has compressed the annual working time to allow for a summer schedule.

Some other work-life balance measures, such as additional vacation days and paid and unpaid leave, have also been implemented in the Repsol Group. Rights improvements have been implemented in some of the countries where we operate, such as in Spain, where employees have a higher number of days of leave and vacations or unpaid leave for personal reasons. In Canada, the legislation provides for various days of unpaid leave and Repsol provides payment for a part of them. In Peru, the company grants additional leave, such as leave for marriage, moving house or bereavement. In Brazil, maternity and paternity leave entitlements were extended. And in Indonesia and Vietnam, additional days off are granted for religious

holidays.

Repsol applies, worldwide, certain **global minimum work-life balance leaves**. These minimums enhance local legislation or complete the gap in those countries where such regulations do not exist. Specifically, all employees worldwide are granted the following minimum rights related to:

- Maternity leave, paid for a minimum of 12 weeks after childbirth or adoption
- Breastfeeding leave, with a duration of 1 hour a day
- Paid paternity leave, for a minimum of 3 calendar days
- Paid leave for the death of a first or second degree relative; minimum of 2 days
- Paid leave for marriage; minimum of 5 calendar days

**In an increasingly digital and accessible environment, Repsol is committed to digital disconnection**

The Repsol Group, with a worldwide presence in many different time zones, operates in various sectors with centers working non-stop. The company's work-life balance policies offer employees the possibility of organizing their working hours in a wide range of times to suit their respective personal circumstances, which should create a global compatibility with the nature and reality of our activities.

Our internal policy in this matter was agreed in Spain with employees' representatives in the context of the Framework Agreement of November 28, 2019. It places great importance on work-life balance in the company, as well as our commitment to ensure our employees' quality of life, health and safety by helping all of them to disconnect digitally from work outside of working hours.

Digital disconnection or "right to disconnect" is a best practice that is now encouraged worldwide over the company's intranet.

**Keys to digital disconnection**



**Rest and vacation times will be respected**, and sending messages and making phone calls related to work will be avoided, as far as possible.



If it is essential **for a message to be read immediately**, the recipient will be notified by a means that allows them to be aware quickly.



In case of **different time zones**, communications will be maintained during overlapping hours between the different affected persons.



A **rational use will be made of the digital work tools** that the company makes available to its workers.



If emails are sent outside of working hours, the **delayed sending** setting will be used to make messages arrive within working hours.



During vacations, it is recommended to indicate the **contact details of available colleagues** to deal with urgent issues.

**» Remuneration**

Our organization moves forward and evolves thanks to our employees and their contribution to the performance and corporate strategy. Our compensation policy accordingly promotes recognition of their contribution and fair remuneration by offering additional options that enhance well-being and boost motivation and personal satisfaction.

Our compensation strategy aims to offer a competitive and attractive system as total reward, the result of an appropriate package of monetary remuneration and different benefits. In general terms, the total compensation, in addition to the base salary, includes a short and long-term variable compensation and some benefits such as pension plans, health care and life and disability insurance.

Based on an analysis in the countries and business sectors where we operate, the compensation package is reviewed annually to ensure external competitiveness and internal equity at each location and thus efficiently meet the needs of each country.

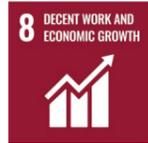
In addition, our company promotes to ensure pay transparency and equal pay. In the Integrated Management Report, Repsol annually publishes average remuneration and remuneration ratios by professional level for all countries where we have a significant presence. Additionally, in accordance with Spanish Law 11/2018 and the new obligations in Spain under Royal Decree-Law 6/2019, Royal Decrees 901/2020

and 902/2020, our employees' compensation is analyzed annually, including segmentation by gender (pay gap) so as to ensure pay equity by gender.

As options to enhance the well-being of our employees, our benefits include a program with initiatives and measures for work-life balance such as work-from-home, flexible working hours, continuous working hours at certain sites and other services offered in some geographies, such as health programs, free home assistance for the family unit, telepharmacy, teleassistance and specialized treatments (physiotherapy, psychology, etc.), or a free legal queries service.

Our goal is our people to be fulfilled, motivated and committed. Therefore, in recent years we have launched recognition programs, which reward effort and commitment among colleagues.

Also, in 2020, we launched a Global Share Purchase Plan for employees worldwide, whereby they can, on a voluntary basis, become shareholders under advantageous conditions.



"The Recognition Program is a simple tool that has allowed me to recognize and thank my colleagues for their work and effort in what has been a difficult year for everyone."

**Marta Potel**  
Biofuels Senior Trader



"The Global Share Purchase Plan has given me the opportunity to participate in Repsol's future and contribute to its growth. I believe that these types of plans commit us and bring us closer to the company."

**Cristina Guillamón**  
Compensation and Performance Senior Consultant

## Advanced analytics in talent management »

One of the challenges of our digital transformation is focused on exploiting the full potential of digital tools and data analytics to strengthen our strategic management of talent, allowing us to improve our anticipatory approach in the new global context.

In this regard, we have tools such as **Workforce for the future / Delfos**, which allows us to visualize the impact of the environment and business decisions on our projections for required profiles, skill gaps and associated costs, helping us to identify training routes and strategies for attracting talent to adapt to the future requirements of Repsol's businesses.

This strategic view also offers an opportunity for our employees to enhance their development in the skills and disciplines that will grow in the coming years, through the training and development programs that we are promoting.

An example to be highlighted is that of the actions to foster the development of skills and knowledge associated with digitalization and new technologies, which we have been promoting in our Repsol Data School, through which our employees are improving their knowledge and analytical skills so that we can advance together as a #DataDriven company.

In 2020, we signed an agreement with the Higher Institute for the Development of Internet (ISDI) and with other providers, such as Telefónica, to support learning

programs such as **Data4Everyone**, for employees who are getting started in data culture and management, and **Data for Digital (D4D)** and **Data for Business (D4B)**, for those who already have a more advanced level and who need to take a further step in their knowledge of data science in order to promote change in corporate culture and the way of working. At the end of these more advanced programs, in 2023, some 800 employees will have participated. They will allow employees to learn about the areas that make up this field (big data, artificial intelligence, internet of things, visualization, data governance) and expand their knowledge through practical application in the development of a project or a business case.

## » Safety

Our Health, Safety and Environment Policy establishes health, safety and protection of the environment as the essential values in the development of all our activities, advancing progressively toward excellence through systematic improvement actions, led by the Executive Committee and aligned with each business's challenges and objectives.

**In the words of our CEO, we have a “moral duty” to work safely in all of our operations.**

To guarantee the protection of our employees, contractors, the general public and the safety of our facilities, we have a robust risk management process aligned with the highest international standards and centered on three main pillars:

**People:** we focus on people's values and beliefs, their behaviors

and attitudes. We carry out specific safety diagnoses and have programs to work on safety culture and leadership among all employees.

**Management system:** We have regulations, procedures and tools aligned with our political commitment to anticipate and avoid accidents.

**Facilities:** We design, implement and maintain safety barriers to guarantee the integrity of our facilities.

Our partners, contractors, the local communities where we operate and our customers are key to achieving the challenges set. We support and demand compliance with our safety standards and define processes to guarantee the safety of all our products and operations.

We have mechanisms to promote collective learning within the



company and we collaborate with other companies and associations to share good practices and develop international standards.

Our commitment to guarantee the health and safety of workers and society, in addition to protecting the environment, is reinforced by responsible management of the products that we handle in our facilities and that we put on the market.

We have an internal standard for Safe Product Management that includes the requirements that we must follow to achieve a high level of protection and the steps that are followed to guarantee the safety and health of all people.



### Safety throughout the product life cycle

Design	Provisioning	Operation	Transport	Placing on the market
<p>We study possible adverse effects of products on people and the environment</p> <p>We identify uses and applications of products</p> <p>We decide on risk management measures based on uses</p>	<p>We collect information about our raw materials</p> <p>We implement the necessary risk control measures</p>	<p>Facilities are designed taking into account the properties of the products they will contain and manufacture</p> <p>During manufacturing, we evaluate occupational and environmental risks, implement control measures and inform workers</p> <p>We classify waste according to its characteristics</p>	<p>We establish specific safety measures following international standards and internal regulations</p>	<p>We communicate to our customers the possible uses of our products</p> <p>We inform about the measures to be adopted so that their handling does not mean or generate or cause risks to facilities, people or the environment</p>

## » Health and well-being

Health management is integrated into each business, covering all company employees, and goes beyond the employee's work environment, impacting their personal, family and social environment.

### Strategic lines:

 <b>Ergonomics</b> Design workplaces and tools to avoid sedentary lifestyle and physical inactivity
 <b>Nutrition</b> A correct diet is essential for a healthy lifestyle
 <b>Emotional management</b> Become aware of the relationship between control, understanding of feelings and emotions: stress, anxiety and sleep hygiene
 <b>Addictions</b> Avoid habits such as tobacco, alcohol, psychoactive drugs, new technologies and work

### Health and well-being programs:

<b>Physical well-being</b> Physical exercise, ergonomics, nutrition .
<b>Emotional well-being</b> Stress, anxiety and psychosocial risk management .
<b>Cardiovascular</b> Control of risk factors
<b>Other programs</b> Addictive substance awareness, cancer prevention .

Every year, prevention and health promotion activities are planned in detail, taking these health and well-being strategic lines as a reference.

### Health services at work

In all countries, health services are available to cover care, prevention and health promotion activities for workers.

Preventive medical examinations are carried out based on the risks assessed in the workplace, managed by medical services or representatives of the country's occupational health function.

### Informing and communicating with our employees

At Repsol, we consider the accessibility of communication channels with employees to be vital to the sharing of information about health and well-being and to resolving any questions they may have.

The company communicates preventive recommendations on adapting workstations and activities, and support measures in case of emergency evacuation. Group information about medical examinations and health campaigns is also provided to evaluate how well preventive and health promotion programs are working and thus be able to implement improvements in them. And information is shared with employees about their job risk assessments.

To provide to employees all this information on health, Repsol uses

all types of media such as intranet, email, digital signage, newsletters, brochures, surveys, etc.

Medical services and occupational health representatives are available to employees on the intranet and at work centers to attend to suggestions, requests and any type of communication that they want to make.

## Training and activities »

### Training

Our employees receive health training, related to the risks of their work activity or general health issues. For example, in 2020, the mandatory course for employees and contractors on "Prevention measures against Covid-19" and optional workshops on emotional management during the pandemic were given online worldwide.

Repsol has held various courses, talks and activities related to health and well-being throughout the company on topics as diverse as healthy habits, cardiovascular diseases, cancer prevention, first aid, hygiene, prevention of stress and anxiety, mental and emotional health, etc.

### Activities

Additionally, to care for the health of employees in our facilities around the world, we deploy internationally a series of specific actions on a recurring basis, such as training on malaria prevention, vaccination, first aid, health workshops, online

courses on foreign travel, and occupational health and well-being committees.

Activities with an impact on family and social environments are also carried out, such as vaccination or awareness campaigns and prevention of substance dependence.

## Covid-19 and our employees' health »

To deal with the Covid-19 situation, the Crisis Committee was activated, led by the Repsol top management. This committee was in charge of supervising and evaluating all the measures adopted to reduce the possible risks that the Covid-19 crisis could generate, especially for vulnerable groups. The Crisis Committee also took responsibility for ensuring full respect for human rights and maintaining the livelihoods of employees, contractors and communities in this situation.

Additionally, in February 2020, the Covid-19 Coordination Committee was activated, comprising a multidisciplinary team of people from all of the company's fields of expertise, from the business to the corporate level.

This committee is being led by the Corporate Managing Director of People and Organization (P&O), from the company's top management, and is supported by the management's Executive Committee.

Repsol has been in contact with workers' representatives (unions), establishing participatory dialogues to consult and report on the company's decisions and on prevention and mitigation measures. Different committees have been held in countries and work centers to follow the evolution of the pandemic and share prevention measures with different groups of employees, community leaders and unions.

Before the spread of the coronavirus was declared to be a pandemic, Repsol reinforced hygienic measures in common work spaces, and concentrations of people were reduced and avoided, both when working and resting.

Employees whose positions and functions could be performed remotely and whose presence at the center was not essential to maintain the continuity of operations have worked from their homes, always guaranteeing the safety of production processes.

To provide all the necessary health information to employees, Repsol used all types of media, such as intranet, email, digital signage, newsletters, brochures, surveys, etc. Employees were able to contact the Occupational Health function at any time to express any concern or complaint related to Covid-19.

Telemedicine consultations were enabled as a complementary way of attending to employees and communication channels accessible to all employees for any questions about Covid-19 were established.

Repsol launched an anonymous survey to measure employees' perception of the company's management of the pandemic. More than 13,500 employees shared their opinion.

**86% of our employees are satisfied with Repsol's management during the pandemic**

A Covid-19 Awareness and Communication Plan was implemented in each work center, as well as mandatory training on Covid-19 preventive measures for all employees and contractors. This plan included visual and audible reminders in all workspaces. The company provided all its employees with free psychological support services and global workshops on emotional management during the pandemic.

## » Diversity, inclusion, equality and non-discrimination

**Diversity and inclusion management has stopped being “the right thing to do” and has become “the best thing to do”**

and we believe that the best solutions are those that are based on different ideas and points of view. We aim to create an environment in which we all have the opportunity to carry out our work in the best possible way, thanks to:

- Creating an environment in which we can fully contribute to develop and fully use our skills and abilities.
- Keeping our minds open to new ideas, different cultures, customs and different points of view.

Diversity has undergone an evolutionary process in Repsol, giving way to a model. This model is characterized by its making use of individual differences and aligning them with the organization's general purpose and objectives, thus involving the company in a continuous learning process.



Repsol's people have a wide range of ages, professional backgrounds, skills and cultures. The combination of such a wealth of talent creates diverse, committed and dynamic teams that contribute to meeting the company's challenges.

Cooperation and teamwork are an essential part of our way of working

### Benefits and advantages of diversity and inclusion



We obtain a better financial performance



We show more creativity and innovation



We access a broader talent market



We improve the pride of belonging to Repsol



We increase our reputation and social value



We reflect society and we know our customers better



#### Success story

#### Awareness-raising actions in the Venezuela business unit

Within the framework of the actions in the 2021 Sustainability Plan, two training talks on equality, inclusion and non-discrimination were given for all the business unit's employees. As an example of their good reception, one of them, specifically about the LGBTBI+ community, was attended by 99 employees, constituting 73% of the workforce.

### Diversity and Inclusion Committee »

Composed of senior managers, it promotes sustainable growth by managing diversity in an inclusive way, encouraging employees to develop their individual potential to the maximum.

### Gender Equality »

One of the opportunities arising from the energy transition is the possibility of reversing the gender inequality, in terms of the presence of women, found in the energy sector.

We are committed to gender equality and equity to allow us to take advantage of the talent available in society. This commitment extends to the highest level of the company and translates into a clear objective: by 2025, 35% of leadership positions are to be held by women.

Repsol is outstanding for its equality policies and for its promotion of female talent in STEM disciplines.



Other examples of how Repsol promotes and encourages access for girls to STEM careers and, in particular, to digital disciplines, are the campaigns via the Repsol Digital profile #yosoyniñastem on LinkedIn in celebration of the International Day of Women and Girls in Science and the International Day of the Girl Child.

We participate in Technovation Girls with our Repsol Digital Girls initiative, from which one of our participating teams in 2020, made up of five girls aged between 11 and 12, was a finalist with its project “Lazos - Close to you,” an app designed to bring older people who live alone into contact with volunteers and associations.

In the 2021 edition of the initiative, the digital projects presented by girls and young people have been aimed at addressing different challenges in our society, such as care for the elderly, connecting entities and associations with people who want to make donations, making reminders to administer medicines to sick people and supporting the circular economy.



## Integrating people with disabilities »

Our goal is to combine a social responsibility strategy with a sustainable talent management strategy, offering job opportunities to people with disabilities, who have difficulties accessing the job market.

We are a benchmark in Spain for the incorporation of people with disabilities and we work to

extend our scope of action to other countries through our responsible procurement and accessibility policies.

Our “From Words to Actions” White Paper on integrating disabled persons gathers lessons and mechanisms implemented in the company with regard to the

hiring of disabled persons. And our “Overcoming Barriers” guide provides basic information for colleagues of disabled persons to facilitate their incorporation into the company.



• The **inclusion of disabled persons** allows us to access a **broader talent market**.

• Globally, disabled persons represent between **12% and 18% of the population**.

**Barriers** associated with **incorporating disabled persons** into the labor market:

• **Levels of education** and/or qualifications not suited to the demands of the production system. **Only 1%** of disabled persons **access university studies**.



• **Prejudices, stereotypes and preconceived misconceptions** (low learning capacity, low versatility, difficulty of recycling).



• Costs of **adapting** work places and work positions.   
• Difficulties of **accessibility** (transport).  
• Concern about their **performance and development**.



“I have complete visual impairment and have been working at Repsol since 2013.

Repsol is an attractive company for people with disabilities since it understands diversity as an enriching value, providing different points of view, experiences, knowledge, sensitivities and ways of solving problems. The key to integration is normalization. Working at Repsol, I have witnessed how we have progressed in this normalization, generating an integration framework that revolves around topics as diverse as accessibility, training, sensitivity and awareness, talent management, health and monitoring, and continuous improvement. I am proud to belong to a company that really believes its people to be its engine and that works for social innovation and respect for difference, in short, for equal opportunities.”

**Patricia Carrascal Sinovas**  
Content Manager

## LGTBI+ diversity »

Our challenge is to be an attractive company to work by being recognised as respectful and non-discriminatory related to sexual orientation and gender identity.

As part of Repsol's commitment to LGTBI+ diversity, the LGTBI+ Allies

group of employees has been created. It currently has members from Spain, Brazil, the United States, Venezuela, Peru, Ecuador, Bolivia, Colombia, Canada and Trinidad and Tobago, as well as representation from various areas of the company. The group is actively supported

by two members of the Executive Committee.

In addition, in our 2025 Sustainability Plan we have committed to developing initiatives to favour inclusion of the LGTBI+ community



“The Allies group is a self-managed, independent team whose mission is to act as a hinge between society and the company in matters of LGTBI+ diversity. It tries to ensure real equality for all people who interact with Repsol, regardless of their sexual orientation or gender identity. And it promotes transformative initiatives that contribute to

continuous improvement in this dimension of diversity. Top management recognizes the value contribution of this group to the well-being of employees, to the retention and attraction of talent, to corporate responsibility and image and, ultimately, to making Repsol a better company, with a constant commitment to keep progressing in all dimensions of diversity.”

**Miguel Martínez Amoraga**  
Repsol LGTBI+ Allies Group



## Alliances and commitments related to diversity and inclusion »



We adhere to the anonymous resumes protocol, a project that promotes putting the focus on people's capabilities in the hiring process, suppressing personal references such as name, gender, age, photographs and other personal circumstances.



Adherence to the United Nations Standards of Conduct for Business Tackling Discrimination against LGBTI People.



2030 Agenda: we promote the development of people and their environment, guaranteeing equal opportunities.



We are part of the Global Business and Disability Network and we implement labor inclusion initiatives for people with disabilities.



We are part of the Alliance for Dual Vocational Training (AFPD) and the Spanish Ministry of Education's Alliance for Vocational Training for improving the employability of young people.



Our Equality Plan has earned recognition from the Spanish Ministry of Equality.



We participate in the initiative "Companies for a Society Free of Gender-Based Violence," by the Spanish Institute of Women."



We are signatories of the Diversity Charter, committing to principles of equal opportunities and inclusion.



We are part of the Ibero-American Network of Inclusive Companies (RIEI), coordinated by the Ibero-American Social Security Organization (DISS), committed to the inclusion of people with disabilities.



We are part of REDI, the first network of companies in Spain working for diversity and LGBTI inclusion.



We are part of the ClostinGap cluster that analyzes the economic impact of gender inequality.



### Success story

#### The orange dot in A Coruña against harassment and discrimination

At our A Coruña refinery, several people wear an orange sticker to indicate that they represent the fight against any type of harassment and discrimination during our shutdowns, when large numbers of people come to our facilities. Although no incidents of harassment or discrimination were reported in the last shutdown, the idea had been taken from the Pink Dot in Tarragona, which was introduced following an incident. The initiative has an anonymous contact mailbox: [puntonaranjacoruna@repsol.com](mailto:puntonaranjacoruna@repsol.com).



### Success story

#### STEM projects in the United States and Canada

As part of its commitment to diversity and inclusion, Repsol develops initiatives to raise awareness in girls about the careers they can pursue if they command skills in science, technology, engineering and mathematics (STEM).

The initiatives of the **Marcellus business unit** in the United States include:

The "STEM Careers in Energy" program, which offers students the chance to learn about the details of STEM careers, with women who work in the energy sector showing them how their skills can be turned into exciting and rewarding careers. Women employees of Repsol taught this class for 18 girls at MHY Family Services, in Butler County, PA, an organization that provides

assistance, education and housing to at-risk youth.

Collaboration with "STEM Expo", where Repsol teamed up with the Girl Scouts to offer girls the opportunity to learn about scientific principles through a practical experiment. STEM Expo, held at the Pennsylvania College of Technology, attracted about 500 girls between the ages of 5 and 15.

At the **Houston Office**, the Repsol Student Innovation Awards initiative has awarded the excellence of students for several years.

Although the awards are open to both male and female students, in the 2021 edition, Repsol decided to award three female students, who presented

their projects during the awards ceremony.

In the **Canada business unit**, Robotics toolkits were provided to 35 students from a local rural school in Chauvin, Alberta. The toolkits consisted of programmable robotic balls that students could manipulate and code, developing their creativity and STEM skills. The financing of this project supports Repsol's global objective of promoting training in the scientific-technical field with the widest possible scope and that includes girls from the community.

Repsol continues to educate girls and boys who, by combining STEM skills with their creativity and enthusiasm, can thrive in exciting careers.

## » Freedom of association and collective bargaining

### The Spanish scenario »

In Spain, the rights of freedom of association and collective bargaining are recognized in the Constitution and developed by Organic Law 11/1985, on freedom of association, which establishes that all employees have the right to unionize freely to promote and defend their economic and social interests and that the exercise of union activity includes the right to collective bargaining.

In Spain, where 60% of Repsol's workforce is located, collective bargaining plays a very important role in maintaining fluid labor relations and agreeing fair wages and adequate working conditions. 100% of our employees are subject to a collective bargaining agreement.

Collective bargaining in Spain has its maximum exponent in the Framework Agreement, which is a transversal agreement entered into with the main trade unions of Repsol in the country. It regulates specific aspects of labour relations (such as remuneration, working days and schedules, training, occupational hazards, occupational health and safety, equality plan, work-life balance, social benefits, etc.), of general effectiveness and direct application to all the companies within its scope. The content is transposed afterwards to the different company agreements.

The first company agreements were endorsed in 1966 and, in 1997, the first Framework Agreement was

signed, which entailed a change in the model of union relations and collective bargaining, whereby its Negotiating Committee agrees on labor issues applicable across the different companies included in its scope of application, thus achieving greater homogeneity.

Regarding employee's representation, as of 2020, Repsol has 848 employees' representatives in Spain from the 15 companies included in the Framework Agreement, belonging to 11 different unions.

The Framework Agreement, together with the collective bargaining agreements (9 collective bargaining agreements, 6 sector agreements and 5 specific company agreements are currently in force), is the basis for the framework of sustainability and trust underpinning the mutual interests of companies and employees.

Our commitment goes beyond guaranteeing freedom of association and the right to collective bargaining at national level. Following approval of Directive 94/45/EC on the establishment of a European Works Council and its transposition into Spanish law in 1997, Repsol was one of the first Spanish multinational companies to set up its own European Works Council in that same year.

The European Works Council of the Repsol Group is an information, consultation and communication body created to achieve an environment of free and responsible debate on issues that may affect the group in general, with special

attention to issues that affect Europe, and its employees in particular.

Its remit extends to information on industrial, economic, financial and social plans that affect the group's labor policy, provided such plans are within the European Union. It also discusses issues such as the structure of the company, its economic and financial situation, activities, production and sales, employment, investments, etc.

The European Works Council meets once a year at the Repsol Group's headquarters in Madrid. It currently has employees' representatives from eligible countries such as Norway, Portugal and Spain.

### International scenario »

Repsol reiterates the importance of maintaining quality social dialogue within the group. We recognize internationally the principles of freedom of association, protection of the right to organize unions and collective bargaining.

We respect freedom of thought and the right of employees to form and join unions, without fear of retaliation. When our employees act as above, Repsol establishes constructive and regular dialogue with the representatives elected by the employees, negotiates with them in good faith and involves them when important decisions are made that affect the workforce.

The countries in which Repsol has employees covered by collective agreements are Spain, Peru,

Portugal, Brazil, Indonesia, France, Italy and Norway, and they are represented by an internal body or by the sector's union. More than 85% of the employees in these countries were under collective bargaining agreements in 2020.

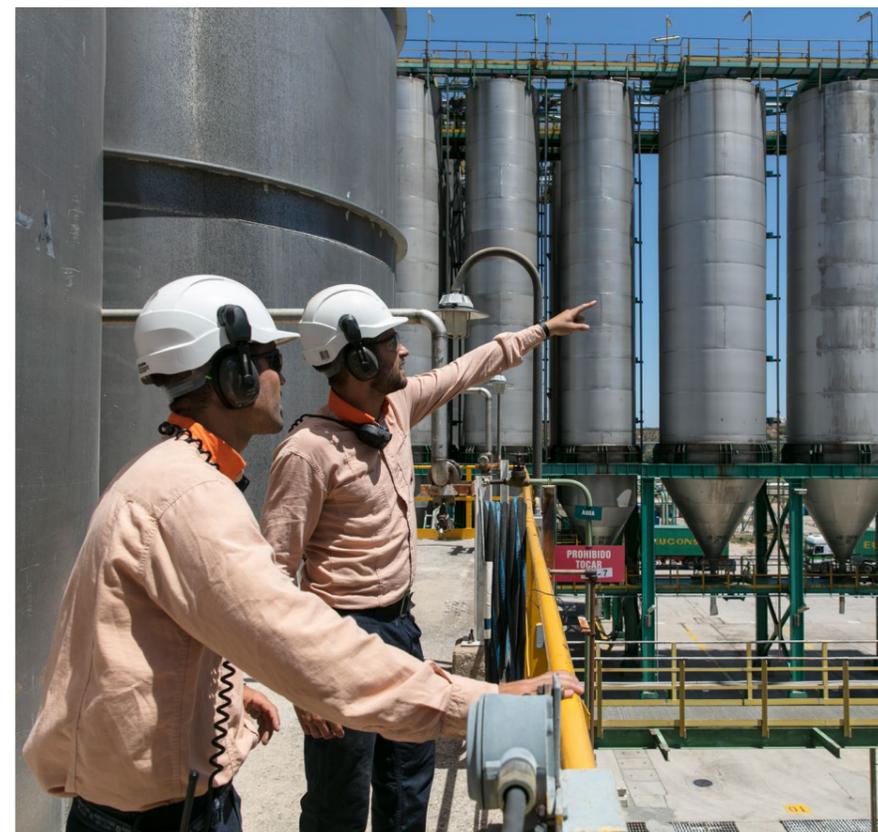
### Future scenario »

Collective bargaining will be carried out in a very complex and demanding context for our activity, marked by the uncertainties generated by the energy transition and by the change in the regulatory framework for our operations in some countries. This situation entails the need to make important adjustments, accelerating the pace of adaptation to this new reality and forcing us to undertake a profound transformation of our businesses to face the new energy scenario with guarantees.

To go down this path we will rely on our strategic stakeholders, including, of course, employee representatives through proactive dialogue.



**Cecilie Hettervik**  
E&P Asset Management Sr Responsible in Norway and former member of the European Works Council



“European Works Councils (EWC) are information and consultation bodies representing employees in European companies like we are in Repsol. To be part of the Repsol European Council has been a great opportunity to meet employees from Repsol in Europe on yearly basis. We are informed and consulted by management about the progress of our business in areas such as health and safety, investments, new working methods and trend of employees within the company. This gives us the opportunity to reflect on whether there is something that may affect our working conditions and to provide feedback if necessary.”



## » Ethics and conduct



“One of the aims of Sustainable Development Goal 16, regarding peace, justice and

strong institutions, is to reduce considerably corruption and bribery in all their forms.

It is not only a political statement, but sets goals for governments, the private sector and civil society to work together to implement specific sustainable measures that effectively combat corruption.

How do we contribute to the implementation of SDG 16 at Repsol?

We have developed internal regulations for the prevention of corruption: Code of Ethics and Business Conduct, Anti-Corruption Policy, regulations for due diligence with third parties, regulations for the management of gifts, favors and conflicts of interest.

We have a guide on keys to manage our relationship with public officials, which contains best practices to be taken into account when, in carrying out our professional activity, we interact with public officials. As an organization committed to society, we recognize the value that good governance, legality and

transparency in public institutions has for society and we actively collaborate with such institutions, in each country, for an adequate, effective and responsible regulatory and social environment.

We consider transparency to be an essential element in the fight against corruption and we publish information related to contracts and agreements signed with public administrations.

We have created a comprehensive compliance management model, with stages for risk prevention and control, monitoring of the model and response to regulatory breaches.

We include due diligence regarding third parties in our processes, so that we are informed about third parties with which we are going to have, or already have, a relationship. In September 2021, Repsol committed to the Extractive Industries Transparency Initiative, which supports initiatives to inform the beneficial owners of such operations.

Although we are on the right track, more needs to be done, both to raise awareness in our own environment about the importance of building just societies, with predictable institutions that apply to all and are legally robust, and to determine in what specific ways we can continue to contribute effectively toward achieving the Sustainable Development Goals.”

Our [Ethics and Conduct Code](#) establishes the reference framework for behavior and expectations of our employees when performing their work. The level we demand of ourselves is above what is established by law and we provide the means to achieve it. The code is also a reference guide for our relationship with third parties and helps to strengthen relationships with our stakeholders and with society.

### A culture of compliance »

We are aware of the importance of the culture of compliance and of training and awareness-raising. We have teams dedicated to promoting this culture internally and we hold mandatory annual courses for all employees on the Code of Ethics and Business Conduct.

The courses are designed following analysis of best practices, which we base on risk analysis by country and business, and on legal requirements and internal audit recommendations. Training is adapted to each group, using various digital formats to strengthen awareness on matters of anti-corruption, money laundering and terrorism financing, crime prevention, international sanctions and embargoes, competition, and personal data protection.

### Our anti-corruption policy »

Our company is firmly committed to strict compliance with the regulations on the prevention and the fight against corruption, as well as with the legislation in force in all our areas of activity and in all the countries where we are present, respecting its spirit and purpose. We extend the above compliance commitment to our business partners and we undertake as follows:

- Not to use practices that are unethical and/or against applicable law to influence the will or objectivity of people outside the company in order to obtain some benefit or advantage.
- Not to give, promise or offer, directly or indirectly, any goods of value to individuals or legal entities, in order to obtain improper advantages for the company.
- Do not allow any facilitation payments.
- Not to finance or show any other kind of support for, directly or indirectly, any political party or its representatives or candidates.
- Not to use donations to cover up improper payments.
- Not to request or unduly receive, directly or indirectly, commissions, payments or benefits from third parties in the course of or resulting from investment, divestment, financing or expense operations carried out by the company. And to take special care in cases where there are indications of lack of integrity in the people or entities with which business is carried out, in order to ensure that Repsol establishes business relationships only with qualified persons and entities of appropriate reputation.

### A sound crime prevention model »

We have appropriate mechanisms for the prevention, detection and investigation of corruption: our Crime Prevention Model aims to prevent and, where necessary, uncover criminal conduct by any member of our company.

This model takes the form of formalized compliance and control procedures that have controls aimed at mitigating risks of non-compliance with regulations, both internal and external. We assess the effectiveness of these models annually and apply due diligence processes to evaluate and manage risks prior to carrying out any acquisition or exchange of assets, merger, alliance or joint venture.

Repsol has prepared and disseminated to the entire organization a Crime Prevention Manual to provide guidance and an understanding of the main criminal risks that the company faces and mechanisms to prevent them.



**Enrique Hernández**  
Chief Compliance Officer

## » Human rights training



Because training and raising awareness in our employees are key to ensuring they act responsibly, we train people in the values that should govern our behavior. We organize sessions and courses annually on human rights, both from a more general perspective and with more specific content. Training that influences the actions of the people who make up Repsol and who build our present and our future.

Our goal is to extend awareness-raising campaigns to the entire value chain, especially in our relationships where there may be higher risk: partners, contractors and suppliers.



### Examples of courses and awareness-raising campaigns related to human rights »

#### Human rights

Global course updated in 2021.

#### Ethics and conduct

3 editions between 2019 and 2021, mandatory for the entire company.

#### Unconscious biases

Launched in 2019 and mandatory for the entire company.

#### 2030 Agenda and SDGs

Launched in 2020.

#### Safety

- **The safety leadership program, Safety Leap**, aimed at increasing the perception of risk, not letting our guard down and promoting appropriate behaviors.
- **A digital platform for awareness-raising and training on the 10 basic safety rules.** An open website with more than 11,500 registered users from 98 countries.
- **Gamification.** Since 2015, we have been creating games, ranging from simple board games to sophisticated online games, as a safety learning technique.
- **Virtual reality.** We have been pioneers in developing a training application for practicing the 10 basic safety rules in virtual environments. More than 7,000

employees and contractors have tried this innovative training.

- **Incident investigation** with analysis of the impact of human factors.
- **Human factors** taught by the Energy Institute.
- **Introduction to safety and the environment** on basic concepts and their application at Repsol.

#### Environment

- **Introduction to environmental management.** Basic concepts.
- **Environmental Performance Practices in Onshore E&P Operations.** Specific course available for employees and contractors.
- **Environmental training in industrial complexes.** Periodic training sessions for employees and contractors.
- **Energy efficiency training** at lubricant factories and industrial facilities.

#### Health and well-being

- **Travel health and safety.** Mandatory course before traveling abroad.
- **Healthy habits.** A course on healthy habits, physical activity and nutrition for employees at our industrial complex in Cartagena.
- **In-person courses on first aid, basic CPR and using an AED,** mandatory in all countries for our own and external personnel.
- **Covid-19.** Compulsory course, worldwide, on prevention

measures.

- **Cardiovascular risks and healthy habits.**
- **Stress prevention and management, mental/emotional health and fatigue management.**
- **Ergonomics.**
- **Risk prevention in work outside the office.**
- **Prevention of blood-borne diseases.**
- **Food safety and hygiene.**

#### Cybersecurity and data protection

- **2021 Firewall.** Training to raise awareness about daily behaviors as a method to protect Repsol information, mitigate threats in today's world and generate collective intelligence.
- **Cybersecurity and information protection.** A course to increase the ability to recognize, manage and communicate the different threats.
- **Industrial cybersecurity** for personnel working in our industrial assets, so that they can recognize, manage and communicate the different threats.





## Our value chain

Suppliers and contractors

Our partners

Principles on Security



**Fernando Duro Ruiz**  
Procurement Management Director



“We are aware that because of the nature of our activities and the conditions of some places where we operate there are some areas that have a risk of relevant impact on all human rights issues.

As companies and operating contexts change, so do risks to individuals.

It is crucial to identify, prevent, mitigate, remedy and monitor the risks to and impacts on the human rights of employees, customers and other stakeholders that may be affected by our business, particularly in our supply chain. In this way, the the Procurement Management Area helps the company contribute to the United Nations Sustainable Development Goals.

Our relationship with suppliers and their respect for human rights is key to achieving the just transition to which Repsol is committed.”

## » Our suppliers and contractors

At Repsol, we aim to control risks and manage the impacts of all business relationships with our partners, suppliers and contractors.

We are working to prevent corruption throughout our value chain. In all our business endeavors, we consider it essential that our partners uphold ethical, social and environmental standards comparable to our own. We therefore include human rights clauses in the contracts we sign with our partners.

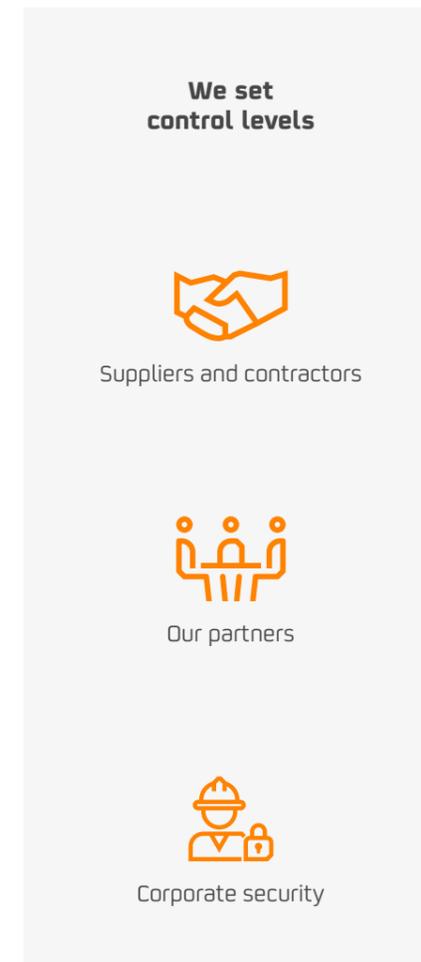
We have in place a standard of due diligence facing third parties that governs business relationships to

manage risks related to corruption, money laundering and terrorist financing, and international sanctions and embargoes. Based on the standard, we identify, evaluate, prevent and mitigate risks to integrity in our business relationships in the value chain.

We do all of this so that prior to formally commencing the relationship with the third party and during the relationship itself, the Repsol Group can have adequate information for the decision-making process and in the assessment and mitigation of the related compliance risks.

**We control risks in our business relationships**

Our suppliers' contribution is vital to achieve our human rights and Agenda 2030 commitments.



## Supplier and contractor management »

Responsible supply chain management is crucial to prevent and mitigate risks. Although they are independent organizations, our suppliers play a key role in Repsol's value chain. We therefore encourage our suppliers to become familiar with and adopt our [Code of Ethics and Conduct for suppliers](#), and behave accordingly. We are aware that the supply chain poses specific risks. It is also tied in with job creation and local economic development in the communities where we operate. We are committed to reinforce our internal control systems to ensure that our suppliers and contractors behave in accordance with our commitments.

### We are working to ensure our suppliers and contractors abide by our human rights policy

We encourage respect for human rights so that our business relationships remain aligned with our commitments. We are adapting our screening, rating and monitoring processes to identify and mitigate human rights risks at different stages of our business relationship with suppliers and contractors.

Under specific contract clauses, we require a commitment to comply with internationally recognized standards and with our internal rules on safety, the environment, ethical conduct and respect for human rights. We also run special

activities to raise awareness among our partners.

We are committed to gradually enhance our supply chain performance. Our goal is to develop and implement agile and effective mechanisms to check compliance with contract clauses and take remedial action if necessary.

### Responsible management of suppliers and contractors

#### 1. Registration and rating

**Supplier registration:** All our suppliers must register in our procurement management systems and accept our Ethics and Conduct Code for Suppliers. Based on a spirit of cooperation, the code aims to achieve mutual benefit while respecting the role of each of the parties. It includes obligations such as prohibiting child labor and forced labor while supporting freedom of association and the right to collective bargaining. We ensure and advocate for the integrity of our relationships with our suppliers, based on mutual respect and trust.

We conduct a reputational assessment of all suppliers by querying public and private databases on legal and regulatory breaches, misconduct and other aspects of compliance.

**Rating process:** At this stage, we rate suppliers from a business/ financial point of view based on evidence presented by the suppliers themselves.

#### 2. Contract award and signing

The General Terms and Conditions for the Contracting of Services and/or Works set out an obligation to abide by internationally recognized human rights. At a minimum, the supplier must comply with the Charter of the United Nations and the principles the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work.

#### 3. Performance assessment

During the performance of the works or after completion, we conduct an assessment of the supplier's performance in critical business cases with the highest identified risk.

The depth to which we examine each issue is greater the more critical the supplier is in terms of the type of goods or service or the place where the goods are made or the service is provided.

In this assessment, we review quality, safety and environmental management systems, the supplier or contractor's own code of ethics, respect for human rights, labor practices, measures against fraud and corruption measures, and supply chain management.

We keep working to evolve our model to provide feedback for the future procurement processes and strengthen risk management regarding suppliers and contractors.



## » Our partners

**We are aware of the change we can bring about alongside our partners in the countries where we operate**

Our commitment embraces the entire life cycle of the company's operations and promotes compliance with the strictest international standards among employees, contractors, suppliers and partners.

Repsol actively participates in international initiatives, such as IPIECA, shoulder to shoulder with other oil and gas companies. Our corporate and business teams are actively involved in working groups. In particular the IPIECA's social responsibility working group, where we hold discussions on human rights issues.

**1. Assessment of partners.** Before making a decision to acquire an asset, we assess existing and potential risks that may arise in operations and conduct a due diligence process.

**2. Agreements.** We use a Joint Operating Agreement (JOA) model that delimits the responsibilities and powers that each partner has over the operation and management of an asset.

**3. Human rights clause.** We have a specific regulation that expressly states that the operator must respect the internationally recognized human rights. The application of this regulation consists of the inclusion of a contract clause requiring respect for human rights on the terms established by our standards. This means refrain from violating human rights or face the consequences.

**4. Audits.** We conduct regular checks to ensure the above three requirements are being met.



### Success story

#### Bolivia: Ongoing coordination with authorities to mitigate any conflicts or impacts

As part of inter-institutional coordination, Repsol Bolivia sends a daily report to the state-owned YPF (Yacimientos Petrolíferos Fiscales Bolivianos) on social conflict in Repsol's areas of operation, located in four Bolivian departments. This mechanism is ongoing and constitutes a permanent alert system on conflict situations and related remedial measures. The scheme allows reporting complaints that may arise in areas of operation and ensures YPF's involvement in their resolution.

For example, complaints arose about dust generated by transportation of company equipment. We solved it with mitigation measures (irrigation prior to transportation), local labor recruitment in company activities, etc.

This partnership enables us to have an ongoing smooth relationship with different areas of the state-owned company. It also ensures their involvement and prompt response whenever required.

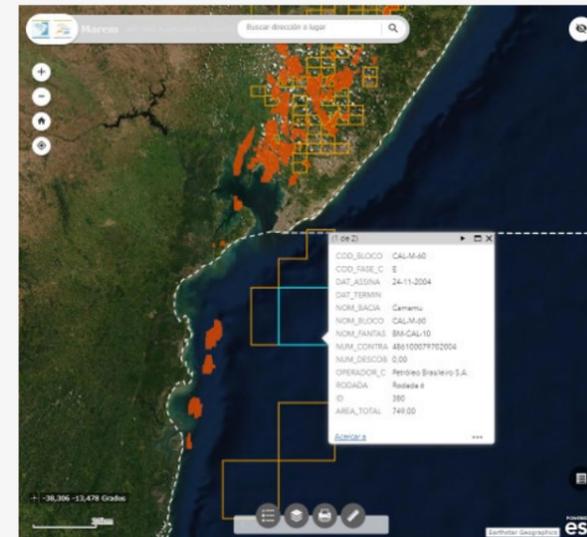


### Success story

#### Brazil: Working with our partners to protect human rights

Respect for human rights also guides our businesses operated by third parties. We regularly review the activities of third-party operators to improve joint performance in human rights, safety and the environment. We work alongside the leading companies that operate in joint blocks with Repsol, sharing standards and best practices, our regulations -based on the highest international standards- and our success stories.

A case study is the MAREM project (Mapeamento Ambiental para Reposta à Emergência no Mar), which we implemented with IBP (Instituto Brasileiro de Petróleo, Gás e Biocombustíveis), IBAMA (Instituto Brasileiro de Meio ambiente e Recursos Naturais Renováveis) and other partners. It consists of a georeferenced database of the entire Brazilian coastline and coastal islands to support planning and management of operations in case of an oil spill accident at sea.





“As part of our commitment to act responsibly in Libya and contribute

to sustainable development, Repsol has taken part in the social investment program since 2010.

In 2018, we signed an agreement between our subsidiary REMSA, its partners, the National Oil Corporation (NOC) and the operator Akakus Oil Operations to implement a sustainable development program. We have identified projects in coordination with NOC and in consultation with stakeholders to support local communities in terms of access to water, health and capacity building. The initiatives will be implemented until 2022 in the

cities on the production line (Ubari, Sebha, Zintan, Jadu, Alriyayna, Yefren, Alrujban and Zawiya).

We will entrust Operator Akakus Oil Operations (a joint venture created by the Repsol Consortium and NOC to operate the El-Sharara field) with the social function beyond 2022. This represents a milestone for the national operators. We have drawn up an action plan, approved by the parties, to create Akakus’ own Sustainable Development unit with a social and human rights performance training plan under the direction of IPIECA.”



**Simone Sciamanna**  
Head of Libya business unit



“The National Oil Corporation (NOC) in Libya, its subsidiaries, and

its international partners are working to take advantage of the available capabilities for providing maintenance and field development plans. During the past years, NOC and under the umbrella of sustainable development was not far from adhering to its social duty, which falls under the list of objectives it seeks to achieve in coordination with national companies and international companies operating in the Libyan oil sector.

Repsol is one of the prominent partners over the past years, where the sustainable development

departments of the NOC and Repsol worked on setting goals and coordinating projects to ensure access to basic services to all cities and villages surrounding EL-Sharara feild and located along the production line.

In this regard, a memorandum of understanding was signed in 2018 between the National Oil Corporation and a consortium of companies (Repsol, Total, OMV, Equinor) led by Repsol, to implement a number of sustainable development projects. The memorandum provided for interest and contribution to support most basic and essential services, such as Education, health, water, and many other programs that contribute to improving the lives of local communities.”



**Mokhtar Abduladaem**  
Head of Sustainable Development, National Oil Corporation of Libya



**Success story**

**Testimonial from our local contractor in Libya**

The company Al Ahya Addakika, which implements water tanks construction and maintenance projects in Libya, is an outstanding example of a local contractor that takes social responsibility into account in project execution:

“At the beginning of a project, we research in depth the social and economic conditions of the region where the project is to be implemented, including development needs. We support

training for local workers in plumbing and electricity for construction or other needs. Our excellent technicians enable us to have local workers well trained. This procedure is highly successful in working with communities.

We are keenly aware of the impact of these projects on communities, so we always make sure to establish a good relationship to ensure smooth operations.”



In a country in conflict like Libya, we implement strategies to avoid aggravating the situation and promote peace. We work with the authorities and our partners and establish alliances to improve infrastructures that result in better living standards for neighboring settlements.

Due diligence in this environment requires thorough analysis of the situation and its implications to underpin the entire process. We reinforce application of the Voluntary Principles on Security and Human Rights, support the highest ethical, anti-bribery and corruption standards and requirements, and endeavor to extend our good practices in human rights throughout our value chain.



## » Voluntary Principles on Security and Human Rights

The ability to respond in unpredictable situations is closely tied to human rights training and awareness

Since December 2013, we have been a member of the international Voluntary Principles on Security and Human Rights (VPSHR) initiative, which aims to enhance the security of operations in high-risk and conflict zones through procedures that respect human rights. Our actions include the following:

### Implementation of Voluntary Principles

Identification of key stakeholders
Dialogue with communities and other stakeholders
Awareness of laws and regulations
Human rights risk and impact assessments ↓ Mitigation measures
Contracts with private security forces ↓ 100% of contracts include clauses requiring compliance with our policies
Security forces training ↓ Training for 100% of private security forces Cooperation with training of government security forces <b>Number of people trained</b> ↓ 2018 → 738   2019 → 929   2020 → 670
Agreements with government security forces
Grievance mechanisms ↓ Employees, contractors and third parties

For further information, see the [Annual Report on the implementation of the Voluntary Principles on Security and Human Rights](#). These actions are assured by corporate security teams and are conducted and verified annually.

The strategic importance of energy facilities exposes them to the risk of terrorist attack or armed conflict. Hence the infrastructure must be protected in cooperation with private security companies and government security forces.



### Success story

#### Agreement with the Bolivian Army to step up security

Under the agreement, which is renewed annually, the following actions were carried out:

- In partnership with the CEDIH, the International Humanitarian Law Research Institute of the Spanish Red Cross, we created an annual education program in Human Rights and International Humanitarian Law. We award **12 scholarships per year to attend the advanced course on International Humanitarian Law** at the International Institute of Humanitarian Law (IIHL), in Sanremo, Italy.
- Repsol E&P Bolivia S.A. sponsored and hosted the **International Criminal Justice Conference** in February 2016.
- Cooperation with the Government to incorporate War Crimes and Crimes against Humanity in Bolivian legislation;** a commitment taken on by Bolivia in international treaties and conventions. This initiative was recognized as a major contribution to Bolivia by all the high authorities of the national and regional governments that took part. Once approved, for reasons unrelated to the protection

of human rights, the Bolivian government decided finally not to amend the Penal Code. However, Repsol, alongside the organizations referred to above, encourage and participated in the amendment.

Two working groups were set up. A Spanish working group, made up of staff from the CEDIH, and a Bolivian working group, chaired by the Dean of the Faculty of Legal and Social Sciences of the Private University of Santa Cruz de la Sierra (UPSA) and comprising professors of International Law, Constitutional Law and Criminal Law.

- International Humanitarian Law Conference** in 2017, at the Training Center of the Spanish Agency of International Cooperation for Development in Santa Cruz de la Sierra, and a further conference at the Army Officers' Circle in the city of La Paz.
- Development and presentation of the **Project for the Dissemination of the 1954 Hague Convention for the Protection of Cultural Property in the Event of**

**Armed Conflict** at the Ministry of Cultures and Tourism in June 2016, with the involvement of the Ministry, the Bolivian Army, the Bolivian Red Cross and the Private University of Santa Cruz de la Sierra (UPSA).

#### Goals:

- Signpost cultural property in accordance with the existing registry at the Ministry of Cultures and Tourism.
- Train members of the armed forces in the protection of cultural property.
- Awareness-raising, through publications and under agreements between local offices of the Bolivian Red Cross and army units in the area with the principals of secondary schools.





## Our communities

- Ongoing dialogue
- Use of land and natural resources
- Indigenous communities
- Projects with vulnerable groups
- Shared value at Repsol



“In an industry where the social context is more and more demanding, our communities are at the heart of our sustainability model main pillar. At Repsol, our priority is to create strong relationships with our stakeholders, especially with the communities near our operations. To this end, we rely on mutual recognition, respect, cultural sensitivity, integrity, accountability, transparency, good faith and non-discrimination.

Under our [Global Sustainability Plan 2025](#) goals, we are committed to continue moving forward the implementation of the United Nations Guiding Principles on Business and Human Rights. Human rights due diligence governs completely our entire interaction with our communities in all our operations and business relationships. Our action framework focuses on proactive management of social risks, impacts and opportunities throughout our value chain, continuous dialogue, and on addressing grievances and concerns. Only this will enable Repsol to keep its ‘social license’ to operate.”

**Fernando Ruiz**  
Sustainability Director

## » Continuous dialogue

### We promote dialogue and communication »

We foster a culture of respect for human rights and continuous dialogue that creates an environment of trust. Proactive, transparent, continuous and participatory dialogue in an honest and culturally appropriate manner is key to building trust with our communities. Dialogue should take place at all stages of a project,

based on an open exchange of information.

This context we create and the belief that respect for human rights in everything we do is an essential condition for keeping our social license to operate. Therefore, our communities do not need to demand their rights in order to obtain an active listening on our part.

We involve the communities in the area of influence of our operations from the earliest stages of a project,

in a context of respect for human rights, especially those of the most vulnerable.

Our grievance mechanisms build up dialogue and fluid communication with our communities, our employees and contractors and other local stakeholders. This climate of trust means that, without fear of retaliation, anyone can raise any complaint, including the human rights defenders, whose work we respect and hold in high regard.



### Success story Dialogue at industrial complexes in Spain

We keep up an ongoing and transparent dialogue through our public advisory panels, which provide maximum information transparency on our activities. Each panel is a permanent channel for continuous dialogue between the community and business. It is a consultative body that seeks to improve public information about our activity and promote awareness activities for a better understanding of the industry, while answering questions frequently asked by society.

For example, in A Coruña we have a 24-hour available telephone hotline for local residents. Calls are logged and connected to our management systems.

The panel meets in Puertollano quarterly to discuss projects, topics of interest and concerns of the people and sectors that make up the public advisory panel.

In Cartagena, we run a WhatsApp group with representatives of all local neighbor organizations for immediate communication.

In addition to this two-way communication promoted by Repsol, we take part in other initiatives to support the community. At Petronor complex in Bilbao, we take part in strategy forums on the needs of the region and in the urban planning advisory council -where, in partnership with other public and private institutions, we propose infrastructure plans and urban planning actions. Although public panels had to be temporarily cancelled during the pandemic, communication was kept up with citizen engagement councils to clarify issues affecting our operations.

In Tarragona, our mayors' committee helps us to implement an ongoing forum for communication and coordination with local authorities.

## » Use of land and natural resources

We recognize and respect the rights of peoples and legitimate right holders over their lands and natural resources. We therefore provide the means for their protection, especially in the case of the most vulnerable.

In line with this commitment and the requirements of our regulatory framework, before starting any activity we research viable alternative designs to minimize land acquisition and restrictions on land and subsoil use this way, we avoid resettlement and adverse impacts on the communities and people who use the land.

Once the site is selected, we identify landowners and land users at each location through existing official mechanisms. In addition, to protect the rights of the most vulnerable, we actively search for other legitimate rights holders, such as indigenous communities that use land or a specific resource.



### Success story

#### Land use permits management: landowners identification, access authorization and compensations management for our seismic campaigns

Geophysical campaigns require the use of large areas of land for short periods of time. This is a challenge for our permit management teams. The stages of temporary land use management are the following:

1. Land characterization and identification of all landowners.
2. Managing permits prior to land access. We contact each owner to explain the nature and schedule of the work and the calculation and payment process of compensation. Landowners who agree sign a letter of intervention to grant formal permission for temporary use of their land.
3. Assessment of potential damages and calculation of compensation are based on the rates set by the local government. To avoid cash payments, the amounts are transferred to owners through a local contractor, once the letter of acceptance has been signed.



## Managing water and other natural resources »

Natural capital encompasses natural resources that contribute to people well-being, the development of society and the progress of the global economy. This contribution translates into ecosystem and abiotic services from which we benefit, as energy, materials and cultural enrichment. We have developed a methodology and a digital tool, GEMI-READS, which supports comprehensive assessment of environmental impacts and project dependencies at a global level.

### We manage impacts along all environmental vectors:



**Water.** Water is a scarce resource. Therefore, our sustainable management encourages a search for new solutions to ensure minimal consumption. Water management efforts should arise from a joint relationship with stakeholders to mitigate impacts.



**Air.** Aware of the importance of taking care for air quality, we apply the best available technologies (BATs) and the most stringent standards to minimize emissions from our production processes

and supply society with more sustainable products.

We thoroughly monitor operations to control emissions. Our industrial facilities are equipped with a network of continuous measurement systems. The data obtained are provided to the environmental authorities. We monitor air quality using emission booths to ensure a rapid response if any quality deterioration.



**Biodiversity.** As an energy company that is committed to a sustainable world, in our projects and operations we are always concerned about the impacts on biodiversity and the resources it provides us with. We are aware of the significant role we play in finding solutions to the global challenges of loss of biodiversity and ecosystem services.



**Waste.** We optimise our production processes to minimise the generation of waste, which we manage under circular economy criteria. We recover third-party waste as alternative raw materials to make our products in a more sustainable way.

We prioritize our actions to minimize the potential impacts of our operations and products



### Experimental action

#### Bonelli's eagle release in Aragon, 2022

One example of our commitment to protect biodiversity is a plan to reinforce the population of Bonelli's eagle, an endangered species, in Aragon, supported by our Low Carbon Area.

The "cage-hacking" release has already been successfully tested in other regions of Spain.



## » Indigenous communities

Indigenous communities may be at greater risk of suffering adverse consequences from our activities, and they are considered vulnerable groups. For this reason, they have special rights that Repsol is committed to recognizing and respecting in accordance with our policy, current legislation and the Indigenous and Tribal Peoples Convention, 1989 (No. 169) of the International Labor Organization (ILO), whether or not such standards are incorporated to the legislation of each country.

Such rights include among others:

- **Right to land, territories and resources**
- **Right to their own organization and social and economic structures**

- **Right to free, prior and informed consent (FPIC)**

As part of this commitment and acting with due diligence in human rights in all our activities, we verify the extent of acceptance of indigenous organizations and actively seek the consent of those potentially affected. Otherwise, we assess the potential impacts and the advisability of continuing with the project. This decision rests with the company's Executive Committee.

In operations where the company does not have control over management, such as assets operated by third parties, we inform our partners of our policies and make our knowledge and techniques available to them for implementation of the objectives.

**We respect the unique nature of indigenous peoples and we dialogue in a context of respect for human rights**



“We support Repsol as international experts in human rights and in due

diligence application in projects in various countries, especially in areas with indigenous communities, where we conduct human rights impact assessments with the assistance of local specialists.

We bring our experience to Repsol's methodology and apply a participatory and intercultural approach as cross-cutting vectors of human rights due diligence. These approaches enable the firm to go

beyond human rights as an abstract theoretical element and effectively integrate these concerns into the day-to-day operations of business units. We apply core concepts such as respect, the right to privacy, integrity, independence and impartiality of the assessment.

All these concepts are highly relevant to indigenous cultures, whose sensibilities and rights differ from those of other communities. In this way, we seek to ensure that the outcomes of our assessments are both useful and legitimate for all stakeholders, and thus earn social

licenses and serve as tools to build trust with the communities in areas where Repsol operates.”



**Mikel Berraondo**

Doctor of Public International Law, international expert in human rights of indigenous peoples and business and human rights. Founding Partner of Akuaipa Transformation

## Due diligence in areas with indigenous communities »

Repsol acts with due diligence in all its operations, especially where indigenous communities are present, respecting their special rights. In every project we carry out the following activities:

### 1. Social impact assessment in areas with indigenous communities

Social impact assessment is critical in areas where indigenous communities live. Precisely because of the special rights and vulnerability of these communities, Repsol puts in place specific mitigation measures to reduce risks and impacts on these groups.

We identify the social context based on a **social baseline**, got with the collaboration of governments and key local, regional and national organizations. We identify and gather information on indigenous communities at various stages of contact with the majority culture that may be affected by our activities.

Once these are identified and analyzed, we must study how and to what extent we can impact the human rights of these communities.

Among the impacts on the rights of indigenous peoples, we at least analyze the following:

- **Natural resources used for their livelihood**
- **Rights over their land**
- **Customs, traditions and institutions**
- **Cultural identity and religious beliefs**
- **Education, safety, health and welfare**
- **Economic development**

- **Right to free, prior and informed consultation (FPIC)**
- **Settlements**
- **Right to compensation**

At Repsol, we ensure that through consultation and participatory dialogue communities are able to understand the impacts that the project could have on their rights.

After identifying and assessing risks and potential impacts, we define specific and effective prevention and mitigation measures in alignment with the needs of the stakeholder peoples.

After first trying to find alternatives in operations to avoid impacts on indigenous communities, the sequence of action will be according to the following mitigation hierarchy:



The action plan is open to ongoing consultation with the communities. We also establish monitoring plans to ensure that implemented measures are effective.

If the area of influence is inhabited by indigenous communities in voluntary isolation or in initial contact, we consider them in a special way. We conduct additional specific actions to eliminate social risk in these operations:

- Develop an anthropological contingency plan
- Identify and evaluate rights of ownership and use of traditional resources
- Document efforts to prevent and mitigate impacts, especially those related to land, natural resources and important natural areas.

## 2. Process of participatory dialogue with indigenous communities

Dialogue is the cornerstone of our relationship with indigenous peoples. Our commitment translates into a constant search for a proactive, transparent, continuous and participatory dialogue focused on seeking agreements and the consent of the communities.

Thanks to this approach, Repsol creates strong relationships with the communities of the areas of influence of its projects and assets. The trust relationships created by Repsol are guided by these principles:

- **Respect, good faith and cultural sensitivity**
- **Integrity, accountability and transparency**
- **Non-discrimination**

For indigenous communities, this is reflected in formal agreements aimed at promoting shared values and sustainable development of the communities.

From the earliest stages of a project, Repsol plans approach and dialogue strategies with representative stakeholders, based on the results of the social context.

This participatory dialogue must be transparent, culturally appropriate and conducted in a language and format that can be understood by indigenous communities.

- Communities must be informed about project activities and potential positive and negative impacts.
- Dialogue must be participatory and inclusive and must address

the issues and priorities of the communities, not just the needs of the project.

- Decisions agreed upon in the course of dialog must abide by the conventions, protocols and representativeness of the communities.
- We must keep a record of dialogue actions, stating the opinions of the communities, reached agreements, committed actions and their deadlines.

Thanks to this dialogue:

- We **adapt** our activities to the cultural characteristics of each ethnic group or community.
- We **involve** the representative bodies of indigenous communities.
- We **ensure and promote**, according to the social and cultural structure of each community, the representation of men and women and different age groups and leaders.
- We **schedule** collective decision-making processes in advance to accommodate the timing of the project to community decisions.
- We **verify** that every project involves free, prior and informed consent (FPIC) granted to indigenous peoples through their representative institutions and that it has enough support. In any case, we always establish mechanisms that ensure respect for the rights protected by the consultation.

- We **confirm** that the State has obtained the consent of the communities to implement the project.
- We **reach agreements** with the concerned indigenous communities.

### Community liaison officers: our link to the communities

To assure dialogue with indigenous peoples, our community liaison officers establish a dialogue based on trust and respect. They approach our communities to gather complaints or grievances at an early stage.

Our community liaison officers perform the following functions:

 <p>Initiate and maintain relationships with communities</p>
 <p>Create suitable conditions and relationships while respecting their special features</p>
 <p>Inform about project characteristics, potential impacts, and prevention and mitigation measures</p>
 <p>Align the interests of communities with social investment principles</p>

They are our visible face for the communities, and create a friendly environment based on good faith. They are our nexus with the communities for mediating in any

discrepancies and conflicts that may arise, looking for an understanding that is beneficial for both parties.

Thanks to their role, 100% of our significant assets have development programs for local communities based on their needs, as well as participation plans for stakeholders based on their geographic distribution.



### Success story Archeological impact assessment, Bolivia

In 2018, during the construction of the access road and esplanades of the Boicobo Sur-X1 Well, archeological remains were discovered at Caipipendi. Given our commitment to respect cultural heritage, we conducted an archeological impact assessment to identify a five-hectare archeological site where lithic remains, ceramics, funerary urns and stone tools were found. We conducted a range of analyses to obtain information on the way of life of the Guarani populations that, in 1690 had still not contacted the Spanish. We handed over the artifacts to the Municipality of Villa Vaca Guzmán for exhibition in a museum.



### Success story Indigenous communities and Covid-19

Repsol is keenly aware of the impact of the health and social crisis resulting from Covid-19 on host communities. To help to mitigate its effects, we have carried out actions such as collaboration with public services, donations of healthcare materials, support to contractors, or isolation of vulnerable indigenous communities to avoid contagion and preserve their rights. Special measures adopted included:

- Isolation of indigenous communities from the outside, avoiding any contact with employees and contractors.
- Provision of water, food and medicines for isolated communities.

- Reduced presence of employees and contractors on field.
- Covid-19 testing before employees and contractors enter the blocks.
- Massive distribution of information on prevention measures in Spanish and in local languages.
- Transportation to health centers for affected community members.
- Comprehensive preventive health checks.
- Coordination of medical and social actions with local governments and authorities.
- Strengthening of channels with the communities to address concerns related to Covid-19.

## » Projects with vulnerable groups



Some groups may be more vulnerable to the negative consequences of corporate activities or suffer from them in different ways. In particular, women, minorities, migrants, disabled persons, indigenous peoples, etc.

Other groups, such as children, may be vulnerable in certain circumstances, and will require different protection measures.

Repsol takes on the responsibility to protect them by paying special attention to the impact of activities that may cause a higher risk of vulnerability and marginalization.

We place special interest on monitoring the effectiveness of our responses to impacts on people within these groups. Dialogue with them should be complemented by additional processes.

We have a wide range of examples of programs and projects for vulnerable groups that highlight Repsol's due diligence in all its activities:



### Success story

#### Equine therapy for children with West syndrome in A Coruña, Spain

Since 2015, at the A Coruña refinery we support equine therapy activities for children with West syndrome or other pathologies classified as rare, that belong to the Asociación West Galicia. Therapy with horses helps the children to achieve greater autonomy and promotes their social integration, thus improving quality of life for the children and their families.



### Success story

#### Agricultural and ecotourism projects to empower communities in Meta, Colombia

The Agroemprende Cacao project supports 1,000 cocoa producers in 11 municipalities with a focus on sustainable development management and greater empowerment of women. The initiative is supplemented by a bird-watching tourism project as an ecotourism strategy to generate additional income.



### Success story

#### Program to raise awareness of thalassemia in Malaysia

In partnership with the Malaysian Ministry of Health and the Thalassemia Society, Repsol has supported thalassemia awareness programs in the region since 2015. We provided blood tests for prospective spouses and pregnant women to determine if they are carriers and combat the disease at the root cause.



## » Shared value at Repsol

**Repsol seeks to be a key actor among host communities and society. A committed company that aids the creation of shared value and sustainable development**

We work to identify, understand and consider the social and environmental context in which we perform all the processes of our activities and to generate a positive impact on host communities, thus driving socioeconomic development.

In line with our commitment to the Sustainable Development Goals, we contribute to social development by maximizing positive impacts generated by our activities and implementing action plans to prevent and mitigate negative impacts.

The goal of our social investment is to create and nurture a trust relationship and mutual respect with the communities near the company's operations and with society in general by creating shared value and sustainable development through social investment projects that mitigate and offset possible impacts, while maintaining the social license to operate.

Social investment projects may involve risks relating to corruption, terrorist financing and international sanctions and embargoes. Therefore, between 2018 and 2019, a multidisciplinary team formed by the Compliance, Human Rights, Sustainability, Legal and Security areas developed a new regulatory framework to minimize the risks of social investment projects through due diligence guided by risk management.

The process was completed in 2019 with the approval of global internal regulations focused on ensuring the transparency of the process and establishing the necessary measures to gain an accurate knowledge of the third parties with whom we interact when carrying out our projects: we evaluate the recipients and the investment being made, while also taking into account the risk of the host country. We thus identify, assess, prevent and mitigate integrity risks in our activities and business relationships throughout the value chain in our social investment projects.

### Our social investment process »

Our activity positively impacts wealth creation, local employment and the development of suppliers in our area of influence. The context of the operation determines the scope and focus of the investment.

Business unit areas in charge of coordinating and developing social investment projects use a range of

elements to know the needs of the communities and identify priority areas for action. These include:

- Specific studies to identify stakeholder concerns and expectations.
- Social context or baseline analysis and socioeconomic surveys of the population.
- Strategy, risks and impacts analysis of Repsol's activities on the context. Identified opportunities should be culturally appropriate, take into account the community's perspective, and enable achievement of the business goal, while not creating dependency links between the beneficiary group and the company.

The company evaluates opportunities that bring about positive impacts and enhance shared value in the development of the projects, avoiding future dependencies. Our priority is sustainable socioeconomic development driven by planning through dialogue and consensus with the communities. These factors determine the scope of the investment.

Thanks to strong and sustainable collaboration with communities, we create positive impacts in the areas where we are present through social investment projects:

- Development of local skills and knowledge
- Maximizing local employment opportunities
- Opportunities for local suppliers and contractors

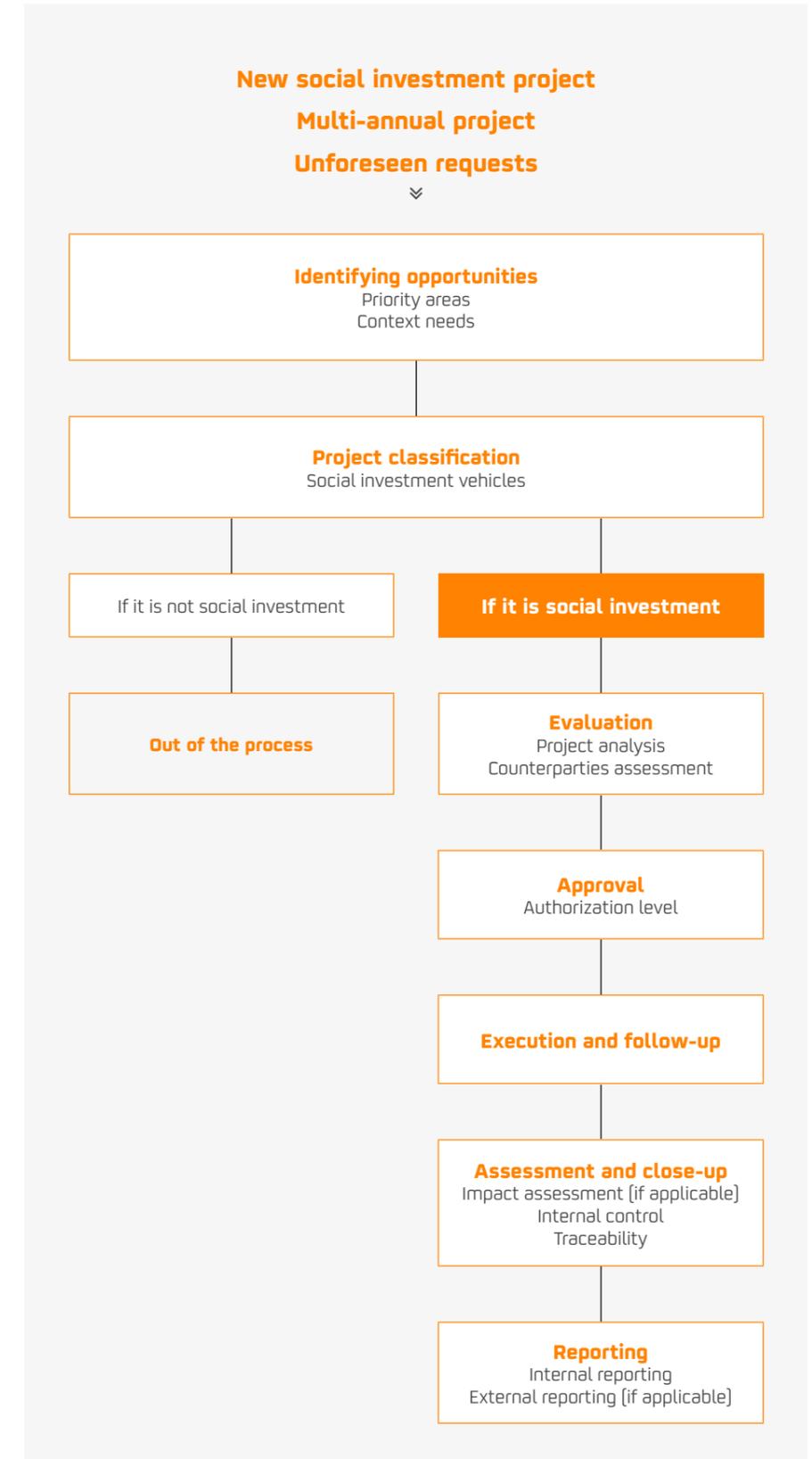
- Projects for access to energy
- Shared local infrastructure development projects
- Local environmental conservation projects
- Contributing to payment of taxes
- Support for volunteering

We focus on planned and sustainable socioeconomic development in dialogue with the communities. This is why we align all our social investment projects with the Sustainable Development Goals of the United Nations 2030 Agenda.

100% of operating assets have strategies of engagement with local communities that lead to local development projects. The economic data on social investment projects are reported annually in the company's Integrated Management Report.

In addition, Repsol responds to stakeholders' immediate needs arising from emergency situations or other exceptional circumstances. This embraces basic needs, such as food, health and/or education, disaster relief or other investments for specific purposes.

### Social investment process:



**Examples of social investment projects:**



**Support for aquaculture and salt production [Indonesia]**

Within the framework of the productive projects carried out in Indonesia, we include initiatives to empower those responsible for the milkfish aquaculture farms and the salt cultivation program that provides support to farmers in the area. With an investment of 13,000 euros, the project will help improve the living conditions of 200 people in a sustainable manner.

**Interfaith of The Woodlands [United States]**

Repsol has worked with this organization for several years to implement the following initiatives:

- Serving Our Seniors: biannual program to help senior residents maintain their own homes.
- Senior Holiday Giving Lunch: 30 seniors gather for a traditional holiday lunch, with live entertainment and prizes. Transportation for dependents is included.
- On The Go-Mobile Food Pantry: donation of batches of food to help people in need.
- Kits 4 Kidz School Supplies: materials for more than 2,000 local students, such as new school bags, vouchers for clothing and child-friendly food, and fresh products to ease the cost of going back to school.



**Food banks**

Contribution to food banks in Bolivia, Brazil, Canada, Colombia, Peru, Spain, Trinidad and Tobago, the United States, and Venezuela.



**Improving health care [Venezuela]**

Repsol invested close to 700,000 euros to strengthen healthcare for more than 650,000 people by donating diagnostic equipment for cancer detection to the Jacinto Convit Foundation and supplying medicines and surgical material to the Health Department of the state of Falcón.



**Cultural support for the Makushi through music [Guyana]**

Creating and printing a book of songs in the Makushi language, including a collection of indigenous songs translated into English and typical songs from Guyana translated into Makushi. The book contributes to the preservation and documentation of the indigenous language and its culture, as no similar project has ever been performed in Guyana. The project was carried out to coincide with the UN's International Year of Indigenous Languages in 2019.

**Education scholarships and assistance**

Scholarships programs and education support in Algeria, Brazil, Canada, Colombia, Ecuador, Libya, Malaysia, Norway, Peru, Spain, and the United States.

**Educational platform [Brazil]**

Itinerant program to promote the socioeconomic development of coastal communities by providing fishermen with professional qualifications. More than 950 fishermen awarded a professional card and more than 21,000 fishermen from 26 cities that were visited in 10 years.



**Enterprising women enhancing their income [Ecuador]**

The aim of the project is to generate a sustainable source of income for women from the Waorani nation close to our operations through businesses that last over time in three value chains: community tourism, cocoa and handicrafts.

**Project Gazelle for women entrepreneurs [Canada]**

Repsol has partnered with Community Futures in Project Gazelle, an incubator that empowers women entrepreneurs by providing them with training and advice on the implementation of a viable business concept.



**Access to water in Zintan [Libya]**

In Libya, a country in conflict where scarcity makes water the most precious commodity, the project to improve access to water is ongoing. In 2020, we invested 870,000 euros in water access improvements to benefit a community of around 16,000 people. The sustainability of this project is ensured through partnerships with the authorities, who are in charge of maintenance of the facilities.

**Water supply [Algeria]**

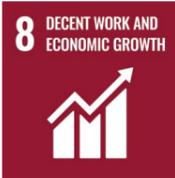
We supply water from our wells to the *fogaras*, the systems used by local communities for agricultural irrigation.



**Access to energy [Peru, Colombia and Ecuador]**

Energy access projects for indigenous communities in Peru, Colombia and Ecuador.

Peru: improved access to energy through installation of solar panels under the Cheni native community agreement.



### Diversification of the family economy (Malaysia)

A range of projects have been conducted to diversify and increase the economic activity and source of income of local fishing communities in our area of operations. Fishermen and their families are trained to prepare and sell products with a high-added value, such as fish preserves and honey or grow vegetables, thus increasing their family's income and avoiding exclusive reliance on fishing as a means of sustenance. Repsol has invested more than 20,000 euros to help 30 families in the area.

### Beekeeping (Bolivia)

Beekeeping projects to improve the quality of life of indigenous communities.

### Yasuní: Leadership school (Ecuador)

The program is aimed at 20 young people from the Waorani and Kichwa indigenous communities, nominated by their leaders. Participants are provided with tools for social and cultural awareness, conflict resolution, teamwork and project design for local and community development with short-term technical feasibility.



### Local transportation infrastructure (Bolivia)

Support for local transportation infrastructure (roads and bridges) and wastewater infrastructure.

### Route desanding (Algeria)

We desand the Reggane roads after sandstorms for the benefit of nearby communities.



### Nuevo Mundo Community Development Fund (Peru)

The project encourages the creation of a multi-actor platform that brings the State and other private entities together to develop community interventions from a territorial and environmental perspective. This fund undertakes programs and activities in line with the Coordinated Development Plan to promote development and contribute to the well-being of the Nuevo Mundo Native Community, closing the gap of technical and management skills in the community. This project, in which 2 million dollars have been invested over 4 years and created with a collaborative approach, will benefit 1,200 people.

### STEM skills (United States)

Repsol works with Space Center Houston to involve students in activities relating to STEM (science, technology, engineering and mathematics) skills, innovation and exploration. Repsol contributes to programs focused on robotics and sensory events for students with sensory processing challenges, such as those with autism spectrum disorder, to engage in a sensory-reduced environment. There are 1,800 project beneficiaries and an investment of more than 80,000 euros.



### Industrial complexes (Spain)

Repsol invested 1 million euros in areas surrounding the company's industrial complexes in Spain to support local communities through arts, educational and environmental projects of varying scope. In line with the Group's energy transition strategy, one of the highlights is a project to reforest burned woodland near the Petronor complex. This is a corporate volunteer initiative that combines environmental care with education.

### Arts and culture projects (Norway)

Since 2013, we have partnered with Rogaland Theater in an arts and culture project involving support for the Church City Mission charity, which fosters the pride of belonging both for Repsol employee volunteers and the entities we support. In 2020, the project won The Pearl of the Year award for social initiatives that, with a limited budget, achieved significant results.



### Circular economy (Spain)

Radio shows and awareness activities on the circular economy in A Coruña.

### Environment week in Edson (Canada)

Environmental awareness activities with the local recycling association.

### Radio broadcasts (Peru)

Sponsorship of the environmental radio show "Te quiero verde."



### Repsol Foundation, Energy Transition Chair

Promotes research and public education on the major challenges of climate action, such as the recovery and use of CO<sub>2</sub>, sustainable mobility, hydrogen and decarbonization of industry from a technological, economic and social point of view.

### Climate action entrepreneurs fund

Support for climate action start-ups in the fields of efficiency in the energy and chemical industries, digitalization and advanced mobility, circular economy, new materials for industry, construction, home and transportation, distributed energy resources and new technologies in oil and gas exploration and production.

### Community capacity building for adaptation to climate change (Colombia)

In Guajira, Colombia, a sensitive area to climate change, spaces have been set up to facilitate communication, awareness raising and the analysis of solutions, encouraging relations between communities and state entities that make it possible to work together on mechanisms to adapt to climate change. 320 teachers and students from the Wayuu indigenous community participated in this project.



### SOS Mata Atlântica Foundation (Brazil)

Projects for marine protection by creating and strengthening protected areas and supporting the sustainability of communities of the Atlantic coast. 37 marine and coastal conservation projects in 10 states, strengthening 21 conservation units and creating 3 new protected areas, with more than 1 million marine hectares [from 2010 to 2019].

### Installation of artificial biotopes off the coast of Tarragona (Spain)

Since 2012, we have funded the installation of artificial reefs to attract and support marine flora and fauna. Every summer the reefs are used to mark the beaches of our environment with ecological buoys that do not damage the seabed.



### LIFE Divaqua project near our hydropower plants

Restoration of protected aquatic ecosystems in the Picos de Europa National Park and its surroundings; enhanced conservation status of aquatic habitats and species of European interest.

### Reforestation in our vicinity (Spain)

Reforestation is a natural climate action solution with a transformative effect in rural areas, boosting the local economy, creating inclusive employment and growing new forests as carbon sinks. For this reason, we conduct reforestation projects in the vicinity of our industrial complexes. Via Repsol Foundation, we support the voluntary market for offsetting carbon emissions through large-scale reforestation projects in Spain.

### Forestas del Futuro (Brasil)

In partnership with the SOS Mata Atlântica Foundation, we carried out 11 forest restoration projects, planting 52,000 native Atlantic Forest seedlings in areas essential for water production. We also ran projects for biodiversity protection and climate regulation, resulting in an offset of 8,000 tons of carbon.



### Agroemprende Cacao Project (Colombia)

Support for 1,000 cocoa producers in 11 municipalities with a focus on sustainable development and greater empowerment of women. The initiative is supplemented by a bird-watching tourism project as an ecotourism strategy to generate additional income. The total investment of more than 110,000 euros is an engine for creating legal employment to sustain peace in the area.

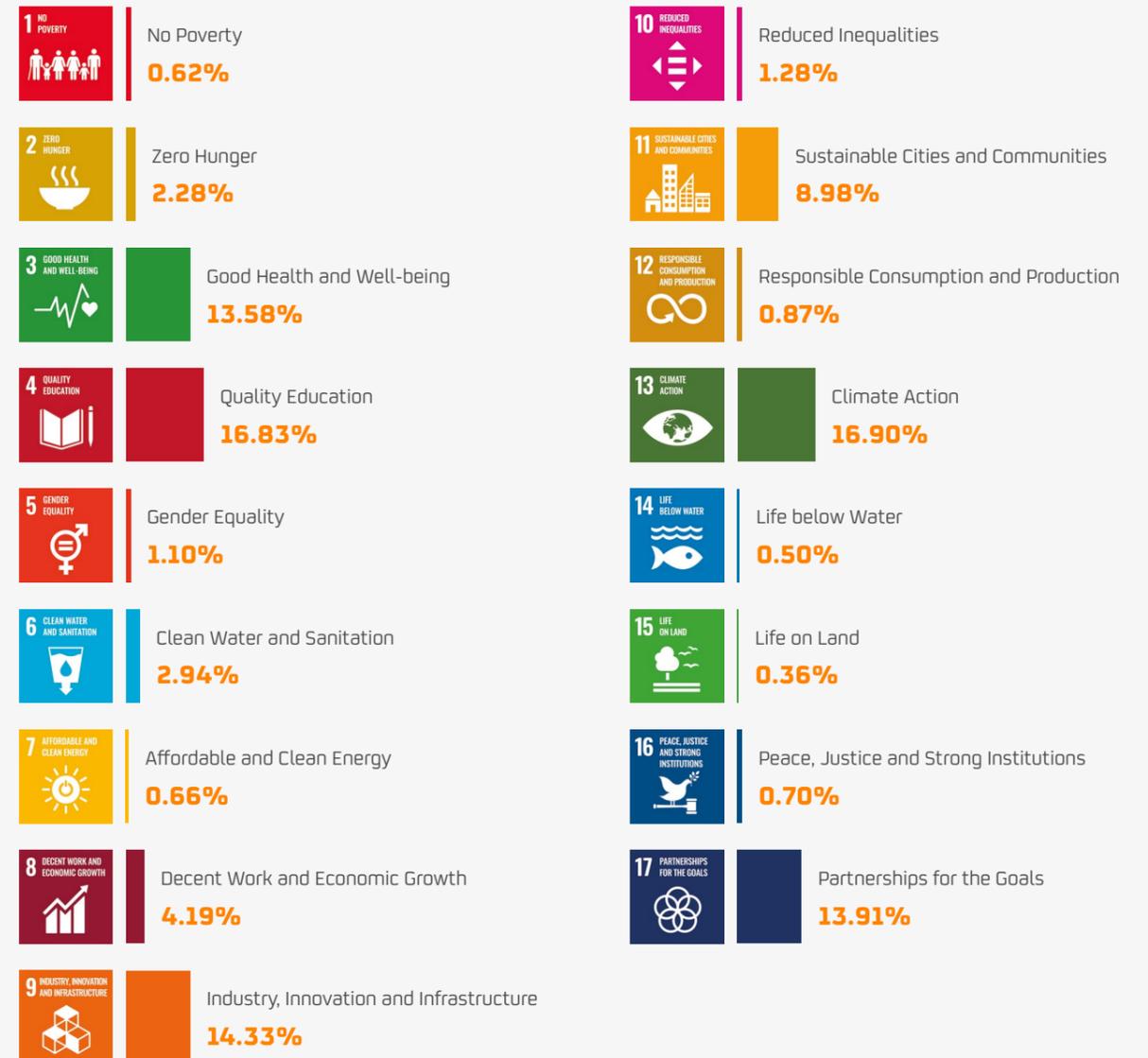


### Social investment agreements with the state-owned company and our partners (Libya)

Agreement with the Libyan National Oil Corporation and other partners to establish a common social investment framework to stimulate economic recovery and build resilience in local communities facing conflict-related challenges.



### Contribution of each SDG in our social investment projects (2020)



## Repsol Foundation, the social energy of our company »

Repsol Foundation is one of the ways how the company gives a response to our social responsibility commitments. It is a strategic pillar for the company in its commitment to the energy transition and building a more sustainable world.

The mission of Repsol Foundation is to help to create a more sustainable future through projects focused on the energy transition and

society. This mission is aligned with Repsol's strategy, the Sustainable Development Goals and the Paris Agreement.

The strategy of Repsol Foundation is deployed along four vectors of action:

- **Repsol Social Impact:** the main initiative for impact investment in climate action in Spain and Portugal.
- **Entrepreneur Fund:** a business accelerator to drive innovative energy and mobility solutions.
- **Knowledge dissemination:**

around the energy transition, a range of multi-stakeholder conferences, an Energy Transition Chair in a network of universities and an educational program to awaken the critical spirit of young people to the challenges of energy.

- **Social and volunteering projects:** promote training for employment and equal opportunities for vulnerable groups; encourage corporate volunteering for social development and the energy transition.

## Repsol Social Impact: impact investment

Up to 50 million euros for investment in social enterprises

Repsol Foundation is committed to impact investment. We have created a program endowed with up to 50 million euros for investment in and development of companies focused on the energy transition and inclusion of vulnerable groups in Spain and Portugal.

We invest in projects that address the global challenge of the energy transition, create job opportunities or have a positive impact on vulnerable groups.

We invest in companies that focus on emissions reduction, sustainable mobility, circular economy, energy efficiency and ECO products and services. These firms must also promote social development by providing employment for disabled persons, young people at risk of exclusion, women victims of gender violence, drug addicts in treatment and refugees, among others.

Investees receive funding, advice and opportunities for strategic alliances.

Repsol Social Impact holds 35% of Koiki, a network of urban microcenters for "last mile" distribution using sustainable means

of transport for deliveries, while creating employment for vulnerable groups.

Repsol Social Impact has also acquired a 21.39% stake in Sylvestris, a company engaging in plantation and reforestation as a tool for carbon absorption, which includes people in vulnerable situations for implementing its projects.

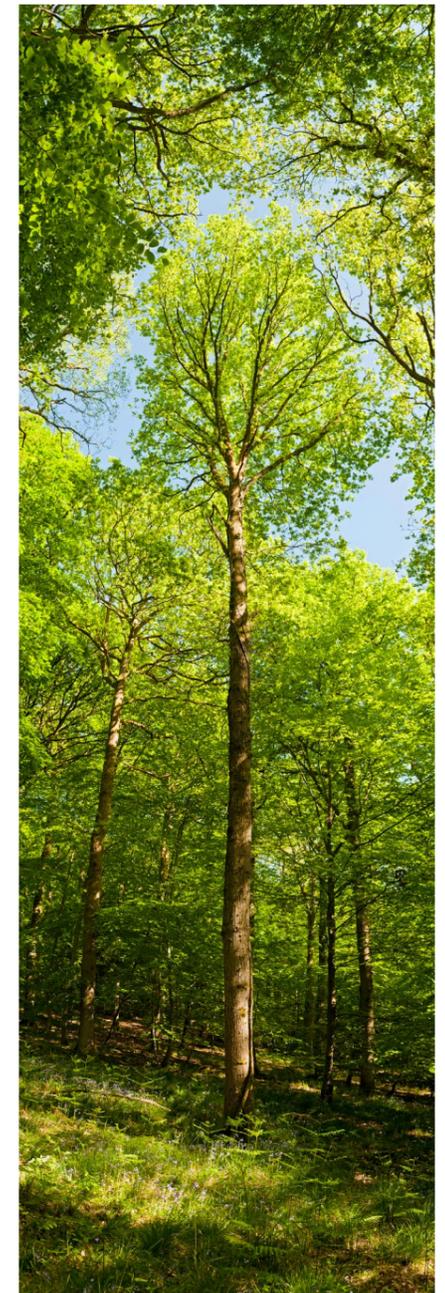
In the field of energy efficiency, Repsol Social Impact invested in GNE Finance (20%), a company that provides affordable financing with personalized technical support for the renovation of homes and buildings, with a focus on improved sustainability.

In addition, Repsol Social Impact holds a 35.26% stake in SAEMA, a special employment center dedicated to recycling and the circular economy. This company's business creates a triple impact: economic, to be viable; social, by providing employment to more than 100 people, 78% of whom are disabled; and environmental, through reduction of carbon emissions.

We partnered with ILUNION, the brand of companies of the ONCE Social Group, to create Recycling4all, a company that engages in large-scale industrial recycling of electrical and electronic equipment (WEEE) and provides employment for over a hundred disabled persons. The new company, 75% owned by ILUNION and 25% by Repsol Social Impact, is present throughout the entire business value chain:

collection, transportation, sorting, storage, treatment, reuse and recovery of waste. This project is part of a strategic alliance between Repsol Foundation and the ONCE Social Group.

Repsol Social Impact works with Ship2B and the Open Value Foundation.



## Shared value in times of Covid »

During the global Covid-19 pandemic, our priorities have been to ensure supply of essential energy products and services to society and the safety of all our customers, suppliers and employees.

At the onset of the crisis, we triggered a global plan at all our facilities to ensure continued operation and minimize the risk of spread of the disease.

### Repsol, a supportive company during the coronavirus pandemic

Repsol supported wider society with a range of actions and donations during the pandemic. Some of our solidarity initiatives are listed below:

- Demonstrating our technological capability, we adapted our Tech Lab facilities at Móstoles, near Madrid, Spain, for the manufacture of hydroalcoholic gel, for donation to hospitals. We also loaned laboratory equipment to the Hospital de La Paz in Madrid for coronavirus detection tests.
- We donated more than 37 tons of petrochemical materials to make personal protective equipment, such as protective screens, gowns and caps.

In all countries where we operate, we made a special effort to donate personal protective equipment, hydroalcoholic gel and other key products in the fight against the pandemic. We worked with more than 125 entities, especially related to healthcare or specializing in the care for vulnerable groups, such as

the elderly. For instance, we donated 400,000 masks and personal protection suits to Spanish health authorities and partnered with the Mexican social security institute to deliver protective equipment.

At some of our industrial complexes, such as Puertollano and A Coruña, we work on an ongoing basis with Ayuda en Acción to ensure food safety and access to quality education for vulnerable families. During the health crisis, we adapted the project by supplying IT materials to students who could not follow classes online.

Since the onset of the Covid-19 pandemic, Repsol Sinopec Brazil joined forces and worked with a network of partners to drive forward actions to promote health and safety for all. One of the earliest

actions was to support, alongside the Brazilian Institute of Oil and Gas (IBP), the construction of the Lagoa-Barra Field Hospital to serve more than 700 patients from 32 municipalities in the State of Rio de Janeiro between April and July 2020.

In 2021, as part of the Unidos Contra a Covid-19 program, we partnered with the Oswaldo Cruz Foundation (Fiocruz) to internalize the technology and production of a Covid-19 vaccine. Fiocruz takes on the technology and local production of the vaccine developed by the University of Oxford in partnership with AstraZeneca. Key challenges include the delivery of more than 110 million doses of the vaccine by

the end of 2021 with a 100% Brazil-developed active ingredient.

In Latin America, protection of and solidarity with our host indigenous communities were a priority. Repsol sent school kits to indigenous students in Puerto Estrella, Colombia, and delivered food to communities near our operations in Peru, Ecuador and Bolivia. Healthcare materials and protective equipment were donated to medical personnel and local authorities, such as in the municipalities of Huacaya and Shushufindi, in Ecuador, and the Santa Cruz de la Sierra area, in Bolivia.

Repsol Foundation rolled out a digital volunteering plan to mitigate the loneliness and isolation of elderly and/or hospitalized people, and socio-educational assistance for young people at risk of exclusion who are studying occupational training. The fund also activated its emergency solidarity portal so that company employees can make donations to the Red Cross response plan. In cooperation with the Government of Spain, the initiative seeks to address the most urgent needs, with a special focus on health materials and support for the most vulnerable groups.



#### Success story

### Artificial intelligence supporting healthcare in Brazil

Repsol Sinopec Brazil donated part of the processing capacity of the AIRIS supercomputer for the prediction and classification of Covid-19 diagnoses and future scenarios. We integrated and processed data from public and private institutions from more than 130 countries, 880,000 samples and 50,000 tests, and economic data from 12 Brazilian states and nationwide urban mobility data.





The  
challenge  
of a just  
transition



## The challenge of a just transition »



**Industry is key to the recovery of the path of prosperity after the pandemic and to achieving a more sustainable future**

“We are facing a period of energy transition and major challenges for the future of society. Industry is key to recovering the path of prosperity after the pandemic and to achieving a more sustainable future. Zero net emissions by 2050 and a faster decarbonization pathway are priority goals for our company. We will only succeed if we also find solutions to the social and economic impacts on people, workers and communities based on respect for human rights, especially for the most vulnerable. We need the transition to be cost-efficient, sustainable and fair for all, offering affordable, safe and environmentally friendly energy products and services, job opportunities and business competitiveness, while meeting the needs of our employees, customers, host communities and society in general.

**Luis Cabra Dueñas**

Executive Managing Director of Energy Transition, Sustainability and Technology and Deputy CEO

These challenges are also opportunities for us to evolve and remain relevant to our customers and society in the future. We need to invest in new assets and infrastructure, promote innovation and digitalization, reduce the training gap to create highly qualified jobs and attract and retain talent.

We must ensure that we move forward in the energy transition with an industry adapted to new challenges and with more quality employment. We believe that technology and technological neutrality are powerful tools to achieve a viable, efficient and fair energy transition. Decarbonization goals can be achieved through a combination of all available and

emerging technologies, such as renewable electrification, low-carbon fuels and carbon sinks.

When the world had to create a vaccine against Covid-19, the goal was clear: find a successful solution for the virus. No technological or scientific limitations were established; rather, a combination of multiple options was encouraged. Decarbonization should be approached in the same way: avoiding determinism and letting all technologies play their part. Those proving most efficient should prevail for each energy use.

At Repsol, we are already implementing projects in areas as diverse as renewable generation, electric mobility, distributed energy,

advanced biofuels, synthetic fuels, renewable hydrogen and CO<sub>2</sub> capture and storage. We are achieving a far-reaching transformation of our industrial complexes following the principles of decarbonization and the circular economy, while offering our customers a wide range of multi-energy services with a low carbon footprint.

We aim to be part of the solution to the climate change issue, and will continue to supply the energy that society needs, thus contributing to a fair energy transition for everyone”.





# Human rights and Repsol

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