



# OVERVIEW

2019  
SUSTAINABILITY  
PLAN  
Peru



# 2019 Sustainability Plan

## Overview



At the end of the year, it is time to review each of the initiatives that are part of the Sustainability Plan. The degree to which the objectives have been fulfilled is as follows:

**23** Actions / **87%** Fulfillment

|   |                                  |           |
|---|----------------------------------|-----------|
|  | <b>Ethics and transparency</b>   | 3 ACTIONS |
|  | <b>People</b>                    | 6 ACTIONS |
|  | <b>Safe operation</b>            | 5 ACTIONS |
|  | <b>Environment</b>               | 4 ACTIONS |
|  | <b>Climate change</b>            | 1 ACTION  |
|  | <b>Innovation and technology</b> | 4 ACTIONS |

Further down, you can obtain more detailed information for each of the actions included in the plan, their indicators, and all other relevant information.

# 2019 Sustainability Plan

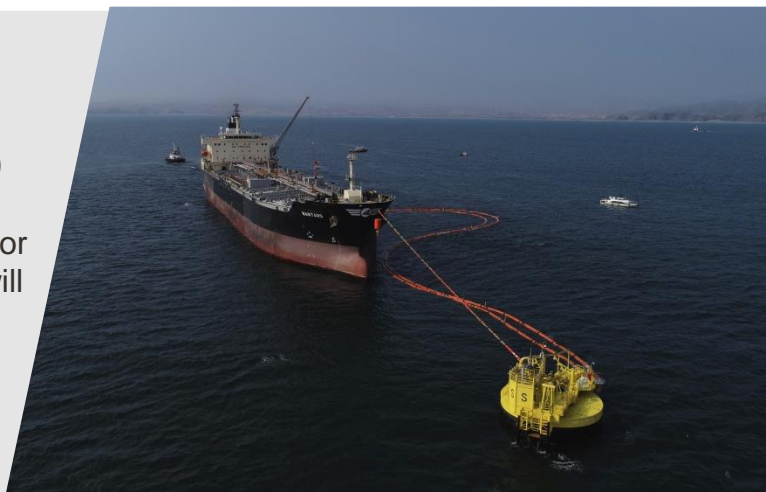
## Noteworthy projects



**At Repsol we contribute to sustainable development** by trying to satisfy the growing demand for energy, which is essential for the fulfilment of people's fundamental rights, and by creating value in the short and long term.

### Monobuoy Marine Terminal

Start up of the fourth La Pampilla Refinery Marine Terminal, with an investment of \$109 million. Thanks to this project, unique in our geographical area, periods of unavailability for loading and unloading crude and products will be reduced, even in adverse weather conditions due to abnormal waves.



### Participatory restoration of vegetation with Eco Asháninka

Within the framework of the participatory restoration of the Mapi and Mashira platforms (Lot 57), revegetation was carried out with the participation of the indigenous institution Eco Asháninka, a provider that was developed in administrative management and safety capacities.

### Violence against women prevention programme

Its initiatives include talks for workers and customers at service stations, in conjunction with specialists from the Women's Emergency Centre (CEM); and empowerment workshops to strengthen the independence of female employees, as well as in schools in Ventanilla and Mi Perú, as a prevention strategy.







# PRESENTATION

2019  
SUSTAINABILITY  
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### Legal Notice

This Sustainability Plan includes a set of actions which, in whole or in part, go beyond what is required by law and are aimed to contribute to sustainable development. Participating companies of Repsol Group have the firm intention to undertake and fulfill them. However, they reserve the right to modify, postpone or cancel their implementation without incurring liability, but undertake to publicly justify these possible cases.

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# 1 Our vision of sustainability

## Preparation of this Plan



**At Repsol, we contribute to sustainable development** by seeking to satisfy the growing demand for energy, which is essential for the fulfillment of people's fundamental rights, and by creating value in both the short and long term.

**We maximize our positive impact and minimize our negative impact** on society and the environment throughout our value chain by acting ethically and transparently. In doing so, we seek to comply not only with the regulations in force but also with the main international standards.

Under these premises, our sustainability model incorporates ethical, environmental, and social considerations into our decision-making process, based on dialogue with stakeholders. We do this every year, creating initiatives that address the concerns of these stakeholders. This is how the **Sustainability Plans** — action plans that are available to the public and created on an annual basis — are born. The **Global Sustainability Plan** is the roadmap forming the basis for deployment of **Local Plans**. The plans also contain commitments in relation to the local context.

The **Sustainability Plans** are put together on the basis of the **six axes** of Repsol's Sustainability Model.



### Ethics and transparency

We act responsibly and with integrity wherever we operate



### People

We are committed to people and promote their development and social environment



### Safe operation

We guarantee the safety of our employees, contractors, partners, and the local community



### Environment

We consume the resources needed to generate power more efficiently and with the least possible impact



### Climate change

We want to be part of the solution to climate change



### Innovation and technology

We encourage innovation and incorporate technological advances to improve and develop ourselves and our environment



At Repsol we support the United Nations' **2030 Agenda** for Sustainable Development and use the 17 Sustainable Development Goals (SDGs) as a reference when defining our priorities.

We have drawn up this **prioritization** in due consideration of the SDGs considered most relevant to the company and our stakeholders, concluding that our efforts must primarily focus on **SDG 7** (Affordable and clean energy), on **SDG 8** (Decent work and economic growth) and on **SDG 13** (Climate action), in view of our role in access to energy, contribution to social and economic development, and the fight against climate change.

And, secondly, on **SDG 6** (Clean water and sanitation), due to our commitment to the optimization of water management; on **SDG 9** (Industry innovation and infrastructure), in view of our support of innovation and technology; and on **SDG 12** (Responsible production and consumption), due to our focus on the Circular Economy.

For Repsol, the most efficient manner of contributing to the 2030 Agenda is by collaborating with other public and private institutions to exchange knowledge and technologies. Thus we feel it is essential to join forces in connection with **SDG 17** (Partnerships for the goals).



Moreover, our responsibility in the way we act and our global presence in some extremely diverse environments enable us to make a significant contribution to all the SDGs.



The **actions** of which this **Plan** is composed, defined in due consideration of the local context, help support **2030 Agenda** by addressing the following goals:





2019 Sustainability  
Plan  
Peru



# 23

**Actions**



**Ethics and  
transparency**

**3 ACTIONS**



**People**

**6 ACTIONS**



**Safe  
operation**

**5 ACTIONS**



**Environment**

**4 ACTIONS**



**Climate  
change**

**1 ACTIONS**



**Innovation  
and technology**

**4 ACTIONS**

87% of the actions included in this plan are linked to the variable remuneration system applied to Repsol's employees, which constitutes the Company's unequivocal commitment to the effective maximization of its contribution to sustainable development.

### At Repsol, we contribute to sustainable development...

**We act with integrity** in all countries in which we are present.

Our ethical conduct involves strict compliance with both the letter and the spirit of the law.

On this axis, we establish the set of actions that ensure the Company promotes and encourages a **culture of integrity and responsibility** for all Repsol employees, as well as our suppliers, contractors, and business partners.

We also define **transparency and accountability** as differential elements in the Repsol sustainability model. To be credible, it must be consistently transparent.

In this Sustainability Plan, we have committed to actions that will help the Company overcome the challenges we have set for ourselves in this area, while responding to the main expectations of our stakeholders.



Good governance practices

Transparency

Responsible tax policy

Anti-corruption

Fair competition

Responsible political involvement

Fair marketing and sales



### ACTION

Boost quality control mechanisms for fuels supplied in the network of service stations.

### DESCRIPTION

We will verify the quality of products used in our own network of licensed and assigned service stations. To do so:

- We will implement three mobile laboratories to visit stations along the entire coastline.
- We will draw samples and verify tracer detection.
- We will draw samples and verify the main properties of the products (properties also verified by the regulatory entity).

### INDICATOR

Generate the baseline: Number of samples outside specification / Total number of samples.

### WHAT HAVE WE ACHIEVED?



We have prepared the basis for the award of the mobile laboratory service. We received the technical and economic proposals presented by the bidders. We have postponed the re-evaluation of the implementation of this project to the second half of 2020.

### CONTRIBUTION TO THE SDGs:



### ACTION

Reward the culture of compliance at the Company.

### DESCRIPTION

We will conduct a dissemination campaign for the tools that Repsol is using so that all collaborators act responsibly and consistently. The campaign will comprise eight deliverables. We will implement a training on the regulations governing the Administrative Liability of Legal Persons and mitigation measures implemented by the Company to prevent the crimes contemplated therein.

### INDICATOR

Launch dissemination campaign entailing eight deliverables.

Prepare an online training for workers regarding the regulations of Law No. 30424.

### WHAT HAVE WE ACHIEVED?



We have launched an awareness campaign with the aim of disseminating the compliance models implemented in the Company, the existence of a Compliance Officer and the channels available for queries and complaints. Additionally, we have designed an online training about the regulation of the Administrative Liability of the Legal Persons, in order to inform about the scope, the crime mitigation measures implemented and the possible sanctions.

### CONTRIBUTION TO THE SDGs:





### ACTION

Contribute to improving the standards of our value chain through greater knowledge, tracking and control of sustainability practices.

### DESCRIPTION

We will carry out sustainability audits and presentations at vendors to ensure and disseminate our good practices.

We will foster the use of sustainability indicators (two for safety and two for the environment) at the key collaborating companies of Repsol Exploration and La Pampilla Refinery.

### INDICATOR

Establish at least four indicators with 20 Exploration and Production vendors and 10 Refining and Marketing vendors.

Conduct two audits on Refining and Marketing vendors.

Make two presentations for Refining and Marketing vendors.

### WHAT HAVE WE ACHIEVED?



We have contributed to improving the sustainability standards of our suppliers, focusing on safety and the environment, and passing on our best practices to them. To this end, we have established safety and environmental indicators in all refining and 14 exploration contractors, carried out 46 audits and made 12 presentations to personnel of the La Pampilla refinery's contractors.

### CONTRIBUTION TO THE SDGs:



### At Repsol, we contribute to sustainable development...

Our employees, communities, commercial relations, and customers are a primary axis in our sustainability model.

We know that the **people that make up Repsol** are our main competitive advantage and the key to being a sustainable company. We are committed to equal opportunities, the integration of people with disabilities, multi-culturalism, work-life balance, training and development, and attracting and retaining talent.

Business operations are carried out in an increasingly demanding and informed social environment, and companies strive to **establish sound relationships** based on the principles of respect, cultural sensitivity, integrity, accountability, transparency, good faith, and non-discrimination with the people they interact with, particularly local communities. At Repsol, we are committed to continue respecting human rights, and this means preventing our activities from having negative consequences for local people and, if such a thing does occur, doing everything possible to repair the damage done.

This axis includes the following initiatives.



Respect for Human Rights (labor rights and employment conditions, health, rights of vulnerable groups and others)

Grievance mechanisms

Diversity and work-life balance

Climate and talent retention

Opportunity management (training and development, dialogue with communities, and social investment)



### ACTION

Provide human rights training to members of the Business Unit in Peru and our surrounding communities.

### DESCRIPTION

We will conduct training in human rights due diligence for members of the Business Unit in Peru to strengthen their knowledge in this regard.

We will also run human rights workshops for the indigenous communities concerning our operations.

### INDICATOR

Run internal training (January-July 2019).

### WHAT HAVE WE ACHIEVED?



We have held a workshop on due diligence with the Company's management and community relations team. The workshop took place in April and was led by Zabala Consultants and the Sustainability Division.

### CONTRIBUTION TO THE SDGs:



### ACTION

Develop an inclusive employment campaign.

### DESCRIPTION

We will post all 2019 external job vacancies on inclusive networks, increasing the quota for people with disabilities at each business unit by at least 0.5% so long as external vacancies open up.

We will also work actively in two inclusive awareness-raising networks.

### INDICATOR

Post all external vacancies on inclusive job boards.

Increase the staff of disabled persons at each company by 0.5% whenever there are vacancies for external hiring (base December 2018).

### WHAT HAVE WE ACHIEVED?



We have published all external vacancies in the inclusive job exchanges and have managed to increase by 0.5% the number of people with different abilities.

### CONTRIBUTION TO THE SDGs:





### ACTION

Strengthen the use of grievance mechanisms as the recipient of claims, opinions and suggestions from indigenous communities and organizations.

### DESCRIPTION

We will foster trust with our social environment. To do so:

- We will optimize the grievance mechanism procedure with a view to ensuring the appropriate follow-up and response to indigenous communities and organizations.
- We will conduct dissemination campaigns on grievance mechanisms in communities.
- We will automate the mechanism with an app.

### INDICATOR

Have a procedure approved by the Peru Exploration and Production Business Unit Director.

Develop an awareness-raising activity in the field and Lima.

Develop approved business cases for app improvements.

### WHAT HAVE WE ACHIEVED?



We have concluded with the optimization of the Grievance Mechanism Procedure, we have completed the field activities, both for internal and external dissemination (contractors and neighboring Native Communities), and we are developing a draft with the improvements to be implemented in the application of the Procedure.

### CONTRIBUTION TO THE SDGs:



### ACTION

Promote training for employees of security service providers and public law enforcement in the Voluntary Principles on Security and Human Rights.

### DESCRIPTION

We will encourage training in the Voluntary Principles on Security and Human Rights for the staff of security guard service providers at Repsol Peru facilities and public law enforcement stationed nearby communities at Campamento Nuevo Mundo - Lot 57.

### INDICATOR

Train all indicated staff of the security guard service provider at Repsol facilities.

Provide two training actions for armed forces personnel deployed in communities at Campamento Nuevo Mundo - Lot 57.

### WHAT HAVE WE ACHIEVED?



We have arranged for all the personnel of the private security companies that provide services at our facilities nationwide (297 people); as well as the personnel of the public security forces located in the vicinity of the Kinteroni Active Camp, area of the New World Native Community - Lot 57 (45 people) - to participate in the training in "Voluntary Principles of Security and Human Rights", complying with the established objectives.

### CONTRIBUTION TO THE SDGs:



### ACTION

Launch a gender violence prevention program.

### DESCRIPTION

We will design a Violence against Women (Gender-based violence) Prevention Plan, execute the actions included in the plan, emphasizing service stations and then measure the impact of these actions.

### INDICATOR

Comply with all actions proposed in the Violence against Women Prevention Plan.

### WHAT HAVE WE ACHIEVED?



We have carried out all the actions in the preventive plan. Among them, we highlight the talks for workers and customers at the service stations, together with specialists from the Women's Emergency Center (CEM); the dissemination of prevention measures with the Mobile Classroom of the Commercial Training Center; the self-esteem and empowerment workshops, to strengthen the independence and self-esteem of the employees, as well as in schools in Ventanilla and Mi Perú, as a prevention strategy.

### CONTRIBUTION TO THE SDGs:



### ACTION

Promote the strengthening of capabilities in Lot 57 communities.

### DESCRIPTION

We will identify the interests and opportunities for training Lot 57 communities, and manage alliances with contractors to carry out the defined training activities. The aim is to provide these communities with tool to help them develop.

### INDICATOR

Train at least 20 persons in the community.

### WHAT HAVE WE ACHIEVED?



We have carried out two trainings, Basic Industry Maintenance and Catering and Hospitality, in each one 19 people participated, therefore 38 participants. The program promotes technical or specialized training for the population of the native communities surrounding Lot 57, in the face of new opportunities and demands of the labor market. It aims to improve the quality of life of families by strengthening the competitiveness of the population.

### CONTRIBUTION TO THE SDGs:





### At Repsol, we contribute to sustainable development...

We pursue a target of **Zero Accidents** with a high level of safety in our processes and facilities, paying particular attention to the protection of people and the surrounding environment, and to the awareness of our **suppliers and contractors**.

In 2018, in the conviction that Safety and the Environment form the basis of value creation, excellence and responsibility, we launched our **2025 Safety and Environment Strategy**. We have established the key lines of action on which the Company will focus its Safety efforts up to 2025: we intend to drive culture, transformational leadership and awareness in connection with Safety and the Environment. Here one of the key features is **safety in our processes**, where we intend to lead the industry through management of our risks, the integrity of our facilities, and better preparation for crises and emergencies.

By way of a demonstration of our commitment, safety targets may have an **impact on the variable remuneration** of our employees of more than 15%.

Below we demonstrate courses of action pointing to our commitment to safety.

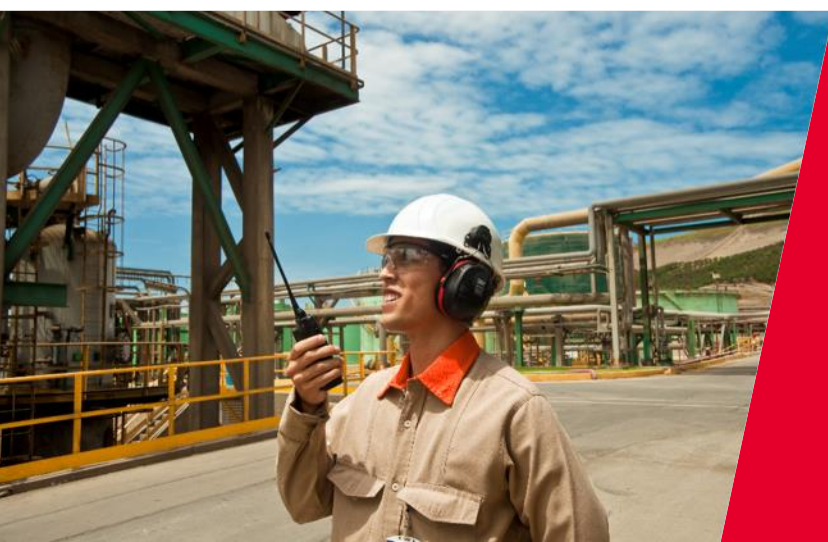


Prevention of personal, process,  
and transportation accidents

Incident Management

Emergency management

Safety in product use



### ACTION

Ensure implementation and validity of the prevention measures in place to prevent major accidents in Block 57 operations.

### DESCRIPTION

- We will examine the Major Accident Hazards (MAH) of Block 57 operations, checking for their validity and pertinence following the changes since its last review.
- We will verify and track the implementation of control barriers established in the "Bow Tie" tool for the Major Accident Hazards (MAH) identified in Block 57 operations.

### INDICATOR

Review Major Accident Hazards (MAH) for Block 57 operations.

Review the four operational "Bow Ties" for Block 57 and the status of implementation of their barriers.

### WHAT HAVE WE ACHIEVED?



As part of the risk management procedure verification objective, we have reviewed the major risk scenarios in lot 57 operations, identifying eight major accident hazards (MAH), for which the Bow Tie methodology was developed to ensure that the risk does not materialize. We have reviewed nine operational Bow Ties to ensure that the risk does not materialize.

### CONTRIBUTION TO THE SDGs:



### ACTION

Disseminate best safety and environmental practices in the La Pampilla Refinery supply chain.

### DESCRIPTION

We will run safety campaigns and training actions for cistern drivers and office staff at the La Pampilla Refinery Dispatch Plant, and also set up preventive alcohol and drug screenings for drivers.

We will conduct audits, management and process inspections on our national maritime cabotage/shipping service providers. We will inspect provincial terminals operated by third parties executing the agreed collaboration plan.

### INDICATOR

Conduct two safety campaigns every year for drivers and office staff at the Dispatch Plant.

Apply 324 drug and 1,260 alcohol screenings on drivers at the Dispatch Plant.

Conduct three audits on maritime shipping service providers.

Conduct three visits to province terminals.

### WHAT HAVE WE ACHIEVED?



We have carried out all the proposed actions and fulfilled the objective set, raising the safety and environmental standards of La Pampilla refinery supply chain. We have carried out two safety campaigns, one in March and the other in September; we have applied 413 drug and 1,504 alcohol tests; we have carried out eight safety audits on coastal vessels; and finally, we have made four visits to provincial terminals and proposed action plans.

### CONTRIBUTION TO THE SDGs:



### ACTION

Strengthen the safety culture at the La Pampilla Refinery.

### DESCRIPTION

We will deploy a plan to reinforce the safety culture model and thus have it considered as the first criterion in business decision-making. We will also conduct safety and environmental audits to ensure attention in critical processes. We will develop a program on the basic safety rules for petrochemical processes at the complex.

### INDICATOR

Develop the plan to bolster the safety culture at the La Pampilla Refinery.

Carry out 100% routes in the field.

Deploy the safety rules to all operating staff and contractors (at least one campaign).

### WHAT HAVE WE ACHIEVED?



We have implemented a safety recognition program for our own personnel and contractors, technical seminars to promote the knowledge and participation of our suppliers, and new guidelines to reinforce the effectiveness of Preventive Safety Observations.

In addition, we have carried out field inspections led by the Director and managers and have deployed the 30 Basic Rules of Process Safety campaign in the downstream industrial complexes.

### CONTRIBUTION TO THE SDGs:





### ACTION

Improve our leak response capability at the La Pampilla Refinery.

### DESCRIPTION

We will deploy leak management protocols at the La Pampilla Refinery so that our response capabilities meets corporate standards in the event of a leak. We will use a specific leak management approach per unit type in line with process safety improvement.

### INDICATOR

Review key leak management procedures.

### WHAT HAVE WE ACHIEVED?



After its approval by the Central Committee for Safety and the Environment, in June we implemented the Leakage Management Procedure, with the aim of establishing homogeneous criteria for the identification, communication and registration of leaks/spills, and a system for establishing the causes and managing the improvement actions resulting from the investigations.

### CONTRIBUTION TO THE SDGs:



### ACTION

Reinforce the safety and prevention culture at service stations and miner customers.

### DESCRIPTION

We will deploy a contractor management system to ensure that transport and maintenance service providers comply with safety and environmental standards. We will audit mining operation carriers and certify station and mining operation management with a new mixed safety and environmental system. Lastly, we will implement field inspections (safety walks) at service stations and mining operations.

### INDICATOR

Implement the contractor management system by December 2019.

Conduct eight audits on mining operation carriers and define improvement actions.

Have a mixed management system in place for all expected operations in mining and certified stations.

Conduct 50 field inspections (safety walks) and report improvement actions if necessary.

### WHAT HAVE WE ACHIEVED?



We have carried out all the activities planned to strengthen the culture of safety and prevention in the service stations and suppliers associated with mining clients. We have developed the contractor management system platform and launched to engineering and maintenance contractors; we have performed nine audits of mining sector transporters; we have passed the maintenance audit of the management system and performed 78 inspections.

### CONTRIBUTION TO THE SDGs:



### At Repsol, we contribute to sustainable development...

We share the concerns of society in relation to the need to look after the environment in which we live. We seek **minimum impact of our operations**, minimizing atmospheric emissions, optimizing water management, waste management, reduction of discharge pollutants, improvements to prevention systems and response to spills, considering biodiversity as a key component.

Our 2025 Safety and Environment Strategy, launched in 2018, establishes the key lines of action on which the Company will focus its environmental efforts up to 2025: we must be able to **quantify and assess environmental impacts and dependences** in order to back business decisions, placing the emphasis on more sensitive aspects wherever we operate, particularly water; our goal will also be to maintain a social license by means of **excellent sustainable environmental management** throughout the entire life cycle of our projects and operations. All this enhances the generation of new opportunities within the **Circular Economy**, making efficient use of natural resources, with criteria of maximum efficiency, maximum transparency and lesser environmental impact.

This Sustainability Plan is committed to courses of action in accordance with the lines of work which Repsol operates in terms of sustainability.



Efficient management of natural  
resources

Environmental impact  
minimization



### ACTION

Execute the water usage plan at the La Pampilla Refinery.

### DESCRIPTION

We will carry out future water optimization and management plan under a scenario of severe water stress in Ventanilla - Callao. We will seek to ensure sustainable water management without affecting local stakeholders.

### INDICATOR

Review the water plan and develop guidelines.

### WHAT HAVE WE ACHIEVED?



We have executed the following actions: Conceptual analysis of the alternatives for the desalination of seawater (feasibility report submitted by processes that include order of magnitude of the desalination plant), Process Studies in the evaluation of possible reuse of water in industrial processes and others (basic engineering for the addition of wastewater for use in the fire fighting network) and Installation of final retention pond in Effluent Plant.

### CONTRIBUTION TO THE SDGs:



### ACTION

Manage steps to secure the Blue Certificate.

### DESCRIPTION

We will secure the Blue Certificate, which recognizes the good practices of private companies in efficient water use. To do so, we will calculate our water footprint, track activities planned to secure the Blue Certificate, and update the information in our Repsol Water Tool.

### INDICATOR

Obtain the water footprint.

Complete the activities scheduled for 2019.

### WHAT HAVE WE ACHIEVED?



We have obtained the Blue Certificate, which is issued by the National Water Authority. To achieve this, we have carried out the activities scheduled for 2019, obtaining the water footprint, raising a baseline of water types and consumption and implementing measurement and value registration systems.

### CONTRIBUTION TO THE SDGs:



### ACTION

Reduce the use of plastic bags at our service station convenience stores.

### DESCRIPTION

- We will cut down on the use of plastic bags at the convenience stores in our service station network, replacing them with paper bags.
- We will encourage our customers to use reusable bags with communications and messages at shops and by selling reusable bags.

### INDICATOR

Implement the program to replace plastic bags with paper bags at 10 service stations in our network.

Implement the sale of reusable bags at 30 service stations.

### WHAT HAVE WE ACHIEVED?



In all the service stations of our own network, we have replaced the plastic bags with biodegradable bags that are for sale, in compliance with Law No. 30884. It should be noted that in 29 service stations we have implemented the program to replace plastic bags with paper bags, the same ones that are intended for the sale of bakery and delivery Glovo. Likewise, we have implemented the sale of reusable bags in 33 service stations.

### CONTRIBUTION TO THE SDGs:





### ACTION

Restore the Mapi and Mashira sites (lot 57) as part of the abandonment plan.

### DESCRIPTION

We will conduct the abandonment plan for the Mapi and Mashira platforms according to the best environmental practices at the Business Unit.

To do so, we will execute the participative restoration of these platforms together with Eco Asháninka as part of the agreement entered into with this indigenous institution.

### INDICATOR

Execute 100% of the reforestation at the Mapi platform.

Execute 100% of the reforestation at the Mashira platform.

### WHAT HAVE WE ACHIEVED?



We have carried out the restoration activities of the Mapi and Mashira locations. In both cases we have carried out the restoration of the vegetation with the participation of Eco Asháninka, a provider that we developed in administrative management and safety capacities as part of the agreement signed with this indigenous institution, developing all the planned activities.

### CONTRIBUTION TO THE SDGs:



### At Repsol, we contribute to sustainable development...

We share society's concern about the effect that human activity is having on the climate and we are firmly committed to the aspiration of limiting the increase in the planet's global average temperature well below 2°C with regard to pre-industrial levels.

Our challenge is to supply energy in a safe, efficient, accessible and sustainable manner, reducing Greenhouse Gas (GHG) emissions in line with the objectives of the Paris Agreement and the Sustainable Development Goals of the United Nations (SDGs).

Repsol aims to achieve net zero emissions by 2050, making it the first oil and gas company in the world to assume this ambitious goal. It is possible to achieve at least 70% of this target with the technology that can currently be foreseen, and we are committed to applying the best available technologies to increase this figure, including carbon capture, use and storage. We would, if necessary, additionally offset emissions through reforestation and other natural climate sinks to achieve zero net emissions by 2050.

Accordingly, we have joined the Oil and Gas Climate Initiative (OGCI) to share best practices and technology solutions, and participate in the OGCI Climate Investment Fund, to channel the committed investment of \$1 billion over ten years in the development of technologies to reduce GHG emissions on a significant scale.

There follows a list of Sustainability Plan actions in this regard.



Efficient energy management

Drive the reduction of GHG emissions

Encourage the use of natural gas in electricity generation

Sustainable mobility

Low-emissions economy model



### ACTION

Execute the actions of the Greenhouse Gas Emissions Reduction (GHG) Plan.

### DESCRIPTION

We will deploy the activities of the GHG Emissions Reduction Plan as part of the ISO 50001 Energy Management System. By optimizing the operating conditions and reducing steam consumption, we will achieve a reduction of 1,800 tons of CO2 equivalent. By this way, we will improve the efficiency of our processes and reduce our energy intensity.

### INDICATOR

Achieve the reduction of at least 1,800 tons of CO2 equivalent

### WHAT HAVE WE ACHIEVED?



We have carried out three verifiable actions which are: the optimization of steam consumption in flare 28F2, the elimination of steam consumption in GNH heating: 56E100A and the reduction of fuel oil viscosity to furnaces and boilers. Thanks to this, we have achieved an accumulated reduction of 2,384 tons of CO2 equivalent by December 2019.

### CONTRIBUTION TO THE SDGs:



### At Repsol, we contribute to sustainable development...

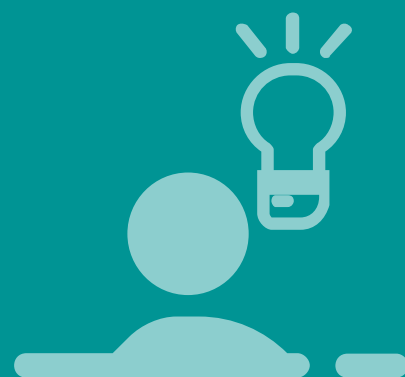
A sustainable future requires **companies that invest in science and technology** to meet the current and future energy challenges through real solutions. We believe in technological innovation as a way to build more efficient and environmentally sustainable energy systems.

At Repsol, we are committed to building a **network of partnerships with universities and research centers**. This promotes the implementation of ambitious ideas that enable us to confront the challenges we are facing and build a sustainable future, in line with our commitment to the environment.

Technology is evolving at vertiginous speed, and we must be able to incorporate technological advances at the moment they occur. Therefore, we have an ambitious digitalization program that will transform the company, promote cultural change and allow us to develop digital solutions to satisfy new forms of energy consumption.

Similarly, we forge alliances and contribute to the growth of companies in emerging areas related to reliability in operations, circular economy, advanced mobility, energy diversification, new materials and digital technologies applied to exploration and production.

This Sustainability Plan includes a commitment to the following actions, in step with the lines of work that Repsol has set on this axis of sustainability.



Boost innovative activity

Use of new technologies

Promote training and facilitate the development of the environment



### ACTION

Develop a mobile app as a loyalty and digital payment tool for service stations.

### DESCRIPTION

We will incorporate an app that enhances the value offer for our customers through a digital payment method. This application will also enable us to foster loyalty and get to know our customers more.

### INDICATOR

Implement the app by 31 December.

### WHAT HAVE WE ACHIEVED?



As a previous step to the implementation of the mobile application, we are working on the development of a powerful loyalty program that rewards the consumption of our customers in collaboration with strategic partners of great strength in the country's retail market.

### CONTRIBUTION TO THE SDGs:



## ACTION

Implement the use of social media with local profiles.

## DESCRIPTION

We will roll out a new channel to communicate with different publics through social networks. It will be a digital meeting point to improve communication and interaction, and to be able to reply to the queries and concerns of our stakeholders.

## INDICATOR

Achieve between 3,000 and 5,000 followers on Facebook.

## WHAT HAVE WE ACHIEVED?



Thanks to the implementation of the communication strategy on Repsol's Facebook fan page, we are helping to strengthen the brand's positioning, as well as achieving commercial objectives and attracting new customers. We have also configured it as a tool for interaction with the public that has allowed us to answer questions, deal with complaints and maintain a two-way communication. At the end of the period, we had more than 6,500 fans.

## CONTRIBUTION TO THE SDGs:





## ACTION

Drive technological innovation as a lever of transformation for more sustainable business models.

## DESCRIPTION

We will manage the approvals for the customer commercial conditions (discounts, payment terms, fleet) through a new commercial program linked to SAP instead of manually. We will thus be able to better satisfy customer needs while avoiding paper usage.

## INDICATOR

Ensure rollout by 31 December.

## WHAT HAVE WE ACHIEVED?



We have managed to implement the Salesforce tool, which constitutes the first and main phase of the Transformation Project.

## CONTRIBUTION TO THE SDGs:



### ACTION

Cultivate company-university partnership in technological research and development by backing talent, entrepreneurship and innovation.

### DESCRIPTION

We will share knowledge on energy and sustainability through seminars and conferences at Universidad de Ingeniería y Tecnología (UTEC).

We will shore up the commitment to innovation and talent by creating project research and development groups with university students.

### INDICATOR

Hold four Energy and Sustainability seminars in 2019.

Coordinate the development of at least one research project with UTEC.

### WHAT HAVE WE ACHIEVED?



We have held four seminars as part of the Repsol Chair of Energy and Sustainability at the UTEC, each one led by the head of each business. In addition, we have jointly developed the following projects: Economic valuation of the reduction of greenhouse gas (GHG) emissions, Characterization of solid waste management information for Lot 57 and four solar energy projects at the New World Base.

### CONTRIBUTION TO THE SDGs:



# 3 Process of updating the Plan



## This Sustainability Plan is a dynamic document.

Each year we will give an account of the extent to which the actions that make up this Plan have been carried out by publishing a monitoring report.

Moreover, given that the expectations of our stakeholders and the issues that concern them are changeable and subject to the evolution of events during the course of the year, this Plan will be updated annually with new actions or the reformulation of existing ones to adapt them to the new situation.

The successive updates of the plan will leave behind them a trail of completed actions that, collectively, are a contribution of our Company to sustainable development.



