



Overview 2020 Sustainability Plan Peru



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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

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 fully where we are present	 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

2 2020 Sustainability Plan

Sustainable Development Goals



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 believe that we must focus on the SDGs in which we can maximize our impact. Thus, regarding the company's strategic plan, the material issues and the local contribution in each of the Sustainability plans, the following SDGs have been selected:

Given our role in access to affordable energy, our contribution to social economic development and the fight against climate change, we have prioritized SDGs 7, 8 and 13.



We believe that the most efficient way of contributing to the 2030 Agenda is to collaborate with other entities



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Given our commitment to the optimization of water management, our support for Innovation and Technology, and our focus on the Circular Economy, we have prioritized SDGs 6, 9 and 12.

In 2020, we want to go one-step further in our commitment to sustainable development by publishing an Annual Report on our contribution to the SDGs for the first time.

We wish to make our contributions to the 2030 Agenda clear by publishing more than 30 indicators and commitments, painting a panorama of the efforts we make all around the Company, both locally and globally, to provide solutions to the social challenges we face.

We want to be agents of environmental and social change in the territories in which we operate. We have the resources, the ambition and, most importantly, the commitment we need. That is our ambition and the United Nations 2030 Sustainable Development Agenda shows us the way that we can make this happen.

2 2020 Sustainability Plan

Sustainable Development Goals



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:



2 2020 Sustainability Plan

Overview: Noteworthy projects

At Repsol, we contribute to sustainable development...

moving toward the energy transition, promoting sustainability in all our operations and providing clean, safe, affordable and sustainable energy.



PREMIO
DESARROLLO
SOSTENIBLE 2020

2020 Sustainable Development Award

Awards granted to Repsol Exploración by the Sociedad de Minería Petróleo y Energía, in the Environmental Management category, for the project "Ecological and participatory restoration in drilling platforms" and in the category Together against Covid 19 - Adding Efforts for the project "Working Together", where the efforts of the company, the communities surrounding Lot 57, state entities and Native Federations are combined to carry out joint actions to contain the impact of the pandemic.



El Ministerio del Ambiente del Perú le otorga a

REFINERÍA LA PAMPILLA S.A.A.

El reconocimiento "Huella de Carbono Perú" Nivel 3

Por reducir las emisiones de Gases de Efecto Invernadero calculadas utilizando la herramienta Huella de Carbono Perú.

Periodo: 2019

Carbon Footprint Recognition

La Pampilla Refinery is the first refinery to receive the Peru Carbon Footprint Recognition, level 3, promoted by the Ministry of the Environment. Thanks to the reduction in greenhouse gas emissions in 2019 compared to the previous year, a reduction in production costs was achieved through the implementation of eco-efficient measures, as well as a positive impact on the environment.

Service station with solar panels

The EESS Tierra (Callao) has been designed under eco-efficient criteria that seek to maximize environmental care and improve energy efficiency.

It has solar panels for partial self-supply based on renewable energies, automatic perimeter lighting with LED luminaires (50% less than the consumption of a traditional system with halogen lights) as well as dispensers with vapor recovery system.



2 2020 Sustainability Plan

Overview: Summary

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:

20
Actions

80% Fulfillment
20% Not fulfilled



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

2 2020 Sustainability Plan

Ethics and transparency



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. We want to be publicly recognized as an honest and transparent company in tax-related matters. Thus, **we are engaged in EITI** (Extractive Industries Transparency Initiative) with the aim of strength our cooperative relationships with the administrations.

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



2 2020 Sustainability Plan



Ethics and transparency

Action

Develop transparent and trusting relationships with the Tributary Administration to maximize efficiency in tributary management.

Description

1. We will manage the renovation of La Pampilla Refinery's certification as an Authorized Economic Operator.
2. We will manage intercompany operations with transparency and appropriate technological support, with the aim of optimizing fiscal management, reporting and compliance with fiscal regulations.
3. We will coordinate the training of Tributary Administration officials so that they acquire greater knowledge of the hydrocarbon sector, as well as of practices for setting prices.

Indicator

Manage in a collaborative manner the maintenance processes as an Authorized Economic Operator implemented by SUNAT.

Determine the improvements that will allow the systematization of the necessary information to elaborate the reports.

Develop with the National Mining, Oil and Energy Society a training plan with knowledge of the sector and price setting.

What we've achieved



We have managed the renewal of the AEO certification through collaborative relationships with SUNAT, accrediting compliance with legal requirements. Likewise, we have improved the management of intercompany operations to guarantee their transparent registration, with the periodic filing of the documentary support in a virtual repository for each managing area. We have also defined a training plan with the SNMPE, extending it to other state entities, and its execution will conclude in 2021.

Contribution to the SDGs:





Ethics and transparency

Action

Encourage a culture of compliance in the company.

Description

We will carry out a campaign to incentive a culture of compliance by disseminating the tools available to Repsol so that all employees act responsibly and with integrity. The campaign will be made up of six deliverables and will include topics on the domains on which our models are based: the objectives, the related procedures and the elements that are part of them (such as the Compliance Officer, the complaints channel, etc.)

Indicator

Carry out the compliance culture awareness campaign.

What we've achieved



We have completed the awareness campaign to encourage the compliance culture within the company. For this purpose, we have prepared six deliverables, which were sent and disseminated to all employees. We have fulfilled the objective of this campaign, which consisted of reinforcing compliance with the anti-corruption regulations recently published by the Corporation, as well as giving greater diffusion to the available Ethics and Compliance Channel.

Contribution to the SDGs:



2 2020 Sustainability Plan



Ethics and transparency

Action

Disseminate the company's anti-corruption and ethics and conduct standards.

Description

We will raise awareness of anti-corruption and ethics and conduct standards by promoting training activities available to the entire organization.

Indicator

Comply with the programme of training activities (online, virtual and/or presential) on compliance and ethics and conduct during the period in course.

What we've achieved



During the second half of the year, we finalized the compliance training plan for Latin American countries and our main objective was to strengthen a compliance culture that involves the entire organization and demonstrates the company's commitment to ethics and compliance. We included both virtual training activities (aimed at employees who have a key leadership role) and online training activities (aimed at broader groups).

Contribution to the SDGs:



2 2020 Sustainability Plan



Ethics and transparency

Action

Transmit knowledge of sustainable management to our value chain, involving the main suppliers of the different business lines.

Description

We will carry out a training activity on sustainability issues aimed at the main upstream and downstream suppliers. We will focus on aspects related to the sustainable management that the company considers in its contracts: good working practices, code of ethics and conduct, management of conflicts and interests, management of energy efficiency, among others.

Indicator

Carry out the training activity in the second half of the year.

What we've achieved



On December 18, 2020 we conducted the training activity, under the virtual modality due to the pandemic, with the participation of 45 representatives of the different contractors and suppliers of Repsol Peru. We presented the company's best practices on issues related to its Sustainability Policy, procurement regulations, supplier management, environment, labor rights and social responsibility programs.

Contribution to the SDGs:



2 2020 Sustainability Plan

People



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.

¡Muchas gracias!

A todos los que hacen que
el Perú siga en marcha





People

Action

Strengthen the knowledge of the leaders of the communities nearby the operations of Lot 57 in the area of "Business and Human Rights".

Description

We will implement training workshops on "Business and Human Rights" for leaders of indigenous communities and organizations in the area of influence of the operations in Block 57.

Indicator

Conduct three training workshops per expert human rights institution.

What we've achieved



In accordance with the commitment recognized in our Human Rights and Community Relations Policy, we have promoted knowledge and respect for human rights, conducting four training workshops on "Business and Human Rights" and "Rights of Indigenous Peoples". The workshops were held in early 2020, with the participation of 12 indigenous communities, three groups of monitors and Repsol personnel and contractors operating at the Nuevo Mundo Base.

Contribution to the SDGs:





People

Action

Disseminate the United Nations Agenda 2030 and promote the achievement of the Sustainable Development Objectives (SDO) among our collaborators.

Description

We will make Agenda 2030 and its 17 Sustainable Development Objectives known to our employees through a training course. We will highlight the role of the private sector and the challenges that Repsol faces in order to increase its contribution.

Indicator

Launch the training course for the designated target group related to sustainability issues.

What we've achieved



We have carried out the local launch of the online course on the 2030 Agenda and Repsol's contribution to the SDGs aimed at internal staff. At the end of the year, 245 employees from the different business units and transversal areas had successfully completed the training action.

Contribution to the SDGs:





People

Action

Promote the teleworking modality among the employees as a measure of conciliation and of impulse to the new ways of work.

Description

We will improve the teleworking protocol based on preexisting experience. We will carry out the formalization of teleworkers according to corporate standards and legislation.

Indicator

Double the number of teleworkers in all areas and business units of Repsol Peru, taking December 2019 as the base.

Implement and activate the protocol that guarantees the best employee and team experience.

What we've achieved



During 2020, remote work became more important, with 411 people working remotely, compared to 73 employees teleworking the previous year. To accompany the teleworker, we conducted several virtual training actions, such as stress management and ways to manage/lead remotely. We also share information about digital disconnection, ways of working outside the physical center or ergonomics, among others.

Contribution to the SDGs:



2 2020 Sustainability Plan

Safe operation



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.





Safe operation

Action

Promote a culture of safety at La Pampilla refinery, focusing on shared behaviours, beliefs and values for risk reduction.

Description

We will develop activities that are part of the action points identified in the Safety Culture Diagnosis: operational discipline, communication, training, work management and leadership. We will give continuity to the work plan initiated in 2019, focusing on our own personnel and contractors, integrating them into a single safe work culture.

Indicator

Complete 90% of the activities that form part of the Plan for the Improvement of the Safety Culture for the current year.

Execute an internal survey of the Safety Culture Diagnosis at the end of the period.

What we've achieved



We have implemented the proposed work plan, raising staff awareness with high-impact workshops. We have reinforced visible leadership in middle management, revised the training for contractors and given courses to improve operational control. We increased the visibility of senior management and supervision in the field with a plan of visits, audits and a program of work observations. The diagnostic survey showed that 96% prioritized safety in decision-making.

Contribution to the SDGs:





Safe operation

Action

Integrate the process safety elements of the La Pampilla refinery into an OSHA-compliant management system.

Description

We will work on the integration of the process safety elements of La Pampilla Refinery into a structured and auditable system compatible with the international OSHA standard, to guarantee the safe operation of the production units and reduce the risks of the release of dangerous products and major incidents.

Indicator

Execute 95% of the actions defined in the La Pampilla Refinery's Process Safety System (PSS) Adaptation Plan for this year.

What we've achieved



We have exceeded 95% of the actions defined in the Plan for this year. We have reviewed both cross-cutting and operational procedures and formats. We have also worked on the training of our own and contractors' personnel, implementing parameters for their selection, as well as operational improvements to develop their work. The Early Warning System was implemented, as well as improvements in the change management process.

Contribution to the SDGs:



2 2020 Sustainability Plan



Safe operation

Action

Communicate knowledge and good safety practices to the transport companies that make up our downstream distribution chain.

Description

We will share the company's safety culture model with the main transport companies that are part of our distribution chain in order to develop a plan to improve their operational safety levels.

Indicator

Implement a plan to improve operational safety levels in five transport companies that provide services in the south and the centre of the country.

What we've achieved



We applied safety culture surveys to the five most important transportation companies in the country. The process involved a series of surveys and in-depth interviews conducted by a specialized team from the Sustainability Department (Madrid), which is a pioneering practice in the sector. As a result, we have obtained a plan of recommendations according to the opportunities for improvement.

Contribution to the SDGs:





Safe operation

Action

Conduct an audit of the systems for responding to more complex incidents in the operations of Lot 57.

Description

We will carry out the verification and maintenance of the preventive and mitigating mechanisms for more complex contingencies in the operations of Lot 57.

Indicator

Verify the preventive and mitigation mechanisms and develop an action plan for the improvement opportunities identified.

What we've achieved



During 2020 we have conducted workshops to verify and test the maintenance of preventive and mitigating mechanisms in the event of more complex contingencies in the operations of Block 57. We have developed an action and improvement plan that we will execute in a programmed manner during the period 2020-2022, reinforcing the level of effectiveness of the preventive and mitigating mechanisms.

Contribution to the SDGs:



2 2020 Sustainability Plan



Safe operation

Action

Carry out qualification audits of the main suppliers in order to implement homogeneous safety and environmental criteria in supplier management.

Description

We will carry out the qualification audit of 10 downstream suppliers and 5 upstream suppliers. The scope of the audit covers mainly safety and environmental aspects.

Indicator

Carry out 10 qualification audits in Downstream and 5 in Upstream.

What we've achieved



Due to the pandemic, we have postponed the execution schedule of the Supplier Audit Plan. We plan to perform them in the first half of 2021.

Contribution to the SDGs:





Environment

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.





Environment

Action

Manage the obtaining of the Blue Certificate of the operations of Lot 57.

Description

We will implement actions to obtain the Blue Certificate, which recognizes good practices in the efficient use of water and which includes implementing a water footprint reduction plan and a shared value program.

Indicator

Execute the water footprint reduction plan and the shared value project in the operations of Lot 57.

Coordinate a field monitoring visit by the National Water Authority (ANA).

Obtain the Blue Certificate.

What we've achieved



We have implemented the domestic wastewater treatment plant at the Kinteroni location as part of the water footprint reduction project.

Due to the pandemic, the shared value project is in the process of implementation, and we have complemented it with actions from the Agua Sana project. The follow-up of these actions will be submitted to the National Water Authority for evaluation in order to obtain the Blue Certificate.

Contribution to the SDGs:





Environment

Action

Prepare a diagnosis of the water footprint of the La Pampilla refinery.

Description

We will carry out the diagnosis of the water footprint of the industrial complex, which will be carried out by a multidisciplinary team that will focus on the revision of the water map with a view to the instrumentalization of the balances. This action is part of the strategic project to optimize water consumption.

Indicator

Prepare the diagnostic report on the water footprint of the La Pampilla refinery.

What we've achieved



We have concluded with the preparation of the diagnostic report of the direct water footprint of La Pampilla Refinery, which covers all activities, from the reception of crude oil to the delivery of products to customers at the sales plant and port terminals located in the refinery itself. The ISO 14046 standard criteria were applied.

Contribution to the SDGs:





Environment

Action

Execute the water use optimization plan at the La Pampilla refinery.

Description

We will develop a plan to optimize the use of water by developing alternatives to reduce consumption along the following lines: (a) Alternatives for the reuse of water from industrial processes and (b) Addition of wastewater for use in the fire-fighting network.

Indicator

Fulfill the deliverables: Conceptual Engineering, Basic Engineering and LEF.

Obtain approval of the investment proposal.

What we've achieved



We have implemented two projects for the recovery of effluent water: a) Addition of wastewater for use in the firefighting network and b) Recovery of osmosis reject water for use in irrigation. These projects have allowed us to increase the water reuse rate by 5%.

We have also concluded the Conceptual Engineering Analysis (Process Study) of options for effluent water recovery.

Contribution to the SDGs:



2 2020 Sustainability Plan



Environment

Action

Implement the plan to improve the underground infrastructure of the service station network to ensure environmentally responsible facilities.

Description

We will continue with the plan to improve the underground infrastructure of the service stations, carrying out systematic watertightness tests on tanks and pipes to detect possible fuel leaks due to the deterioration of the materials. In this case, we will replace pipes with ones that are more resistant to corrosion and mechanical stress in the event of earthquakes and implement structural reinforcement of tanks with fiberglass coverings.

Indicator

Make revisions and changes in at least four service stations and six tanks.

What we've achieved



We have concluded the execution of the 2020 Hermeticity Plan by testing 206 tanks and their respective lines. As a result, we have carried out several improvement actions, such as changing pipes in 05 stations and the sizing of tanks in 04 stations.

Contribution to the SDGs:



2 2020 Sustainability Plan

Climate change



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.





Climate change

Action

Increase the number of service stations that have self-generated energy through solar panels.

Description

We will implement the system of solar panels at the "Tierra" service station (Ventanilla, Callao) which will reduce the electricity consumption of the public network by 30% and reduce the emission of 11 tCO₂ per year. In this way, we will have two service stations with a self-generation system of energy through photovoltaic panels in our network.

Indicator

Implement the system before the end of the period.

Carry out the evaluation of the energy savings generated.

What we've achieved



On October 25, we put into operation the solar panel system at the Tierra service station. The system has 40 solar panels controlled by 10 micro-inverters that distribute the energy generated for the station's self-consumption. Daily energy generation represents 23% of total daytime consumption (06:00 am to 6:00 pm). Annual generation is estimated at 16,967 KWh, which avoids CO₂ emissions equivalent to 10.4 mt.

Contribution to the SDGs:





Climate change

Action

Achieve the reduction of CO₂ emissions foreseen in the Emission Reduction Plan through the implementation of operational actions.

Description

In order to reduce CO₂ emissions from La Pampilla refinery, we will carry out actions such as reducing steam consumption, minimizing steam leaks, automating pumps and replacing steam pumps with electric pumps.

Indicator

Reduce the emission of 18 KtCO₂.

What we've achieved



We have surpassed the CO₂ emissions reduction goal established in the La Pampilla Refinery Emissions Reduction Plan through the implementation of operational actions in the steam network of various units, the automation of diesel pumps, and the use of electric pumps to replace turbopumps, among other actions. These initiatives have allowed us to achieve a reduction of 26.6 ktCO₂.

Contribution to the SDGs:



2 2020 Sustainability Plan

Innovation and technology



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.



2 2020 Sustainability Plan



Innovation and technology

Action

Develop a mobile application as a loyalty tool for customers in service stations.

Description

As part of a loyalty strategy, we will implement a technological application to strengthen the management of customer relations at service stations and offer them a personalized value proposal.

Indicator

Implement the application before the end of the period.

What we've achieved



We have developed the preliminary version of the Repsol App, which includes the following functionalities: Self-service, location of service stations, my benefits (Promocard and LATAM Pass), discounts in stores, among others. The launch will take place in the first half of 2021.

Contribution to the SDGs:



2 2020 Sustainability Plan



Innovation and technology

Action

Implement a new channel with a local profile in social networks: Instagram

Description

We will launch a new channel in social networks to get closer to our diverse audiences, expanding the options of communication and digital interaction to improve the response to the queries and concerns of our stakeholders.

Indicator

Launch the channel and publications according to the defined schedule.

What we've achieved



We have launched Repsol Peru's Instagram profile according to plan, managing to reach our target audiences and enhance communication and interactions. The number of followers now exceeds 2,200 users.

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.



