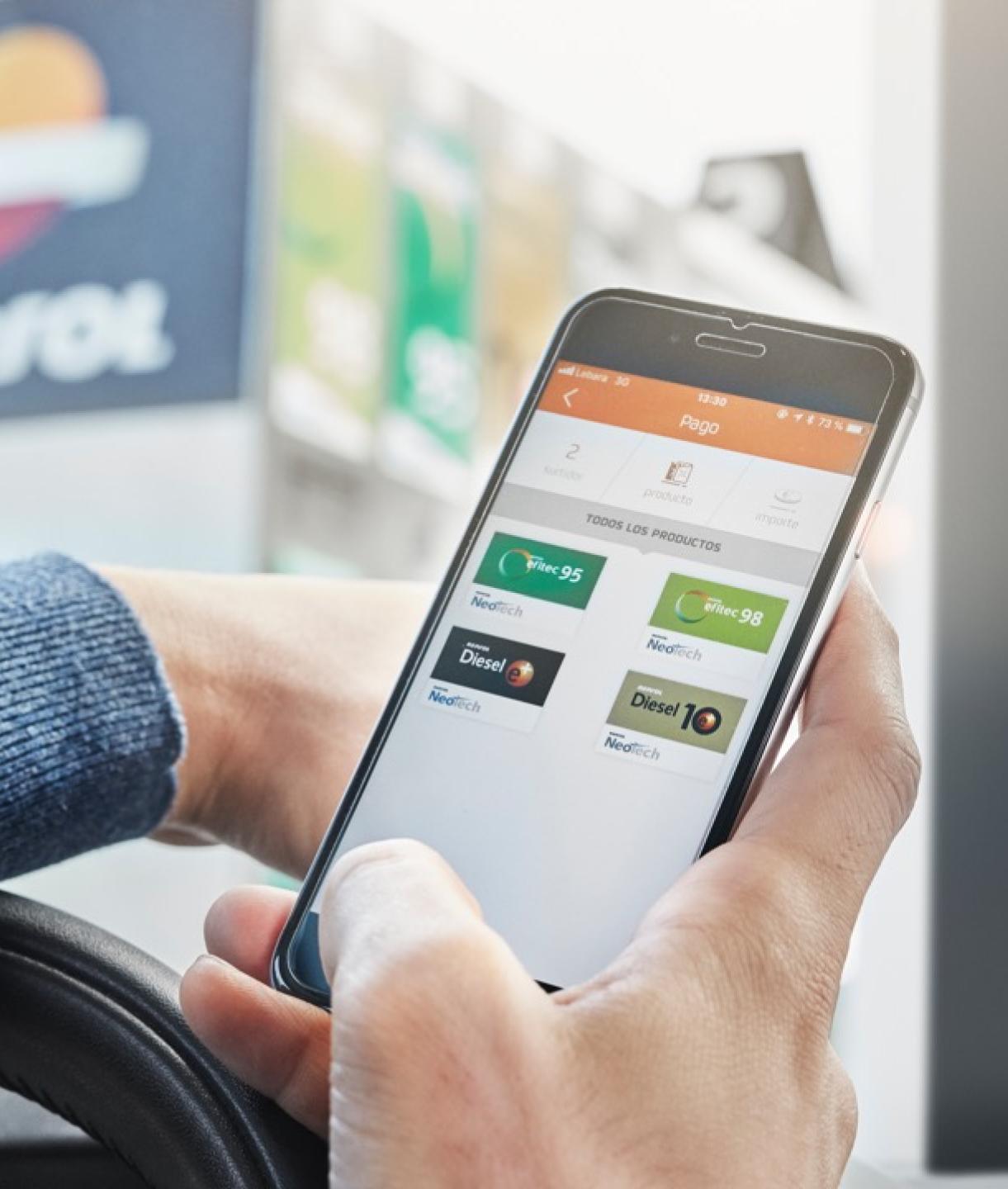


Low Carbon Day Customer Centric

José Barreiro Executive Director of Mobility Iberia Siridia Berenguer Director of New Businesses BD



The Repsol Commitment Net Zero Emissions by 2050





Disclaimer

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This document contains statements that Repsol believes constitute forward-looking statements which may include statements regarding the intent, belief, or current expectations of Repsol and its management, including statements with respect to trends affecting Repsol's financial condition, financial ratios, results of operations, business, strategy, geographic concentration, production volume and reserves, capital expenditures, costs savings, investments and dividend payout policies. These forward-looking statements may also include assumptions regarding future economic and other conditions, such as future crude oil and other prices, refining and marketing margins and exchange rates and are generally identified by the words "expects", "anticipates", "forecasts", "believes", estimates", "notices" and similar expressions. These statements are not guarantees of future performance, prices, margins, exchange rates or other events and are subject to material risks, uncertainties, changes and other factors which may be beyond Repsol's control or may be difficult to predict. Within those risks are those factors described in the filings made by Repsol and its affiliates with the "Comisión" Nacional del Mercado de Valores" in Spain and with any other supervisory authority of those markets where the securities issued by Repsol and/or its affiliates are listed.

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Some of the figures included in this document are considered Alternative Performance Measures (APM) in accordance with the guidelines of the European Securities and Markets Authority (ESMA). Further information on APMs (definition, purpose, reconciliation with financial statement figures) may be found on Repsol's corporate website.

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The information contained in the document has not been verified or revised by the External Auditors of Repsol.

#RepsolLowCarbonDay





The Repsol Commitment Net Zero Emissions by 2050



Building on a leadership position with a successful transformation track-record

waylet

2019

Fuels

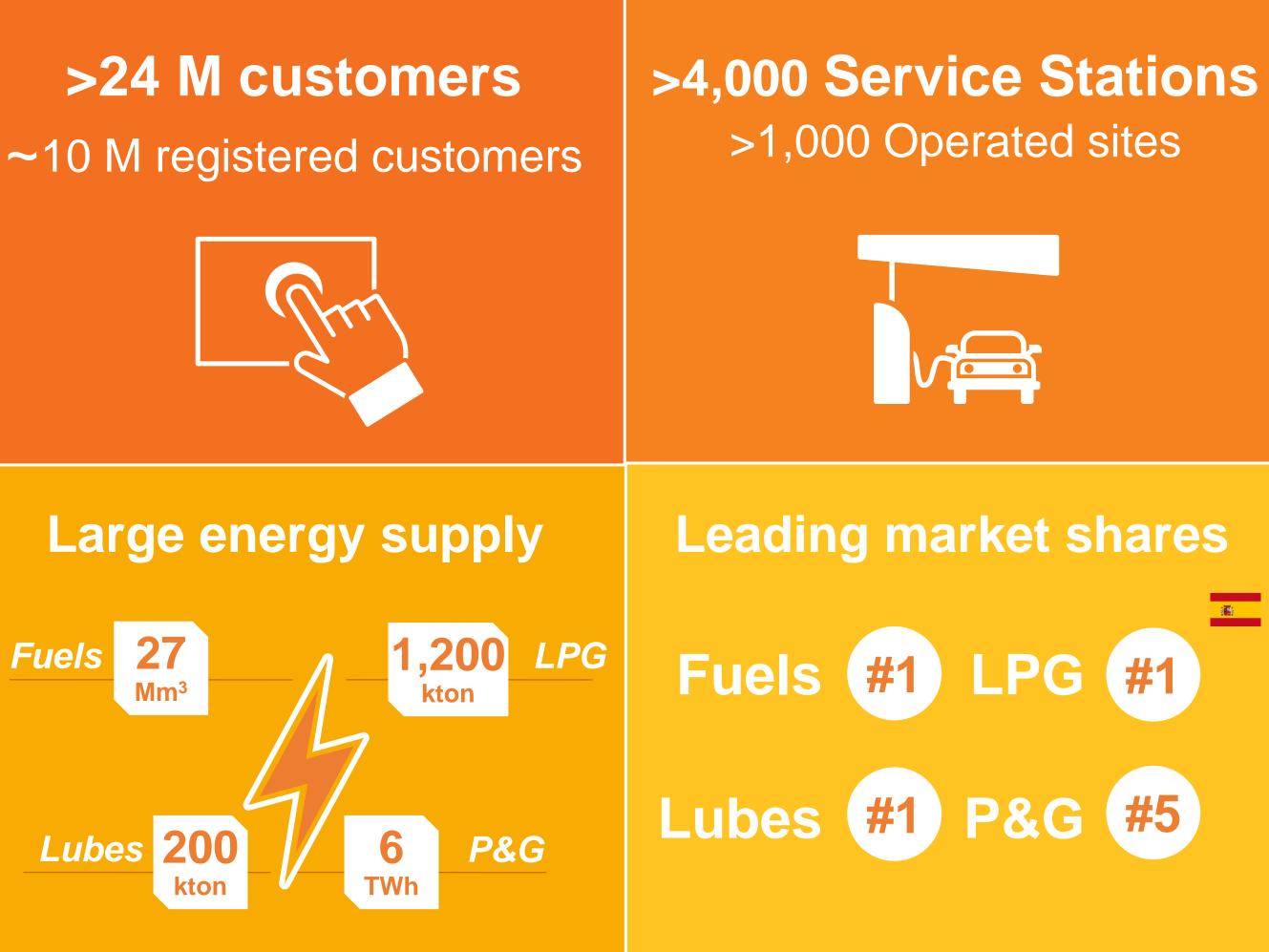
Lubes

2015

CCB EBITDA evolution (M€)

x1.4

Note: Market shares in volume except for P&G Spain, in customers. Values provided correspond to 2019 (Italy excluded). Operating and financial leases are included as expenses within Financials. (Graph) Growth presented as net growth from 2015 to 2019. Overhead costs not included





01. Customer-centric: Introduction and Business overview

Energy commercial business environment rapidly evolving underpinned by secular trends

Energy is in

Global Trends

Regulatory changes

Decarbonization

Increasing renewables sources & electrification

Fast technology evolution

Alternative (non-exclusive) mobility technologies

The future is multi-energy, low carbon and customer oriented

Consumption Trends

More environmental & safety concern

Digitalization

Demanding more personalized treatment

Requiring a global vision of their needs

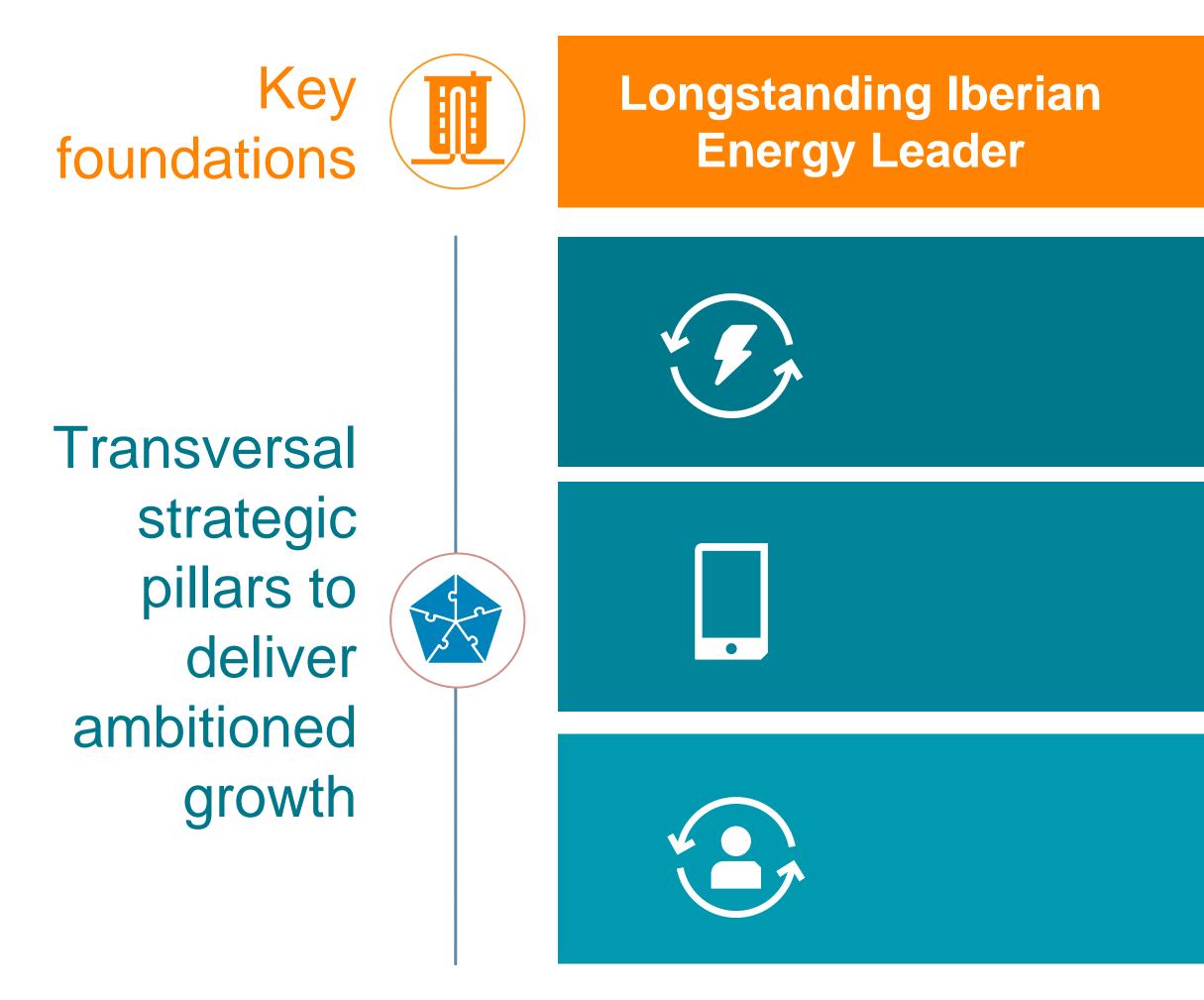
New services and **business models**

Changes in consumer patterns post COVID



D

02. Customer-centric: Strategy and pillars Customer-Centric Business Strategy 2021-25



Mobility leader in continuous transformation High-growth power customer business

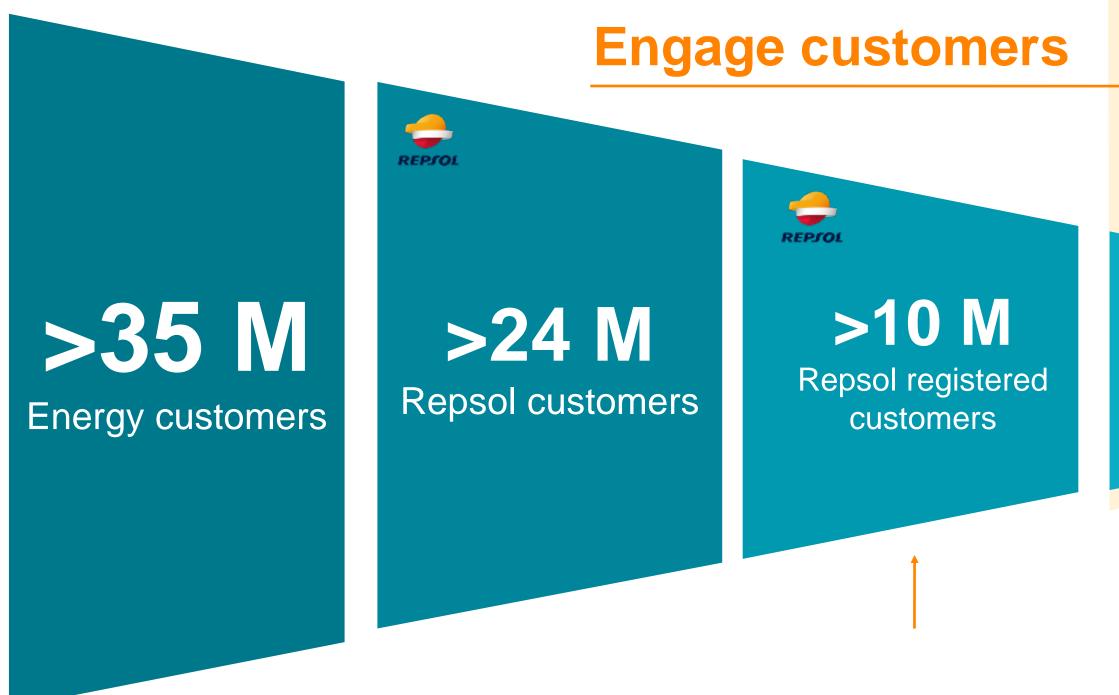
Multienergy

World-class digital

Customer centricity

r S

02. Customer-centric: Strategy and pillars **Digital solutions to orchestrate customer-centric** multi-energy approach across customer base

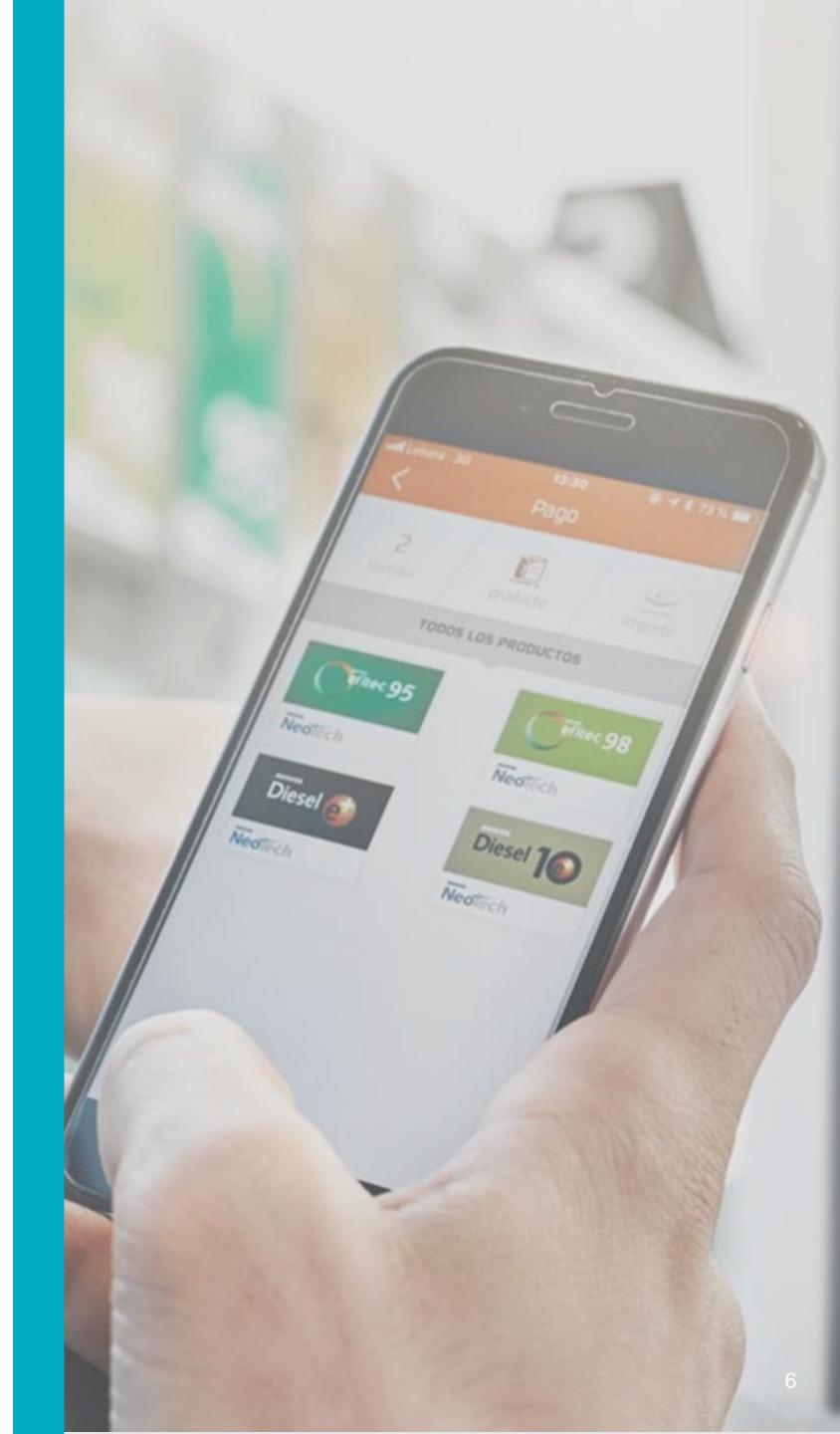


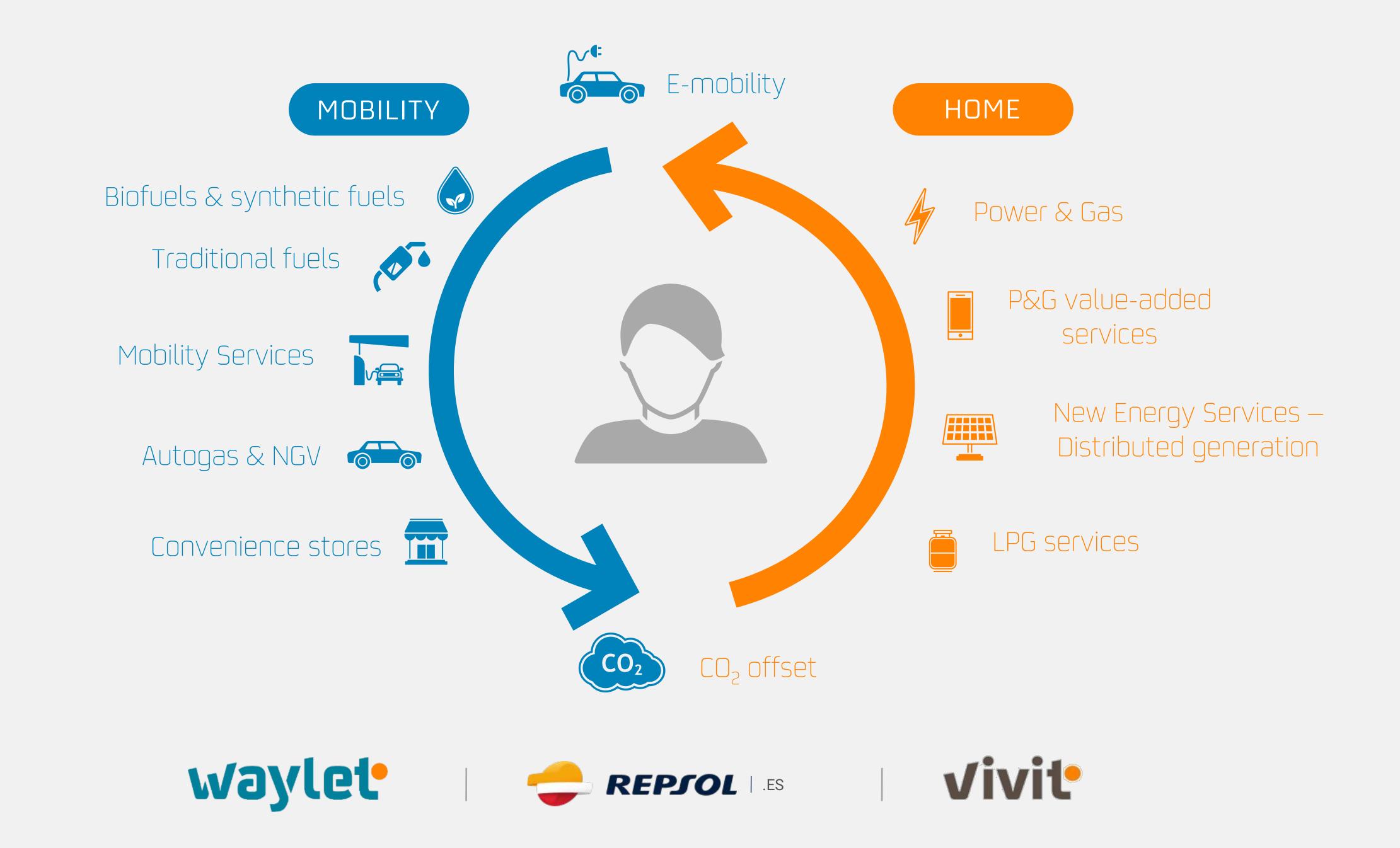
>8 M digital customers by 2025

REPJOL **2** M **Repsol digital** customers

+

Cross-sell multi-energy



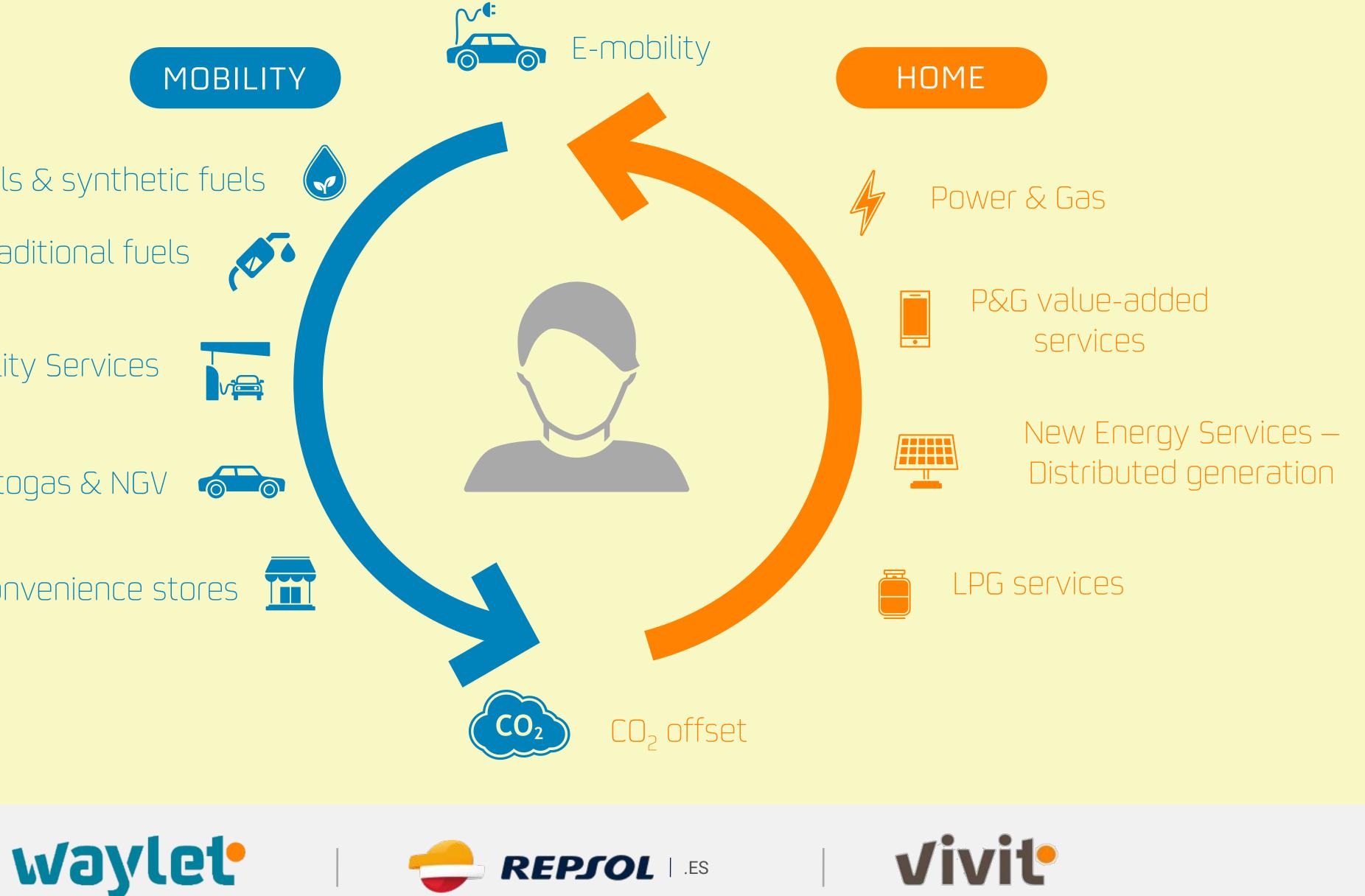


Repsol is prepared to deliver differentiation and a more holistic offering











Repsol e-Mobility holistic offering as a key competitive advantage vs competitors

Keeping our current status as the mobility service provider of choice



e-Mob @public areas



e-Mob @home



electricity @home

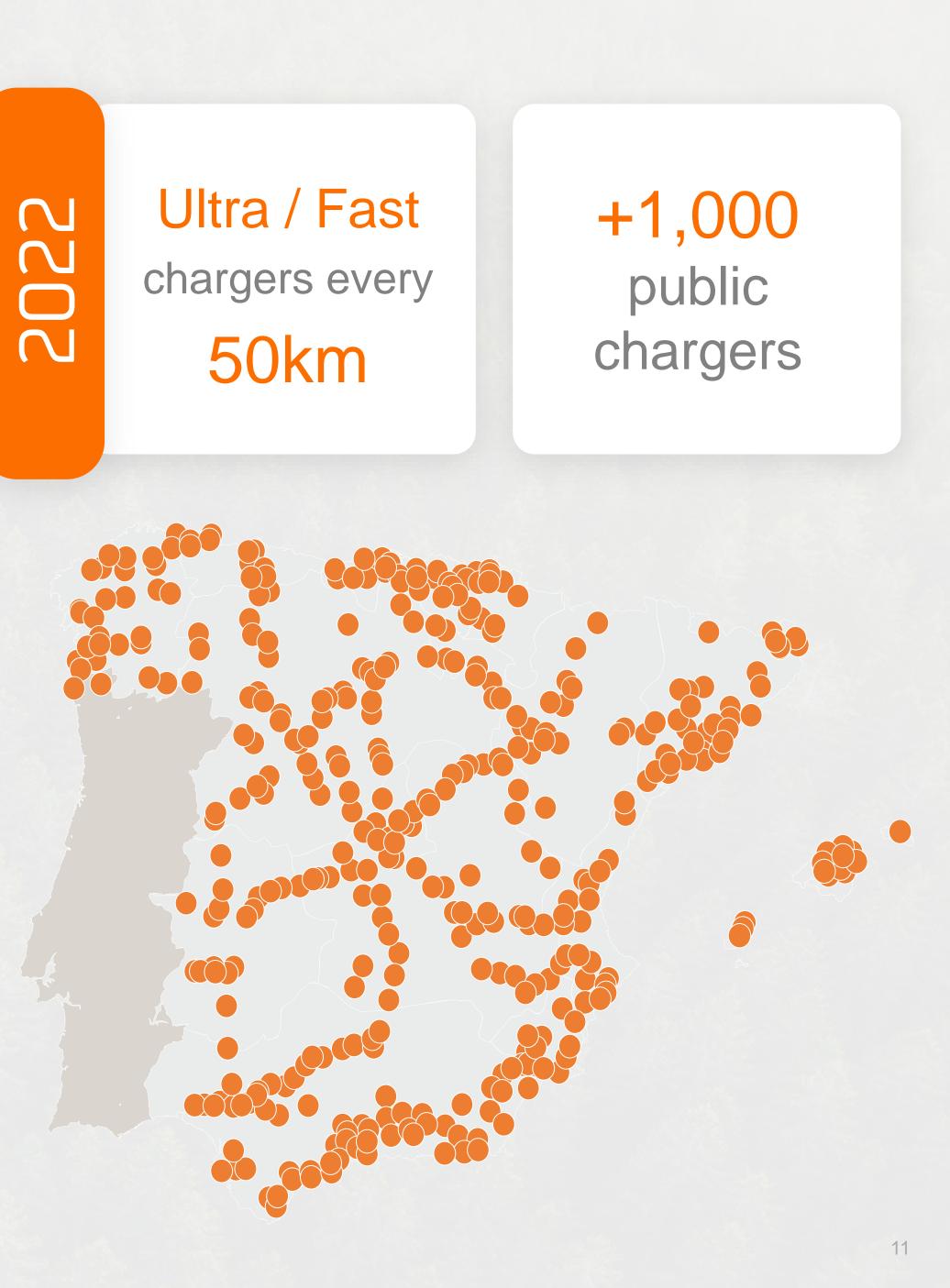


Repsol is committed to develop a widespread, smart, convenientlylocated charging network in Iberia focused in fast and ultrafast chargers in main transport corridors

202 202

Ultra / Fast 50km

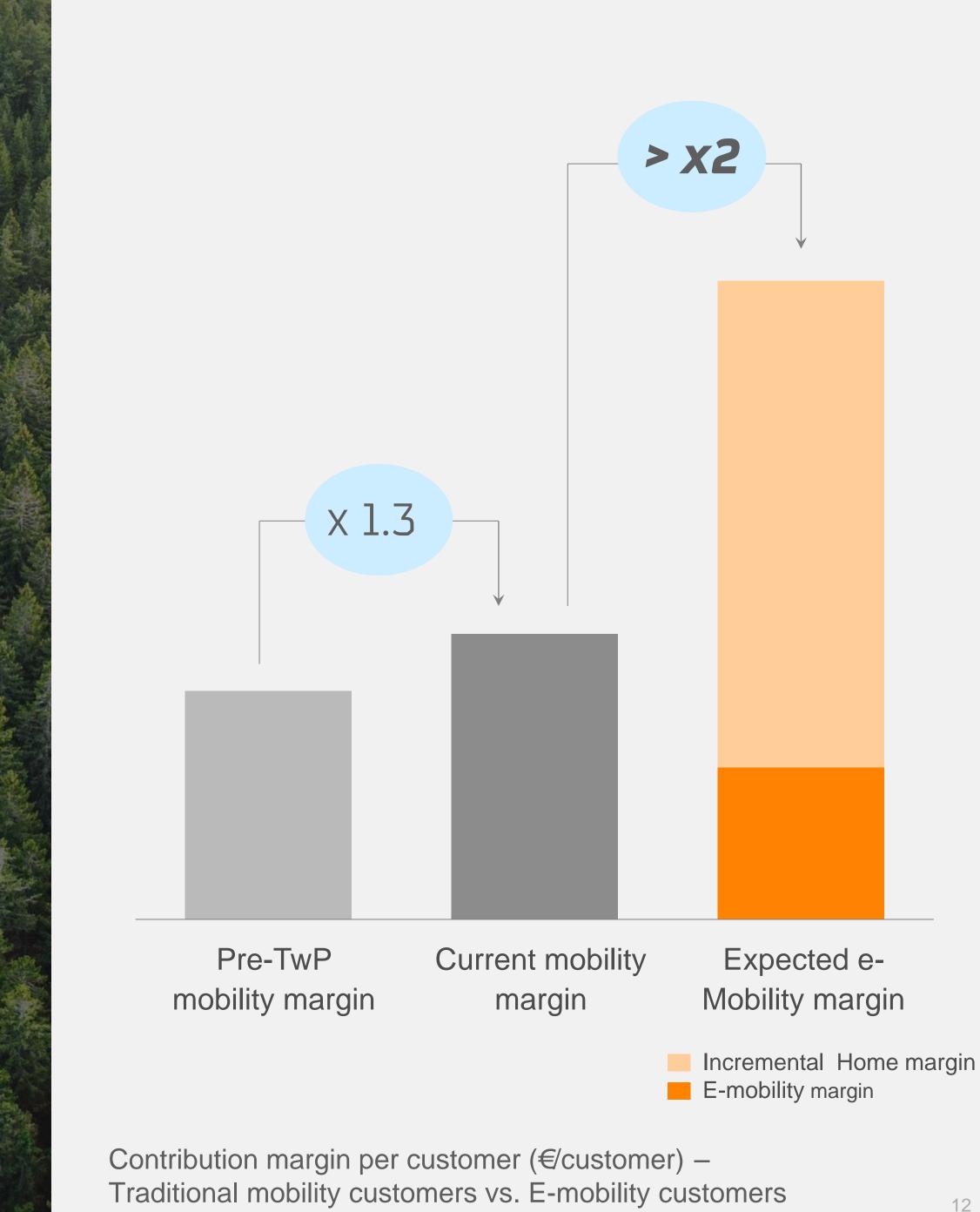
public



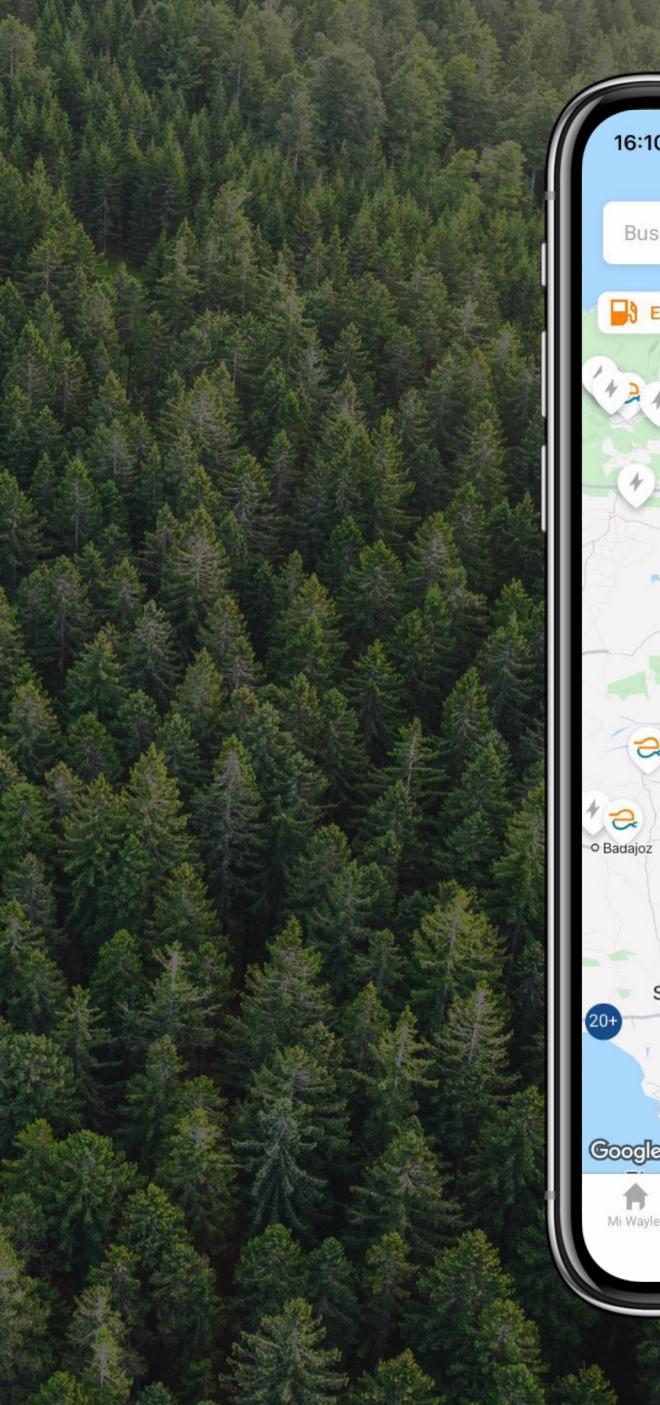
A very synergistic business with attractive economics for Repsol

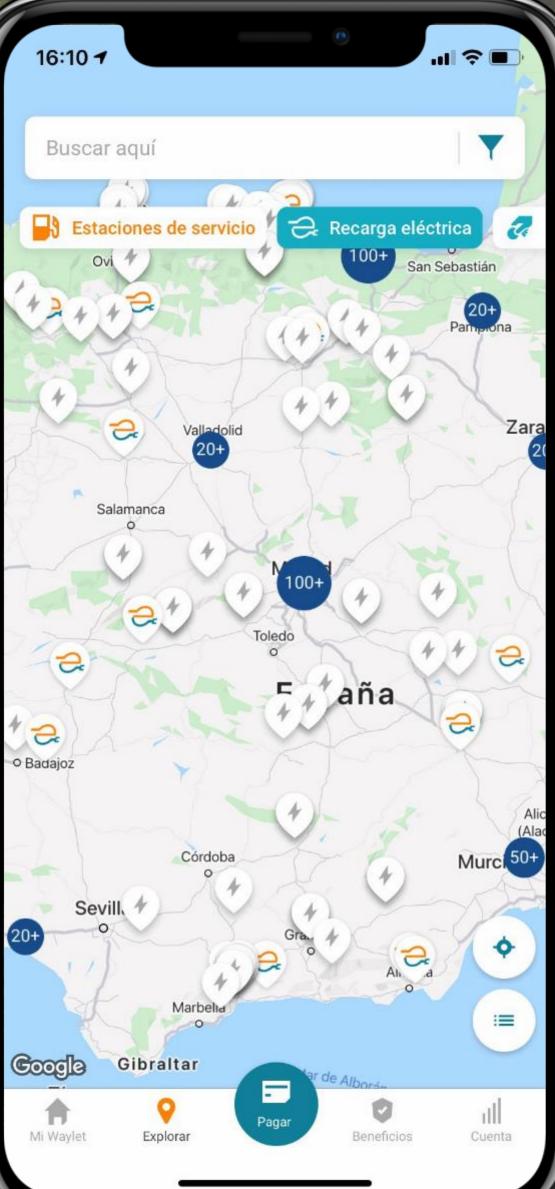
The economics of E-Mobility & home power consumption are even more attractive for Repsol than those of traditional mobility

More than double growth in enhancing contribution margin per customer



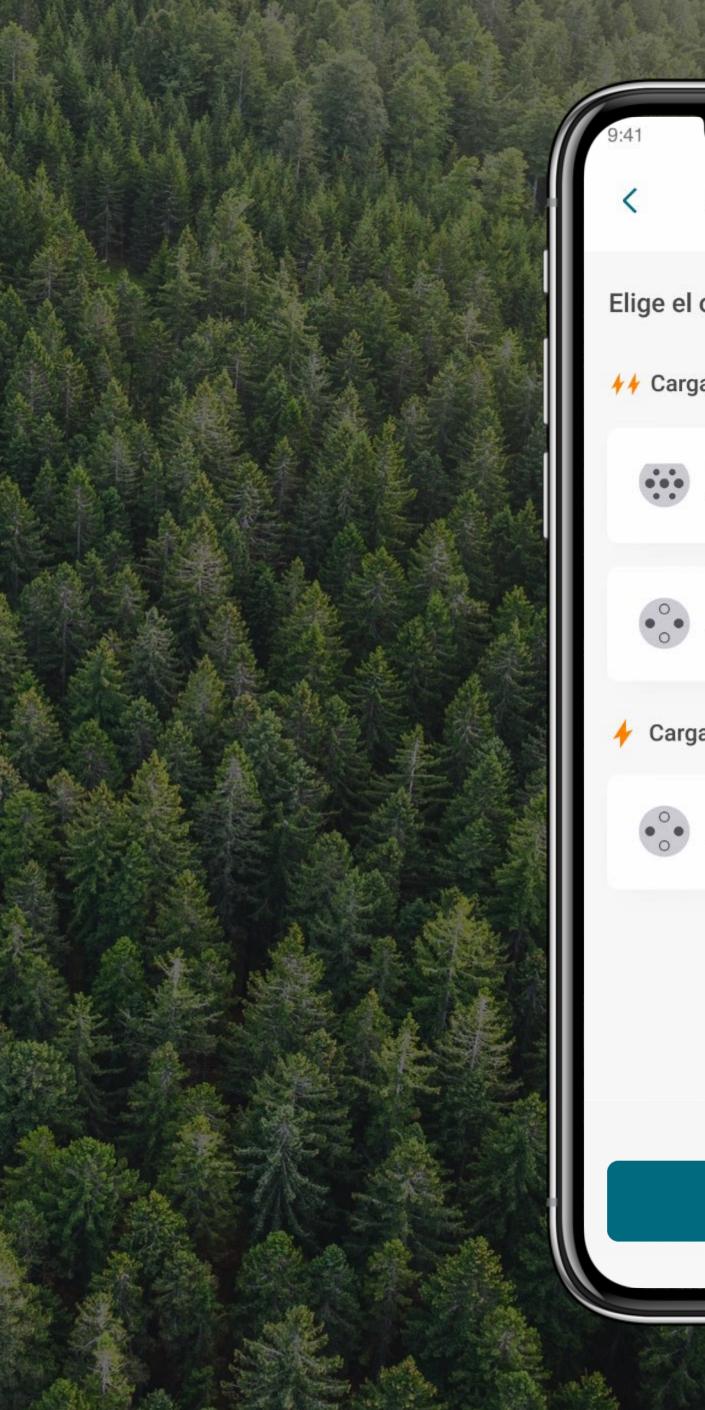
Integral service at home and on the go with a single digital tool

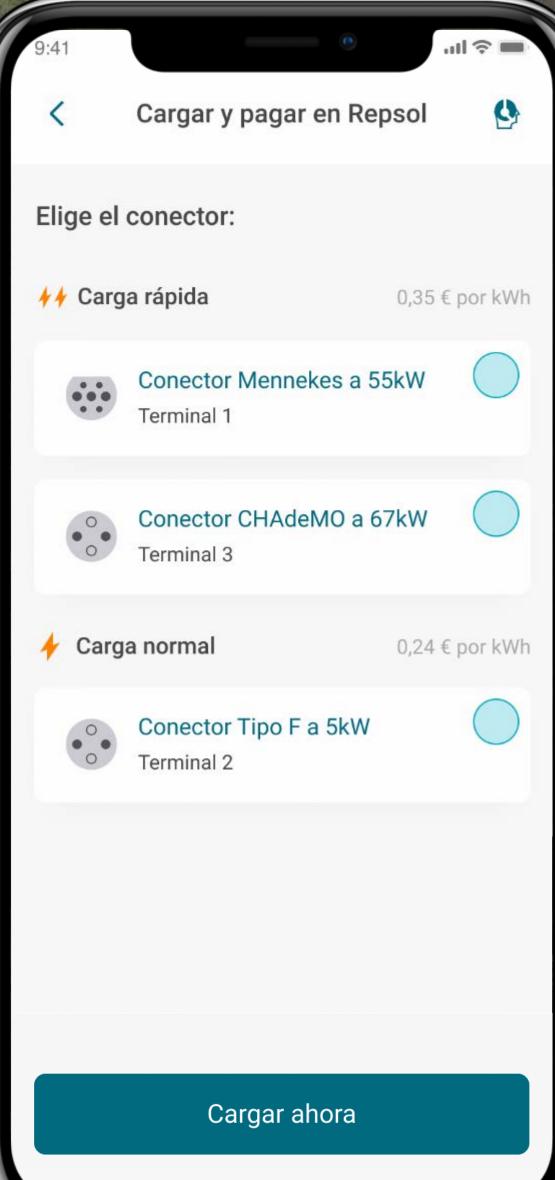






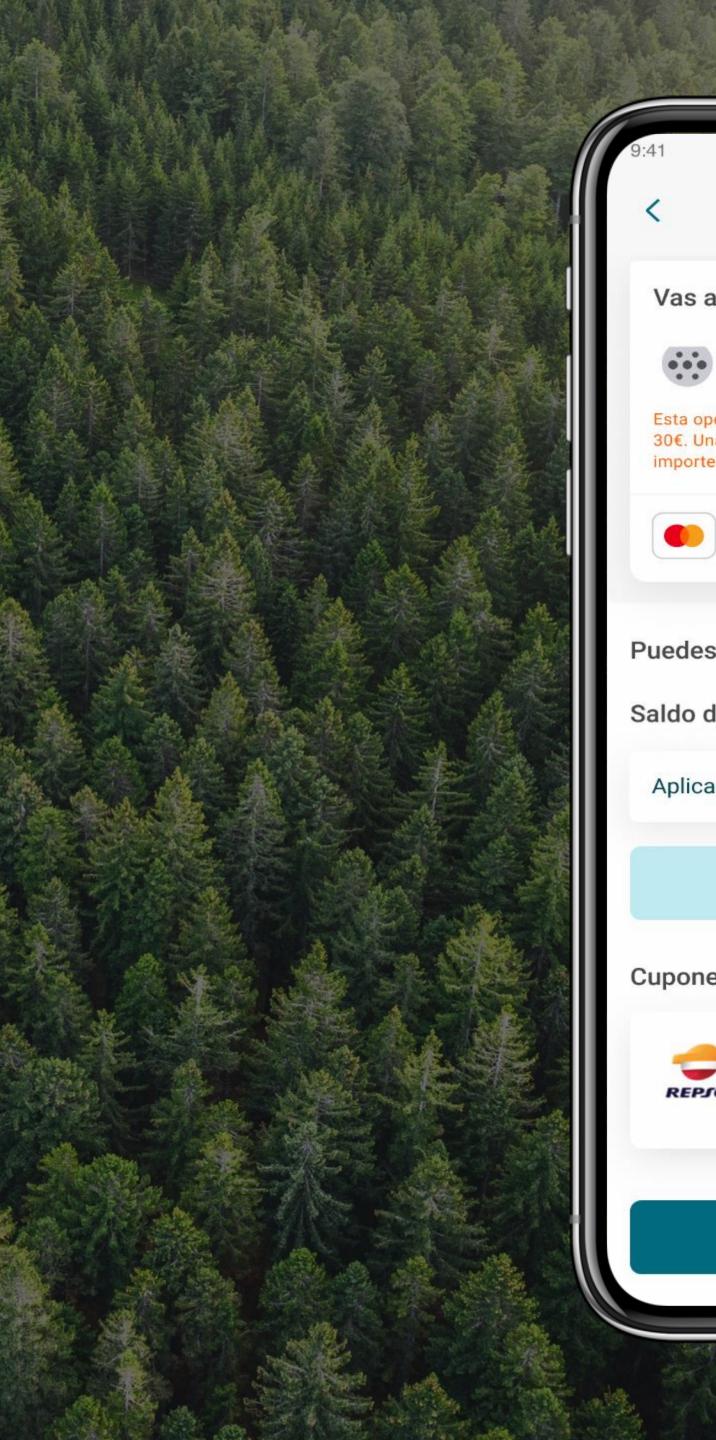
Integral service at home and on the go with a single digital tool







Integral service at home and on the go with a single digital tool

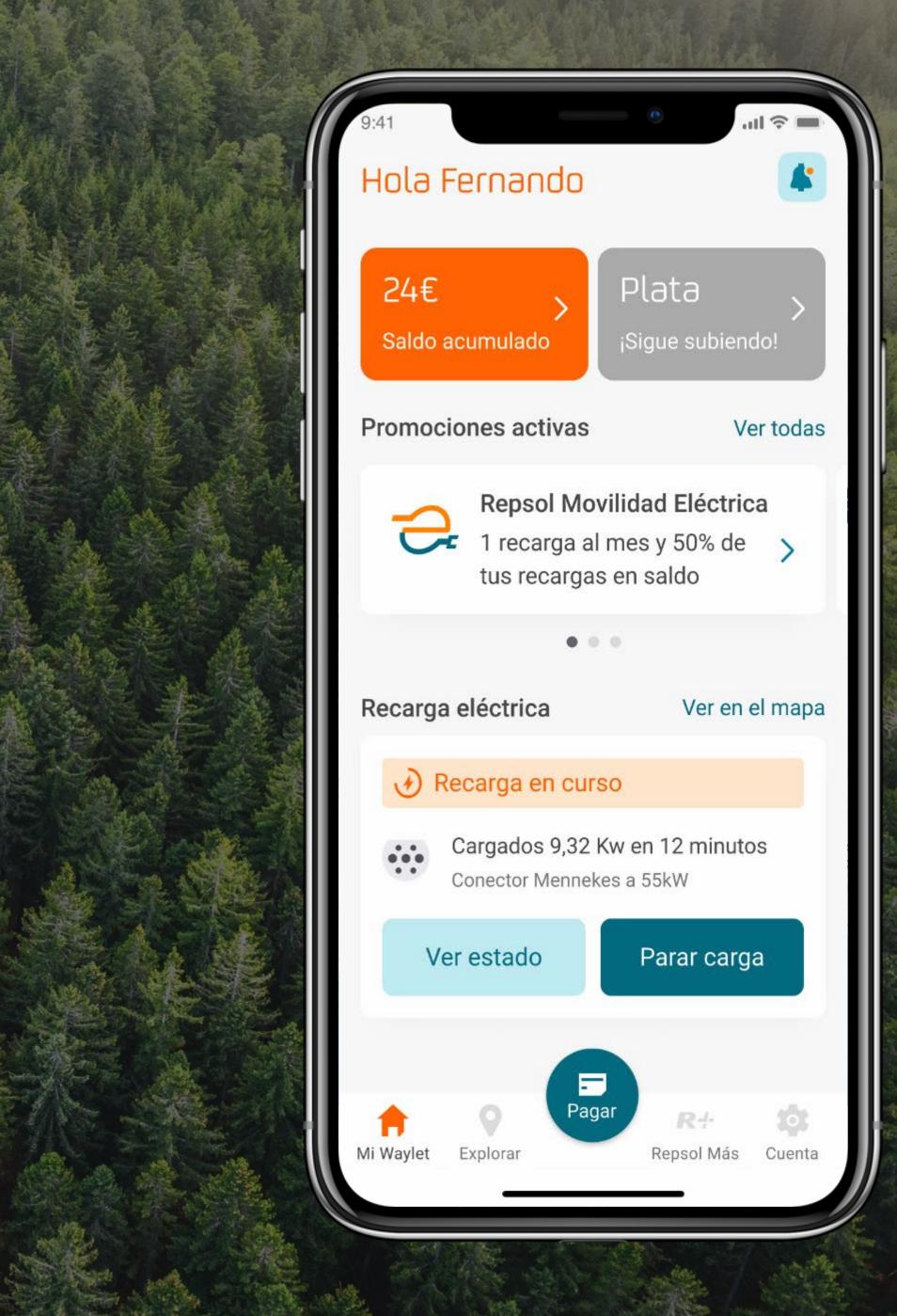


Pagar en Repsol Vas a cargar en: Plaza 1-360 Conector Mennekes a 55kW Esta operación requiere de un depósito temporal de 30€. Una vez finalizada, se formalizará el pago con el importe consumido. Se cobra en Mastercard - 9834 > Puedes aplicar saldo o cupones: Saldo diponible 12,00€ Aplicar todo Seleccionar otra cantidad Cupones 0/1 3€ de descuento en tu tienda Repsol REPJOL Hasta el 30-11-2020

Cargar y pagar

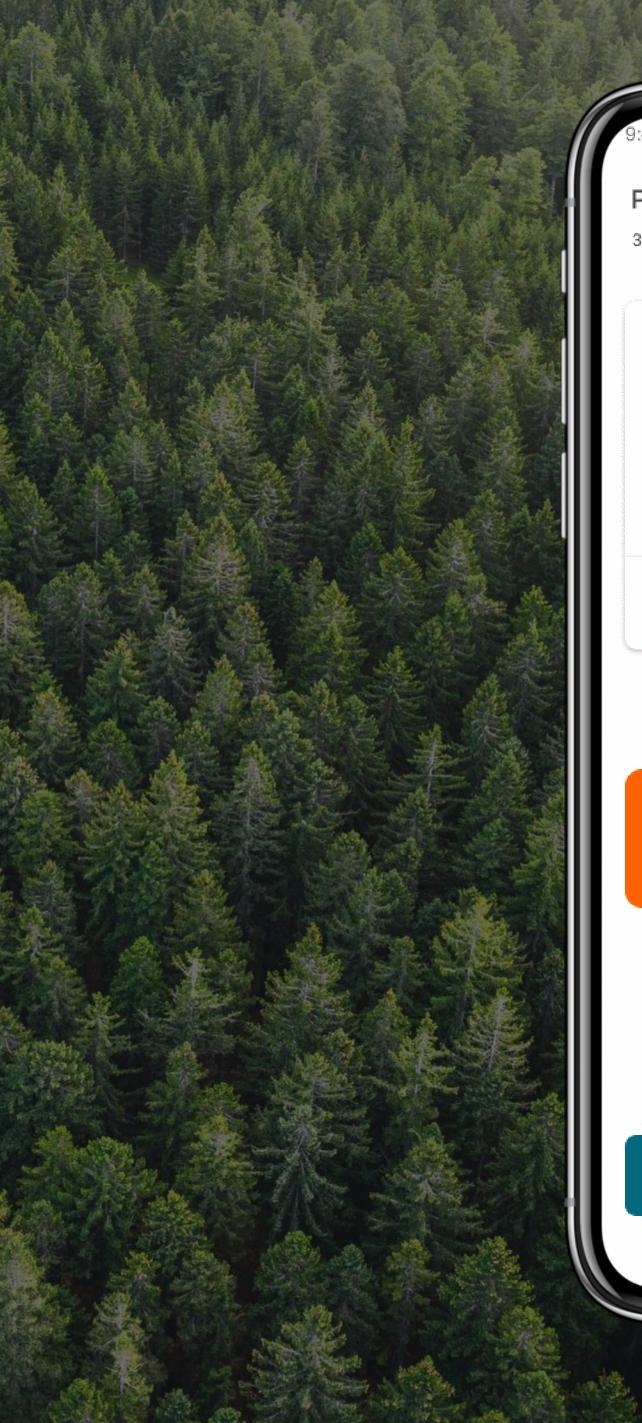


Integral service at home and on the go with a single digital tool





Integral service at home and on the go with a single digital tool



41	•	.ul 🗢 🔳
Pago realizado 0/01/2020		×
2	Tu pago en Repsol C/Méndez Álvaro 73	
Total de la compra		35,00 €
Saldo aplicado		-10,00 €
Pagado		25,00€
E	nhorabuena, has obte	enido:

0,54€ Saldo generado 2

Cupones nuevos

Ver mis beneficios



Distributed Energy

Developing New Energy Services that allow to deliver customer's changing needs regarding **distributed energy and energy management**.



Distributed Energy

REPJOL Solify 🕌

REPJOL

Solar selfconsumption solution

Solmatch 💥

ekiluz

Solar communities product

Citizens' solar cooperatives



REPSOL Solmatch 💥

Bringing local and renewable energy producers and consumers together

+2,100 CO2 tons/year avoided by Solmatch's 2021 solar communities



RECENT AWARDS:

Retina ECO Capgemini

Green Generation category

DEC

Innovation & Customer Experience category



Renewable Energy Category









Distributed Energy

4Q2

+300

Solar installations in Repsol Service Stations

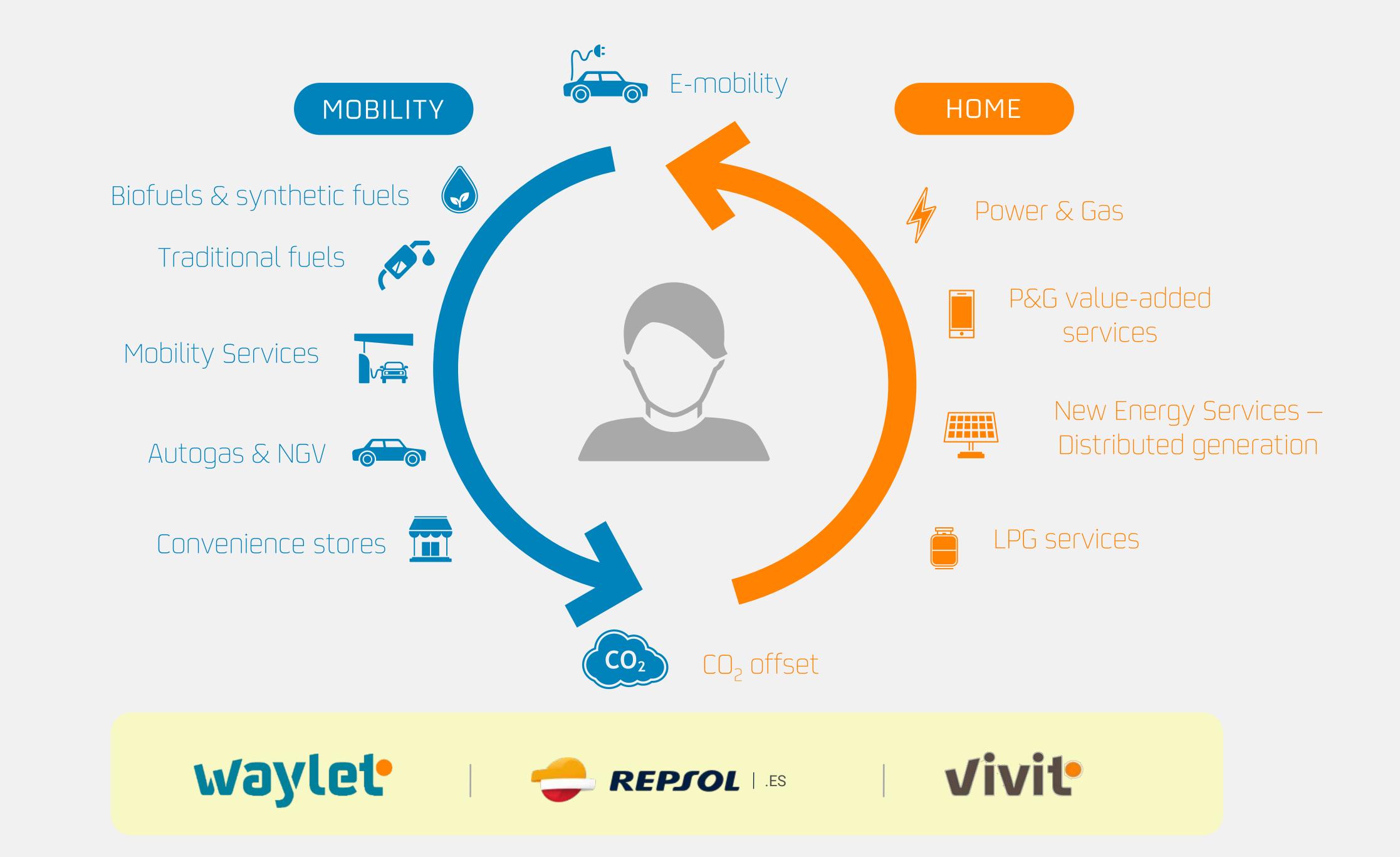
+180 Solmatch active solar communities

50 Solar cooperatives under negotiation



Unique and integrated digital experience to facilitate the customer's relationship with energy





Waylet

Payment and loyalty app for mobility management



Leading market share transport service Apps

3 M

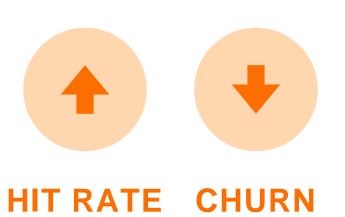
Users in December 2021

Transactions per month

+7 p.p. Additional sales uplift in campaigns 2.1x

Volume sales per customer

+1.6 M





¡Bienvenido a Waylet!

La app de pagos, fidelización y recarga eléctrica de Repsol.

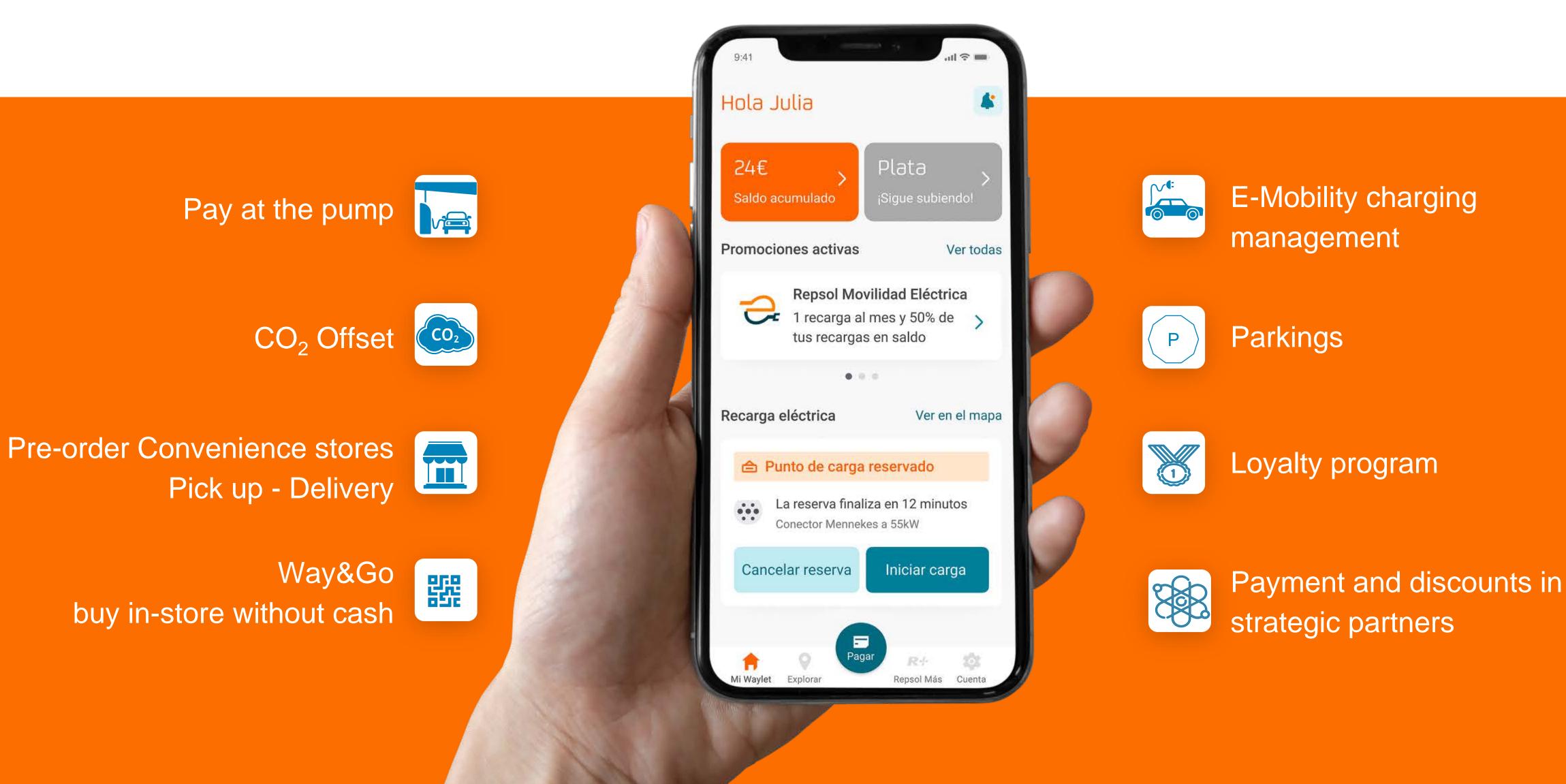
Si ya eres cliente de otro servicio Repsol, puedes acceder con tu mismo usuario y contraseña.

Crear una cuenta

Iniciar sesión

Acceder como invitado

















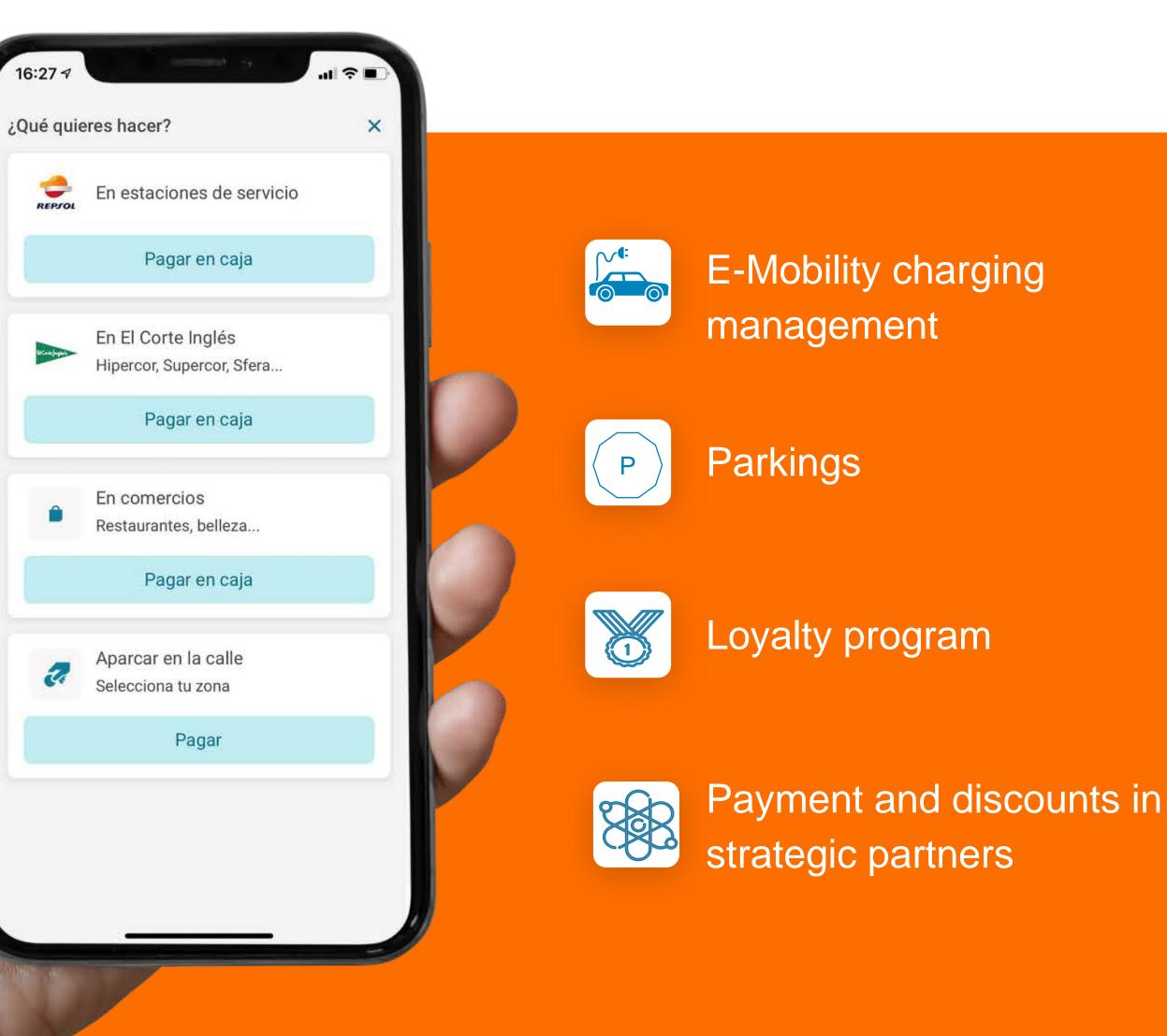


Pre-order Convenience stores Pick up - Delivery

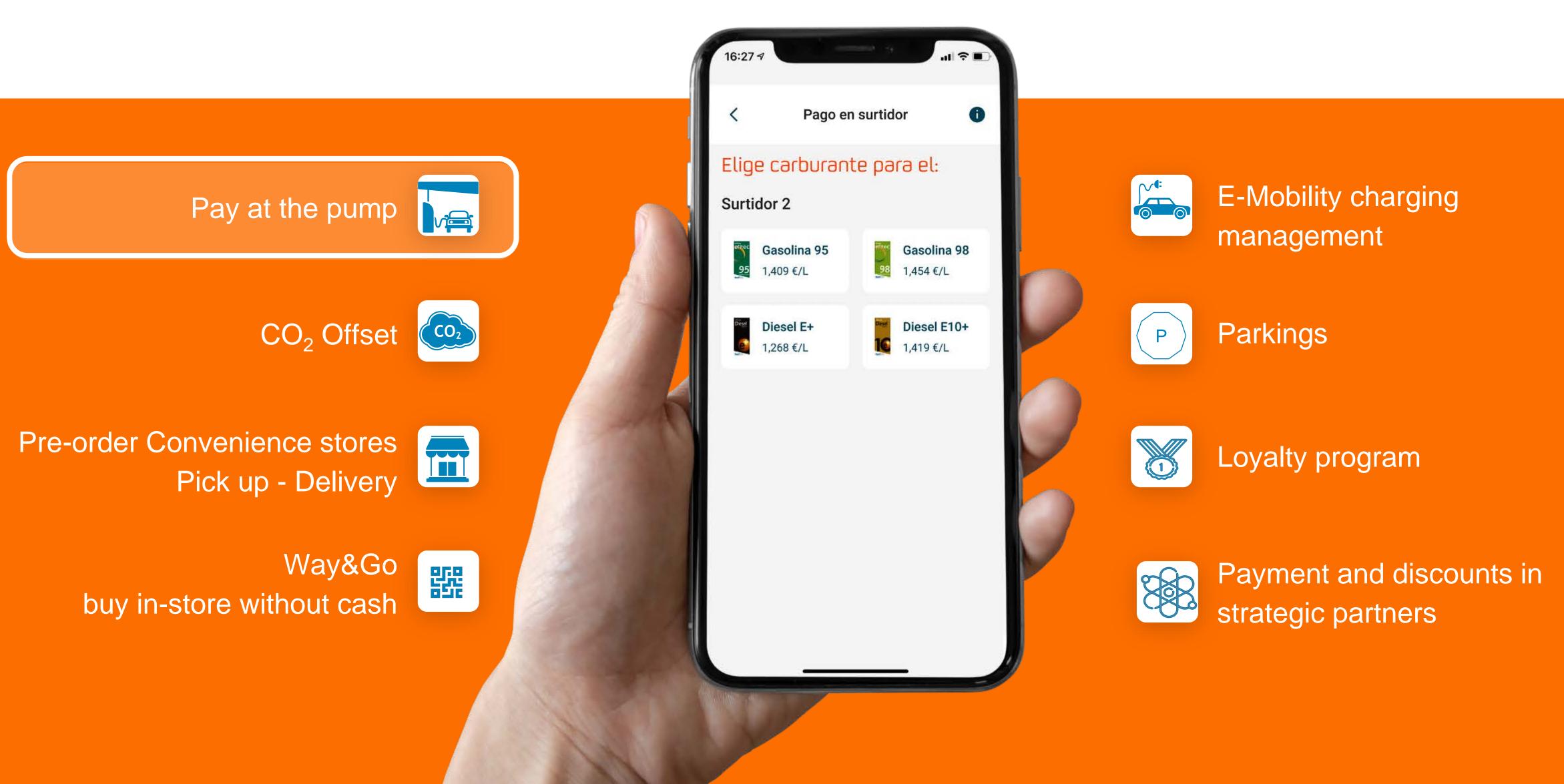


Way&Go buy in-store without cash

























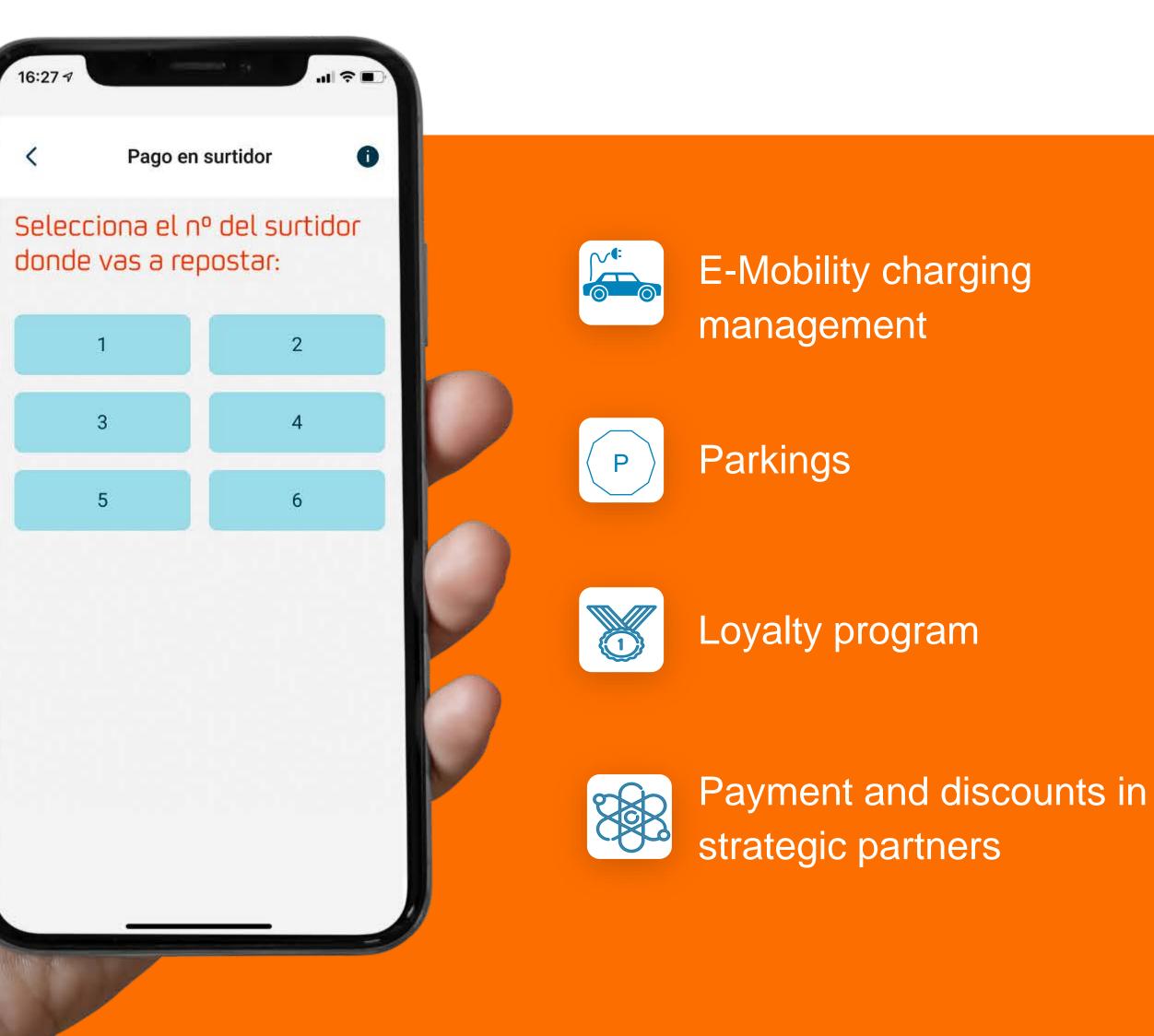


Pre-order Convenience stores Pick up - Delivery



Way&Go buy in-store without cash

waylet

















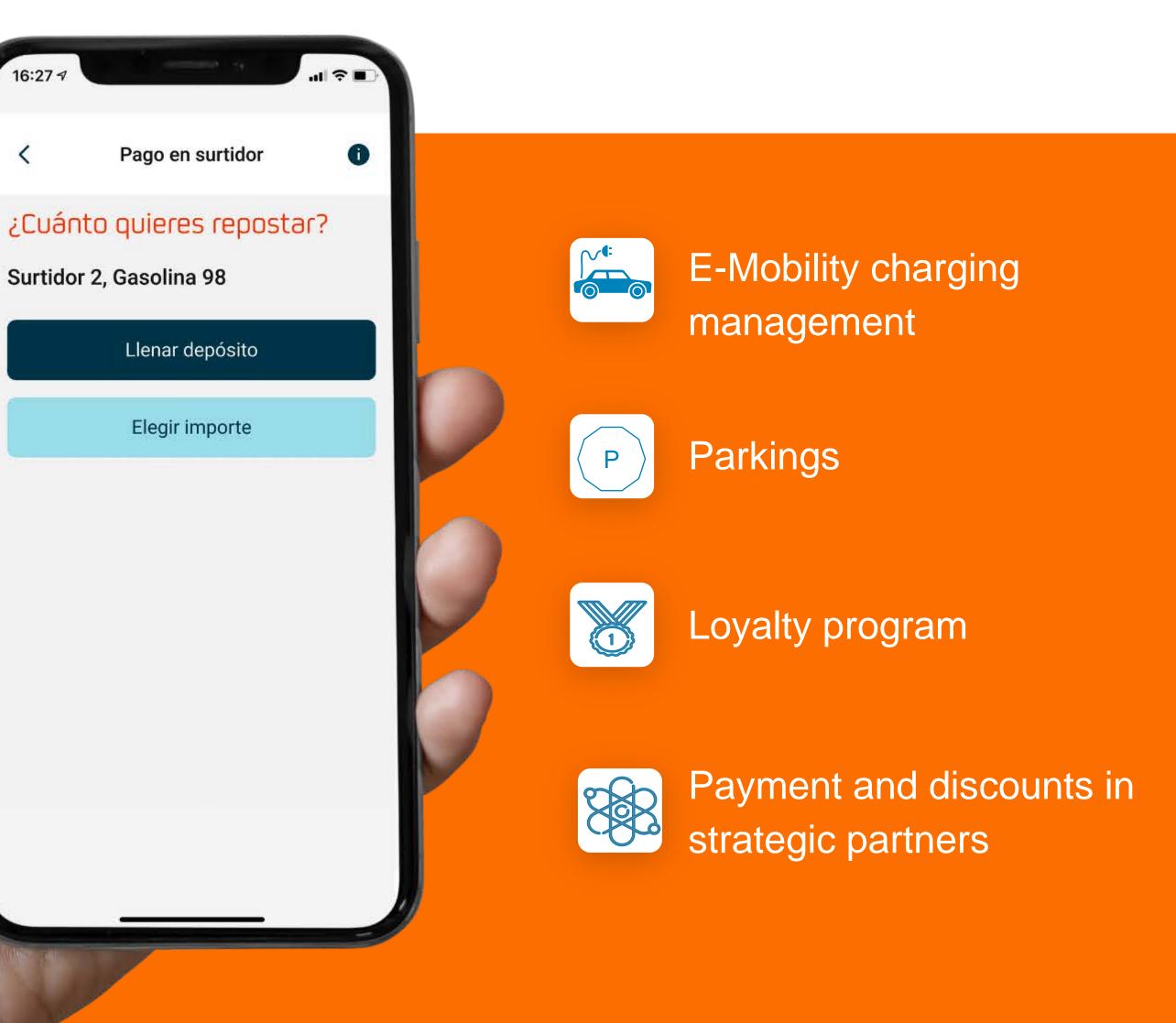






Way&Go buy in-store without cash



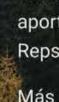






Compensando las emisiones de CO2 de tus repostajes colaboras en proyectos forestales.

repostajes





Pay at the pump









Way&Go buy in-store without cash



Con tu compromiso contribuyes a un gran cambio

Cada vez que decides compensar, tú aportas la mitad de la compensación y Repsol, la otra mitad.

Más información 🔵

Compensación activada

Puedes ver y compensar tus

Configuracion del pago

Selecciona una tarjeta válida



E-Mobility charging management



Parkings



Loyalty program



Payment and discounts in strategic partners







ul 🕆 🔳 11:23 7 Pago realizado × 18/09/2021 Tu compra en Estación de Servicio REPJOL CL ENRIQUE GRANADOS, 1. POZUELO DE ALARCON 30,00€ Total de la compra -4,00 € Ahorro con Waylet 26,00 € Pagado 0,66€ Saldo generado Cupones obtenidos 1















CO₂ Offset



Pre-order Convenience stores Pick up - Delivery



Way&Go buy in-store without cash

waylet

Tu repostaje generará 54 Kg de CO₂. ¿Sabías que puedes compensarlo totalmente por 0,21 €?



Si decides compensar, aportas 0,11€ a proyectos forestales y Repsol pone la diferencia hasta 0,21€.

Colabora aportando 0,11 €





E-Mobility charging management



Parkings



Loyalty program



Payment and discounts in strategic partners





Coogle





CO₂ Offset



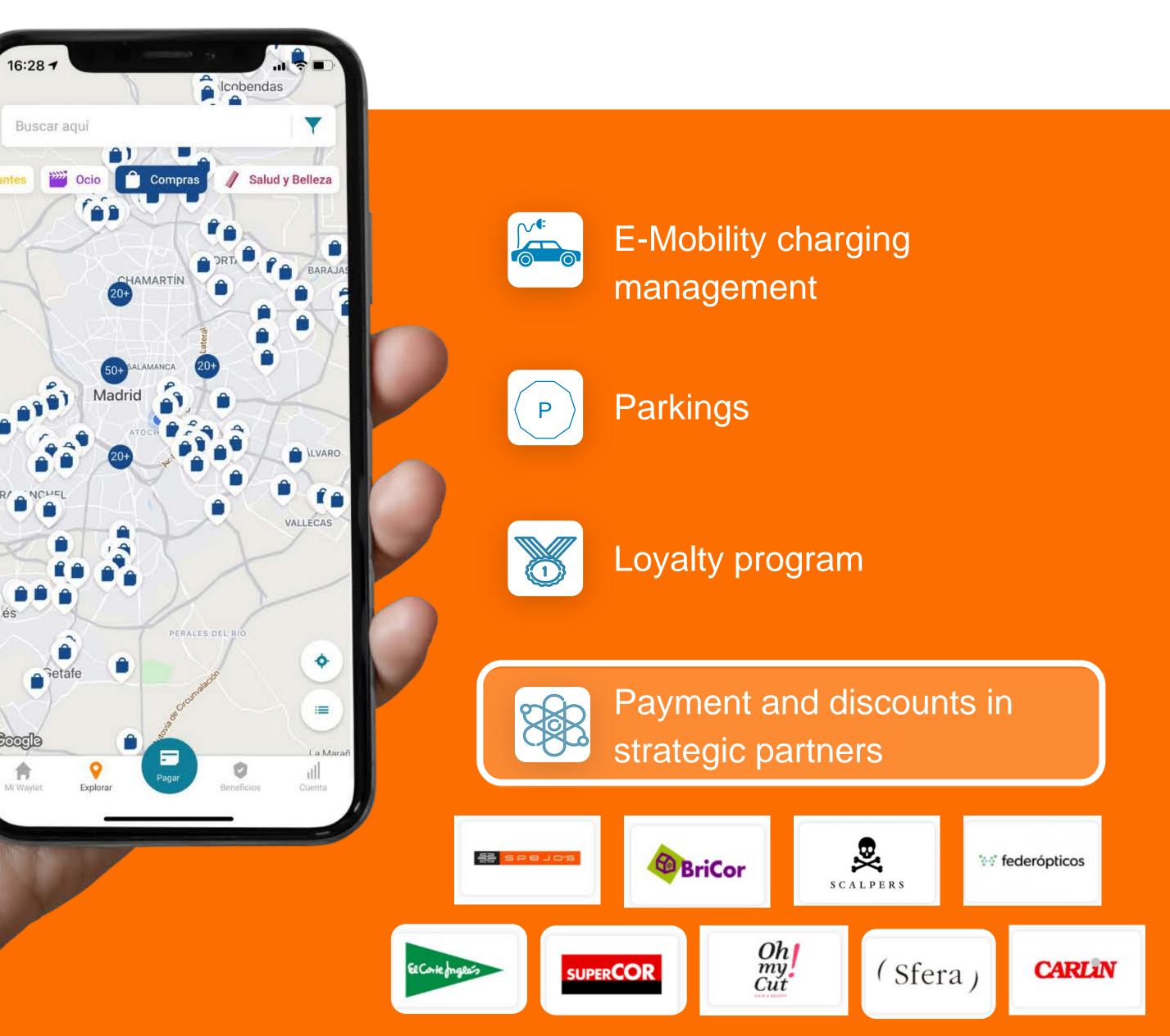


Pre-order Convenience stores Pick up - Delivery



Way&Go buy in-store without cash





Vivit

Home energy transition management

Customized functions to improve household consumption efficiency

Disaggregated information on appliance expenditure Consumption comparisons of households with similar characteristics



Vivit

NEW FEATURE

Decide the source of the energy you consume from renewable plants of your choice

Real-time information to adjust consumption habits accordingly



9:41 ← Mi fuente renova	able
Solaria Medina del Campo I	Harte
Actualizado a las Tu fuente está gen energía ahora, 9,41	erando mucha
Previsión de ge Próximas horas ¿Qué puedo ver en esta gráfica?	



New Repsoles Ecommerce

Repsol successfully leveraging digital to build customer-centric approach and create value

New Release Q4 '21



Tu hogar es único, nuestras tarifas también

Gas Natural Paquetes Energéticos LUZ

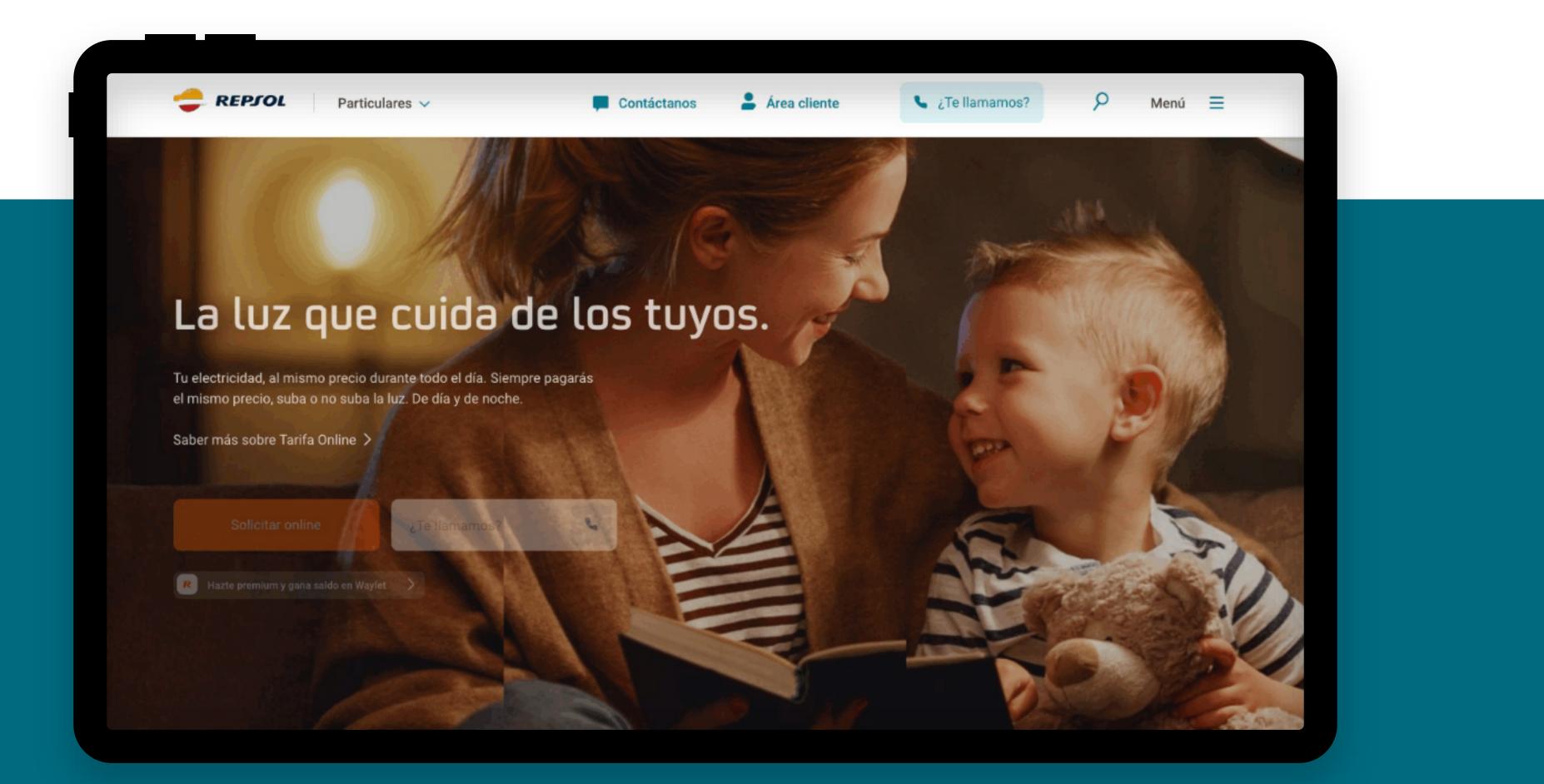








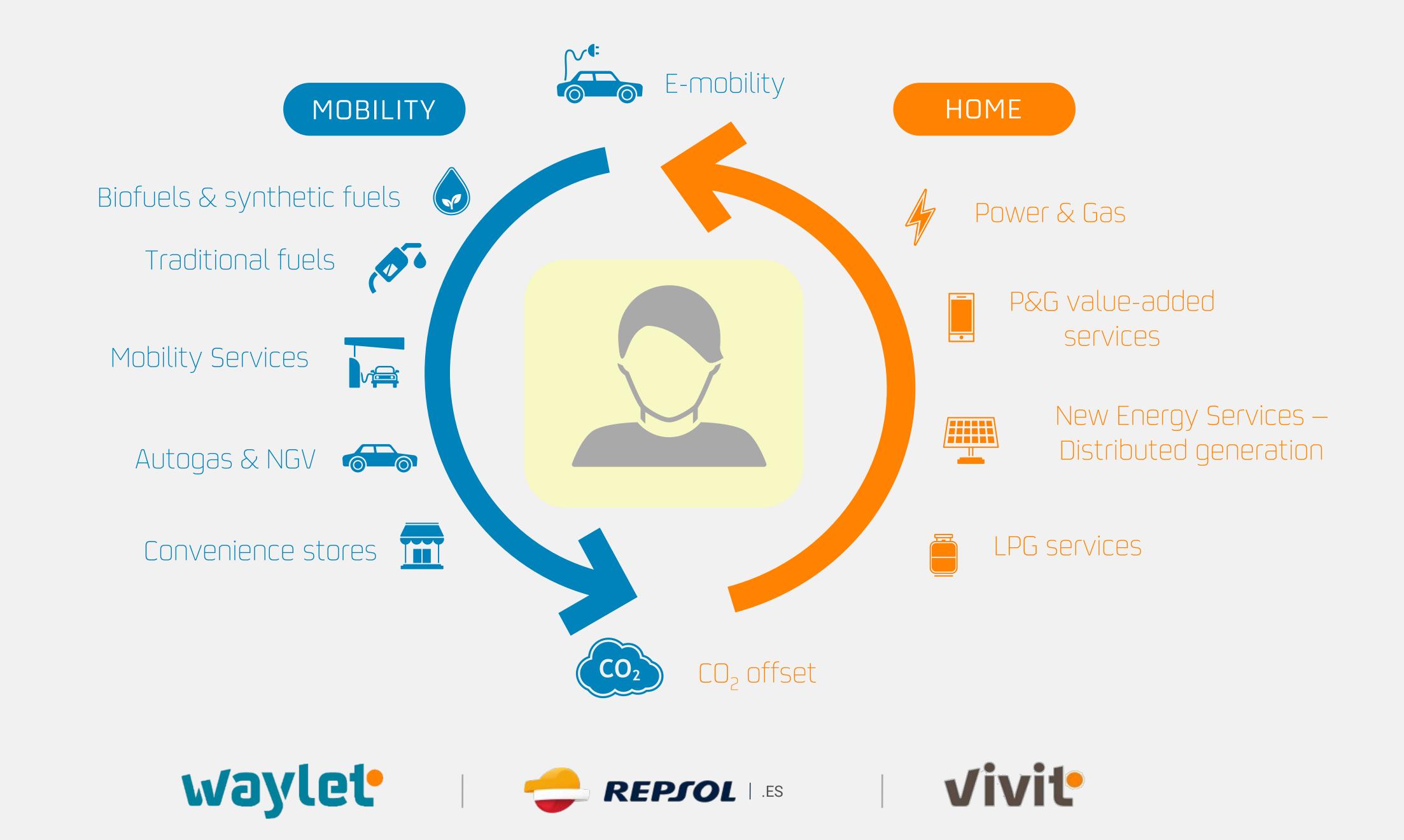




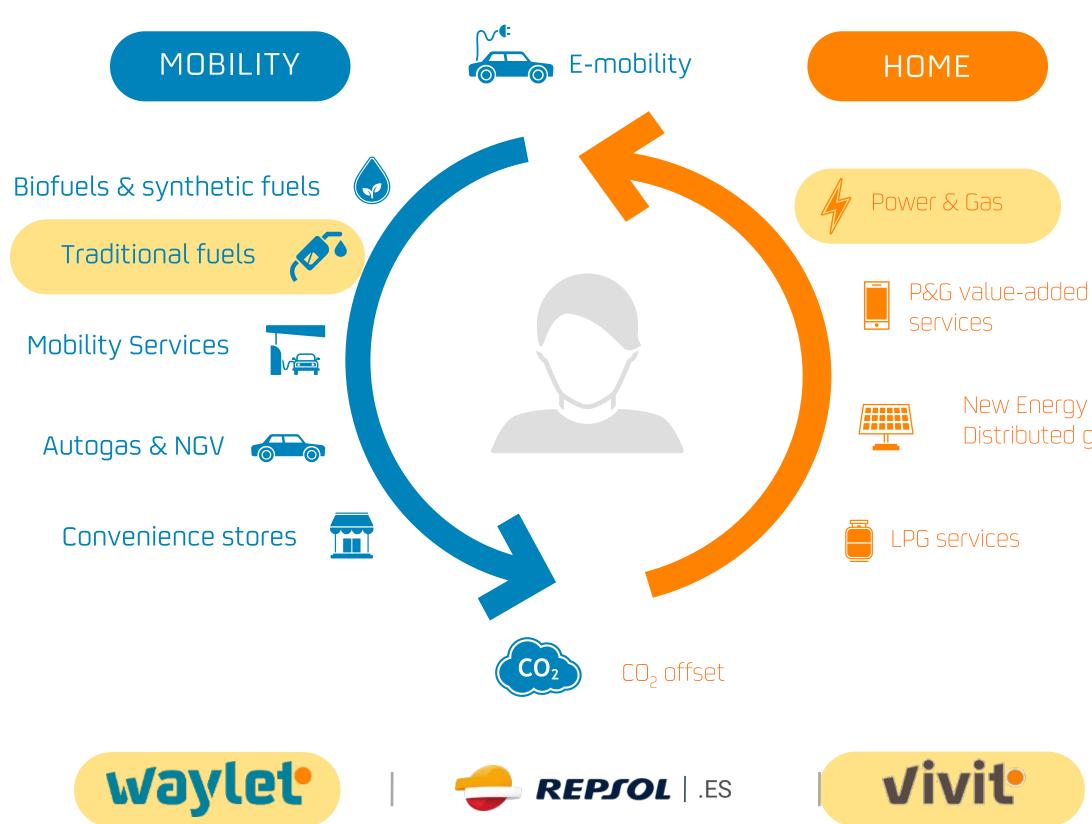


Customized solutions with a customer-centric 0000000





Customized multi-energy solutions for our clients



New Energy Services – Distributed generation



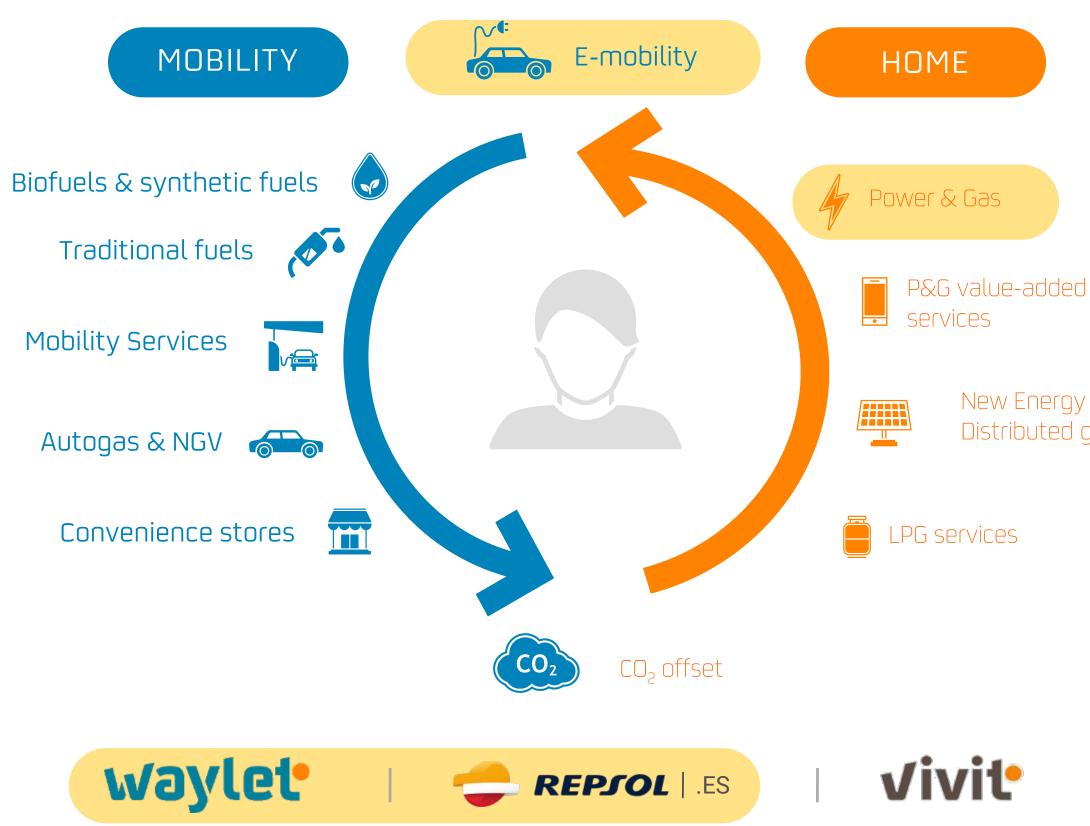
consigue hasta 150€* en saldo Waylet

Y, si lo usas para tus compras en El Corte Inglés se multiplica X2**

Te decimos cómo conseguirlo ^ Teléfono 900 222 333 ¿Te llamamos? C Û >



Customized multi-energy solutions for our clients





Los beneficios de la movilidad eléctrica dentro y fuera de tu casa



Recarga en cualquier lugar

Dentro de casa con tu punto de recarga particular, y fuera de casa con la amplia red disponible en toda España.



Gestión del consumo

Localiza el punto más cercano, resérvalo con antelación y paga a través de Waylet.



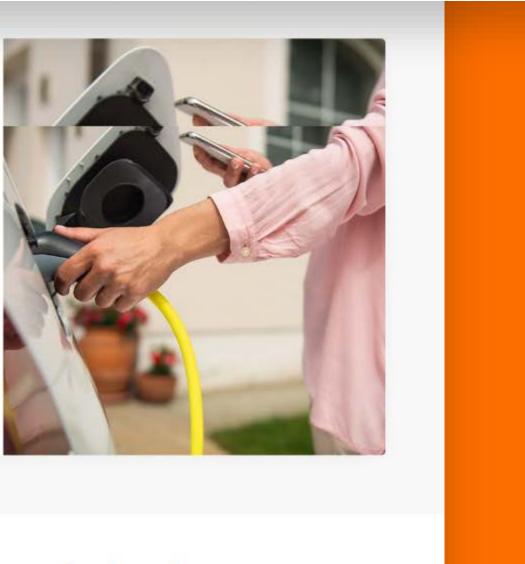
Consigue recargas gratis además de saldo Waylet con tus recargas

New Energy Services – Distributed generation

Solución de recarga eléctrica Repsol

Nos adaptamos a tus necesidades energéticas para recargar tu coche eléctrico tanto dentro como fuera de casa. Descubre todas las opciones que tienes disponibles.



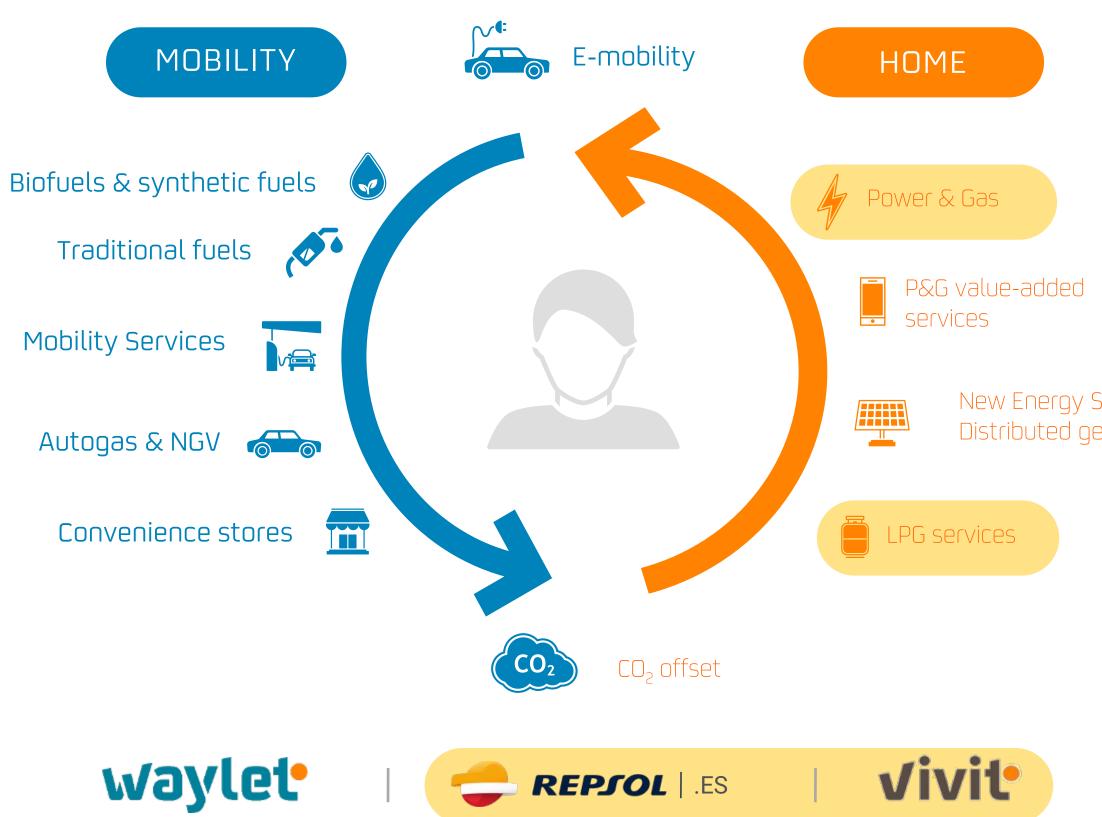


Reforzamos nuestra experiencia con los mejores aliados del sector

Descuentos disponibles



Customized multi-energy solutions for our clients





New Energy Services – Distributed generation



Gas Natural Paguetes Energético

Electricidad 100% renovable

la etiqueta A.

Completamente limpia y respetuosa con el

medio ambiente. Conoce los detalles de

0

Plan Mixto Un plan que unifica luz y gas natural para que ahorres en tu factura.

Ver plan >



Contratar



Plan Mixto con Discriminación Horaria

Una tarifa única de luz y gas natural que tiene en cuenta si estás o no en casa.

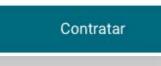
Ver plan >

Contratar

Tarifa Plana + Bono de bombona de butano 12,5 kg

Combina la tarifa de luz con el bono de bombonas que prefieras y ahorra en tu factura.

Ver paquete >



Conoce nuestras tarifas

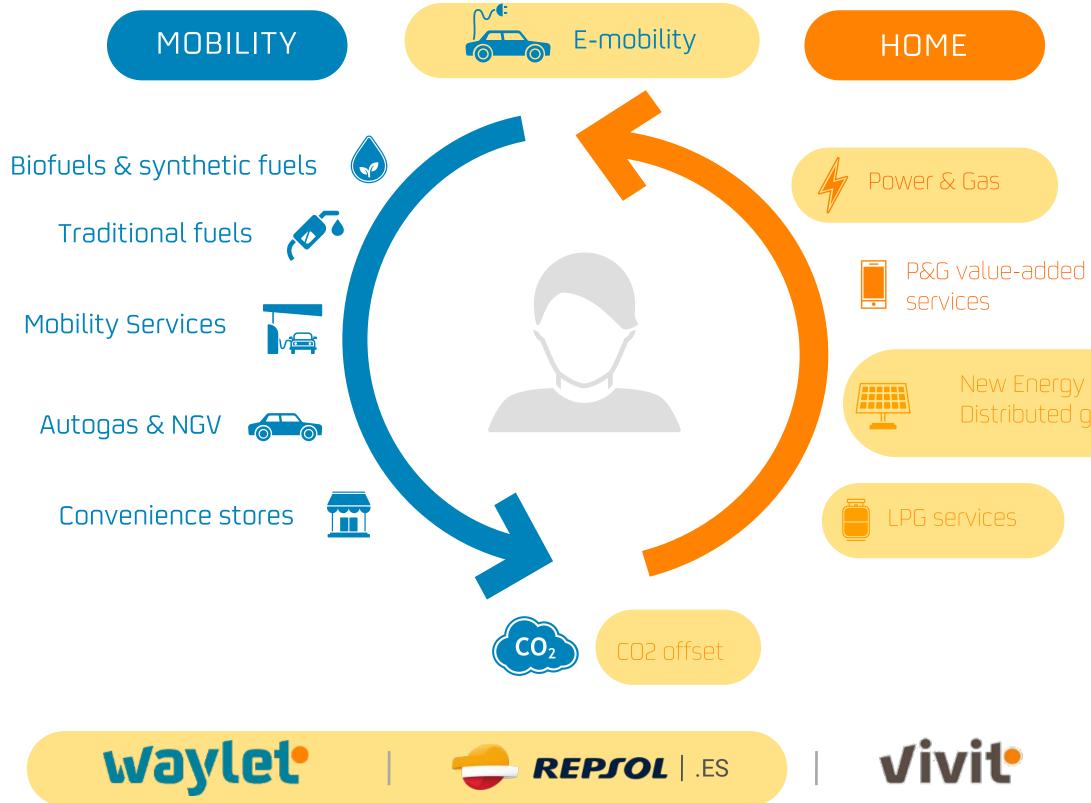
Los mejores precios Si recibes otra oferta mejor, te la igualamos o mejoramos

Mucho más que energía

Contratación sin papeleo Empieza a disfrutar de tu tarifa contratándola 100% online o por teléfono



Customized multi-energy solutions for our clients: Food Service Solution





En Cenador De Amós compartimos energía solar cor nuestros vecino

Solmatch * la primera gran C Solar de España

New Energy Services Distributed generation



Repsol +

Spain's first energy community

Launch date: 4Q21

Ofertas

Mis retos activos

Gana 3 € de descuento en carburante.

Waylet desbloqueas el cupón

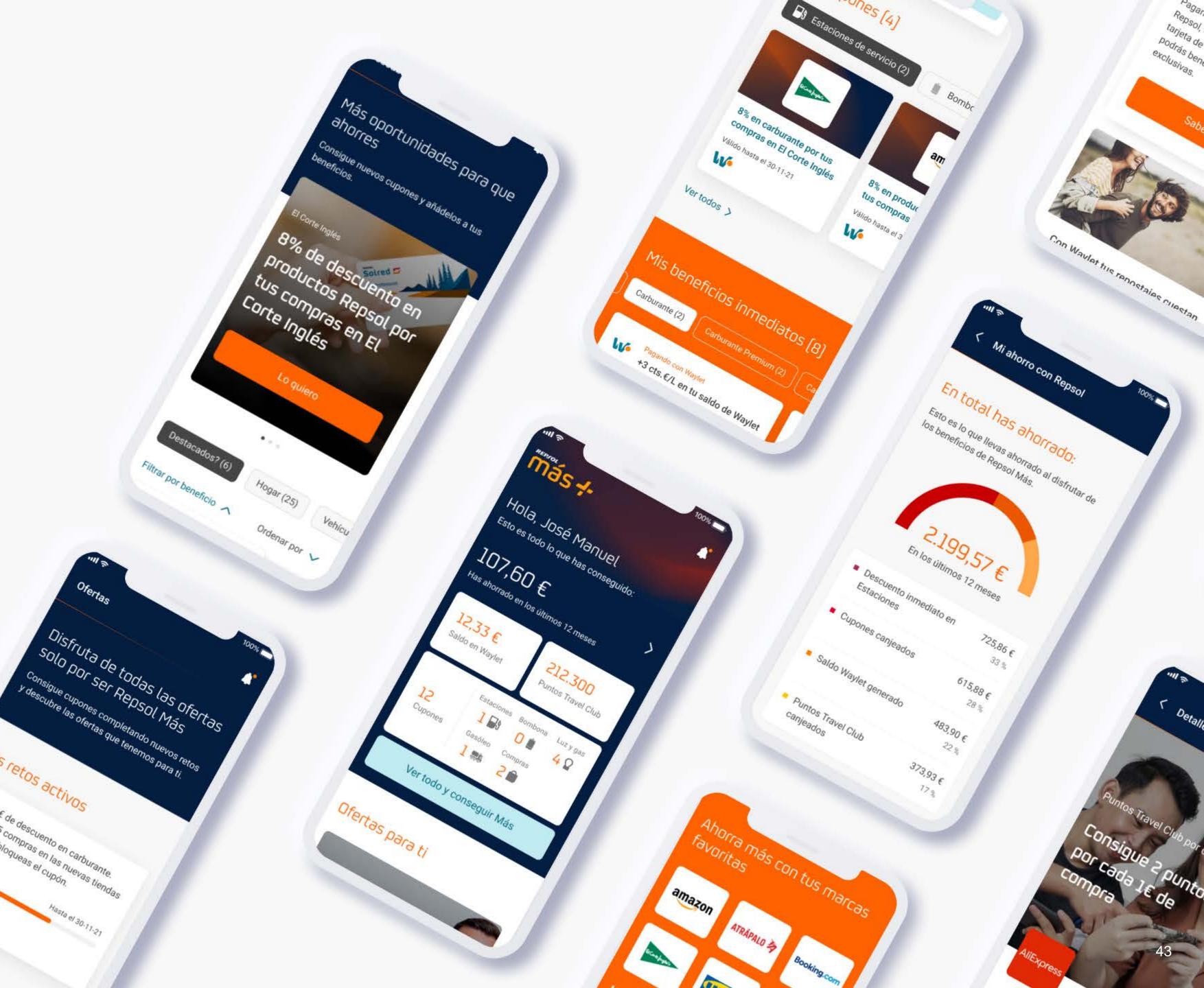
2/4 14

4.

Verlodos J

aces 5 compras en las nuevas tiendas

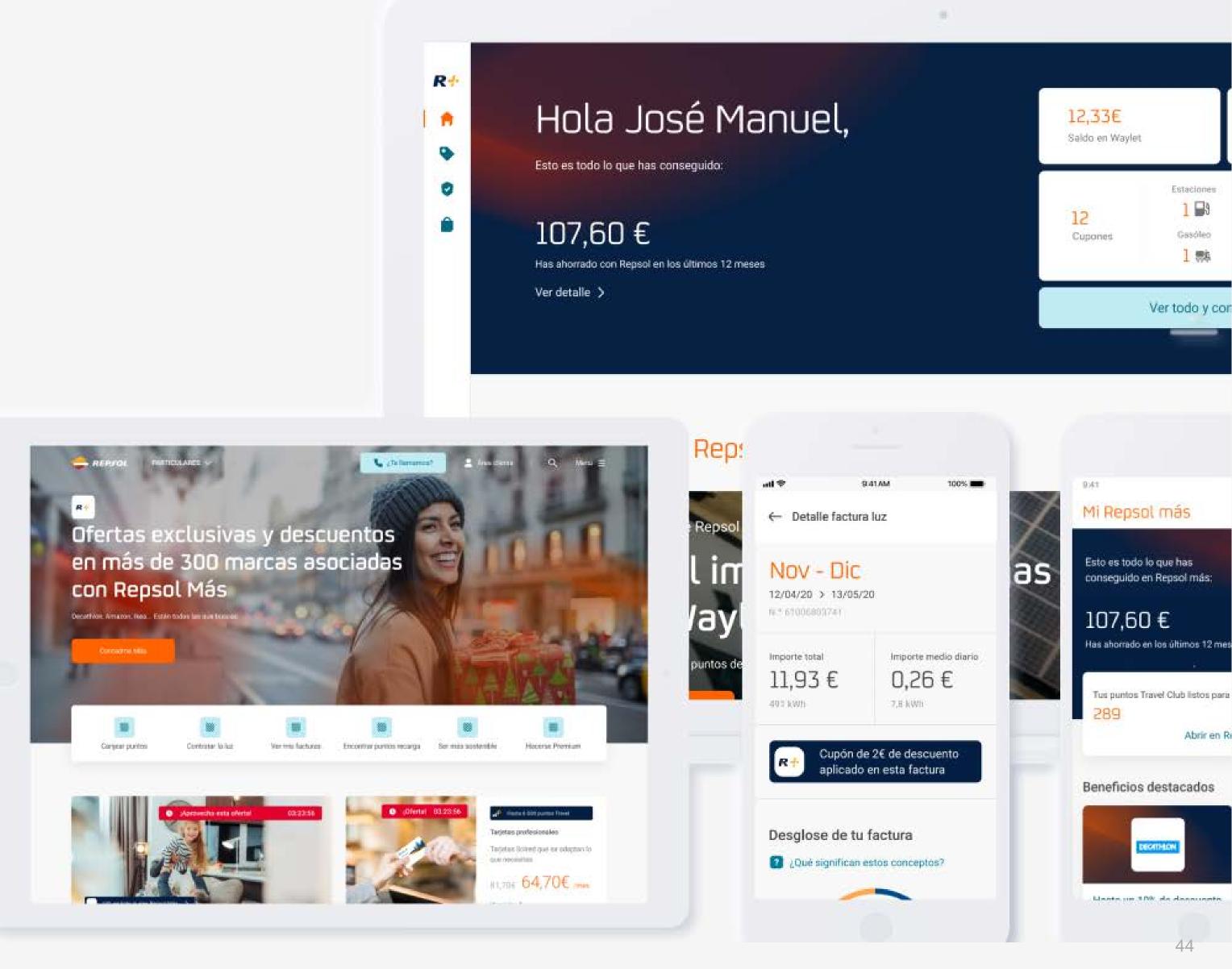
30.11-21

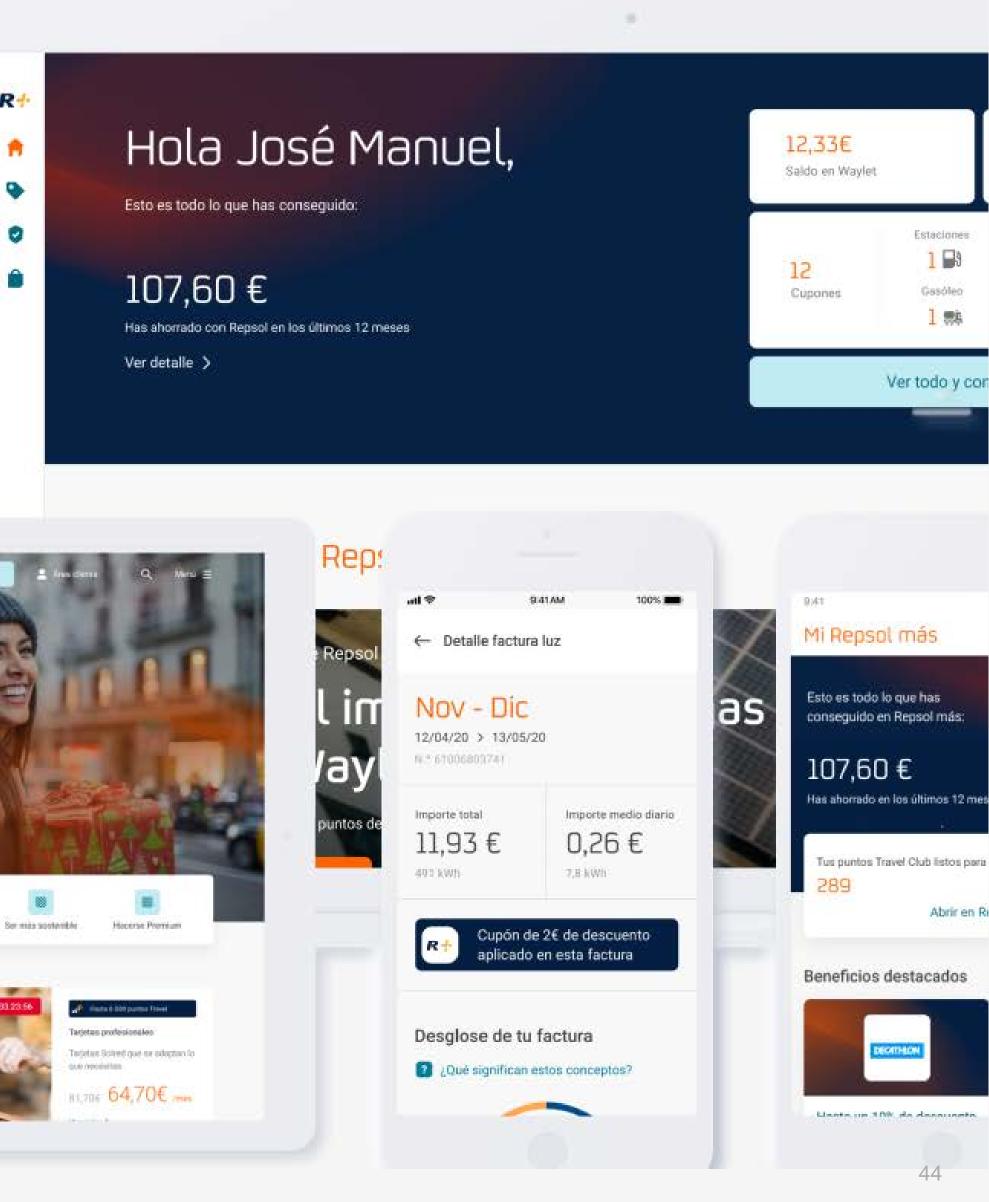


Repsol +

Global loyalty program for **Repsol clients**

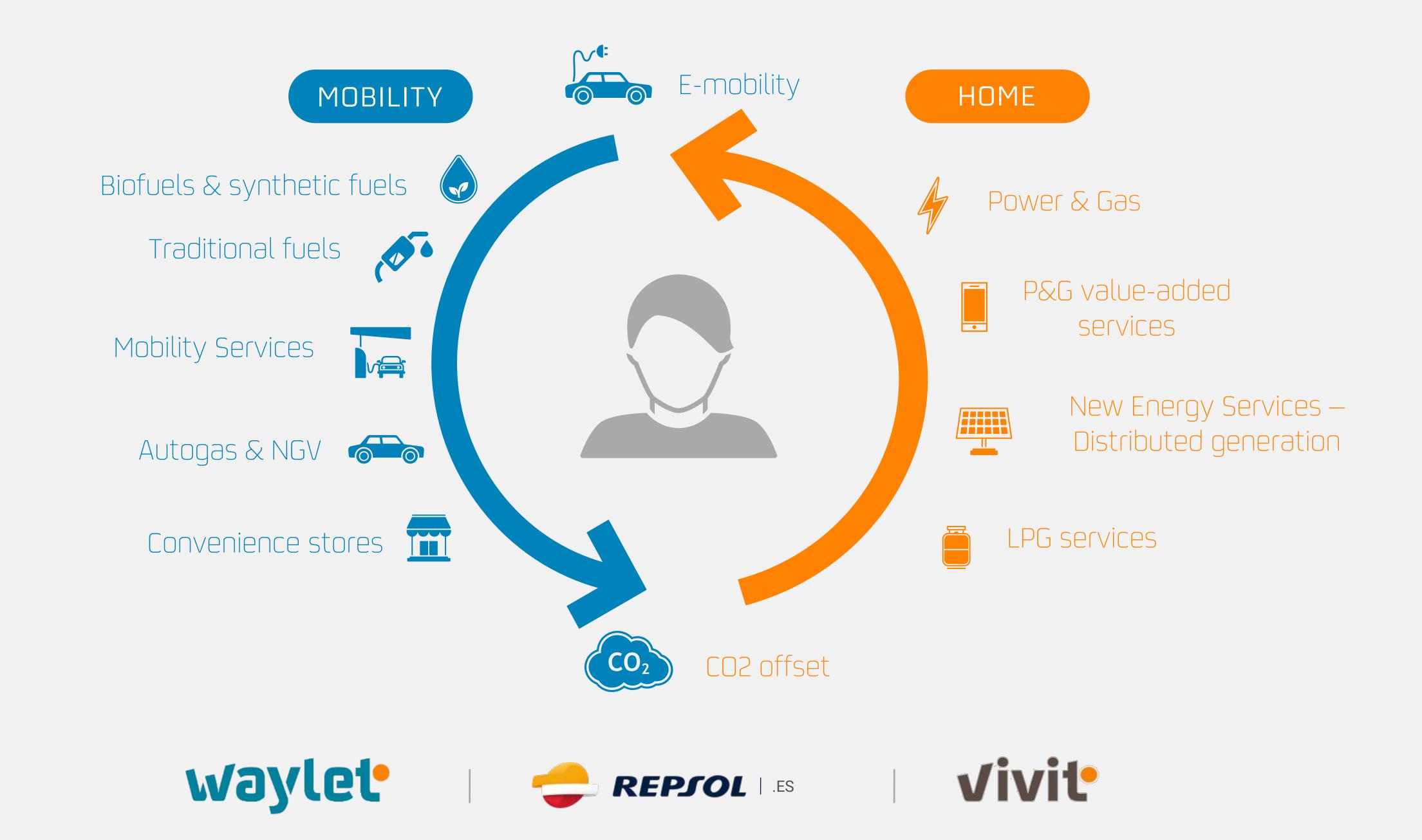
- Transversal vision of your energy
- Value-added services
- Customized offers according to customer needs

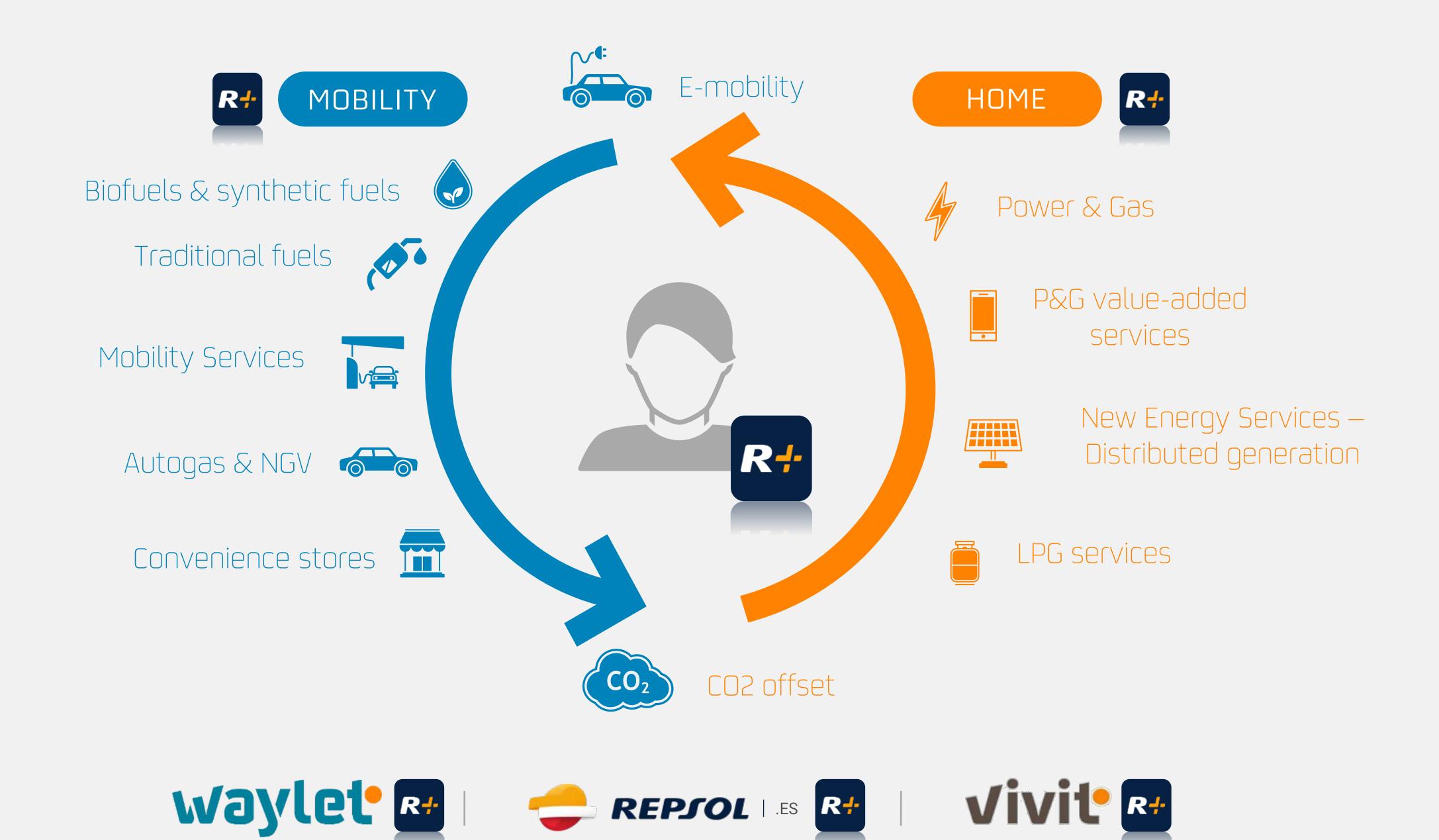




Digital. Multi-energy. Customer-centric.

NOW.





"Satisfy any energy need in people's daily lives in the easiest and most agile way possible and in any area of their lives."





Unique opportunity to create value in the energy transition...

Leading energy customer business with sustainable competitive position

Advantaged and committed play on energy transition

Multi-energy & customer centricity approach

Strong track-record of customer managemen and digital capabilities



... while increasing customer-centric businesses' EBITDA through energy transition

x1.4



EBITDA



Including Traditional Mobility (Mobility Spain, Mobility Portugal. Mobility Italy, Mobility Mexico and Central Mobility); E-Mobility; LPG; Lubricants, Asphalts, International Aviation and Specialties; Power & Gas Retail. Energy Services businesses and P&G Central Costs and Customer-centric Business Overheads









Low Carbon Day

Investor Relations investor.relations@repsol.com

#RepsolLowCarbonDay www.repsol.com





The Repsol Commitment Net Zero Emissions by 2050