



Low Carbon Day

Customer Centric

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The Repsol Commitment
Net Zero Emissions
by 2050



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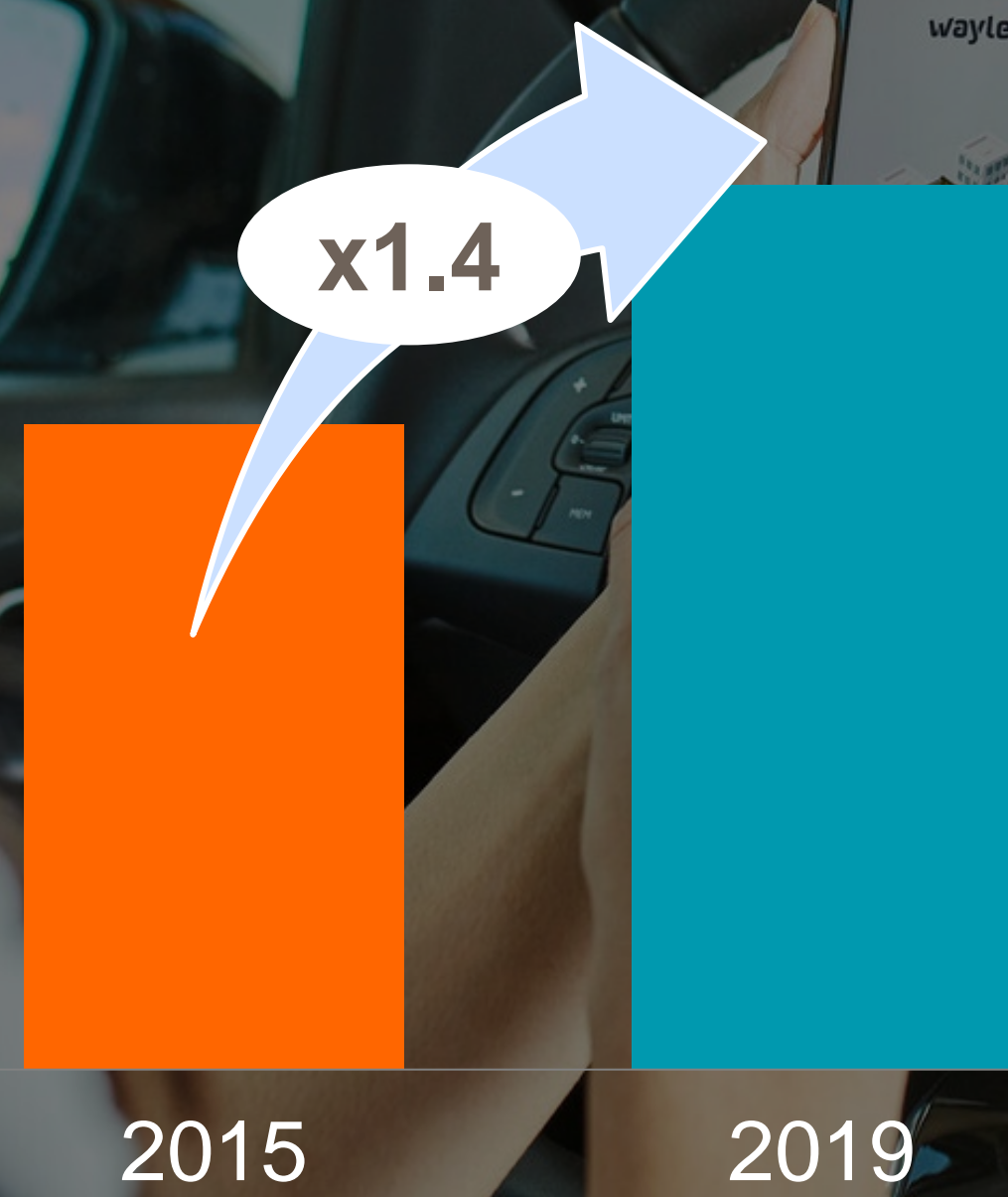
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#RepsolLowCarbonDay

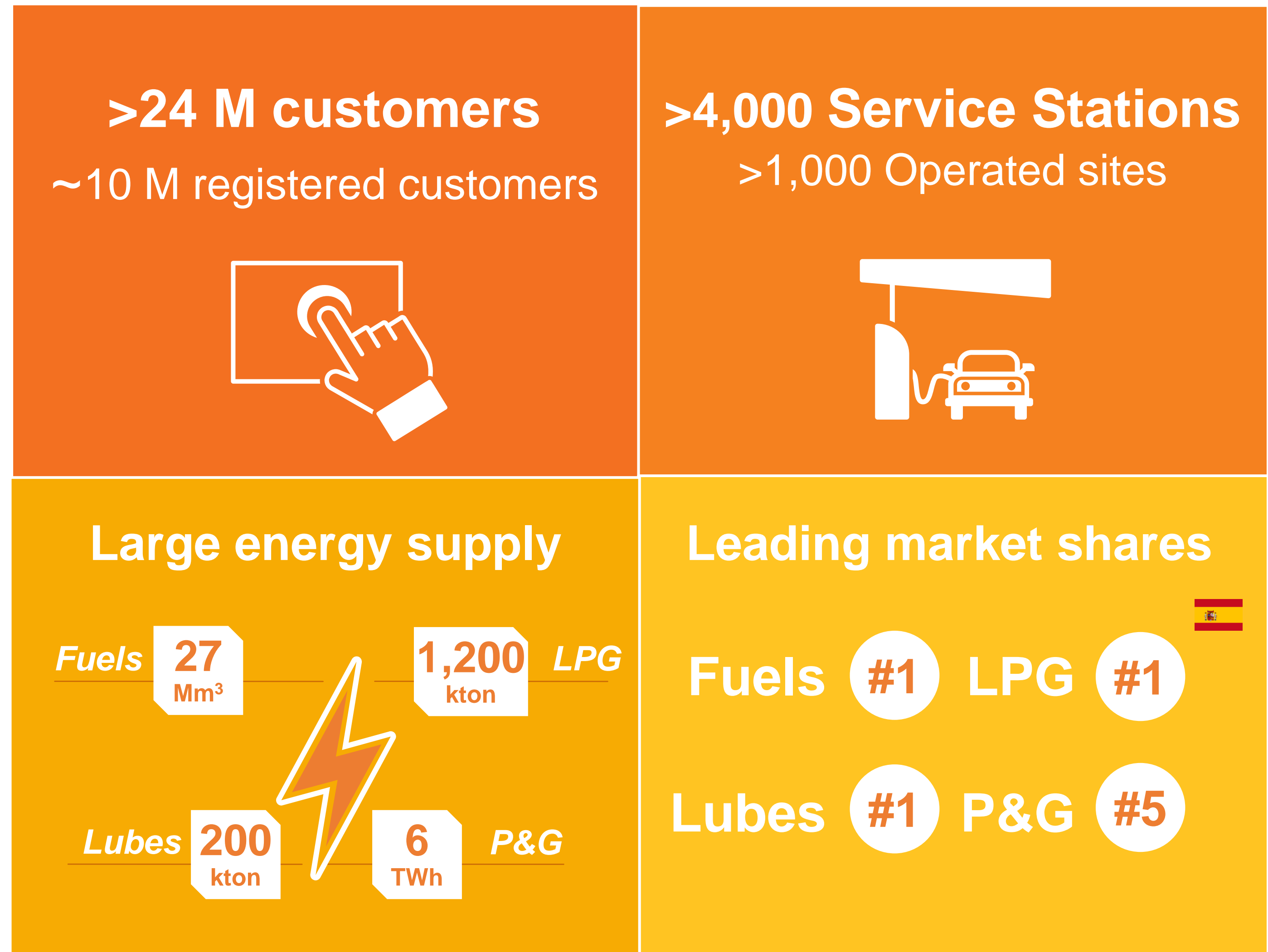


Building on a leadership position with a successful transformation track-record



CCB EBITDA evolution (M€)

01. Customer-centric: Introduction and Business overview



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

Global Trends

Regulatory changes

Decarbonization

Increasing renewables sources & electrification

Fast technology evolution

Alternative (non-exclusive) mobility technologies

Energy is in Transition



Consumption Trends

More environmental & safety concern

Digitalization

Demanding more personalized treatment

Requiring a global vision of their needs

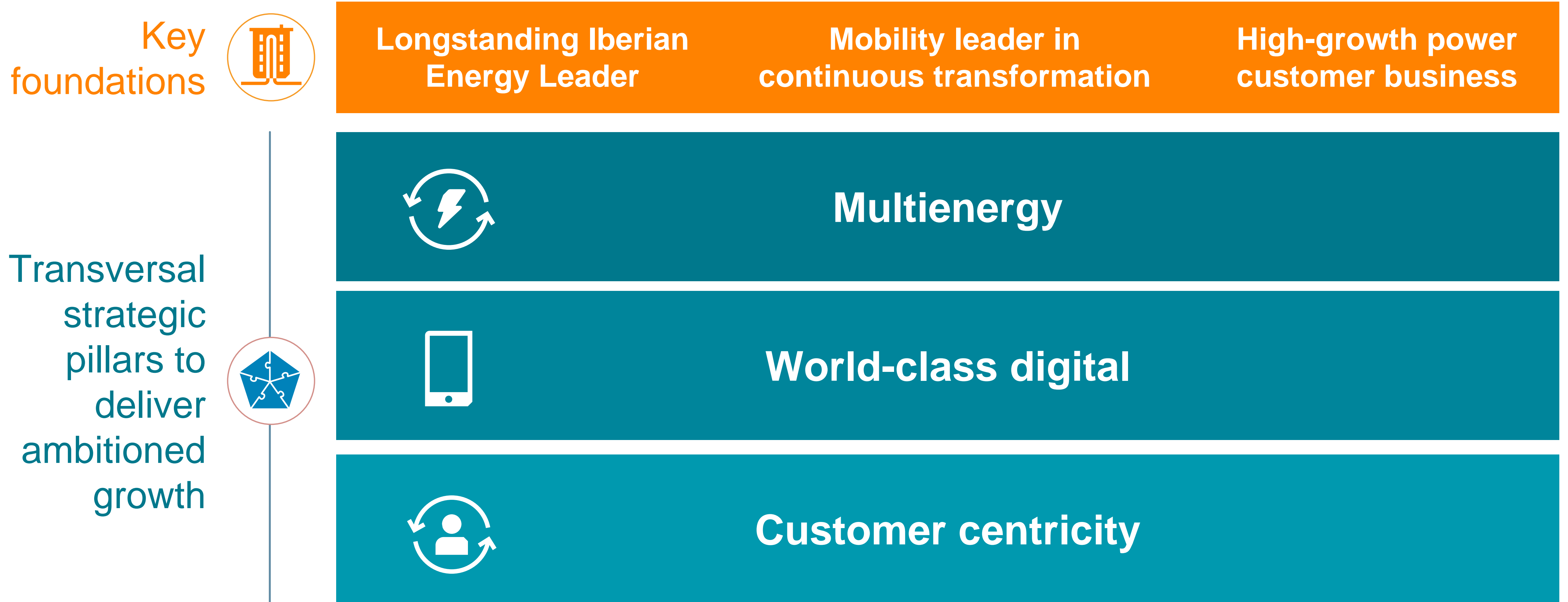
New services and business models

Changes in consumer patterns post COVID

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

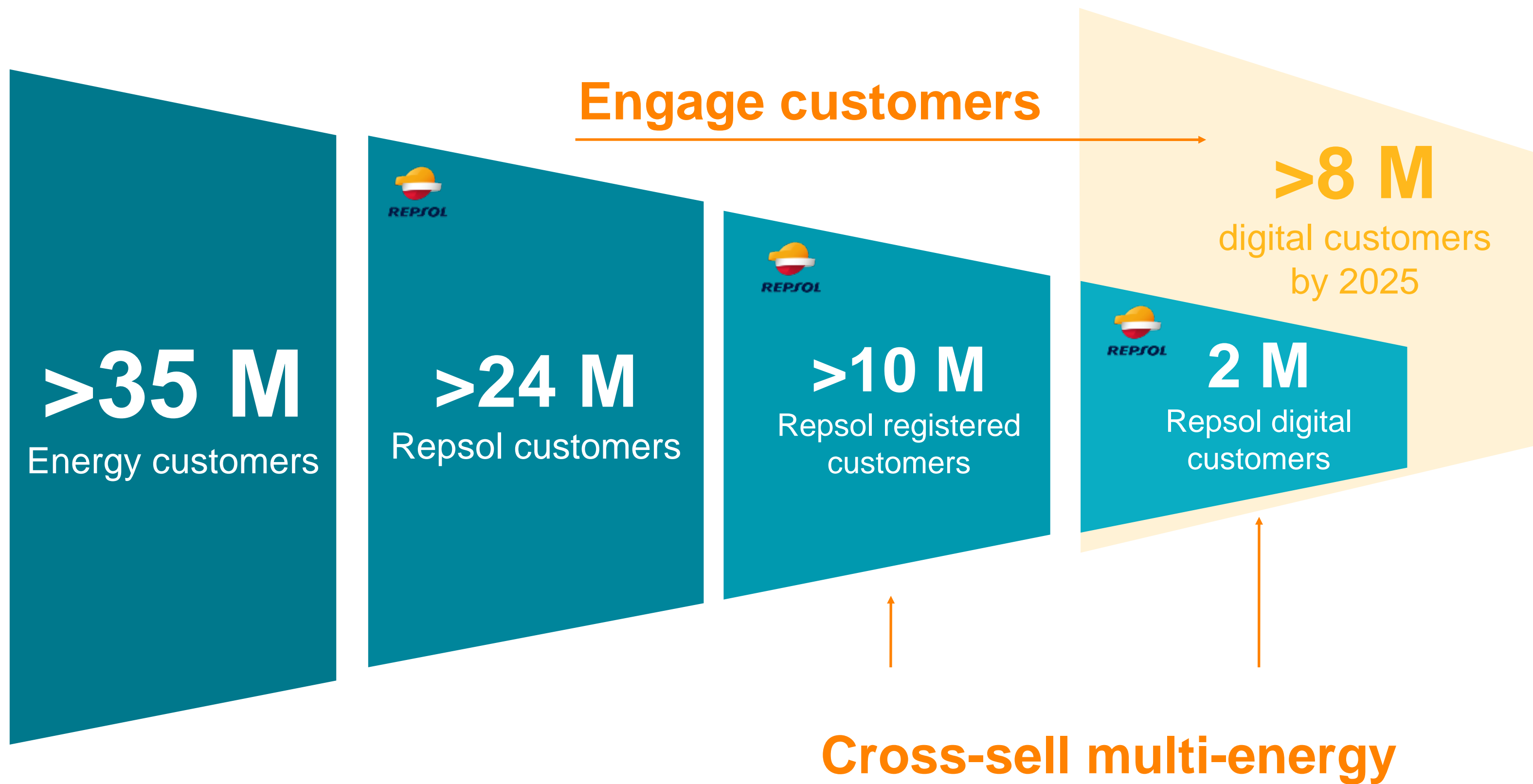
02. Customer-centric: Strategy and pillars

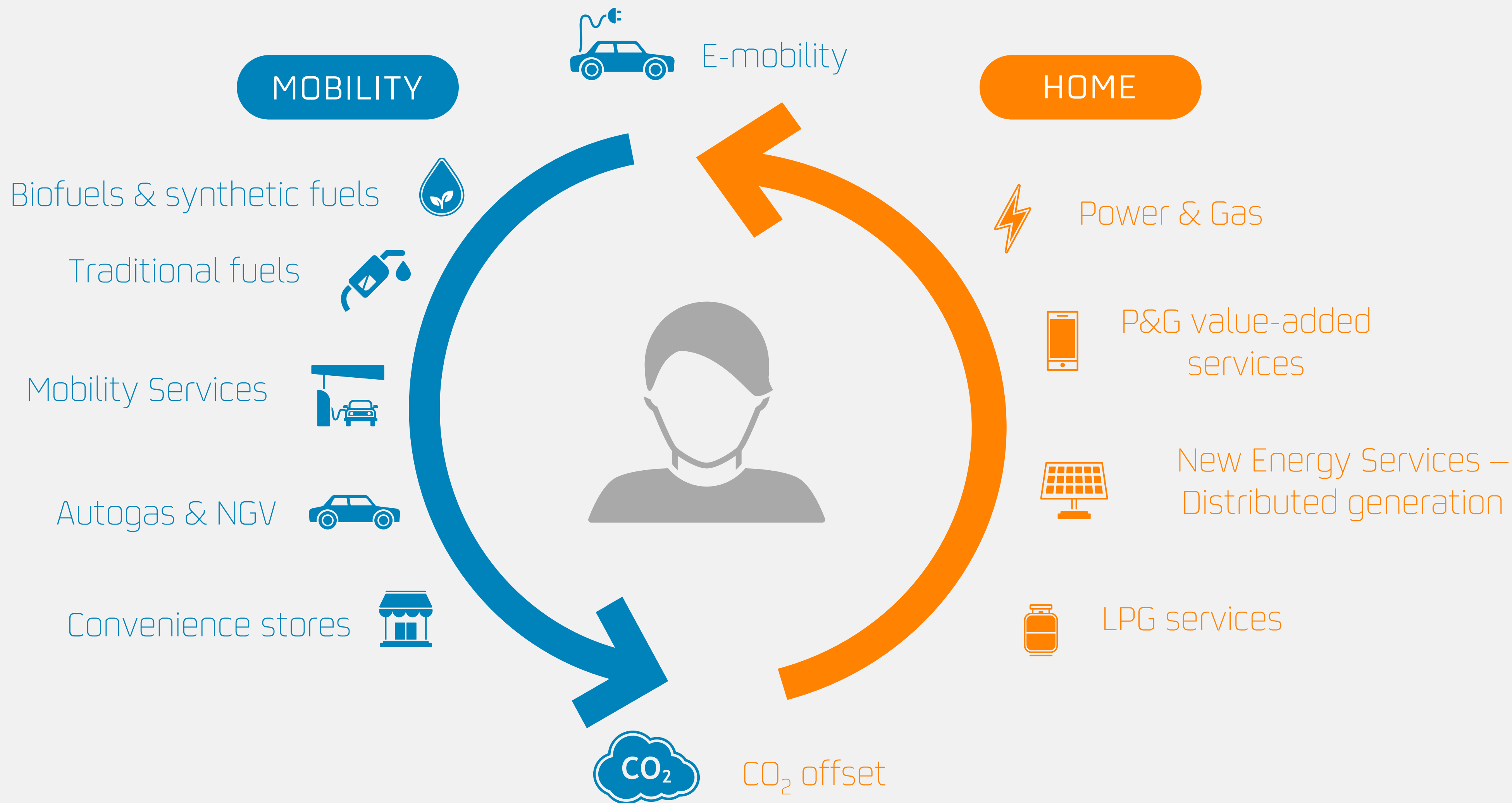
Customer-Centric Business Strategy 2021-25



02. Customer-centric: Strategy and pillars

Digital solutions to orchestrate customer-centric multi-energy approach across customer base





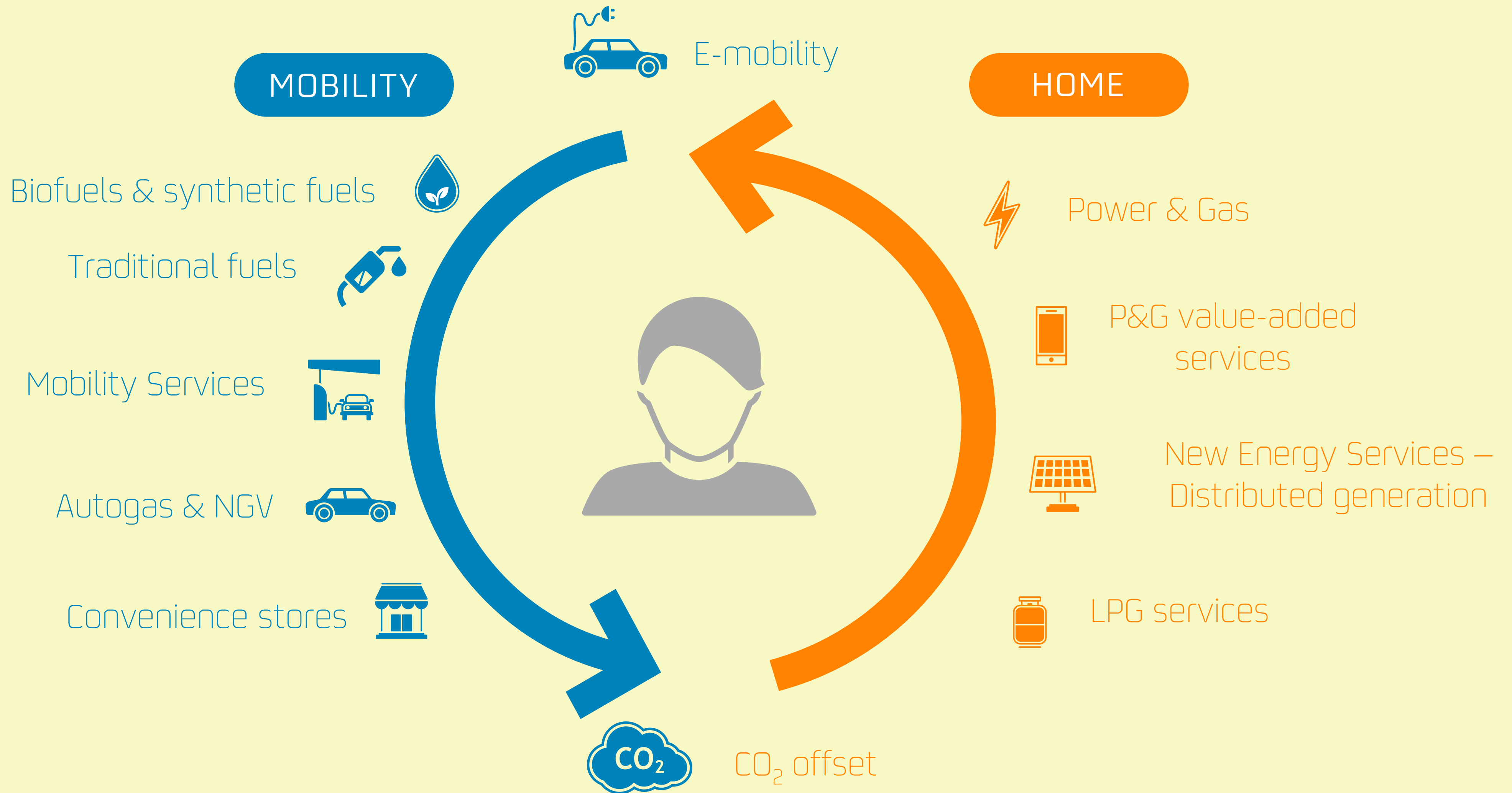
waylet

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Repsol is prepared to
deliver differentiation
and a more holistic
offering





e-Mobility

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

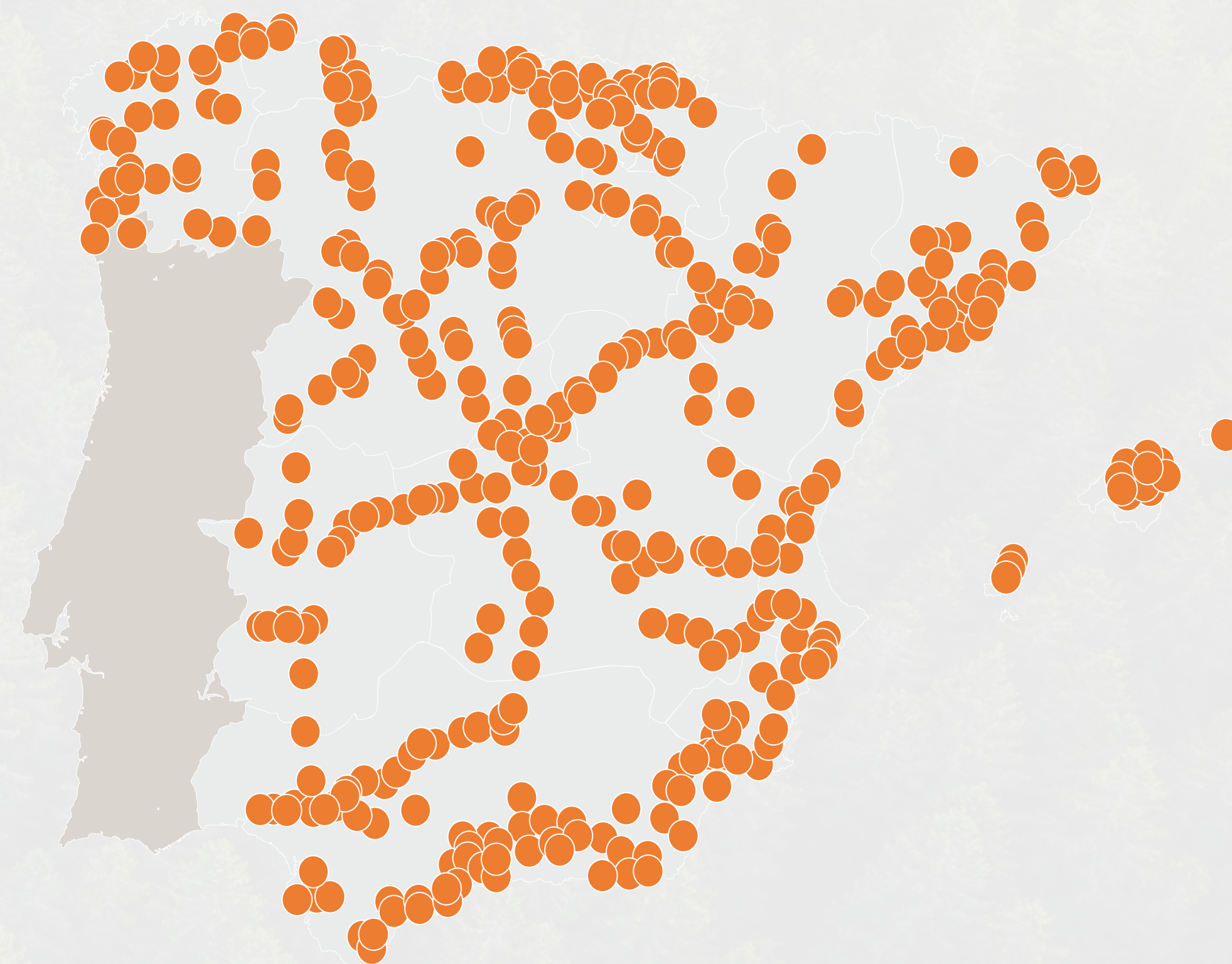
e-Mobility

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

2022

Ultra / Fast
chargers every
50km

+1,000
public
chargers

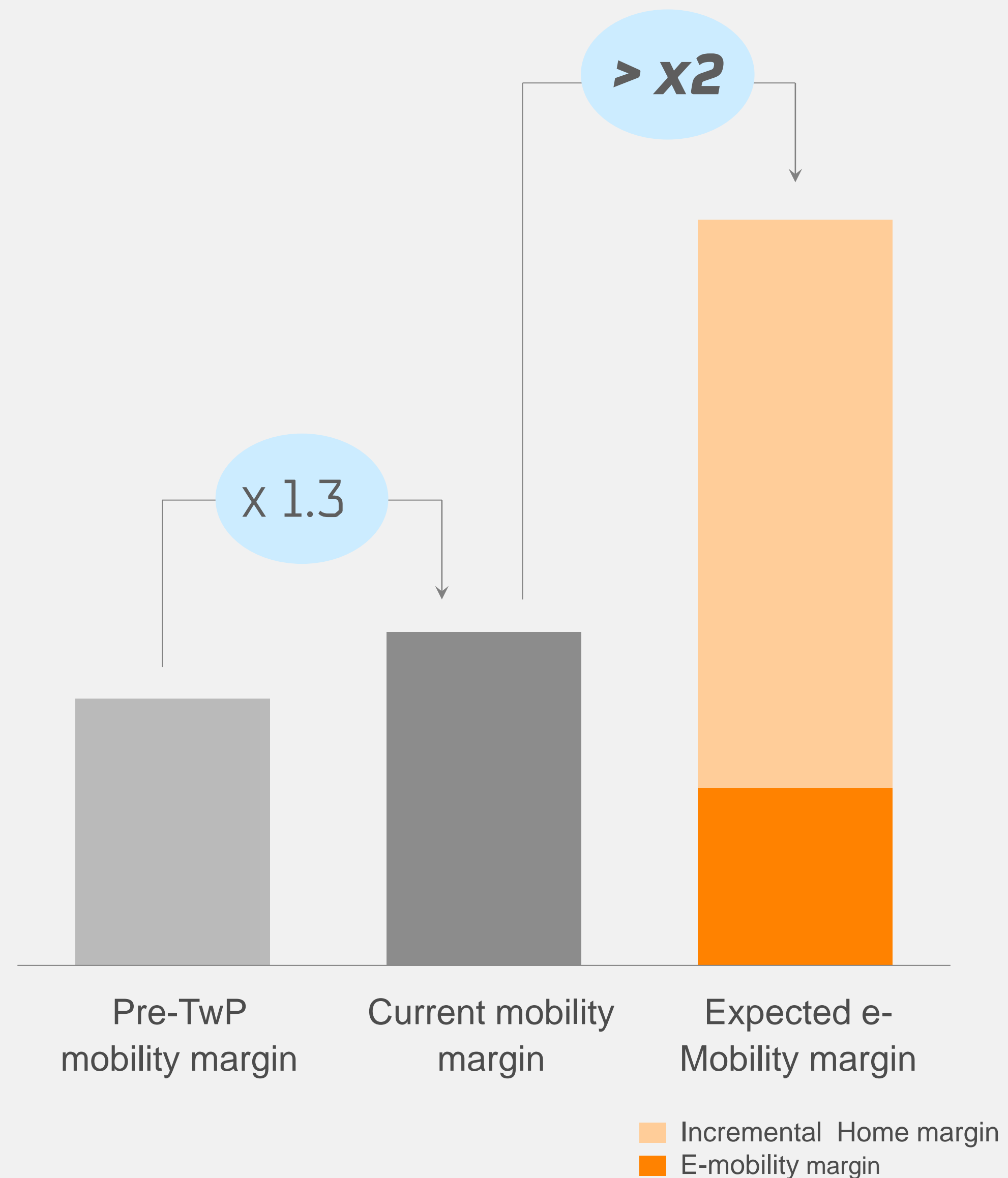


e-Mobility

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

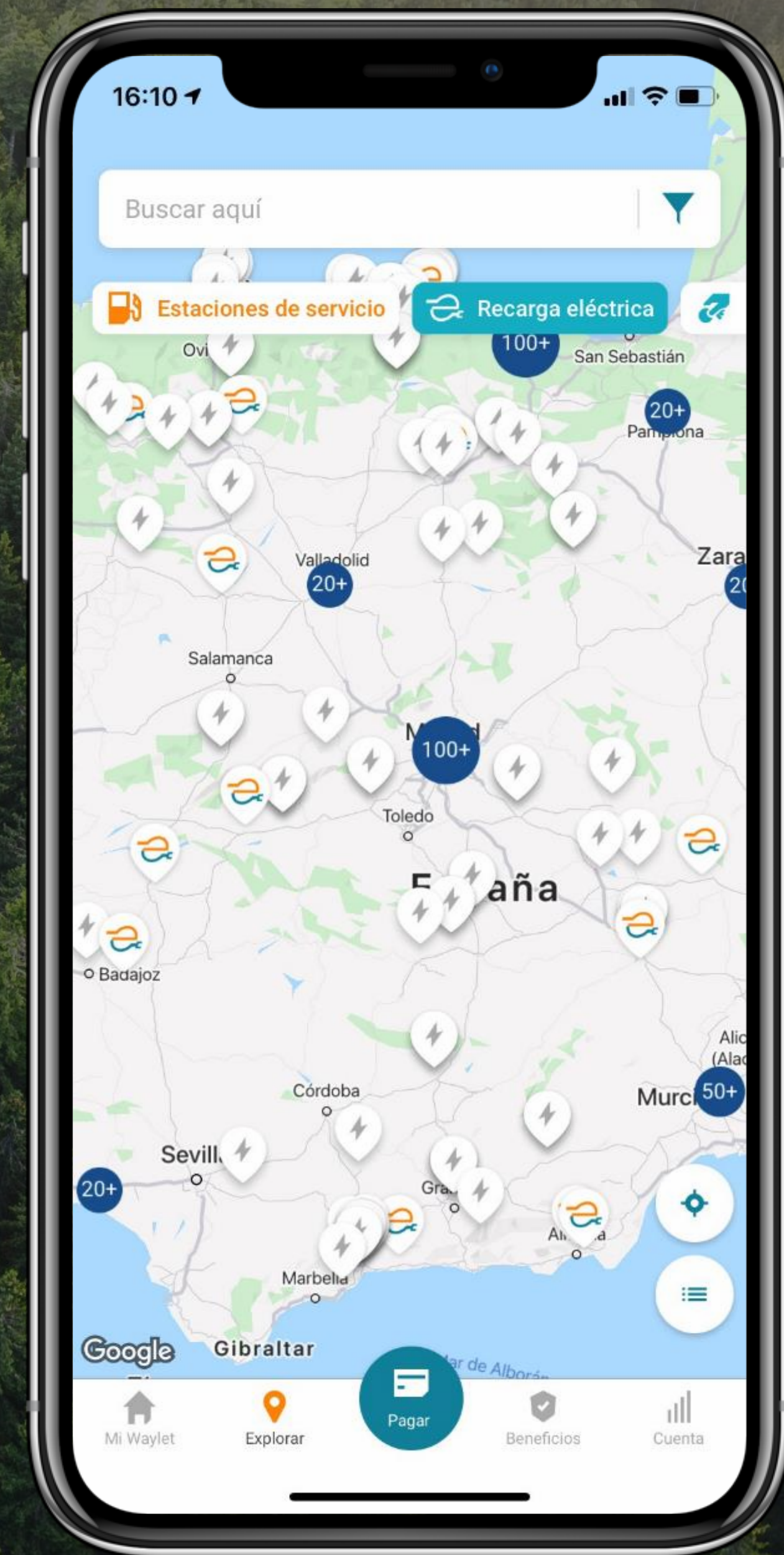
More than double growth in enhancing contribution margin per customer



Contribution margin per customer (€/customer) –
Traditional mobility customers vs. E-mobility customers

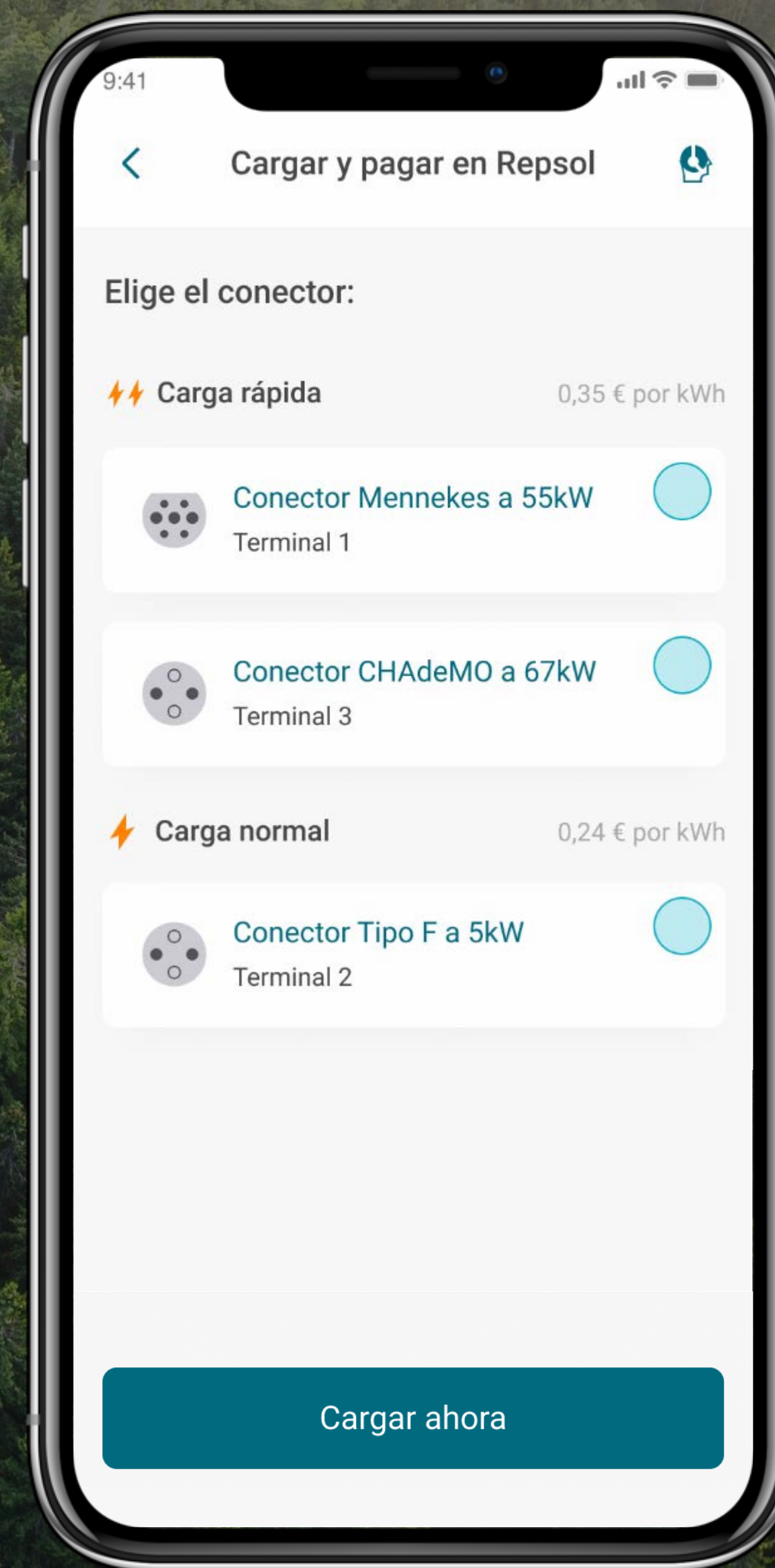
e-Mobility

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



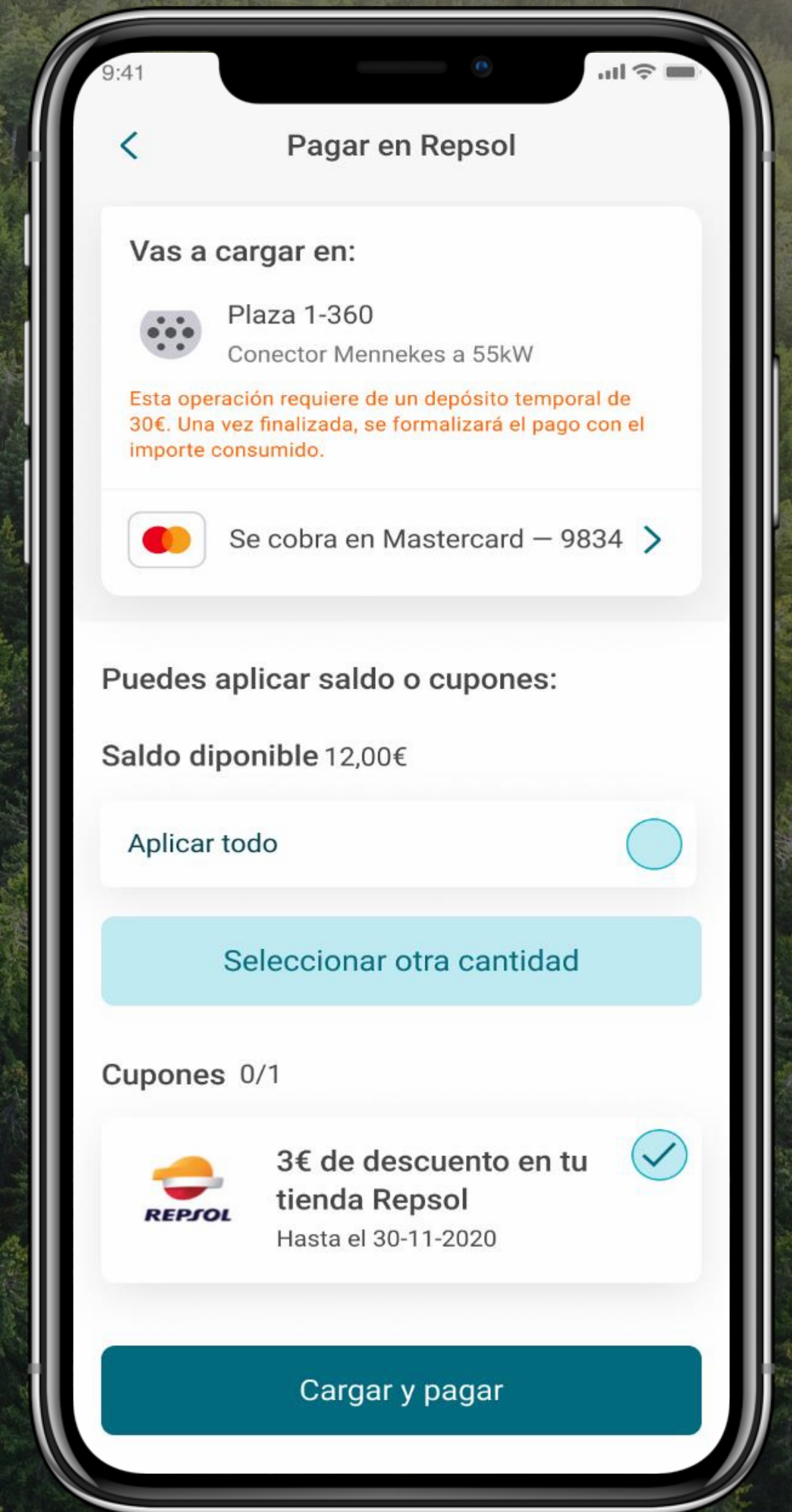
e-Mobility

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



e-Mobility

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



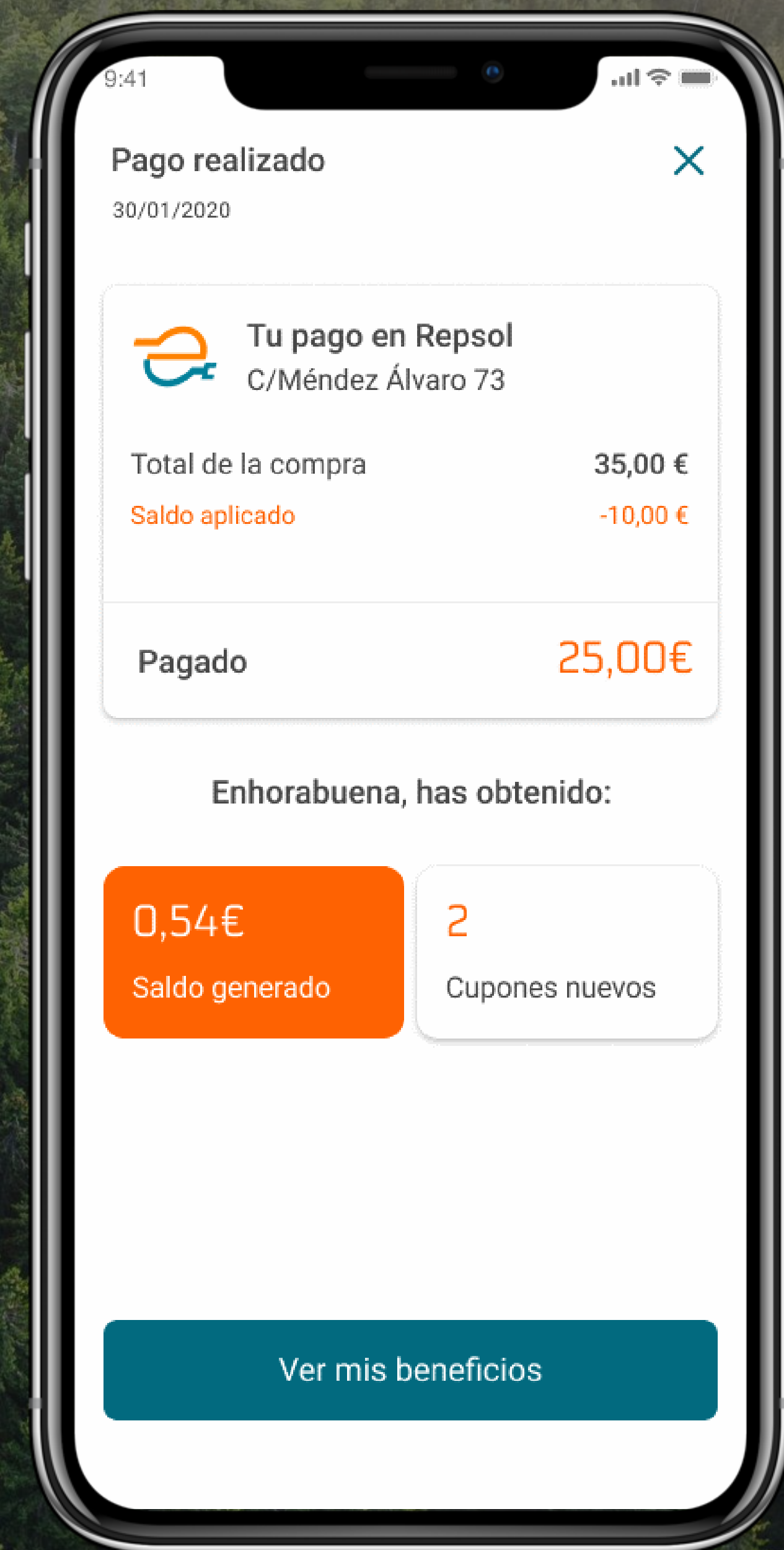
e-Mobility

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



e-Mobility

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



Distributed Energy

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

Distributed Energy

REPSOL
Solify 

Solar **self-consumption**
solution

REPSOL
Solmatch 

Solar **communities**
product

ekiluz

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

 enerTIC Awards

Renewable Energy Category

Distributed Energy

2024

+300

Solar installations
in Repsol Service
Stations

+180

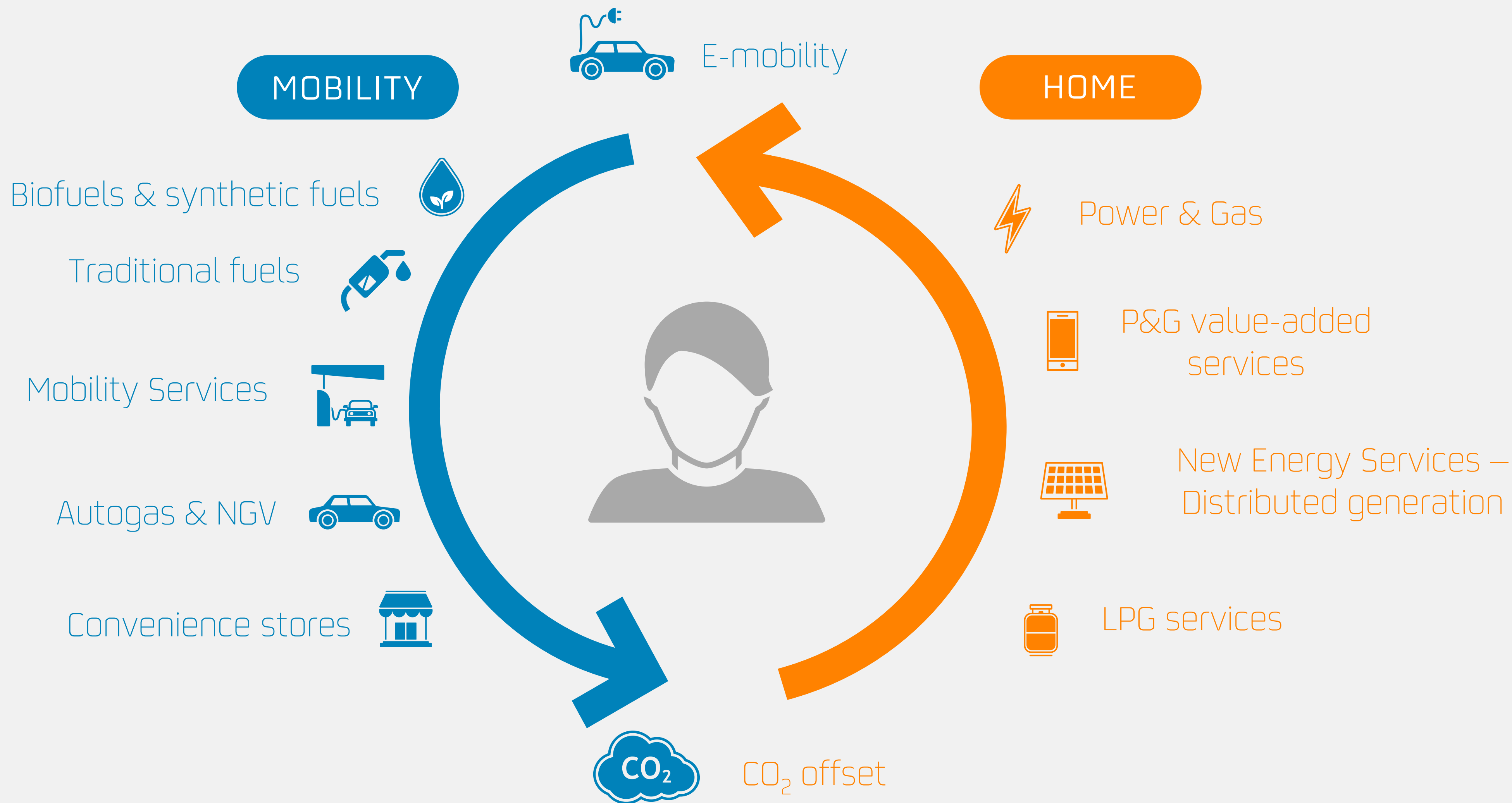
Solmatch
active solar
communities

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

#1

Leading market share transport service Apps

3 M

Users in December 2021

+1.6 M

Transactions per month

+7 p.p.

Additional sales uplift in campaigns

2.1x

Volume sales per customer



HIT RATE



CHURN



Pay at the pump



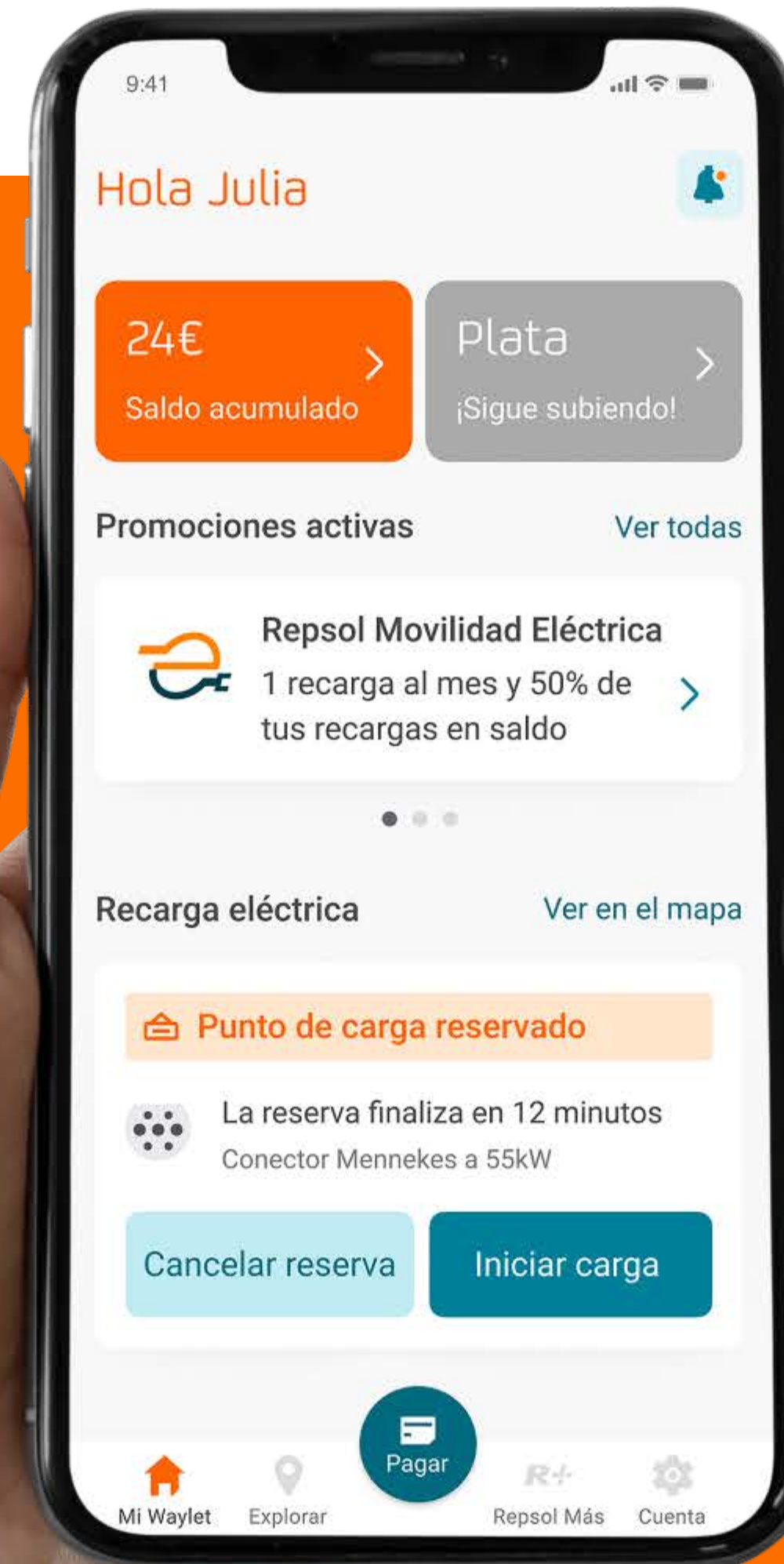
CO₂ Offset



Pre-order Convenience stores
Pick up - Delivery



Way&Go
buy in-store without cash



E-Mobility charging management



Parkings



Loyalty program



Payment and discounts in strategic partners

Pay at the pump



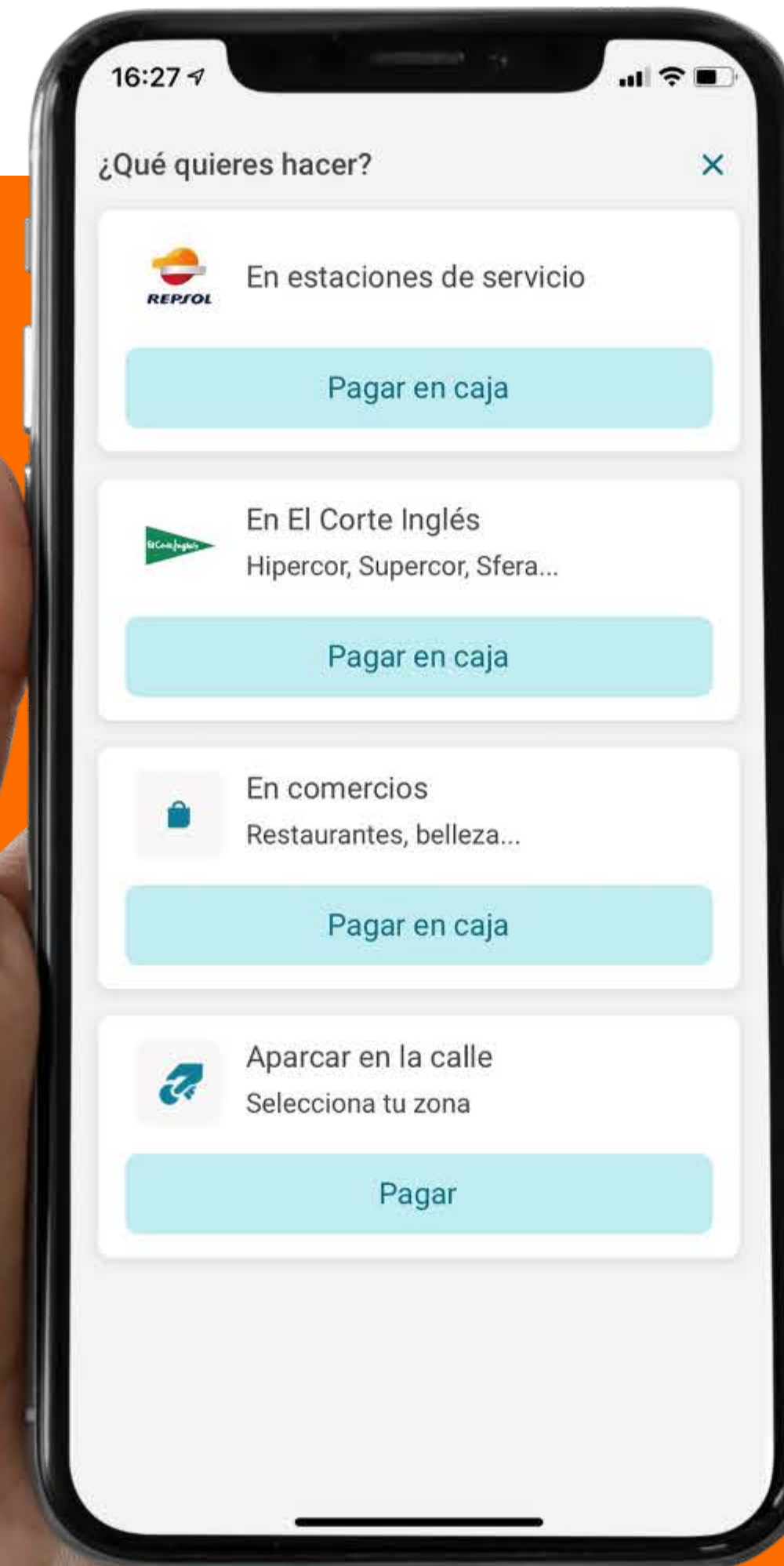
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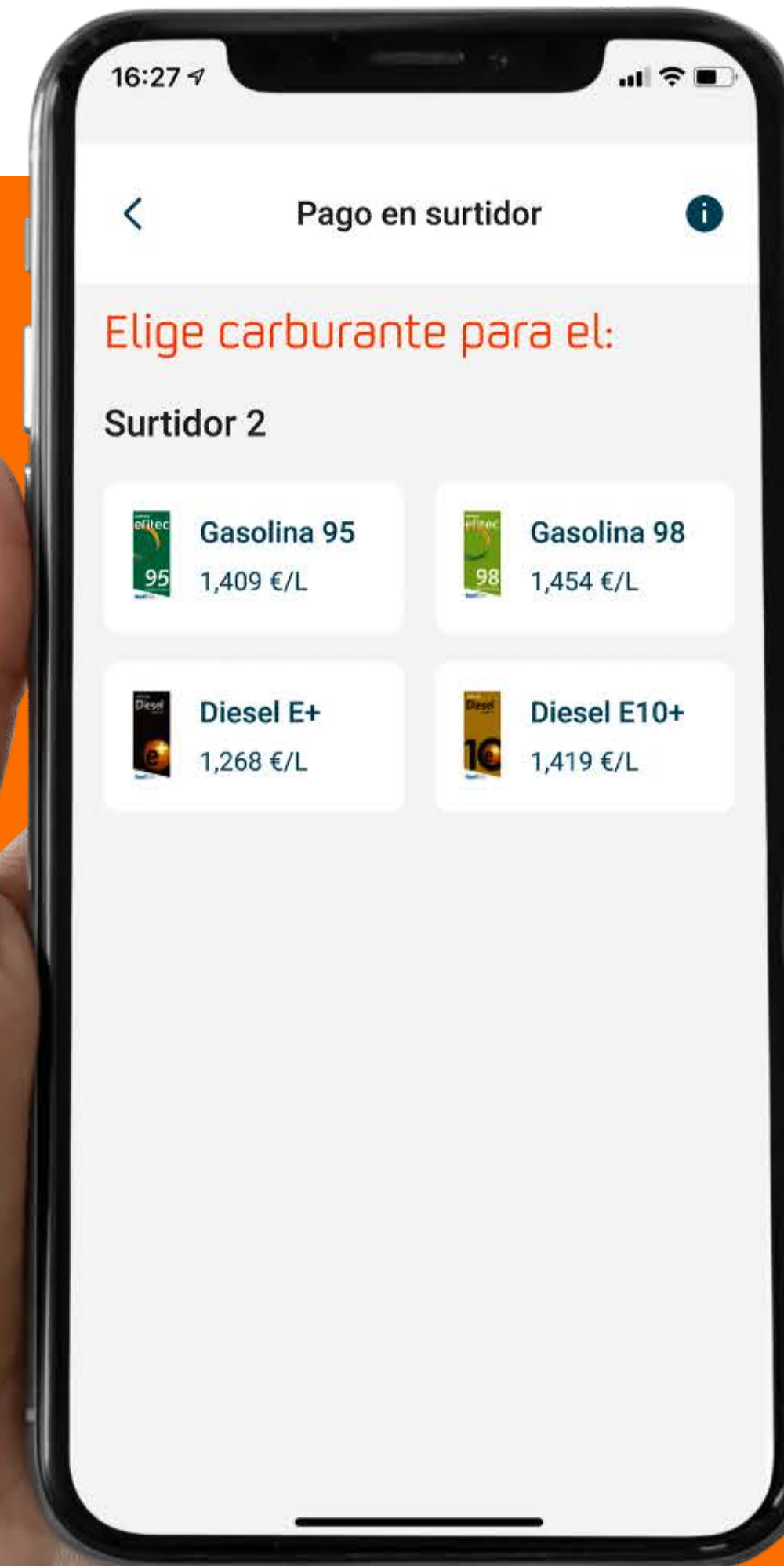
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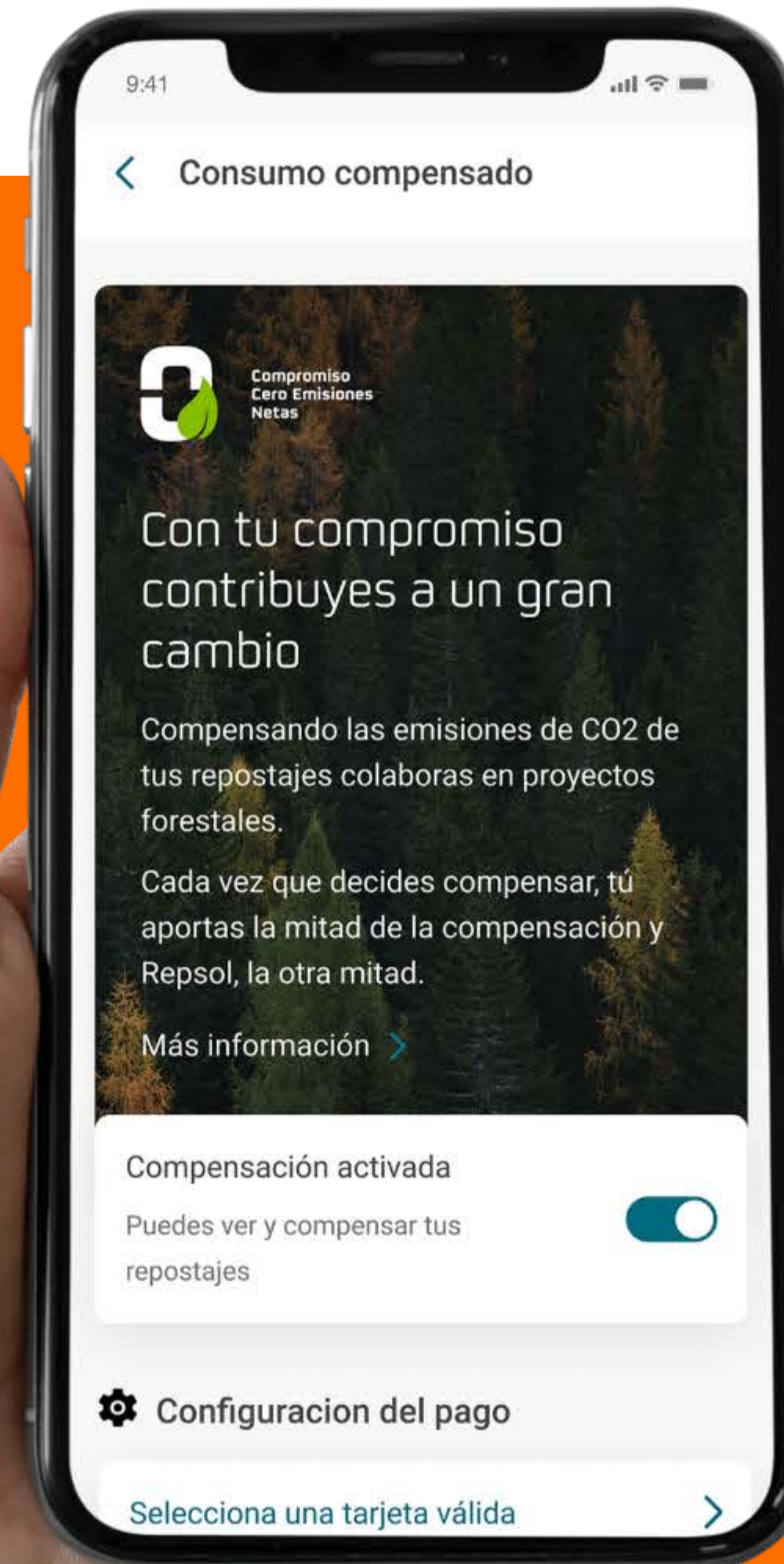
CO₂ Offset



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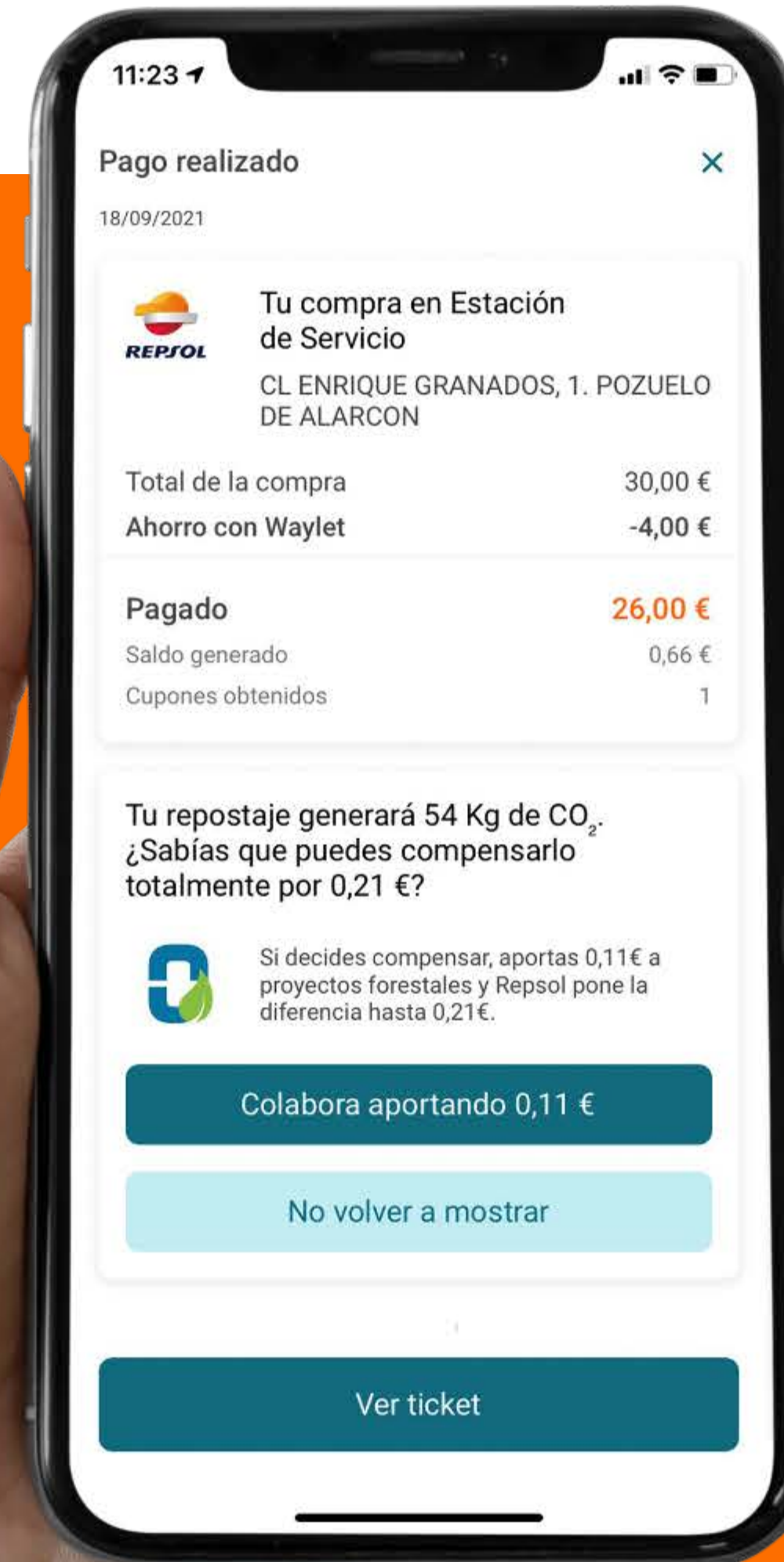
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E-Mobility charging management



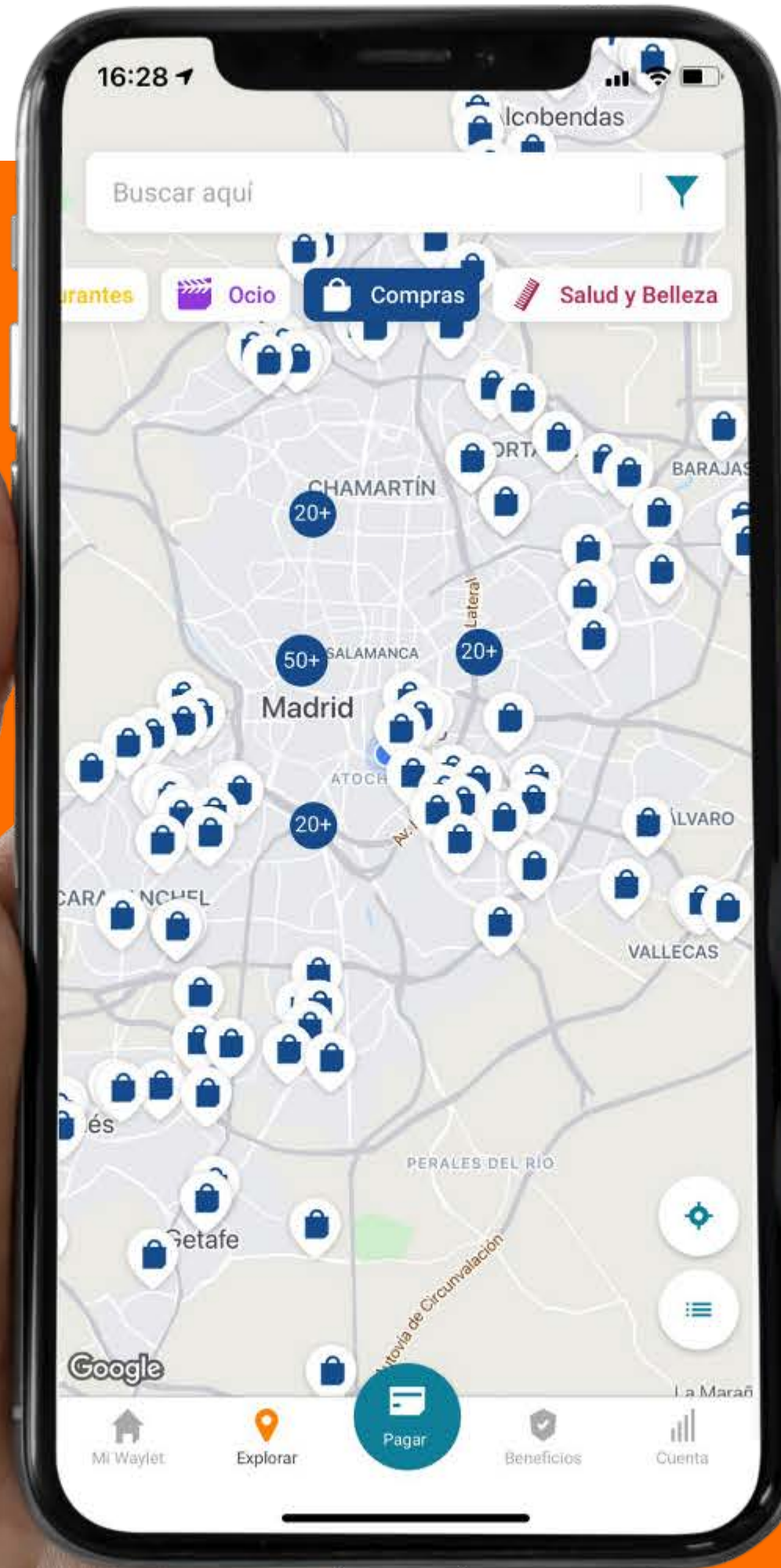
Parkings



Loyalty program



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Pay at the pump



CO₂ Offset



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E-Mobility charging management



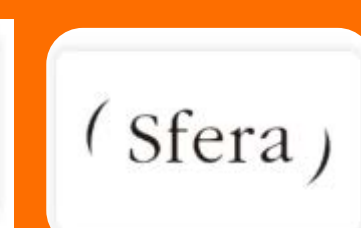
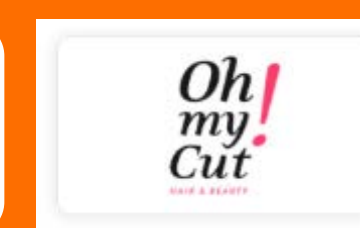
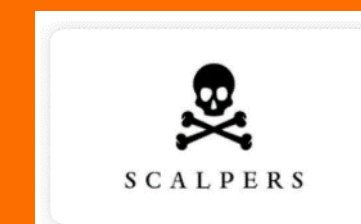
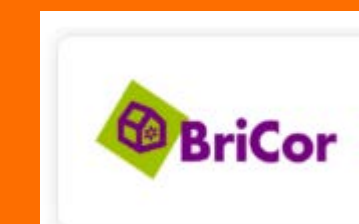
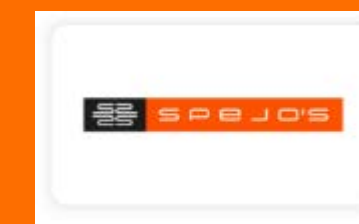
Parkings



Loyalty program



Payment and discounts in strategic partners



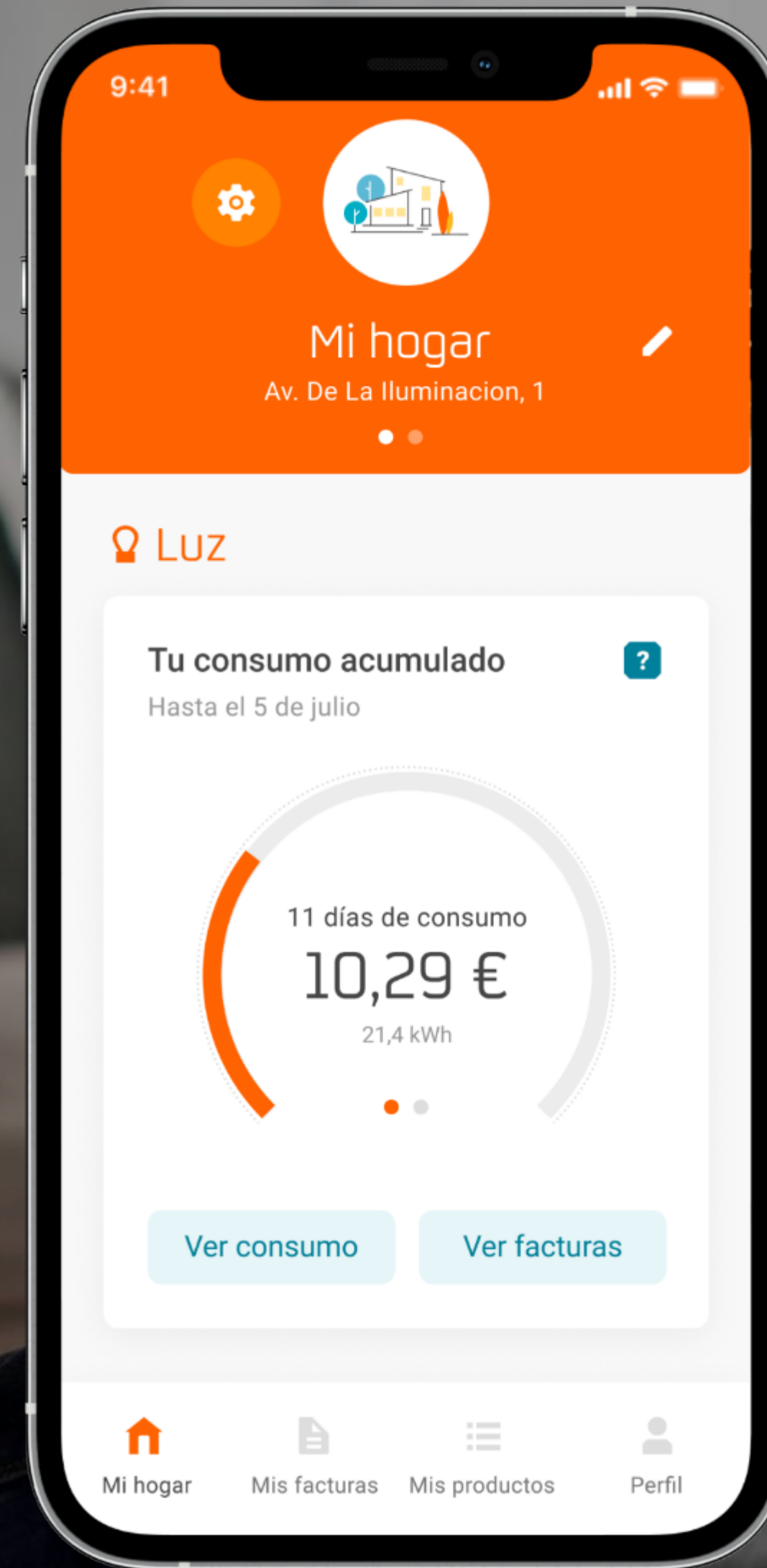
Vivit

Home energy transition management

Customized functions to improve household consumption efficiency

Disaggregated information on appliance expenditure

Consumption comparisons of households with similar characteristics

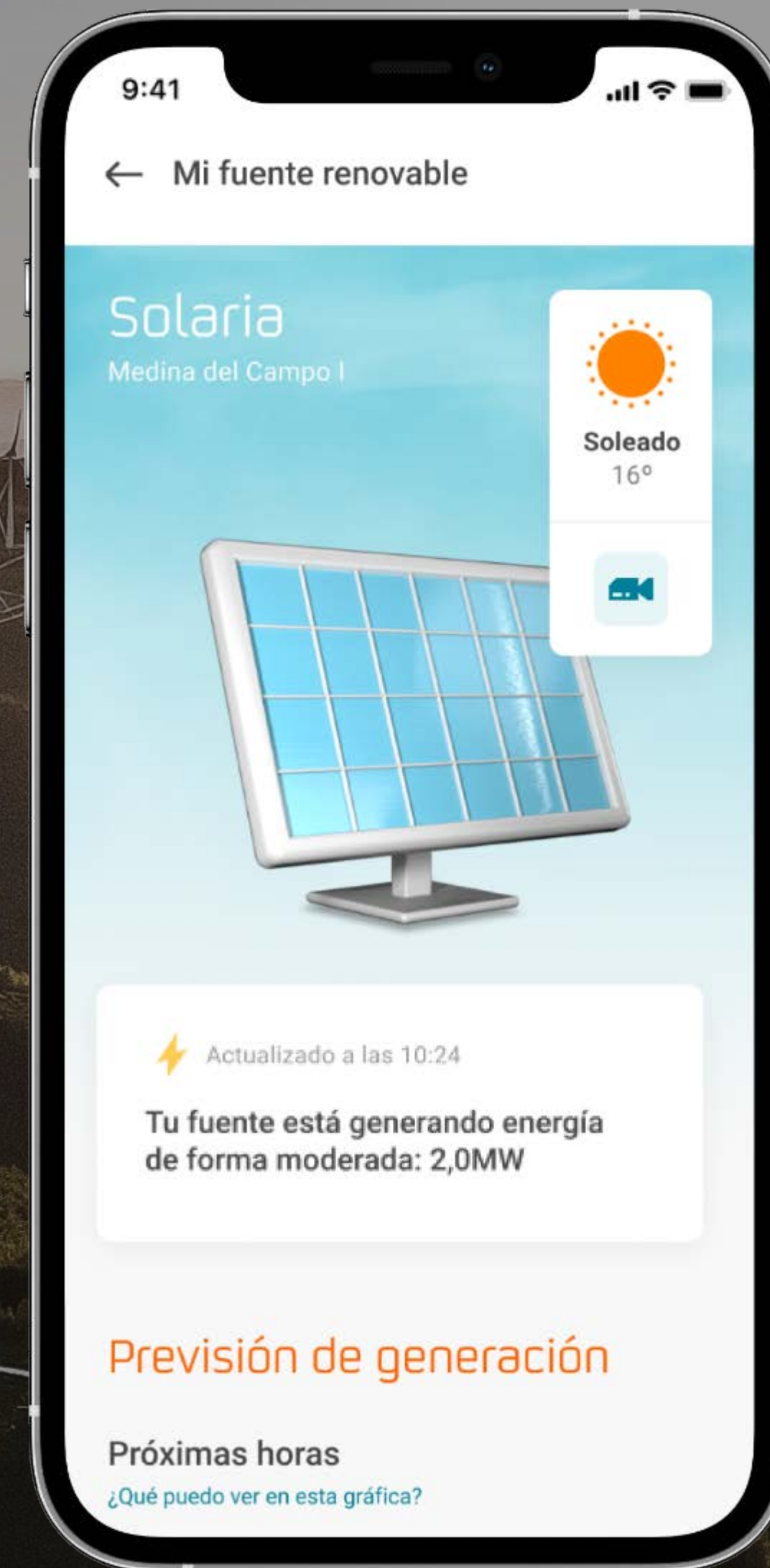


Vivit

NEW FEATURE

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

Real-time information to adjust consumption habits accordingly



New Repsol.es Ecommerce

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





REPSOL | Particulares ▾

Contáctanos | Área cliente | ¿Te llamamos? | Menú ☰

La luz que cuida de los tuyos.

Tu electricidad, al mismo precio durante todo el día. Siempre pagarás el mismo precio, suba o no suba la luz. De día y de noche.

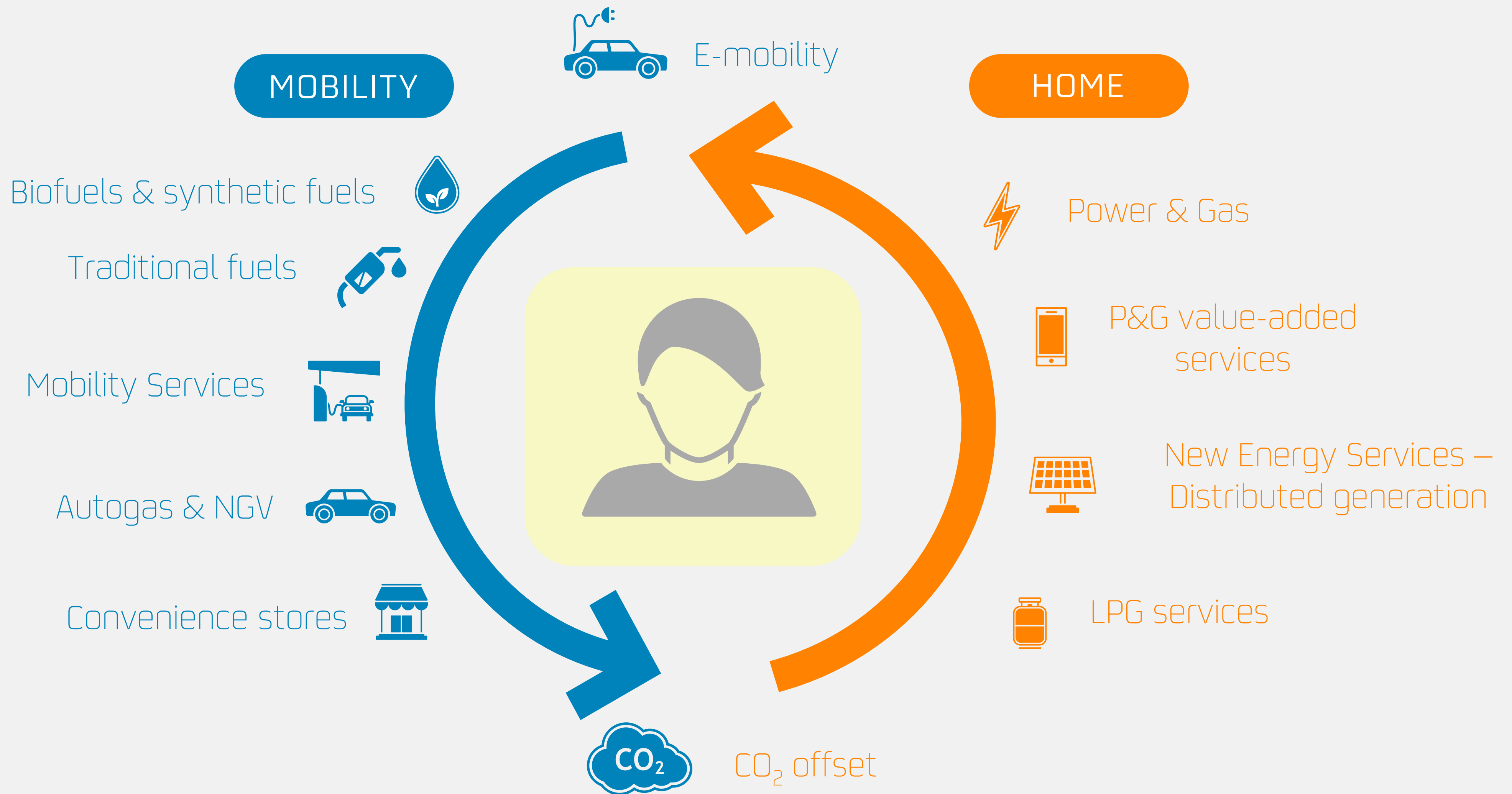
Saber más sobre Tarifa Online >

Solicitar online | ¿Te llamamos?

Hazte premium y gana saldo en Waylet >

Customized
solutions with a
customer-centric
approach



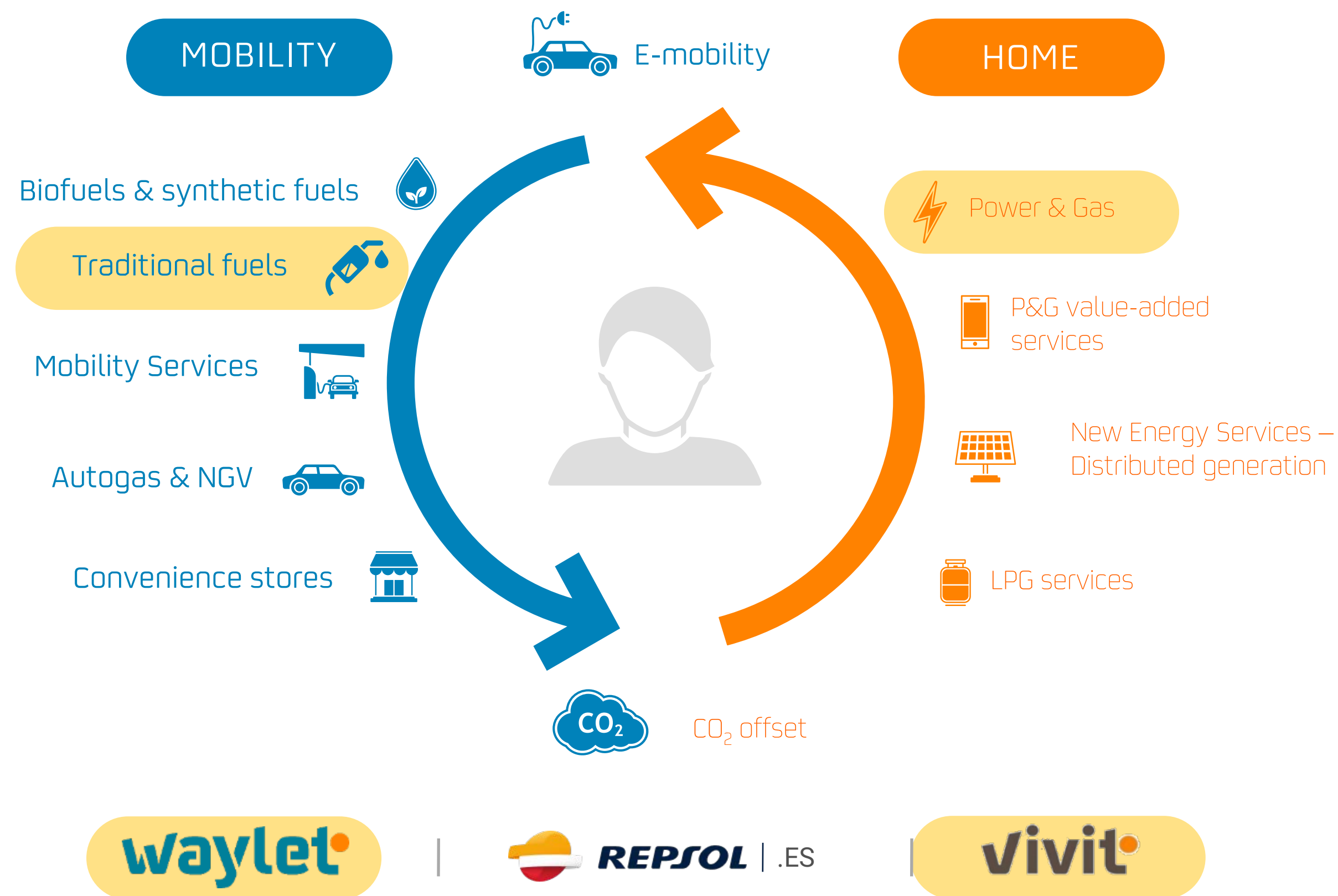


waylet

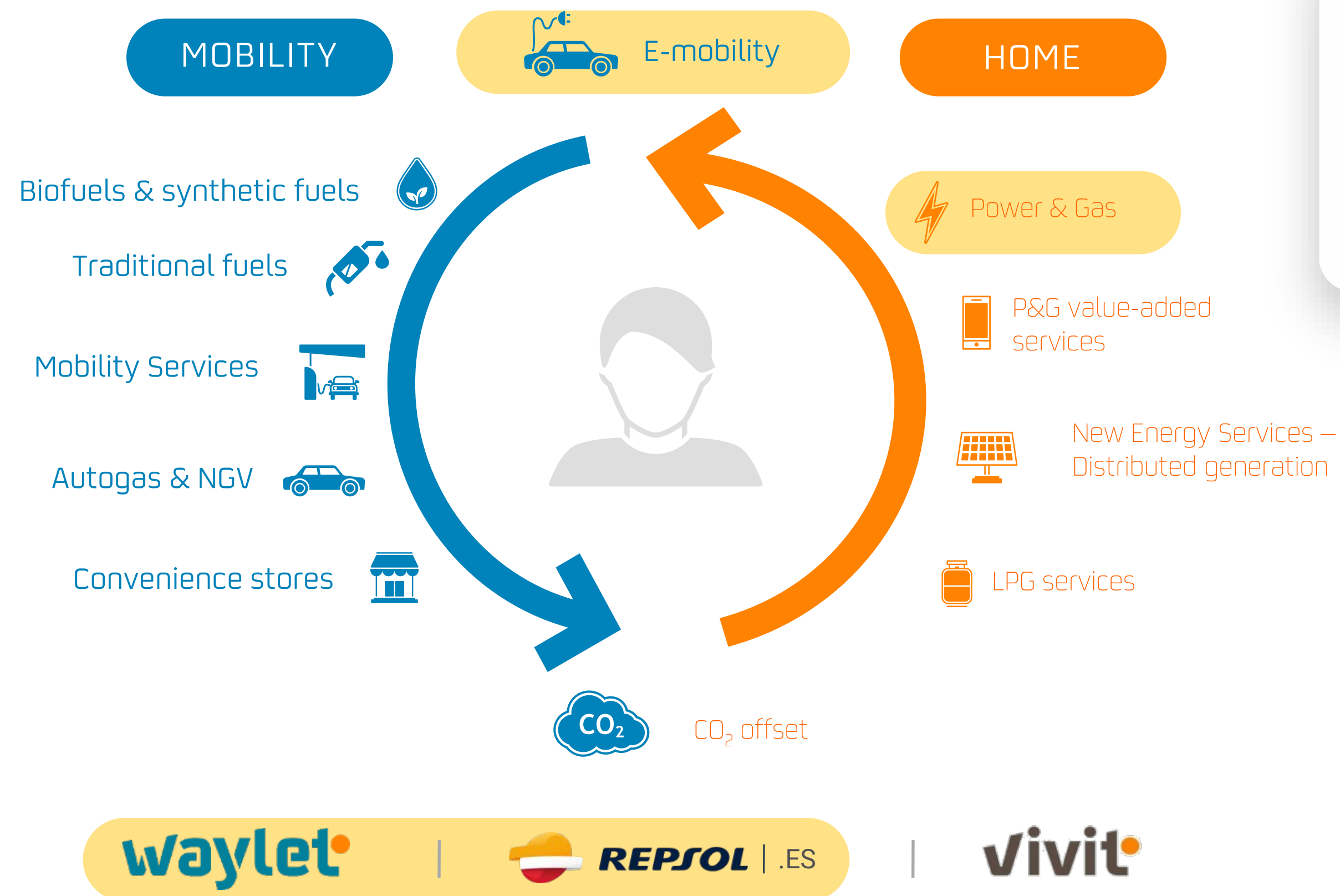
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Customized multi-energy solutions for our clients



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.



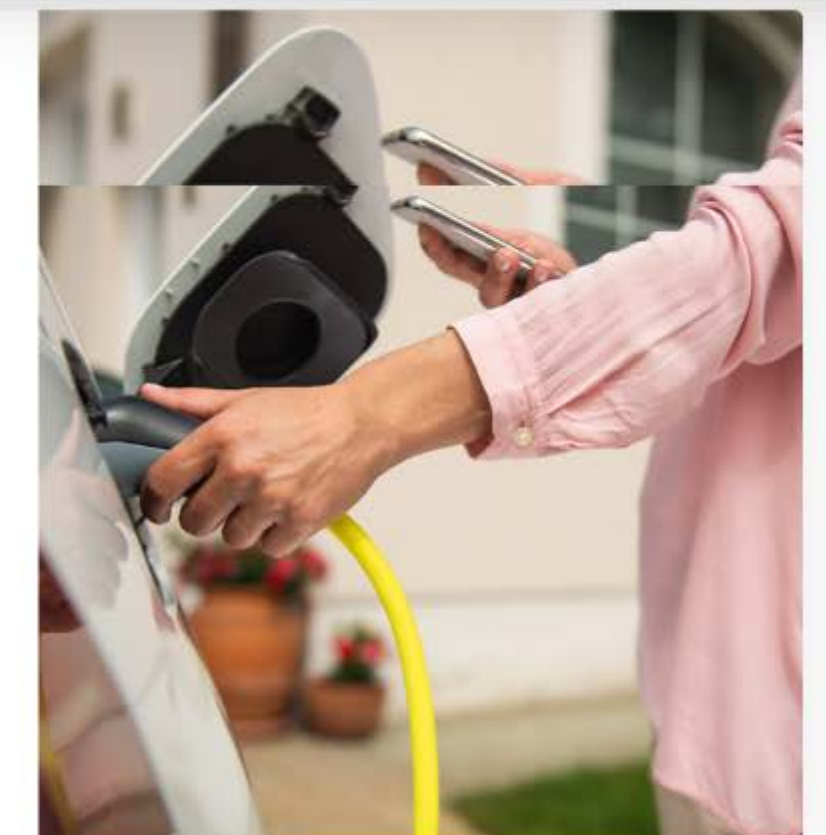
Descuentos disponibles

Consigue recargas gratis además de saldo Waylet con tus recargas.

Solución de recarga eléctrica Repsol

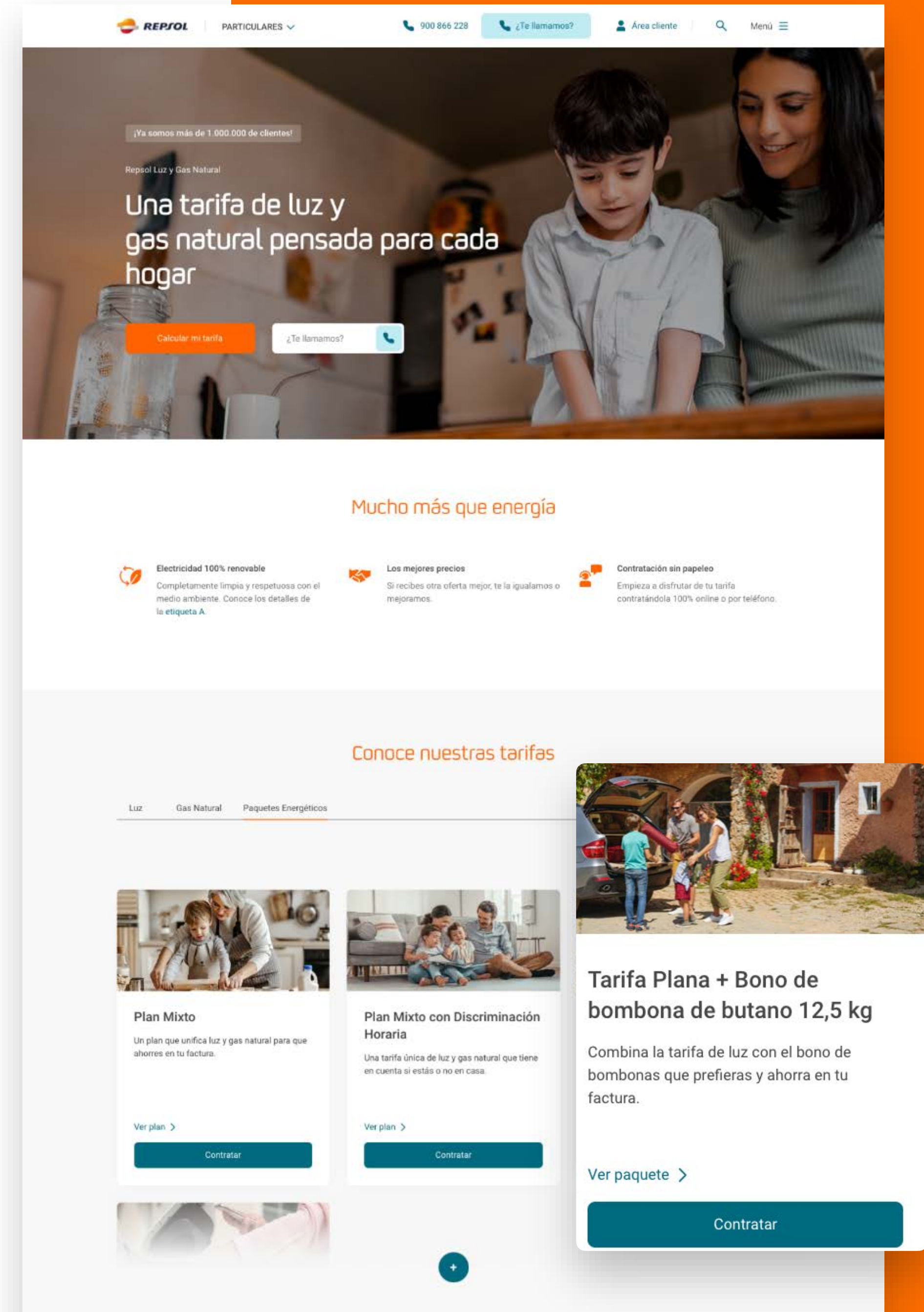
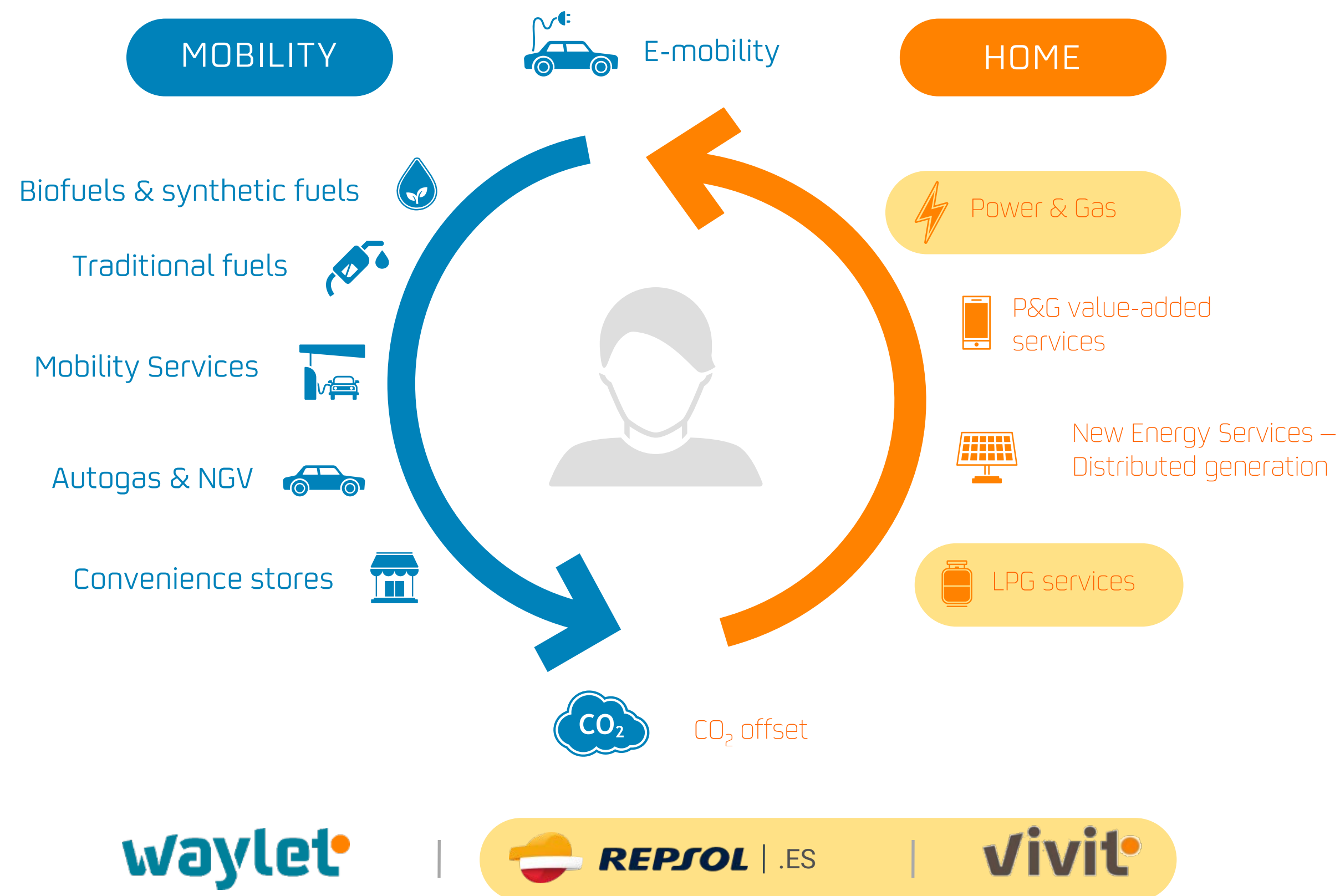
Nos adaptamos a tus necesidades energéticas para recargar tu coche eléctrico tanto dentro como fuera de casa. Descubre todas las opciones que tienes disponibles.

Ver solución

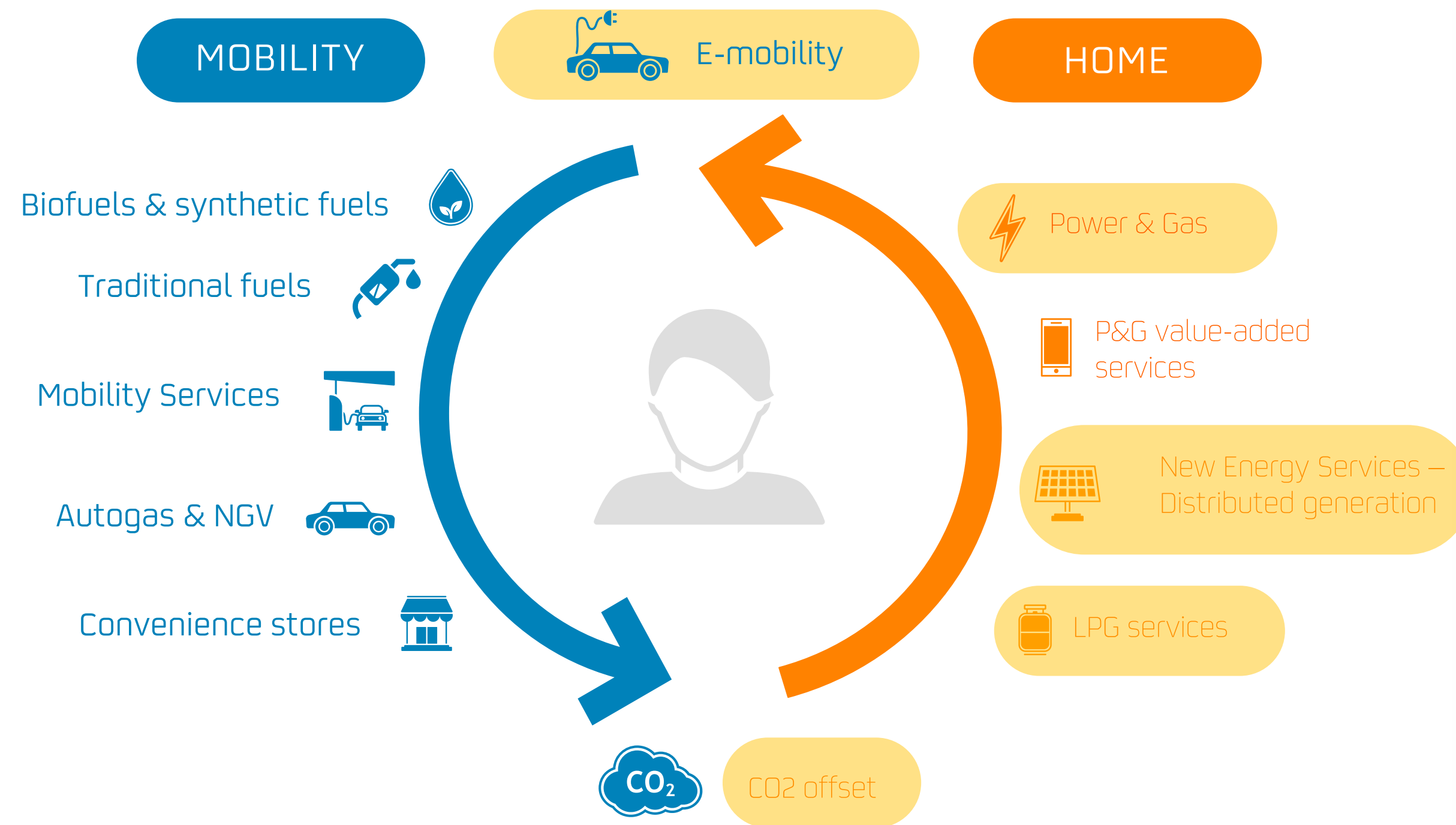


Reforzamos nuestra experiencia con los mejores aliados del sector

Customized multi-energy solutions for our clients



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



waylet

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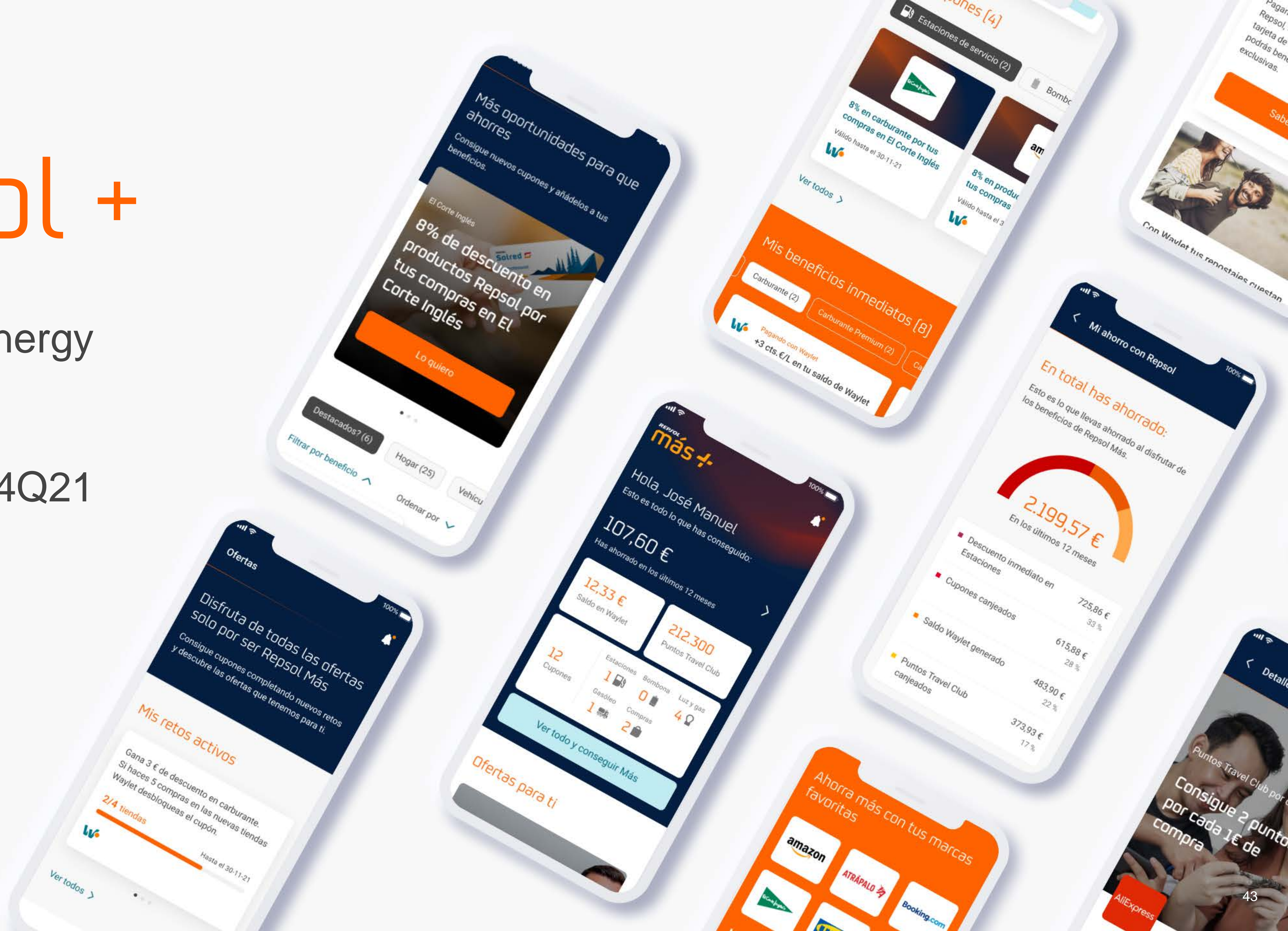
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Repsol +

Spain's first energy community

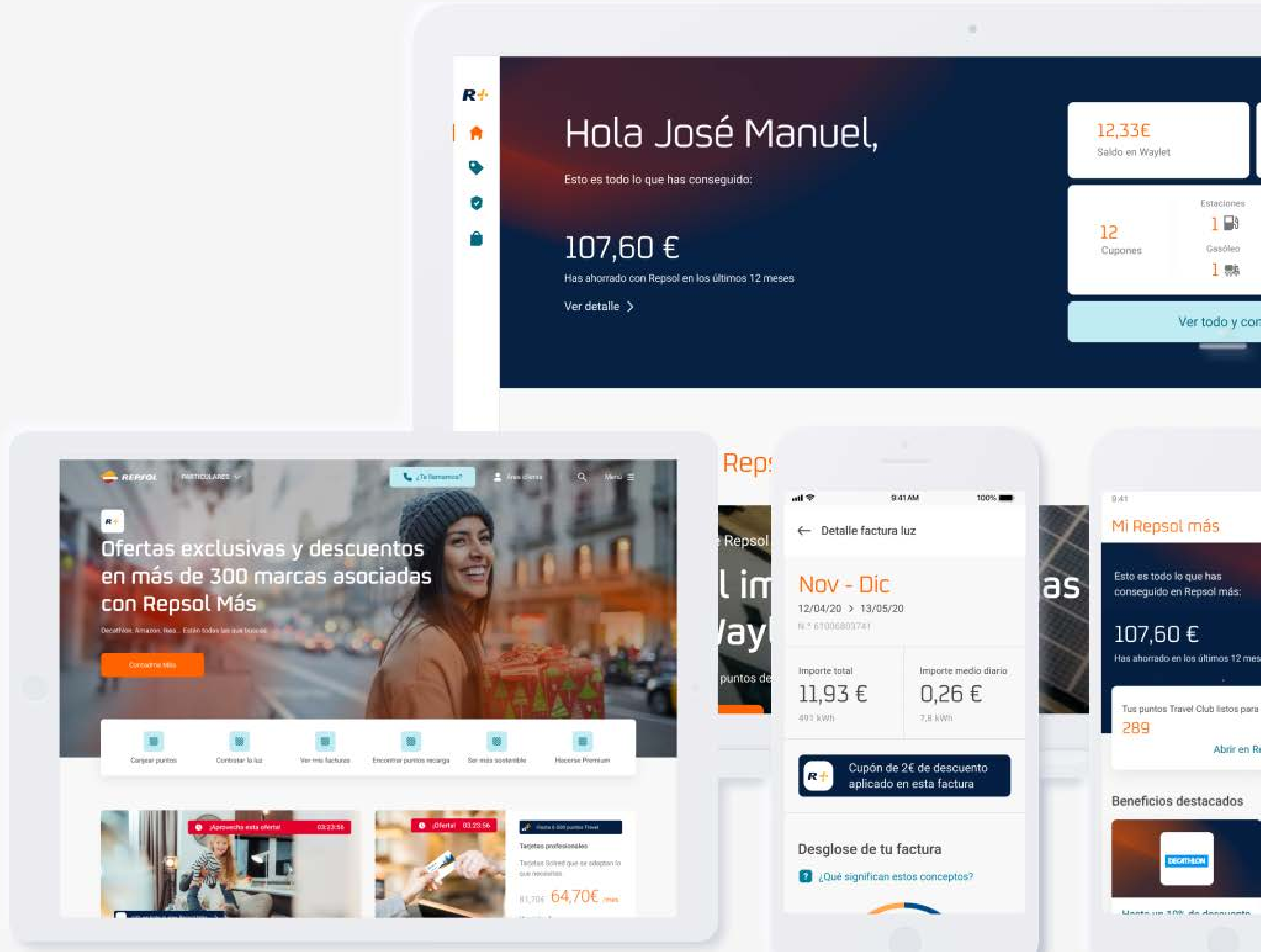
Launch date: 4Q21



Repsol +

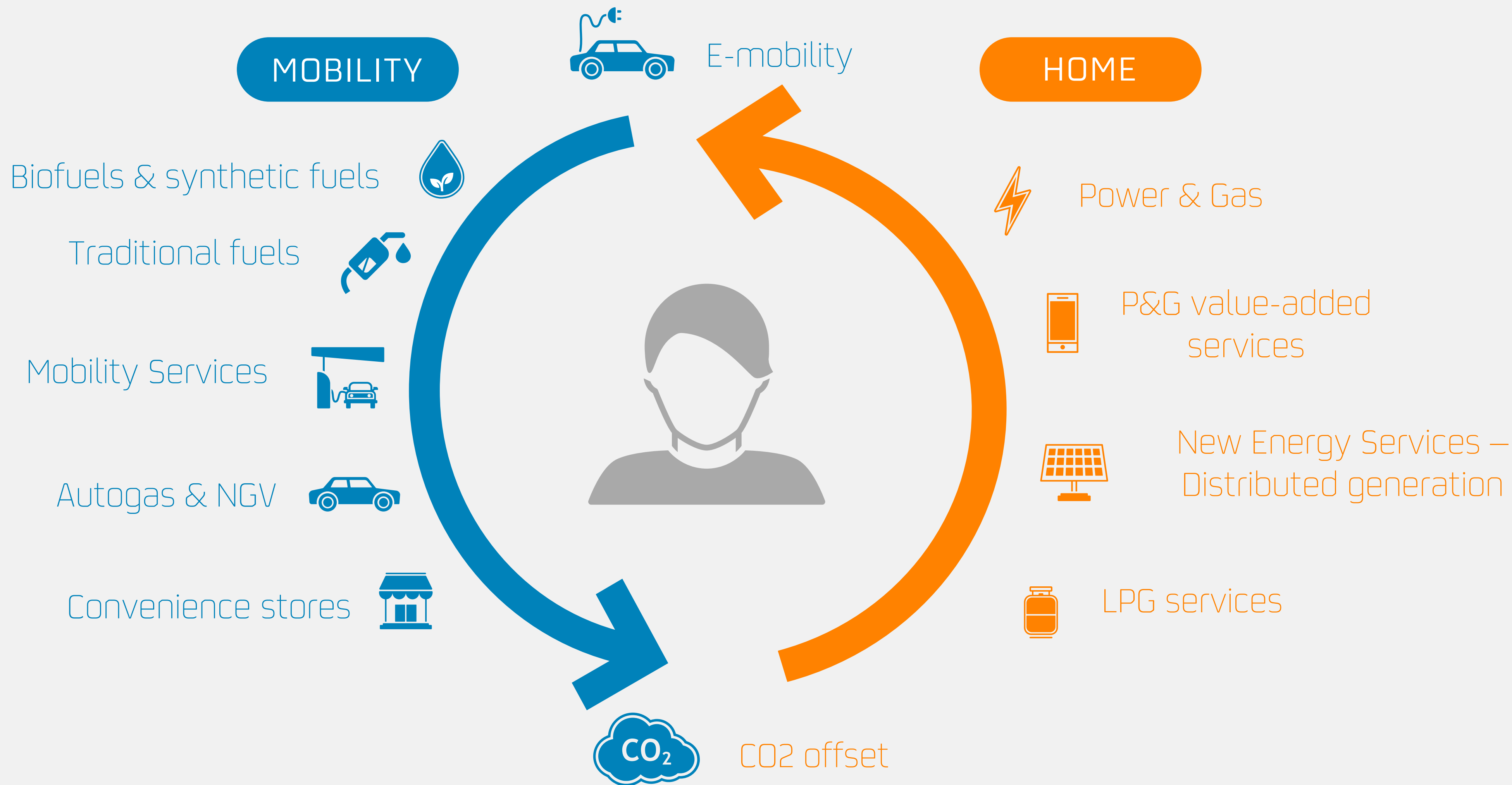
Global loyalty program for Repsol clients

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



Digital.
Multi-energy.
Customer-centric.

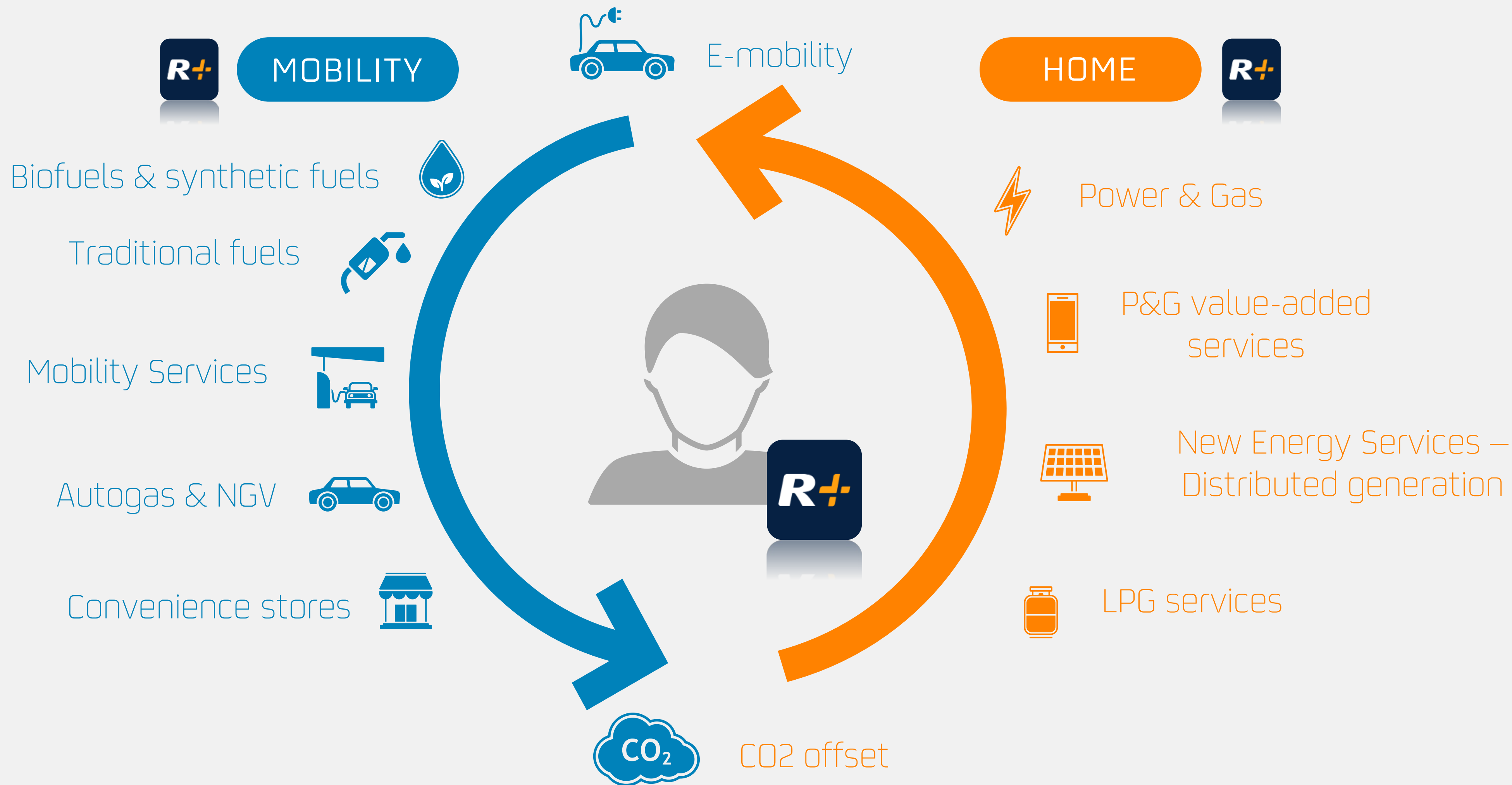
Now.



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



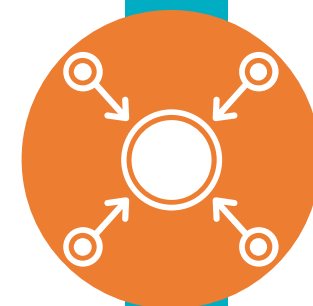
Unique opportunity to create value in the energy transition...



▶ Leading energy customer business with sustainable competitive position



▶ Advantaged and committed play on energy transition

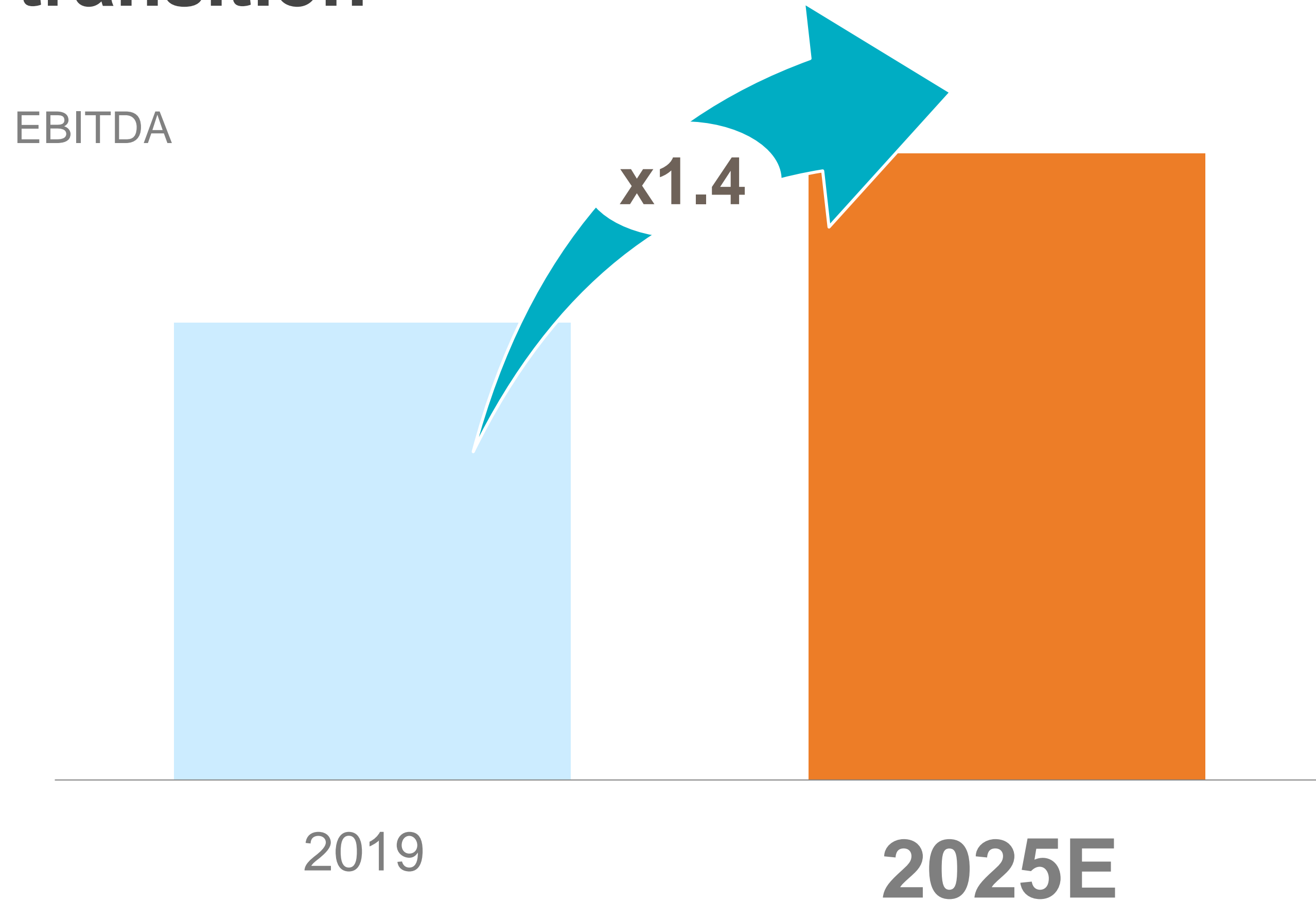


▶ Multi-energy & customer centricity approach



▶ Strong track-record of customer management and digital capabilities

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



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
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The Repsol Commitment
Net Zero Emissions
by 2050