



# ÉTICA Y TRANSPARENCIA

## ETHICS & TRANSPARENCY

Planes de Sostenibilidad 2018  
Sustainability Plans 2018



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## Aviso Legal / Legal Advice

El presente documento recoge un conjunto de acciones que, en todo o en parte, van más allá de lo que exige la ley y están dirigidas a contribuir al desarrollo sostenible. Las empresas participantes del Grupo Repsol tienen el firme propósito de acometer y cumplir todas ellas. No obstante, se reservan la facultad de modificar, posponer o cancelar su cumplimiento sin que ello implique responsabilidad legal, aunque se comprometen a justificar públicamente estos posibles casos.

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# Nuestra visión de la sostenibilidad

## *Our vision of sustainability*



En Repsol contribuimos al desarrollo **sostenible** tratando de satisfacer la demanda creciente de energía imprescindible para la realización de los derechos fundamentales de las personas, y creando valor en el corto y largo plazo

**Maximizamos los impactos positivos y minimizamos los negativos** en la sociedad y el medio ambiente, a lo largo de nuestra cadena de valor, mediante un comportamiento ético y transparente. Buscamos para ello no sólo cumplir con la normativa vigente, sino también con los principales estándares internacionales.

Con estas premisas, nuestro modelo de sostenibilidad incorpora consideraciones éticas, medioambientales y sociales en nuestra toma de decisiones, partiendo del diálogo con los grupos de interés. Un ejercicio que repetimos cada año generando iniciativas que dan respuesta a las preocupaciones de estos grupos de interés a nivel global y local. Así nacen los **Planes de Sostenibilidad**, planes de acción públicos y anuales. El **Plan Global de Sostenibilidad** es la hoja de ruta a partir de la cual se despliegan los **Planes Locales**. Estos últimos incorporan además compromisos relacionados con el contexto local.

LOS PLANES DE SOSTENIBILIDAD SE ARTICULAN EN TORNO A LOS SEIS EJES DEL MODELO DE SOSTENIBILIDAD DE REPSOL.

**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 SUSTAINABILITY PLANS ARE PUT TOGETHER ON THE BASIS OF THE SIX AXES OF REPSOL'S SUSTAINABILITY MODEL



**Ética y transparencia**  
*Ethics & transparency*

Actuamos de forma responsable e íntegra ahí donde estamos presentes  
*We act responsibly and with integrity wherever we operate*



**Personas**  
*People*



**Medioambiente**  
*Environment*



**Innovación y tecnología**  
*Innovation & technology*



**Operación segura**  
*Safe operation*



**Cambio climático**  
*Climate change*



### EN REPSOL CONTRIBUIMOS AL DESARROLLO SOSTENIBLE

Actuamos de forma íntegra en todos los países donde estamos presentes. Nuestro comportamiento ético no solo incluye el estricto cumplimiento de la ley, sino también de su espíritu.

En este eje establecemos el conjunto de acciones que aseguran que la Compañía promueve e incentiva una cultura de integridad y responsabilidad para todos los empleados de Repsol, así como para nuestros proveedores, contratistas y empresas colaboradoras.

Definimos, además, la transparencia y rendición de cuentas como elementos diferenciales del modelo de sostenibilidad de Repsol. Para ser creíble es fundamental ser transparente de forma sostenida.

### 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.*

*Under 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 the different Sustainability Plans, we have committed to actions that will help the Company overcome the challenges we have set,*

En los diferentes Planes de Sostenibilidad se han comprometido acciones para contribuir a conseguir los retos que la Compañía se ha propuesto en esta materia, así como dar respuesta a las principales expectativas de las partes interesadas.

A continuación mostramos acciones con las que ponemos de manifiesto nuestro compromiso con la Ética y transparencia.

Las **acciones** que se comprometen en **materia de Ética y transparencia en los Planes de Sostenibilidad** contribuyen a apoyar la **Agenda 2030** para el Desarrollo Sostenible de las Naciones Unidas al abordar los siguientes objetivos:

### OBJETIVOS DE DESARROLLO SOSTENIBLE



*while responding to the main expectations of our stakeholders.*

*Below, we list the actions that show our commitment to Ethics & transparency.*

The **actions** that make up in **Ética y transparencia** issues in the **Sustainability Plans** help support the United Nations' **2030 Agenda** by addressing the following Sustainable Development Goals (SDG):



Prácticas de buen gobierno

*Good governance practices*

Transparencia

*Transparency*

Fiscalidad responsable

*Responsible tax policy*

Anticorrupción

*Anti-corruption*

Competencia justa

*Fair competition*

Participación política responsable

*Responsible political involvement*

Prácticas justas  
de marketing y venta

*Fair marketing and sales*



Una vez finalizado el año, es el momento de la rendición de cuentas respecto a cada una de las iniciativas que forman parte de los compromisos en Ética y transparencia de los Planes de Sostenibilidad.

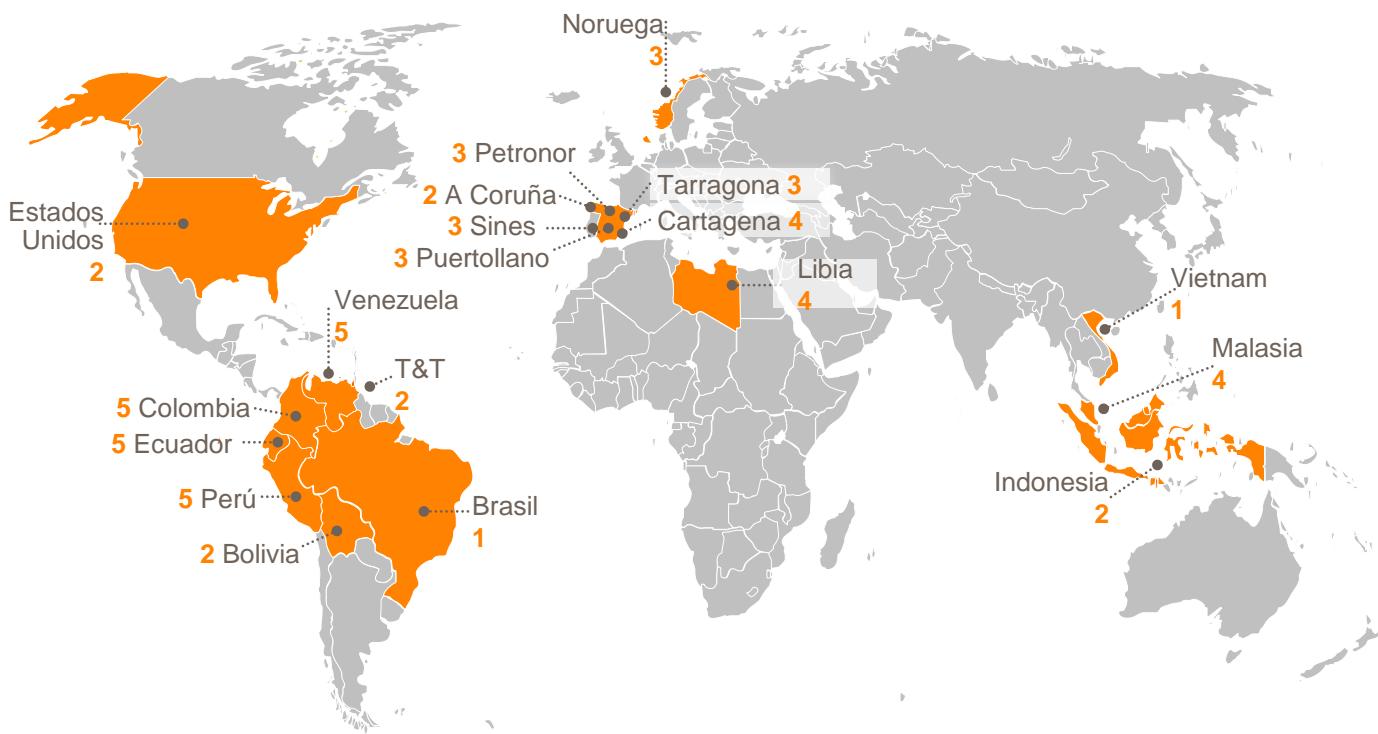
El balance del grado de consecución ha sido el siguiente.

*At the end of the year, it is time to review each of the Ethics & transparency initiatives of the sustainability Plans. The degree to which the objectives have been fulfilled is as follows:*



A continuación, enumeramos cada una de las acciones incluidas en el eje de Ética y transparencia.  
*Further down, we provide the actions from the Ethics & transparency axis.*

## Número de Acciones en Ética y transparencia Number of actions in Ethics and transparency



# Listado de acciones

## List of actions



PAÍS COUNTRY	ACCIÓN ACTION
Bolivia <i>Bolivia</i>	<ul style="list-style-type: none"> <li>Promover el cumplimiento del código de Ética y Conducta.</li> <li>Rendir cuentas del desempeño ético, social y ambiental de Repsol Bolivia.</li> </ul>
Brasil <i>Brazil</i>	<ul style="list-style-type: none"> <li>Fomentar la ética y la transparencia en el ambiente de trabajo.</li> </ul>
Colombia <i>Colombia</i>	<ul style="list-style-type: none"> <li>Informar y promover el cumplimiento de la cláusula de ética empresarial en los diferentes contratos firmados por las empresas del Grupo Repsol en Colombia.</li> <li>Dar a conocer a los empleados de Repsol Colombia las acciones que se realizan en materia fiscal, en cuanto a la estructura societaria en Colombia.</li> <li>Sensibilizar a nuestros empleados acerca de la norma sobre corrupción transnacional, sistema de autogestión del riesgo de lavado de activos y financiación del terrorismo.</li> <li>Presentar el Plan Estratégico de la Unidad de Negocio de Colombia a los empleados.</li> </ul>



# Listado de acciones

## List of actions



PAÍS COUNTRY	ACCIÓN ACTION
<b>Colombia</b> <i>Colombia</i>	<ul style="list-style-type: none"> <li>Fortalecer las relaciones existentes con el Ministerio de Defensa y los organismos de seguridad del Estado.</li> </ul>
<b>Ecuador</b> <i>Ecuador</i>	<ul style="list-style-type: none"> <li>Alcanzar la máxima transparencia y equidad dentro de los procesos de contratación</li> <li>Gestionar las compras y contrataciones de la Unidad de Negocio Ecuador para proveedores, contratistas locales y/o domiciliados.</li> <li>Informar al 100% de los empleados Repsol Ecuador sobre la importancia del cumplimiento de código de ética y conducta de proveedores.</li> <li>Socializar el Informe de Sostenibilidad 2017 a las partes interesadas.</li> <li>Monitorear el cumplimiento de las obligaciones legales, fiscales y laborales de los contratistas de servicios complementarios.</li> </ul>
<b>Indonesia</b> <i>Indonesia</i>	<ul style="list-style-type: none"> <li>Difundir el Plan de Sostenibilidad entre nuestros grupos de interés</li> <li>Difundir el nuevo código de ética y conducta del grupo Repsol.</li> </ul>

# Listado de acciones

## List of actions



PAÍS COUNTRY	ACCIÓN ACTION
<b>Libia</b> <i>Libya</i>	<ul style="list-style-type: none"> <li>• Reforzar y promover los altos estándares y requisitos de Ética y anticorrupción (ABC) de Repsol entre contratistas locales y empleados.</li> <li>• Promover la sensibilización en materia tributaria interna y con contratistas.</li> <li>• Promover relaciones de cooperación con las autoridades fiscales y buscar soluciones amigables en disputas financieras.</li> <li>• Promover la cultura de la sostenibilidad celebrando el Día de la Sostenibilidad.</li> </ul>
<b>Malasia</b> <i>Malaysia</i>	<ul style="list-style-type: none"> <li>• Evaluar los posibles riesgos contra el soborno y la corrupción en nuestras actividades en Malasia.</li> <li>• Difundir el nuevo Código de Ética y Conducta Empresarial de Repsol entre los contratistas.</li> <li>• Mejorar la ética y la integridad entre los estudiantes de educación superior.</li> <li>• Difundir el Plan de Sostenibilidad de Malasia entre sus grupos de interés clave.</li> </ul>
<b>Noruega</b> <i>Norway</i>	<ul style="list-style-type: none"> <li>• Reforzar y promover los altos estándares de conducta ética y prácticas comerciales de Repsol Noruega.</li> <li>• Impulsar la mejora continua en las prácticas comerciales operativas de Repsol Noruega y garantizar un buen gobierno.</li> </ul>

# Listado de acciones

## List of actions



PAÍS COUNTRY	ACCIÓN ACTION
Noruega Norway	<ul style="list-style-type: none"> <li>Garantizar la transparencia, la integridad y la imparcialidad en la forma en que hacemos negocios.</li> </ul>
Perú Peru	<ul style="list-style-type: none"> <li>Promover la transparencia en materia tributaria.</li> <li>Ampliar los Sistemas de Gestión Integrados a las operaciones mineras y estaciones de servicio.</li> <li>Implementar el Registro de Personas Afectadas (RPA) de acuerdo a las disposiciones del Código de Normas Internas de Conducta de Mercado de Valores de RELAPASAA (Código NIC) con el objeto de salvaguardar la Información reservada y privilegiada.</li> <li>Promover una cultura de cumplimiento, mediante la creación de una campaña de sensibilización dirigida a todos los colaboradores, enmarcada dentro de los valores de Repsol.</li> <li>Incidir en la mejora de los estándares de nuestra cadena de valor mediante un mayor conocimiento, seguimiento y control de sus prácticas de sostenibilidad.</li> </ul>
T&T Trinidad & Tobago	<ul style="list-style-type: none"> <li>Involucrar a los funcionarios del Gobierno de la República de Trinidad y Tobago (GORTT) y monitorear sus planes para que Trinidad y Tobago (T&amp;T) sea excluido de la lista de la UE de jurisdicciones no cooperativas.</li> <li>Contribuir a la industria de la energía a través de aportaciones realizados en la Cámara de Energía.</li> </ul>

# Listado de acciones

## List of actions



PAÍS COUNTRY	ACCIÓN ACTION
<b>USA</b> <i>The United States</i>	<ul style="list-style-type: none"> <li>Reforzar y promover los altos estándares de conducta ética y prácticas de negocios de Repsol.</li> <li>Promover relaciones de cooperación con las autoridades fiscales que participan en el Programa Internacional de Garantía de Cumplimiento (ICAP).</li> </ul>
<b>Venezuela</b> <i>Venezuela</i>	<ul style="list-style-type: none"> <li>Influir para que Cardón IV, S.A. incorpore aspectos éticos y de lucha contra la corrupción y el soborno en sus modelos de contratos para adquisición de bienes y servicios.</li> <li>Desarrollar un protocolo de actuación para los Directores y/o representantes de Repsol en las sociedades en las que participa en Venezuela.</li> <li>Impulsar la imagen social, ambiental y ética de Repsol en el país.</li> <li>Informar a nuestros proveedores sobre el uso de nuestras herramientas tecnológicas para gestionar los procesos de licitación.</li> <li>Organizar un ciclo de información a los proveedores de mayor impacto económico y operacional acerca de los procedimientos de gestiones de contratación.</li> </ul>

## Listado de acciones *List of actions*



PAÍS COUNTRY	ACCIÓN ACTION
<b>Vietnam</b> Vietnam	<ul style="list-style-type: none"><li>• Llevar a cabo una Evaluación de Riesgo contra el soborno y la corrupción para revisar nuestros procedimientos y prácticas en la Región de Asia y el Pacífico.</li><li>• <i>Carry out an Anti-Bribery and Corruption Risk Assessment to review our procedures and practices in the Asia-Pacific Region.</i></li></ul>

<b>COMPLEJO INDUSTRIAL</b> <b>INDUSTRIAL COMPLEX</b>		<b>ACCIÓN</b> <b>ACTION</b>
<b>A Coruña</b>	<ul style="list-style-type: none"> <li>• Comunicar de forma eficiente las medidas de seguridad aplicadas en la parada programada de 2018 y en las obras del Puerto Exterior.</li> <li>• Favorecer la transparencia y competencia justa en los modelos de licitaciones de compras y contrataciones a través del sistema de puntuación en los procesos de certificación de las empresas auxiliares.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Communicate efficiently the safety measures applied in the 2018 scheduled shutdown and in the Port works.</i></li> <li>• <i>Promote transparency and fair competition in our purchasing and contracting tenders through a ranking system in the certification process of auxiliary enterprises.</i></li> </ul>
<b>Cartagena</b>	<ul style="list-style-type: none"> <li>• Afianzar las herramientas éticas de la compañía en la refinería.</li> <li>• Valorar los avances en seguridad de las empresas externas que trabajan con nosotros.</li> <li>• Comunicar a nuestros socios nuestros principios de actuación, para que los asuman como suyos en el desempeño de sus trabajos en la refinería.</li> <li>• Desarrollar campañas de información específicas sobre nuestra actividad entre la población más joven.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Strengthen the company's ethical guidance in the industrial complex.</i></li> <li>• <i>Value safety initiatives and improvements of external companies working with us.</i></li> <li>• <i>Communicate to our partners our business principles in order to include them in their performance in the refinery.</i></li> <li>• <i>Carry out specific communication campaigns for disseminate our activity among the youngest population.</i></li> </ul>
<b>Petronor</b>	<ul style="list-style-type: none"> <li>• Formar en base al Código de Ética y Conducta de Repsol a las personas de fuera de convenio y a los miembros del Comité de Dirección.</li> <li>• Informar públicamente de la contribución fiscal de Petronor.</li> <li>• Responder a las quejas y reclamaciones ambientales motivadas por la operatividad de la planta.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Form, on the basis of the Repsol Code of Ethics and Conduct, persons outside the agreement and members of the Management Committee.</i></li> <li>• <i>Publicly report Petronor's tax contribution.</i></li> <li>• <i>Respond to complaints and environmental claims motivated by the operation.</i></li> </ul>

<b>COMPLEJO INDUSTRIAL</b> <b>INDUSTRIAL COMPLEX</b>		<b>ACCIÓN</b> <b>ACTION</b>
<b>Puertollano</b>	<ul style="list-style-type: none"> <li>Velar por el conocimiento y cumplimiento del Código de Ética y Conducta de la Compañía por empleados y socios comerciales.</li> <li>Facilitar el acceso de empresas locales en los procesos de compra y contratación de bienes y servicios del Complejo Industrial.</li> <li>Fomentar la comunicación activa con la sociedad de Puertollano.</li> </ul>	<ul style="list-style-type: none"> <li><i>Ensure compliance of Repsol Code of Ethics and Conduct among employees and contractors.</i></li> <li><i>Promote local enterprises access in our purchasing and contracting of goods and services in our Industrial complex.</i></li> <li><i>Encourage active communication with the society of Puertollano.</i></li> </ul>
<b>Sines</b>	<ul style="list-style-type: none"> <li>Reforzar la conducta ética entre nuestros empleados.</li> <li>Coordinar y difundir el Plan de Sostenibilidad del Complejo Industrial del Sines.</li> <li>Informar a las Autoridades y a otras partes interesadas de las situaciones que puedan afectar a la comunidad local en asuntos que tengan relación con la Seguridad y el Medio Ambiente.</li> </ul>	<ul style="list-style-type: none"> <li><i>Reinforce ethical conduct among our employees.</i></li> <li><i>Coordinate and disseminate the Sines Industrial Complex Sustainability Plan.</i></li> <li><i>Inform public authorities and other stakeholders about environmental and safety issues that may affect the local community.</i></li> </ul>
<b>Tarragona</b>	<ul style="list-style-type: none"> <li>Definir y avanzar con los planes de desarrollo del entorno industrial de acuerdo con el Plan de Ordenación Urbanística Municipal (POUM) de cada municipio.</li> <li>Identificar y dar respuesta a las demandas informativas y preocupaciones de la sociedad en relación a nuestra actividad para mejorar la comunicación.</li> <li>Mantener el diálogo continuo con las secciones sindicales.</li> </ul>	<ul style="list-style-type: none"> <li><i>Define and advance with the development plan of the industrial area according to the Municipal Planning Organization Program (POUM).</i></li> <li><i>Identify and respond community concerns and information demands relating our activity to improve communication.</i></li> <li><i>Maintain ongoing dialogue with union sections.</i></li> </ul>



## Anexos

A continuación detallamos las acciones llevadas a cabo en el eje de Ética y transparencia en todos los Planes Locales de Sostenibilidad.

La información referente a países se publica en inglés y la referente a los complejos industriales en español.

## Annexes

*Below, we detail the actions carried out in the axis of Ethics and transparency in all Local Sustainability Plans. The information referring to the countries is published in English and the reference to the industrial complexes in Spanish.*

A photograph showing a row of international flags flying from poles against a clear blue sky. The flags visible include the United Kingdom (Union Jack), Sweden, Norway, Denmark, and parts of other European nations.

**Países**  
*Countries*

## ACTION

Promote compliance with the Code of Ethics and Business Conduct.

## DESCRIPTION

We will draw up the Ethics and Conduct procedure for Bolivia and make employees aware of its contents so they can apply it.

## INDICATOR

Draw up the Ethics and Conduct procedure for the Bolivia BU.

Circulate it to employees via email until December 31st, 2018 and highlight the key aspects on signage.

## WHAT HAVE WE ACHIEVED?



We have redefined this action, since the Corporate Ethics and Conduct Regulations is a valid document for this business unit, and therefore no local procedure needed approval. This was the document distributed to employees through different internal channels, thus achieving the established purpose.

## CONTRIBUTION TO THE SDGS:



## ACTION

Report on Repsol Bolivia's ethical, social, and environmental performance.

## DESCRIPTION

We will continue providing insight into the Company's actions in Bolivia. The sustainability report will be circulated among its stakeholders.

## INDICATOR

Publish and circulate the reports corresponding to the actions taken during the 2016–2017 and 2017–2018 periods.

## WHAT HAVE WE ACHIEVED?



We have completed and published the 2016-2017 Repsol Bolivia Report. We are drawing up the corresponding 2017-2018 report. We thus fulfilled our commitment to report on our performance in different areas.

## CONTRIBUTION TO THE SDGS:



## ACTION

Encourage ethics and transparency in the workplace.

## DESCRIPTION

We will provide spaces for discussions on Ethics and Compliance, Human Rights and Diversity, and we will circulate information on Brazilian regulatory frameworks and those of Repsol to prevent corruption and discrimination in the workplace, mobilizing our collaborators to act ethically.

## INDICATOR

Give a total of four conferences on the subject of Ethics, Human Rights, and Diversity.

Achieve 50% participation in each event.

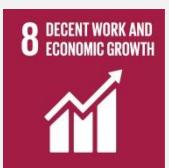
Obtain an evaluation from 20% from participating employees.

## WHAT HAVE WE ACHIEVED?



We have created the "Talks about Ethics" forum program to meet experts and debate on ethics-related matters that our society and work environment are facing. "Women and Diversity at the Workplace" with Adriana Carvalho of UN Women; "The Culture of Harassment" with psychoanalyst Maria Homem; "Ethics and Corruption in Organizations" with Professor Cid Alledi. Attendance on average of 80 people for each session (55%).

## CONTRIBUTION TO THE SDGS:



## ACTION

Strengthen existing relationships with the Ministry of Defense and with public security agencies.

## DESCRIPTION

We will present our corporate responsibility programs through our participation in various activities, meetings, and/or conferences organized by the Ministry of National Defense and the different public security agencies.

## INDICATOR

Attend two monthly meetings of the General Command of the Military Forces.

Attend 100% of the meetings of the Committee for Infrastructure Protection.

## WHAT HAVE WE ACHIEVED?



We have met our objectives, by attending more than two meetings of the General Command of the Military Forces and all the meetings of the country's Committee for Infrastructure Protection.

## CONTRIBUTION TO THE SDGS:



## ACTION

Raise awareness of our employees about the transnational corruption norm and the self-management system for money laundering and terrorism funding risks.

## DESCRIPTION

We will organize training and information workshops that strengthen the ethics and transparency of the business activities carried out in Repsol Colombia. We will focus on the prevention of transnational corruption and Repsol's Code of Ethics and Business Conduct.

## INDICATOR

Organize a workshop for Repsol employees in Colombia about the prevention of transnational corruption and Repsol's Code of Ethics and Business Conduct.

## WHAT HAVE WE ACHIEVED?



We have published information on the transnational prevention of corruption and the Repsol Ethics and Conduct Code in RepsolNews and on the digital bulletin board, and we have set up the workshop for this with each of the employees.

## CONTRIBUTION TO THE SDGS:



## ACTION

Present the Strategic Plan for the Colombia Business Unit to employees.

## DESCRIPTION

We will inform employees about the Colombia Business Unit's strategic lines of work for 2018.

## INDICATOR

Conduct an information session with all employees about the Strategic Plan for 2018.

## WHAT HAVE WE ACHIEVED?



We have arranged an event at which employees were apprised of the Colombia Business Unit's strategic working lines for 2018.

## CONTRIBUTION TO THE SDGS:



## ACTION

Inform Repsol Colombia employees of actions undertaken in tax-related matters in regard to the corporate structure in Colombia.

## DESCRIPTION

We will review the corporate structure of the companies legacy Talisman Colombia, Repsol Servicios Colombia, and Santiago Oil Company, keeping OECD and EU standards in mind. Subsequently, we will inform employees of the actions undertaken in this regard.

## INDICATOR

Organize a workshop on the socialization of corporate structure processes for Repsol Colombia employees.

## WHAT HAVE WE ACHIEVED?



We have sent notification to all employees of Repsol Colombia with information on the corporate structure process.

## CONTRIBUTION TO THE SDGS:



## ACTION

Inform people of and promote compliance with the business ethics clause in the different contracts signed by Repsol Group companies in Colombia.

## DESCRIPTION

We will ensure that all Repsol Group contractors and suppliers in Colombia know the Code of Ethics and Business Conduct and anti-corruption regulations (Compliance Manual, Ethics Program, and Self-Monitoring System Manual, Money Laundering and Terrorism Funding Risk Management for Colombia) and determine whether they engaged in practices contrary to the regulations.

## INDICATOR

Include the ethics clause in 100% of contracts signed.

Send information about the Code of Ethics and Business Conduct and anti-corruption regulations to 100% of contractors with contracts already signed and in force.

## WHAT HAVE WE ACHIEVED?



We have added a business ethics clause to all contracts, we have sent a communication to employees, and we have carried out capacitration on the manual for the system of autocontrol and management of risks in relation to money laundering and the financing of terrorism for Colombia.

## CONTRIBUTION TO THE SDGS:



## ACTION

Manage procurement and contracts at the Ecuador Business Unit for local and/or domiciled contractors and suppliers.

## DESCRIPTION

We will take all the possible measures to ensure that procurement and contracts are carried out at the local level with national suppliers or ones that are domiciled in Ecuador. International procurement will receive a 15% penalty as a way of benefiting local consumption, and this is also stipulated in our contract with the State of Ecuador.

## INDICATOR

Make sure that at least 75% of procurement and contracts are with local companies or ones that are domiciled in Ecuador.

## WHAT HAVE WE ACHIEVED?



Throughout 2018, we have managed the purchasing and procurement process so that by December, we had 85% local vendors, surpassing the target set for this year. We have maintained five contracts for inclusive businesses and commissioning services from local vendors, including yet not restricted to plating services, hotel services, taxi services, an agreement on ironworking and vehicle fleet maintenance.

## CONTRIBUTION TO THE SDGS:



## ACTION

Inform 100% of Repsol Ecuador employees about the importance of complying with the supplier code of ethics and business conduct.

## DESCRIPTION

We will give talks and send internal memos about compliance with the supplier code of ethics and business conduct and we will develop a channel for sending queries or reporting potential breaches of this code.

## INDICATOR

Train at least 75% of Repsol Ecuador's payroll.

## WHAT HAVE WE ACHIEVED?



We have carried out a workshop in the second half of 2018 with personnel responsible for handling Ecuador Business Unit contracts. Training talks on the purchasing and procurement process were carried out in block 16 in July, August and September. Additionally, contract managers were trained on the proper closing process through contract-conclusion settlement agreements, fulfilling the set objective.

## CONTRIBUTION TO THE SDGS:



## ACTION

Monitor ancillary service contractors' compliance with legal, fiscal and labor obligations.

## DESCRIPTION

On a monthly basis, we will verify that the ancillary service companies have fulfilled their employer obligations with the Ecuadorian Social Security Institute, the Internal Revenue Service, and the Superintendence of Companies.

## INDICATOR

Complete the monthly review (12 reviews) of the four ancillary service companies before paying the invoices.

## WHAT HAVE WE ACHIEVED?



We have conducted monthly monitoring of compliance with employment obligations of complementary service companies with the Ecuadorian Social Security Institute, the Internal Revenue Service, and the Superintendence of Companies.

## CONTRIBUTION TO THE SDGS:



## ACTION

Circulate the 2017 Sustainability Report to stakeholders.

## DESCRIPTION

We will communicate the publication of the Sustainability Report to all stakeholders offering information on the development of environment, social, labor, and operating activities.

## INDICATOR

Demonstrate our work by publishing it on local websites, as well as the websites of strategic partners.

## WHAT HAVE WE ACHIEVED?



We have carried out an organization dissemination of our Sustainability Report to stakeholders and then publication thereof on 31 May 2018, posting on different alliance networks:

- Ecuadorian Council for Corporate Social Responsibility -CERES-
- Co-responsibility
- Global Compact
- Global Reporting Initiative -GRI-
- Ekos magazine

In addition to posting it on our own portal.

## CONTRIBUTION TO THE SDGS:



## ACTION

Achieve maximum transparency and fairness in the procurement process.

## DESCRIPTION

We will improve internal processes during bidding, presenting at least two valid bids before awarding contracts.

## INDICATOR

Increase valid bidding processes by 2.5%.

## WHAT HAVE WE ACHIEVED?



We have met our target and, throughout 2018, out of 100% generated requests for proposals generated, 84.27% had at least two valid bids and 15.73% with less than two valid bids. The 15.73% was due to: low number of specialized vendors in the market and resistance to technological means.

A total of 89 tender processes, of which 75 were with at least 3 valid bids and 14 were with less than 3 valid bids in 2018.

## CONTRIBUTION TO THE SDGS:



## ACTION

Disseminate the Repsol Group's new Code of Ethics and Business Conduct.

## DESCRIPTION

We will develop a global ethics and business conduct training program that ensures people know of the criteria established in the Code of Ethics and Business Conduct and how to report any possible breaches.

## INDICATOR

Perform at least one training for all the employees in Indonesia.

## WHAT HAVE WE ACHIEVED?



We have disseminated the Code of Ethics and Conduct among our employees (required to complete the online training as well) and among our major vendors and vendors who have active contracts with operating entities within our Business Unit.

We have completed our Anti-Bribery and Corruption Risk Assessment in Southeast Asia and rolled the results. We have finalised and issued to the team temporary policies with respect to gifts and entertainment and sponsorship of Government travel and events.

## CONTRIBUTION TO THE SDGS:



## ACTION

Disseminate the Indonesia Sustainability Plan among our stakeholders.

## DESCRIPTION

We will share the Repsol Sustainability Plan for Indonesia among our employees, contractors and partners through different initiatives.

## INDICATOR

Carry out at least three communication initiatives among our stakeholders before the end of 2018.

## WHAT HAVE WE ACHIEVED?



We have shared our Sustainability Plan through formal and informal forum discussion with stakeholders such as: Sinarmas Group (Plantation and Mining company), PT Putra Duta Indahwood (forestry license holder that overlay with Repsol operated block), Local District Head (Camat) and Local Forestry Head (KPH). The sharing included Repsol commitment to act with integrity and follow the law and regulation, consistent to transparency and accountability.

## CONTRIBUTION TO THE SDGS:



## ACTION

Reinforce and promote Repsol's high Ethics and Antibribery and Corruption (ABC) standards and requirements among local contractors and employees.

## DESCRIPTION

We will improve compliance awareness to cover all of the current contracted local suppliers and employees, by providing a series of presentations on Repsol's Code of Ethics and Business conduct, Repsol's Antibribery and Corruption Policy and Integrity Due Diligence.

## INDICATOR

Awareness on Repsol's standards related to Ethics and Transparency to cover 100% of current contracted local suppliers and 100% of employees.

Hold 2 seminars for employees and contractors

## WHAT HAVE WE ACHIEVED?



We have ensured that all our Business Unit Staff went through the online training on Code of Ethics. Further, a presentation on Repsol ABC requirements and standards was held in November 2018 to transmit to local contractors the expectations of REMSA Business Unit .

## CONTRIBUTION TO THE SDGS:



## ACTION

Promote awareness in tax-related matters internally and with contractors.

## DESCRIPTION

We will ensure that REMSA (Repsol Exploracion Murzuq S.A) end user departments and contractors have the adequate awareness and correct information on tax payment in Libya.

## INDICATOR

Hold a workshop on the subject for REMSA Business Unit Departments.

## WHAT HAVE WE ACHIEVED?



We have held a specific presentation related to tax payment responsibilities and requirements in Libya, by REMSA (Repsol Exploracion Murzuq S.A) Finance Department, to REMSA end user departments and contractors to have the adequate awareness and correct information when dealing with tax issues.

## CONTRIBUTION TO THE SDGS:



## ACTION

Promote cooperative relationships with tax authorities and search for amicable solutions in financial disputes.

## DESCRIPTION

We will actively participate in the International Tax and Investment Center (ITIC) annual meeting to support solving tax related issues of foreign companies with the state.

## INDICATOR

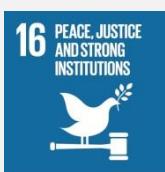
Attend the yearly meeting.

## WHAT HAVE WE ACHIEVED?



In order to promote cooperative relationships with tax authorities and search for amicable solutions in financial disputes, we have actively participated in the International Tax and Investment Center (ITIC) annual meetings to support solving tax related issues of foreign companies with the State.

## CONTRIBUTION TO THE SDGS:



## ACTION

Promote culture of sustainability celebrating the Sustainability Day.

## DESCRIPTION

We will organize with REMSA (Repsol Exploracion Murzuq S.A) employees and secondees in AOO (Akakus Oil Operation) a Sustainability Day, a space that aims to share information and hold presentations on our work and experiences on sustainability, including presentations on HSE related matters, UN Guiding Principles on Business and Human Rights, Voluntary Principles on Security and Human Rights (VPSHR) and Community Relations.

## INDICATOR

Celebrate the Sustainability day.

## WHAT HAVE WE ACHIEVED?



Sustainability Day has been postponed to 2019 due to security situation.

## CONTRIBUTION TO THE SDGS:



## ACTION

Assess potential anti-bribery and corruption risks in our activities in Malaysia.

## DESCRIPTION

We will carry out an anti-bribery and corruption risk assessment to review our procedures and practices in Malaysia and to understand how effectively Repsol's controls and procedures are being implemented in the region.

This review will also identify areas of risk to mitigate and hopefully eliminate those risks.

## INDICATOR

Have the assessment carried out before the end of the year.

## WHAT HAVE WE ACHIEVED?



We have presented the ABAC (Anti-bribery and corruption) Assessment Report, carried out by Ernst&Young, to the Senior Management Team in October 2018. Findings in the report will be discussed further to develop action items to address/ mitigate the findings.

We have rolled out the Compliance Programme under Legal Services. Legal has already rolled out the revised Gifts & Entertainment Policy as part of the regional roll out in November 2018.

## CONTRIBUTION TO THE SDGS:



## ACTION

Disseminate the Malaysia Sustainability Plan to all key stakeholders.

## DESCRIPTION

We will share our Sustainability Plan with all our key stakeholders, from the government authorities, to the communities and NGO.

## INDICATOR

Distribute the Plan before the end of the year.

## WHAT HAVE WE ACHIEVED?



We have distributed the Sustainability Plan to 40 main stakeholders in Peninsular & Sabah/Labuan from the governments, PETRONAS-regulator, partners, state and local authorities and agencies, NGOs and also to 87 main Repsol contractors.

## CONTRIBUTION TO THE SDGS:



## ACTION

Disseminate the Repsol new Code of Ethics and Business Conduct among contractors.

## DESCRIPTION

We will share the Repsol Code of Ethics and Business Conduct with our contractors because we consider it essential to spread our ethical, social and environmental standards among our partners.

## INDICATOR

Have the Code of Ethics and Business Conduct verified and approved by legal.

Send the Code of Ethics and Business Conduct to all Repsol active contractors.

Hold a contractors forum before end of the year.

## WHAT HAVE WE ACHIEVED?



We have disseminated the Repsol new Code of Ethics and Business Conduct, which has been vetted by Legal Services, during the 2018 Contractor Engagement Forum on 5th December 2018.

## CONTRIBUTION TO THE SDGS:



## ACTION

Enhance ethics and integrity among tertiary students.

## DESCRIPTION

We will organize an ethics and integrity workshop for university students from one of the partner universities in order to promote ethical conducts among them.

## INDICATOR

Organize the workshop before the end of the year.

## WHAT HAVE WE ACHIEVED?



We have organized an ethics and integrity workshop at the University Sains Malaysia, with Malaysia Anti-corruption agency and Integriti Malaysia, for 100 geophysics students; and at the University Malaysia Sabah (UMS), with the University's Student Affairs & Alumni Department, for 200 undergraduates. We aim at promoting ethical conduct as well as sharing Repsol's general business principles.

## CONTRIBUTION TO THE SDGS:



## ACTION

Drive continuous improvement in Repsol Norge's operational business practices and ensure good governance.

## DESCRIPTION

We will comply with both the letter and the spirit of the law. To ensure that we do this, we will in 2018 review and update the internal procedure regarding interaction with Authorities and Regulatory Compliance, to ensure that the document provides our personnel with all the information on regularly requirements that Repsol Norge must acquire from, and all reports that Repsol Norge must submit to the Norwegian Authorities.

## INDICATOR

Complete, review, update and implement the internal procedure in 2018 and circulate to relevant stakeholders.

## WHAT HAVE WE ACHIEVED?



During 2018, we have reviewed our internal procedure on interaction with Authorities and Regulatory Compliance, to make sure that the procedure reflects relevant regularly requirements that Repsol Norge must comply with. Relevant sections are being uploaded into Repsol's global compliance application where the procedure will be available to relevant stakeholders in Repsol.

## CONTRIBUTION TO THE SDGS:



## ACTION

Reinforce and promote Repsol Norge's high ethical behavior and business practices standards.

## DESCRIPTION

We will ensure that all employees receives training in Repsol's Code of Ethics and Business Conduct, thereby promoting Repsol Norge's high ethical standards.

## INDICATOR

Verify that all employees have completed training on Code of Ethics and Business Conduct.

## WHAT HAVE WE ACHIEVED?



The majority of our employees have successfully completed training in Repsol's Code of Ethics and Compliance.

## CONTRIBUTION TO THE SDGS:



## ACTION

Ensure transparency, integrity and fairness in the way we do business.

## DESCRIPTION

We will practice and further focus on our internal procurement routines to ensure that our process is based on competitive tenders although not required by relevant legislation. We will support the initiative from The Norwegian Oil and Gas Association to amend the Joint Operating Agreement so that dispute resolution is carried out before ordinary courts open to the public rather than by arbitration.

## INDICATOR

Hold briefings on internal procurement routines to all new employees within 3 months.

Implement open court dispute resolution as standard in our contract templates in 2018.

## WHAT HAVE WE ACHIEVED?



We have held 3 briefings on internal procurement routines as part of the introductory program for new employees.

The Norwegian Oil and Gas Association's efforts of amending the Joint Operating Agreement so that dispute resolution is carried out before ordinary courts open to the public is ongoing with Repsol Norge AS' continued support. In parallel a new dispute resolution clause has been drafted, circulated internally and implemented in our contract templates.

## CONTRIBUTION TO THE SDGS:



## ACTION

Promote a culture of compliance by creating an awareness-raising campaign aimed at all employees, within the framework of Repsol values.

## DESCRIPTION

We will have regular awareness-raising campaigns about corruption, conflict of interests, free competition, etc. aimed at all Repsol employees, bolstering the tools the Company currently has to address these issues.

We will also disseminate the measures adopted by Repsol to address these issues in the short and long term.

## INDICATOR

Send 10 deliverables to all employees as part of the campaign.

## WHAT HAVE WE ACHIEVED?



In the first six months of 2018 we have carried out an awareness-raising campaign consisting of 10 deliverables, which were supplied every two weeks to all staff in coordination with the People and Organization area. The campaign focused on Repsol's values, mainly ethics, integrity, the prevention of corruption and free competition, in accordance with our corporate Ethics and Conduct Code.

## CONTRIBUTION TO THE SDGS:



## ACTION

Implement the Register of People Affected (RPA) in accordance with the RELAPASAA's Internal Code of Conduct Norms in the Securities Market (ICN) to safeguard sensitive and privileged information.

## DESCRIPTION

The RPA will include directors and workers with access to sensitive and privileged information, after signing the Statement of Knowledge and Acceptance of the ICN and the Initial Statement of securities affected. We will promote the quarterly update of the RPA and the signing of an Annual Statement with the updated list of securities affected at the end of the reporting period. We will create a specific communication channel for the information required for compliance with the ICN.

## INDICATOR

Ensure that the Statement of Knowledge and Acceptance of the ICN is signed by 80% of the RPA.

Update the ICN every quarter.

Receive at the end of the year the Annual Statement of 80% of the RPA.

## WHAT HAVE WE ACHIEVED?



In order to safeguard transparency and Good Corporate Governance practices, we have implemented the RPA with the addition of Directors and workers with access to sensitive and privileged information, and we have also encouraged a regular update of this and established the communication channels necessary for compliance with the ICN by creating an electronic mailbox exclusively for this purpose. 70% of the RPA have signed the Statement of Knowledge and Annual Statement.

## CONTRIBUTION TO THE SDGS:



## ACTION

Focus on improving the standards of our value chain through improved knowledge, monitoring, and control of its sustainability practices.

## DESCRIPTION

We will conduct audits of and presentations to suppliers on topics of sustainability to ensure and disseminate our best practices.

## INDICATOR

Conduct two audits of Exploration and Production suppliers.

Conduct two audits of Refining and Marketing suppliers.

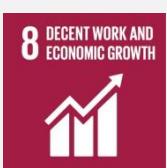
Conduct two presentations to Refining and Marketing suppliers.

## WHAT HAVE WE ACHIEVED?



We have audited Prosegur and CSM Logistics SA (Exploration and Production) and Servosa Cargo SAC and Luca SRL (Refining and Marketing). The items audited were: Management of Corporate Responsibility, Employment Practices, Prevention of Corruption and Bribery, Supply Chain Management, Environmental Management and Confidentiality. All of them underwent the audit successfully and we will monitor implementation of the improvements identified. We have also carried out the two presentations scheduled.

## CONTRIBUTION TO THE SDGS:



## ACTION

Promote transparency in tax-related matters.

## DESCRIPTION

We will develop the following initiatives:

- We will promote the signing of Advance Transfer Pricing Agreements in operations that are relevant to the Group.
- We will publish and disseminate information about Repsol's tax contribution in Peru.
- We will promote amicable solutions to prevent disputes in tax inspection procedures.
- We will participate in working sessions on tax-related matters with the public and private sectors.

## INDICATOR

Sign an Advance Pricing Agreement.

Participate in all relevant working sessions.

## WHAT HAVE WE ACHIEVED?



We have presented the Taxation Authority (SUNAT) with a proposal for an "Advance Pricing Transfer Agreement" defining the methodology applicable to determine the market values of our residual export operations. We have stepped up relations with public authorities in order to address issues with respect to the tax reform and the criteria adopted in certain taxation procedures that could affect the sector.

## CONTRIBUTION TO THE SDGS:



## ACTION

Expand the Integrated Management Systems to mining operations and service stations.

## DESCRIPTION

We will implement the ISO 14000 (Environmental Management) and OHSAS 18000 (Occupational Health and Safety Management) Integrated Management Systems in mining operations and service stations.

## INDICATOR

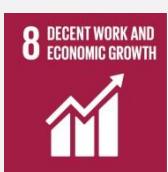
Obtain ISO certification for four service stations and the dispatch center in Las Bambas.

## WHAT HAVE WE ACHIEVED?



We have certified the operation for the mining customer Las Bambas to the ISO 14000 / OSHAS 18000 management systems, and also four service stations: Parque Mora, Dos de Mayo, GENE and 6 de Agosto. This means we now have certification covering three mining operations (Antamina, Toromocho and Las Bambas) and 58 service stations on the in-house network.

## CONTRIBUTION TO THE SDGS:



## ACTION

Contribute to the Energy Industry through inputs made at the Energy Chamber.

## DESCRIPTION

Contribute to the Energy Chamber initiatives by attending meetings such as STOW (Safe to Work Board) and any other meetings that they have relating to the energy industries.

## INDICATOR

Renew membership to the Energy Chamber.

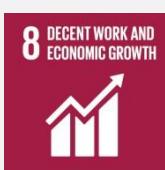
Sponsor the Energy Conference 2018.

## WHAT HAVE WE ACHIEVED?



We have made contributions to the Energy Industry through the Energy Chamber. We have renewed our membership and we have taken part in the Energy Conference

## CONTRIBUTION TO THE SDGS:



### ACTION

Engage GORTT (Government of the Republic of Trinidad and Tobago) officials and monitor its plans to have Trinidad y Tobago (T&T) delisted from EU list of non cooperative jurisdictions.

### DESCRIPTION

Develop and comply with an action plan which identifies specific officials and agencies to approach in order to monitor GORTT plans to have T&T delisted from the EU blacklist.

### INDICATOR

Contact European operators in T&T (BPTT, Perenco and Shell) to share Repsol's position and to share their plans to approach GORTT.

Engage the Energy Chamber and any other Chambers to discuss possible implications to petroleum companies in the country and for support.

Obtain external advice on the appropriate officials and network to be contacted.

Write correspondence to GORTT.

### WHAT HAVE WE ACHIEVED?



Repsol has engaged various stakeholders on this issue while ensuring that it did not take a lead on the issue. EUROCHAM (European Business Chamber) and AMCHAM (American Chamber of Commerce) played a key role in the process and progress was made using these stakeholders.

In December 2018, two bills were tabled to parliament for their review and approval. To date, approval has not been obtained.

### CONTRIBUTION TO THE SDGS:



## ACTION

Promote cooperative relationships with the tax authorities participating in the International Compliance Assurance Program (ICAP).

## DESCRIPTION

We will demonstrate transparency and collaboration with Tax Authorities and reduce uncertainty by actively participating in the initial round of the International Compliance Assurance Program (ICAP).

## INDICATOR

Actively participate in the International Compliance Assurance Program.

## WHAT HAVE WE ACHIEVED?



We have actively participated and successfully completed the tax risk assessment for our United States operations as part of the International Compliance Assurance Program (ICAP) pilot project with the Organization for Economic Cooperation and Development (OECD).

## CONTRIBUTION TO THE SDGS:



## ACTION

Reinforce and promote Repsol's high ethical behavior and business practices standards.

## DESCRIPTION

We will improve compliance awareness amongst employees by providing training on our Code of Ethics.

## INDICATOR

Improve compliance awareness amongst employees by providing training on our Code of Ethics to over 90% of employees.

## WHAT HAVE WE ACHIEVED?



We have participated in the global online compliance training for the Code of Ethics that was required by our CEO, Josu Jon Imaz. A majority of employees in the United States were able to complete the course, despite technical difficulties.

## CONTRIBUTION TO THE SDGS:



## ACTION

Develop an action protocol for Repsol Directors and/or representatives in companies in which it has a stake in Venezuela.

## DESCRIPTION

We will draw up an action protocol for Repsol Directors and/or representatives in the companies in which it has a stake in Venezuela to deal with actions, proposals, and/or decisions put to them for consideration, or of which they have been made aware by any means, and that could be damaging to the interests of Repsol, or violate the ethical criteria and/or legal framework that apply.

## INDICATOR

Develop an action protocol.

## WHAT HAVE WE ACHIEVED?



We have drawn up an action protocol for Repsol Directors and/or representatives in the companies in which it has a stake in Venezuela. The protocol aims to ensure the appropriate legal protection of Repsol's interests, rights, obligations, assets and businesses in the event of actions or decisions made by the governance bodies of companies in which Repsol is a partner.

## CONTRIBUTION TO THE SDGS:



## ACTION

Promote Repsol's social, environmental, and ethical image in the country.

## DESCRIPTION

We will place more importance on communicating social, environmental, and ethical actions that Repsol undertakes in the country.

## INDICATOR

Disseminate 18 announcements.

## WHAT HAVE WE ACHIEVED?



In 2018, we have distributed 31 memos on social, ethical and environmental issues at Repsol through the Company's corporate channels. The memos reviewed the activities carried out by the Venezuela BU, excluding corporate memos on these matters.

## CONTRIBUTION TO THE SDGS:



## ACTION

Convince Cardón IV, S.A. to incorporate aspects relating to ethics and anti-corruption and bribery in its contract models for the acquisition of goods and services.

## DESCRIPTION

We will reinforce the ethical culture in the organization, convincing Cardón IV, S.A. to incorporate aspects relating to ethics and anti-corruption and bribery in its contract models for the acquisition of goods and services, which are in line with Repsol standards.

## INDICATOR

Propose a clause for contracts.

## WHAT HAVE WE ACHIEVED?



We have worked alongside ENI and Cardón IV, S.A. on the review of Cardón IV, S.A.'s, ENI's and Repsol's Codes of Ethics.

We have also reviewed the contractual provisions used by Cardón IV, S.A. in the area of anti-corruption, ensuring that they are aligned with the three parties' Codes of Ethics and Conduct.

## CONTRIBUTION TO THE SDGS:



## ACTION

Inform our suppliers about the use of our IT tools for managing bidding processes.

## DESCRIPTION

We will show our suppliers the IT tools we use to manage our bidding processes. That way we will be highlighting the transparency of our internal processes for managing and tracing information, but it will also be a way of allowing them to grow with us by giving them access to our processes.

## INDICATOR

Provide information to 10 key suppliers.

## WHAT HAVE WE ACHIEVED?



We have given two workshops (08/11/2018 at the Lechería central office and 09/11/2018 at the Caracas central office) to the Venezuela BU's top 10 suppliers of goods and services on the use of our IT tools for managing bidding processes, specifically SAP-SRM, its access through the Repsol website ([www.repsol.com](http://www.repsol.com)), and the modules for suppliers invited to participate in the bidding processes.

## CONTRIBUTION TO THE SDGS:



## ACTION

Organize an information cycle for suppliers that have the biggest financial and operational impact concerning contract management procedures.

## DESCRIPTION

We will launch a series of information sessions aimed at suppliers and service contractors, both for Repsol Venezuela and Petroquíquique in order to secure their participation in bidding processes and generate execution commitments and trust.

## INDICATOR

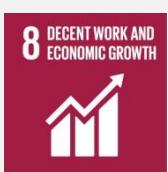
Organize 10 information sessions throughout the year.

## WHAT HAVE WE ACHIEVED?



We have grouped the informative sessions together into two workshops held in November for our top 10 providers of goods and services to teach them about the procurement processes, specifically regarding the bidding, negotiation, selection and award processes, order placement, the receipt of merchandise, certification of the service, and the processing and payment of invoices. We have also explained our view of safety and the environment.

## CONTRIBUTION TO THE SDGS:



## ACTION

Carry out an Anti-Bribery and Corruption Risk Assessment to review our procedures and practices in the Asia-Pacific Region.

## DESCRIPTION

We will conduct a risk assessment on anti-bribery, corruption and fraud for the business unit, following a Regional and Global program to review our procedures and practices in the APAC Region and identify areas of risks in the area of bribery and corruption so that we might mitigate and hopefully eliminate those risks. We have contracted Ernst and Young to carry out the risk assessment during 2018.

## INDICATOR

Issue the final report by end of June.

## WHAT HAVE WE ACHIEVED?



We have carried out the Anti-Bribery and Corruption Risk Assessment within the Business Unit and the results have been communicated to the Management Team. It will be discussed further to define actions to be developed.

## CONTRIBUTION TO THE SDGS:



# Centros Industriales

## *Industrial Complex*



## ACCIÓN

Favorecer la transparencia y competencia justa en los modelos de licitaciones de compras y contrataciones a través del sistema de puntuación en los procesos de certificación de las empresas auxiliares.

## DESCRIPCIÓN

Potenciaremos la competencia justa y las buenas prácticas en contrataciones mediante la aplicación de procesos de certificación que garanticen los estándares de calidad, seguridad, medio ambiente y gestión, de manera que la contratación de empresas auxiliares resulte siempre altamente transparente.

## INDICADOR

Incluir matrices de ponderación en el 80% de las licitaciones de rubros críticos y de importe superior a 100.000€ que no sean Acuerdos Marco ni adjudicaciones directas/cautivas.

## QUÉ HEMOS CONSEGUIDO



Durante 2018 en el proceso de adjudicación del 100% de los contratos de servicios significativos hemos utilizado matrices de ponderación. Estas matrices nos permiten incorporar criterios técnicos, de gestión y calidad, de desempeño en seguridad y medio ambiente y de responsabilidad social corporativa, que mejoran la transparencia de la contratación.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Comunicar de forma eficiente las medidas de seguridad aplicadas en la parada programada de 2018 y en las obras del Puerto Exterior.

## DESCRIPCIÓN

Difundiremos entre la sociedad las prácticas de seguridad que se apliquen en las dos grandes acciones de 2018: la parada programada y el inicio de obras del Puerto Exterior.

## INDICADOR

Envío de 2 notas prensa.

Consecución de 3 reseñas en medios.

## QUÉ HEMOS CONSEGUIDO



Los medios de comunicación han publicado una veintena de reseñas sobre la parada programada de 2018. En las informaciones de la parada hemos destacado, entre otras medidas, que más del 10% de los cerca de 300 profesionales de 29 empresas contratistas estaban dedicados a la seguridad.

En nuestra comunicación sobre el Puerto Exterior en las que hemos distintos aspectos del proyecto de traslado del crudo, también hemos referenciado los medios de seguridad en las futuras instalaciones. Además hemos llevado a cabo un encuentro con vecinos y entidades vecinales del entorno para informarles sobre la obra marina y las medidas de seguridad.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Afianzar las herramientas éticas de la compañía en la refinería.

## DESCRIPCIÓN

Comunicaremos a los trabajadores las herramientas con las que cuentan para denunciar cualquier actitud o acción que no se corresponda con el código de ética y conducta de la compañía.

## INDICADOR

Realizar al menos 12 comunicaciones.

## QUÉ HEMOS CONSEGUIDO



Hemos realizado comunicaciones semanales al público interno de la refinería, refrescando las principales normas de ética e invitando a todos los trabajadores a visitar el espacio web donde se ubican todas las normas de la compañía.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Comunicar a nuestros socios nuestros principios de actuación, para que los asuman como suyos en el desempeño de sus trabajos en la refinería.

## DESCRIPCIÓN

Enviaremos comunicaciones a las empresas auxiliares que trabajan en Repsol para asegurarnos de que conocen y aplican nuestros principios de ética y conducta, buen gobierno, seguridad, medio ambiente y sostenibilidad.

## INDICADOR

Realizar cuatro comunicaciones a lo largo del año con nuestras políticas de actuación.

## QUÉ HEMOS CONSEGUIDO



Hemos enviado cuatro comunicaciones a lo largo del año con buenas prácticas o información acerca de los principios de ética y conducta, buen gobierno, seguridad, medio ambiente y sostenibilidad de la Compañía.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Desarrollar campañas de información específicas sobre nuestra actividad entre la población más joven.

## DESCRIPCIÓN

Llevaremos a cabo un plan de comunicación sobre nuestra actividad que permita acercar a los más pequeños nuestros valores y nuestra responsabilidad como empresa energética.

## INDICADOR

Superar el número de personas que participan en las sesiones informativas el año pasado (2.000 personas).

## QUÉ HEMOS CONSEGUIDO



Hemos llevado a cabo campañas de divulgación acerca de la energía y la eficiencia energética entre estudiantes de todos los niveles. Así, hemos invitado a los centros educativos a conocer el centro de visitas de la refinería de Cartagena, superando las 2.000 personas que han recibido información acerca de nuestra actividad y nuestras medidas de seguridad y control medioambiental

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Valorar los avances en seguridad de las empresas externas que trabajan con nosotros.

## DESCRIPCIÓN

Analizaremos el desempeño en seguridad de las empresas externas que trabajan en la refinería y premiaremos las buenas prácticas, incorporando en ellas nuestra cultura en seguridad.

## INDICADOR

Realizar dos encuentros de seguridad al año con los gerentes de las empresas contratistas y en el de final de año, entregar del Premio de Seguridad de empresas contratistas.

## QUÉ HEMOS CONSEGUIDO



Hemos mantenido dos reuniones con las principales empresas externas que trabajan en la refinería de Cartagena. Con ellas hemos compartido experiencias en seguridad, que se han convertido en lecciones aprendidas para todos. Tras valorar el desempeño de todas las empresas, destacamos dos como ejemplo de buen hacer y de profesionalidad en seguridad.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Formar en base al Código de Ética y Conducta de Repsol a las personas de fuera de convenio y a los miembros del Comité de Dirección.

## DESCRIPCIÓN

Formar en base al Código de Ética y Conducta de Repsol a las personas de fuera de convenio y a los miembros del Comité de Dirección.

## INDICADOR

Conseguir un 100% de participación del curso online.

## QUÉ HEMOS CONSEGUIDO



Hemos realizado tanto el curso de formación como el refuerzo de asimilación de contenidos el 70% de las personas predeterminadas. Ciento treinta y seis personas de fuera de convenio y el Comité de Dirección eran las personas destinatarias de esta formación on line.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Informar públicamente de la contribución fiscal de Petronor.

## DESCRIPCIÓN

Publicaremos anualmente en la página web de la Compañía la cuantía del pago de impuestos de Petronor a la Hacienda Foral y su peso en relación a la recaudación neta ajustada de la misma.

## INDICADOR

Publicación anual en la página web de la Compañía.

## QUÉ HEMOS CONSEGUIDO



Hemos publicado en los medios de comunicación, fundamentalmente prensa escrita, el volumen de pago de impuestos de Petronor y el porcentaje que representa sobre la recaudación neta ajustada del Departamento de Hacienda de la Diputación de Vizcaya, información que también ha sido incluida en la web de Petronor y difundida a la plantilla en las reuniones anuales.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Responder a las quejas y reclamaciones ambientales motivadas por la operatividad de la planta.

## DESCRIPCIÓN

Atenderemos a las comunicaciones del exterior (SOS DEIAK, vecindario, grupos de interés), además de dar aviso de forma previa ante posibles incidencias analizando la variación de los escenarios operativos.

## INDICADOR

Contabilizaremos y gestionaremos las quejas y reclamaciones del exterior.

Disminuir con relación al 2017 las quejas recibidas.

## QUÉ HEMOS CONSEGUIDO



Hemos contabilizado y gestionado las quejas y reclamaciones del exterior del complejo, de manera que se han atendido a 48 avisos. Indicador cumplido al 100% al atender al total de las llamadas habidas. Además hemos conseguido operar la planta de manera que las reclamaciones en el año 2018 respecto a las existentes en el 2017 han disminuido en un 54%. Indicador cumplido al 100%.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Facilitar el acceso de empresas locales en los procesos de compra y contratación de bienes y servicios del Complejo Industrial.

## DESCRIPCIÓN

Impulsaremos y facilitaremos la participación de las empresas locales en los procesos de contratación del Complejo Industrial, contribuyendo con ello a la economía de la zona.

## INDICADOR

Mantener el 100% del porcentaje total de empresas locales invitadas a los procesos de licitación frente al total de procesos de contratación con presencia de empresas locales.

## QUÉ HEMOS CONSEGUIDO



Hemos mantenido nuestro compromiso con el mercado local de proveedores en los procesos de contratación del complejo industrial de Puertollano. Las empresas locales han participado en el 100% de procesos de contratación donde pueden prestar los servicios solicitados por Repsol.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Fomentar la comunicación activa con la sociedad de Puertollano.

## DESCRIPCIÓN

Llevaremos a cabo acciones para desarrollar una comunicación transparente y proactiva con la sociedad, informando sobre asuntos de interés alineados con los valores reputacionales. Para ello utilizaremos diversas herramientas de comunicación, incidiremos en los temas relevantes para la comunidad detectados en la encuesta de entorno y reforzaremos la figura del Panel Público Asesor.

## INDICADOR

Mantener el 90% del número de informaciones difundidas.

Impulsar la renovación del Panel Público Asesor y mantener 3 reuniones al año.

## QUÉ HEMOS CONSEGUIDO



Durante el año 2018 hemos llevado a cabo un plan de comunicación externa con diversas acciones para informar a la sociedad sobre asuntos de interés en relación con nuestra actividad, tales como inversiones en medio ambiente y seguridad, así como patrocinios y acción social en Puertollano. Para ello hemos publicado 25 notas de prensa, 56 actualizaciones con reportajes para la página web, tres reuniones ordinarias del Panel Público Asesor y una extraordinaria. Iniciada la renovación del Panel.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Velar por el conocimiento y cumplimiento del Código de Ética y Conducta de la Compañía por empleados y socios comerciales.

## DESCRIPCIÓN

Mantendremos la campaña de sensibilización sobre la normativa de ética y anticorrupción entre nuestros empleados y socios comerciales, incluyendo banners, comunicados y conductas ejemplarizantes, y formaremos a nuestros empleados en la normativa existente en esta materia.

## INDICADOR

Conseguir que el 60% de los empleados realice la acción formativa sobre la Norma de Ética y Conducta.

Realizar una comunicación a nuestros socios comerciales (proveedores y contratistas) en relación a nuestra política de ética y conducta sobre buenas prácticas y comportamientos éticos.

## QUÉ HEMOS CONSEGUIDO



Los empleados del Complejo Industrial de Repsol en Puertollano hemos recibido formación e información, así como campañas de comunicación de nuestro Código de Ética y Conducta. Del mismo modo que también hemos manifestado su compromiso con el mismo. Hemos reforzado el mensaje sobre buenas prácticas y comportamientos éticos entre nuestros empleados contratistas y proveedores a lo largo de las distintas reuniones mantenidas con ellos.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Coordinar y difundir el Plan de Sostenibilidad del Complejo Industrial del Sines.

## DESCRIPCIÓN

Impulsaremos las actuaciones en materia de sostenibilidad en el Complejo de Sines, haciendo partícipes del Plan de Sostenibilidad a todas las áreas del complejo e incorporaremos las líneas propias del mismo y las de las direcciones corporativas.

## INDICADOR

Aprobar el Plan de Sostenibilidad 2018 y realizar al menos 4 actuaciones para su difusión.

## QUÉ HEMOS CONSEGUIDO



Hemos comunicado nuestro Plan de Sostenibilidad a toda la organización interna del Complejo, lo hemos difundido en la página del portal web del Complejo Industrial Sines y lo hemos comunicado a las entidades locales.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Informar a las Autoridades y a otras partes interesadas de las situaciones que puedan afectar a la comunidad local en asuntos que tengan relación con la Seguridad y el Medio Ambiente.

## DESCRIPCIÓN

Comunicaremos a las Autoridades y otras entidades, situaciones de emergencia o de potencial emergencia. También comunicaremos a la Comunidad local información relevante en cuestiones ambientales o de seguridad que causen o puedan causar impactos o riesgos para la salud o para el medio ambiente.

## INDICADOR

Informaremos del 100% de los eventos ocurridos siempre que estén dentro de los requisitos establecidos por las Administraciones estatal o local.

## QUÉ HEMOS CONSEGUIDO



Hemos informado del 100% de los eventos ocurridos a las autoridades y entidades locales.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Reforzar la conducta ética entre nuestros empleados.

## DESCRIPCIÓN

Seguiremos realizando campañas de comunicación para difundir los códigos de ética y conducta en el Complejo Industrial.

## INDICADOR

El 80% de nuestro personal, como mínimo, realizará la formación sobre el código de ética y conducta.

## QUÉ HEMOS CONSEGUIDO



Hemos alcanzado el 82% de los empleados que han realizado la formación sobre el código de ética y conducta.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Definir y avanzar con los planes de desarrollo del entorno industrial de acuerdo con el Plan de Ordenación Urbanística Municipal (POUM) de cada municipio.

## DESCRIPCIÓN

Progresaremos con el detalle de los planes de desarrollo del entorno industrial de acuerdo con el Plan de Ordenación Urbanística Municipal (POUM) de cada municipio. Colaboraremos en la definición y cierre del plan asociado al POUM de Perafort y Constantí.

## INDICADOR

Conseguir un avance del 75% en definición POUM Constantí.

Conseguir un avance del 60% en definición POUM Perafort.

## QUÉ HEMOS CONSEGUIDO



Hemos colaborado en la definición de los POUM de los municipios de Constantí y Perafort consiguiendo para ambos casos los objetivos de avance marcados (75% y 60% respectivamente). En 2018 en Constantí hemos contratado un estudio de distribución de actividades en el sector industrial que ha sido realizado por una ingeniería especializada independiente. En Perafort hemos presentado una propuesta al ayuntamiento elaborada por Repsol, que actualmente se encuentra en fase de análisis por su parte.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Identificar y dar respuesta a las demandas informativas y preocupaciones de la sociedad en relación a nuestra actividad para mejorar la comunicación.

## DESCRIPCIÓN

Aplicaremos el plan de comunicación externa que contempla diversos mecanismos para mantener una comunicación transparente y proactiva con la sociedad, informando sobre asuntos de interés de la ciudadanía, mediante, entre otros, notas de prensa, actualizaciones del contenido de la web del Complejo Industrial, plan de visitas e impulso del Panel Público Asesor.

## INDICADOR

Realizar más de 40 notas de prensa durante 2018.

Realizar más de 50 actualizaciones en la web Complejo Industrial.

Gestionar la visita de más de 400 personas al Complejo Industrial.

Realizar un mínimo de 4 reuniones del Panel Público Asesor.

## QUÉ HEMOS CONSEGUIDO



Hemos realizado acciones orientadas a mantener una comunicación transparente y proactiva con la sociedad, informando sobre asuntos de interés para la ciudadanía. Hemos llevado a cabo diversas acciones como difundir 41 notas de prensa, realizar 75 actualizaciones del contenido de la web del Complejo Industrial de Tarragona y hemos gestionado la visita de 421 personas al Complejo. El Panel Público Asesor ha realizado cuatro reuniones, así como actividades diversas.

## CONTRIBUCIÓN A LOS ODS:



## ACCIÓN

Mantener el diálogo continuo con las secciones sindicales.

## DESCRIPCIÓN

Llevaremos a cabo reuniones periódicas con cada una de las secciones sindicales que representan a los empleados. En estas reuniones también trataremos aspectos como la salud y la seguridad en nuestras instalaciones.

## INDICADOR

Negociación de los convenios colectivos de Repsol Petróleo y Repsol Química.

## QUÉ HEMOS CONSEGUIDO



Hemos logrado el cierre de los convenios colectivos de Petróleo, Polidux y Química.

## CONTRIBUCIÓN A LOS ODS:



## Más Información *More Information*



Si quieres conocer más información de los Planes de Sostenibilidad en los que se encuentran estas acciones puedes visitar nuestra página web [repsol.com](http://repsol.com)

*If you want to know more information about the Sustainability Plans in which you find these actions you can visit our website [repsol.com](http://repsol.com)*

