



2013-2014

Sustainability Plan for Spain and Portugal

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LEGAL NOTICE

The 2013-2014 Sustainability Plan for Spain and Portugal includes a number of actions conceived by Repsol and intended to contribute to sustainable development. Repsol is committed to carrying out in their entirety those actions in the sustainability plan that must be carried out by law, reserving the right to modify, postpone or cancel other actions that are carried out voluntarily, without this entailing any responsibility on the part of Repsol.

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Corporate Responsibility vision and the development of this Plan

Sustainable development is a responsibility shared by political, social and economic actors that requires decided action.

In Repsol, we understand Corporate Responsibility as the contribution of major companies to sustainable development. We consider that the essence of Corporate Responsibility is the incorporation of environmental and social aspects into the decision making processes of organisations.

We contribute to development by supplying energy that is essential for the realization of people's fundamental rights.

Furthermore, we aspire to contribute to this sustainable development through our Corporate Responsibility vision that is the responsibility that we voluntarily assume, beyond what is demanded by law due to the impact that our activities might have on society and the environment and that, in response to the expectations of our stakeholders with regards to our activity, developing practices that maximize the positive impacts and prevent, mitigate, repair or compensate the negative ones.

We have identified the expectations that our stakeholders have on issues related with governance, the respect of Human Rights, labour practices, environmental impacts, the legitimacy of our operating and value chain practices; and concerning issues that affect the consumers and users of our products and services, as well as the positive and negative impacts that could be generated in local communities.

The identification of these expectations, at a global level, has been carried out through an analysis of four international standards that currently make up the broadest international consensus on acceptable behaviour for a multinational company:

- United Nations Guiding Principles on Business and Human Rights.
- The International Standard ISO 26000: Guidance on Social Responsibility.
- OECD Guidelines for Multinational Enterprises.
- The International Finance Corporation (IFC) Sustainability Framework Performance Standards

In addition, we have developed a materiality study or relevant issues study, for the company's stakeholders, based on the following sources:

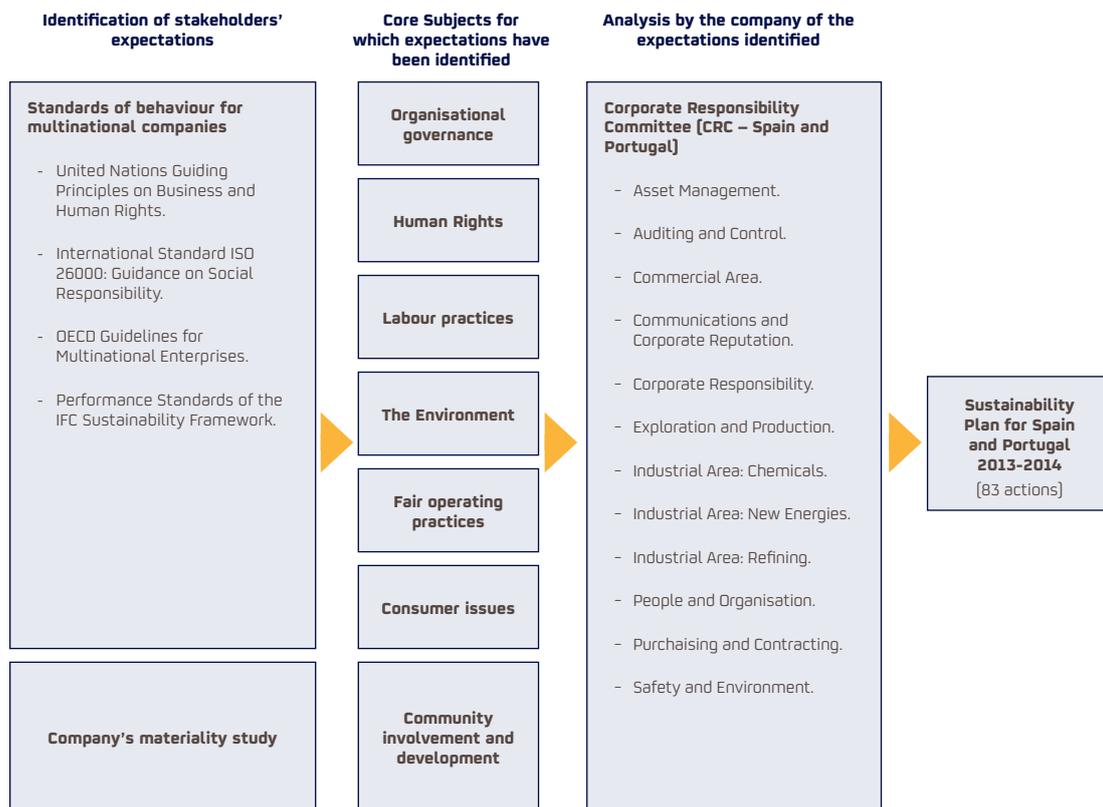
- Interviews with organisations of reference from Spanish civil society that belong, fundamentally, to the academic field; to environmental, social and ethical NGOs; and trade unions.
- Interviews with representatives of public administrations that have relevant competencies regarding Repsol's activity.
- Interviews with organisations that belong to the company's value chain in the country, such as distributors, customers and suppliers.
- Articles from the national and international press that are related with oil and gas activities in Spain and Portugal.
- Surveys of industrial complexes carried out in the areas surrounding the facilities of A Coruña, Cartagena, Puertollano and Tarragona.
- Interviews with the company's employees and trade union representatives.

The set of expectations obtained from the four international standards and the expectations identification study amounted to more than one hundred. After an analysis and consolidation process, the results have been studied by Spain and Portugal's Corporate Responsibility Committee, chaired by Repsol's Executive Managing Director of Strategy and Control and made up of executive-level representatives from the following businesses and units in the country:

- Asset Management.
- Auditing and Control.
- Commercial Area.
- Communications and Corporate Reputation.
- Corporate Responsibility.
- Exploration and Production.
- Industrial Area: Chemicals.
- Industrial Area: New Energies.
- Industrial Area: Refining.
- People and Organisation.
- Purchasing and Contracting.
- Safety and Environment.

With this exercise, we have been able to formally and systematically introduce the expectations of stakeholders at a global level into the company's decision making processes, which is the key aspect of Corporate Responsibility.

-Introduction of stakeholders' expectations into the company's decision making processes-



The result of this analysis is the current 2013-2014 Sustainability Plan for Spain and Portugal, an updated version of the previous plan that, like that one, is a public document. The degree to which its commitments are fulfilled will be assessed annually and communicated to society in the form of an annual monitoring report.

This plan consists of 83 specific short-term actions (2013-2014) with the corresponding indicators to measure their implementation, grouped into seven programmes that correspond with the seven Social Responsibility core subjects described by the international standard ISO 26000 - Guidance on Social Responsibility - and which are the seven areas in which any company is more likely to generate an ethical, environmental and social impact.

With respect to the programmes, those concerning Community involvement and development and the Environment have been the ones that involve the greatest number of actions.

-Distribution of the actions of the Sustainability Plan
for Spain and Portugal by action programmes-

PROGRAMMES	Number of actions
Organisational governance	5
Human Rights	3
Labour practices	12
The Environment	21
Fair operating practices	11
Consumer issues	7
Community involvement and development	24

The 2013-2014 Sustainability Plan for Spain and Portugal is not Repsol's only contribution to sustainable development but is complemented with actions considered in the Corporate Sustainability Plan, as well as those concerning countries or specific operating centres that are included in our respective Sustainability Plans.

82% of the actions included in this plan are linked to the variable remuneration system for Repsol's employees, which constitutes an unequivocal commitment on the part of the company with the effective maximisation of its contribution to sustainable development.

The 2013-2014 Sustainability Plan does not substitute our Annual Corporate Responsibility Report. The Annual Report is a document that informs on the company's accountability regarding its performance in the last fiscal year, while the Sustainability Plan publicises the actions that we will undertake in the next two years.



Stakeholders' expectations and the corresponding actions of the Plan

Programme 1

Organisational Governance

Organisational governance is the system the company uses to make and implement decisions to achieve its objectives. It is, therefore, a decisive factor when it comes to integrating Corporate Responsibility principles into all of its activities and transmitting them to its value chain.

In order to respond to stakeholders' expectations in the field of Governance, Repsol has specific management systems in place which are available at the corporate website **repsol.com**.

Furthermore, the company has added five actions to the current Sustainability Plan in an attempt to strengthen its response to the principal expectations, such as those indicated below.

-Actions included in the Governance programme and a summary of the principal expectations that contribute to respond to them-

Governance Programme

Expectation: Periodically review and evaluate the governance processes of the organisation.

Expectation: Create and nurture an environment and culture in which the principles of Corporate Responsibility are practiced.

Expectation: Guarantee the publication of accurate information on all the significant aspects of the company, within the appropriate time limits.

Expectation: Develop strategies, objectives and targets that reflect the organisation's commitment with Social Responsibility.

Actions included in the programme:

1. Monitoring of the Compliance Programme concerning the formal legal obligations of the legal persons belonging to the Repsol Group, established by the Public Entities in Spain and Portugal.
2. Respond in a transparent way to requests for information on Repsol's social and environmental performance in all areas of activity.
3. Participate in the global initiative "Responsible Care" to improve safety and the Environment in the Chemical activities in Spain.
4. Incorporate the revision of Corporate Responsibility aspects in the auditing projects of Spain and Portugal.
5. Extend the Corporate Responsibility coordination system to Spain's industrial facilities.

- **Expectation: Periodically review and evaluate the governance processes of the organisation.**

To guarantee compliance with legal obligations and other requirements is one of the fundamental criteria taken into account in the company's decision making processes.

In order to reinforce this aspect, Repsol has included a specific action in the current Plan for the *monitoring of the Compliance Programme concerning the formal legal obligations of the legal persons belonging to the Repsol Group, established by the Public Entities in Spain and Portugal.*

With this action, Repsol will carry out a review of the inventories of obligations, both legal and those that proceed from the company's internal regulations, as well as the level of existing awareness of the model. Furthermore, Repsol will act to continue strengthening the process with which it self-evaluates respect for these requirements, establishing action plans to resolve possible non-compliances if identified.

- **Expectation: Guarantee the publication of accurate information on all the significant aspects of the company, within the appropriate time limits.**

With regards to the matter of accountability to our stakeholders on the most important aspects of activities, the company has included an action in the Sustainability Plan to *respond in a transparent way to requests for information on Repsol's social and environmental performance in all areas of activity.*

With this, Repsol will carry out a process to identify themes that ought to be communicated. From these, digital material will be developed that will be disseminated on the internet, using knowledge on consumption habits and the information requirements of the stakeholders to whom it will be directed.

- **Expectation: Create and nurture an environment and a corporate culture in which the principles of Corporate Responsibility are practiced.**

During recent years, Repsol has implemented a number of actions to foster a responsible corporate culture. To them, during the period covered by the present plan, another will be added consisting in the company's involvement in multi-company initiatives related with this issue.

Among these, Repsol will specifically focus on maintaining its *participation in the global initiative "Responsible Care" to improve safety and the Environment in the Chemical activities in Spain*, for which, the company will carry out various actions such as encouraging the involvement of the workers in these areas, the evaluation or prevention of existing risks, as well as the establishing of targets for continuous improvement.

Additionally, within the framework of this expectation, the company will also work to *incorporate the revision of Corporate Responsibility aspects in the auditing projects of Spain and Portugal.* In this way, issues such as those related with ethics and conduct, Human Rights or relations with communities, will be taken into account in audits, with the conclusions obtained being reported to the organisational units affected.

- **Expectation: Develop strategies, objectives and targets that reflect the organisation's commitment with Social Responsibility.**

During the 2013-2014 period, Repsol will carry out an action *to extend the Corporate Responsibility coordination system to Spain's industrial centres.*

This will mean that the refining sites in the country will also be subject to this scheme that entails a more detailed study of the expectations of local stakeholders, the launch of actions to align their performance with the expectations identified and the measuring of progress achieved in this area.

Specific information on each of the actions included in the Governance programme of the current Plan is included in the tables below. These tables are sorted in chronological order according to the expected calendar for the implementation of the actions. The order, therefore, may not coincide with that indicated in this introduction:

ACTION	Monitoring of the Compliance Programme concerning the formal legal obligations of the legal persons belonging to the Repsol Group, established by the Public Entities in Spain and Portugal
DESCRIPTION	<p>We will promote the review of inventories of obligations through a global analysis of the requirements by country/area, as well as the level of awareness of the model in Spain and Portugal.</p> <p>We will proactively monitor the processes for the self-assessment of compliance that the area managers will carry out periodically, and we will report the corresponding results to the relevant level.</p>
INDICATOR	<ul style="list-style-type: none"> - Modifications in the inventories of obligations (highs/lows/modifications). - Percentage of progress in carrying out the periodic self-assessments. - Monthly report of the results of the processes to the responsible General Managers and Executive Managers. - Number of action plans defined and implemented in the period. - Implementation of a model of the criticalities of the obligations inventoried in a business area.
YEAR IMPLEMENTED	2013

ACTION

Respond in a transparent way to requests for information on Repsol's social and environmental performance in all areas of activity.

DESCRIPTION

We will identify themes that ought to be communicated in the digital environment. We will develop digital material and disseminate it on the internet, using knowledge on consumption habits and the information requirements of the stakeholders to whom it will be directed.

INDICATOR

- Inventory and description of the topics that ought to be communicated.
- Number of website content developed and published in Repsol's digital environments.

YEAR IMPLEMENTED

2013

ACTION

Extend the Corporate Responsibility coordination system to Spain's industrial facilities.

DESCRIPTION

We will extend our Corporate Responsibility coordination system to the refining industrial facilities in Spain.

INDICATOR

Sustainability Plans developed for the refining industrial facilities in Spain.

YEAR IMPLEMENTED

2013-2014

ACTION	Participate in the global initiative “Responsible Care” to improve safety and the Environment in the Chemical activities in Spain.
DESCRIPTION	<p>We will continue to be adhered to the global and voluntary initiative of the chemical industry and we will continue with the “Responsible Care” programme whose aim is to achieve that the companies adhered to this programme continually improve safety, the protection of health and the Environment when carrying out their activities, in accordance with the principles of Sustainable Development.</p> <p>The programme applies 10 principles:</p> <ol style="list-style-type: none"> 1. Policy on key safety, health and environmental matters. 2. Participation of workers (communication and training). 3. Assessment and prevention of risks. 4. Communication and promotion. 5. Product stewardship (inform and assess clients and supply chain agents on product safety and the risks that exist in handling, using, transporting and treating operations, both of the company’s own products, and waste, emissions or discharges associated with them). 6. Resource conservation (according to the principle of resource conservation and the minimisation of waste, discharges and emissions). 7. Technical and scientific progress (disseminating scientific studies carried out on processes, products, emissions, discharges and waste). 8. Services contracted (select, inform and control their contractors so that they apply rules on safety, the protection of health and the Environment that are the same as their own). 9. Collaboration with the authorities (in the areas of the development and implementation of effective standards and regulations). 10. Continuous improvement and targets.
INDICATOR	<ul style="list-style-type: none"> - Maintaining the voluntary “Responsible Care” programme. - Monitoring report of the “Responsible Care” programme.
YEAR IMPLEMENTED	2013-2014

ACTION**Incorporate the revision of Corporate Responsibility aspects in the auditing projects of Spain and Portugal.****DESCRIPTION**

We will incorporate the review of aspects related to Corporate Responsibility (ethics and conduct, Human Rights, community relations, etc.) in auditing projects, at the same time promoting collaboration with the Division of Corporate Responsibility and Institutional Services.

We will report the conclusions to the organisational units affected with the report on the corresponding projects.

INDICATOR

Number of auditing projects carried out.

YEAR IMPLEMENTED

2013-2014

Programme 2

Human Rights

Among Human Rights, there are some that are well known, such as the right to life and liberty, to equality and non-discrimination, to education, to freedom of belief, expression and movement, to proper living and working conditions; and there are others that are less well known, such as the right to rest, to privacy and to form a family.

States and companies play different roles in the common effort in favour of Human Rights. While States have the duty to protect Human Rights against those who infringe them, companies have the responsibility to respect Human Rights throughout their operations. This means acting with due diligence to avoid interfering with the degree to which people enjoy these rights and addressing any potential adverse impacts if these occur.

In order to respond to stakeholders' expectations in the area of Human Rights, Repsol has specific management systems in place which are available at the corporate website **repsol.com**.

Furthermore, three actions have been assigned to this subject in the current Sustainability Plan, which are aimed at responding to the principal expectations of the company's stakeholders.

-Actions included in the Human Rights programme and a summary of the principal expectations that contribute to respond to them-

Human Rights Programme

Expectation: Minimise the risks derived from employing security personnel to provide security services in operations, ensuring in turn that they comply with that contemplated in international standards of reference.

Expectation: Work to ensure that the organisation does not discriminate against its employees, business partners, customers, stakeholders, members, or anyone with whom the company has some kind of relation.

Actions included in the programme:

1. Ensure that the working conditions of the employees of private security contractor companies in Spain and Portugal comply with the Spanish and Portuguese legislation, and that they are consistent with applicable international Human Rights legislation.
2. Invest in the accessibility at Spain and Portugal's service stations.
3. Promote the employment of people with different abilities in Spain and Portugal, fostering equal opportunities.

- **Expectation: Minimise the risks derived from employing security personnel to provide security services in operations, ensuring in turn that they comply with that contemplated in international standards of reference.**

The contracting of security forces or companies for the protection of facilities is an activity subject to various Human Rights risks, not only with regards to the actions that this group could carry out but also concerning the working conditions of their employees.

For this, in the current Sustainability Plan, Repsol has included a specific action to *ensure that the working conditions of the employees of private security contractor companies in Spain and Portugal comply with the Spanish and Portuguese legislation, and that they are consistent with international Human Rights legislation.*

To achieve this, the company will carry out a study that reflects the national and international legal framework, assessing whether the company complies with this framework when contracting employees in security contractor companies. Among other aspects, the study will address issues such as working hours, the duration of shifts or periods of rest.

- **Expectation: Work to ensure that the organisation does not discriminate against its employees, business partners, customers, stakeholders, members, or anyone with whom the company has some kind of relation.**

As well as the actions already being developed by the company in this subject, Repsol has included two more actions in the Plan to strengthen the integration of groups that have traditionally suffered cases of discrimination.

The first of these will consist in *promoting the employment of people with different abilities in Spain and Portugal, fostering equal opportunities.* So that, job placement of members of this group will be encouraged; this process will also involve our suppliers and contractors. Furthermore, the action will entail various awareness raising initiatives among the group's workforce, as well as the training of our suppliers, contractors and other stakeholders on the good practices launched by Repsol.

Secondly, the company has included another action to *invest in the accessibility at Spain and Portugal's service stations.* This will involve an increase in the number of service stations that integrate the DALCO¹ accessibility criteria; the maintaining of universal accessibility certification according to the standard "UNE 170001 – Universal Accessibility. Criteria to facilitate the accessibility of the environment" in some of our facilities; and the use of the BREEAM standard (BRE Environmental Assessment Method) that also takes into account aspects related with accessibility for the certification of a service station.

As a result of this measure, it is also expected that people with different abilities will be offered employment opportunities in these service stations.

¹ Mobility, Grasp, Positioning and Communication.

Specific information on each of the actions included in the Human Rights programme of the current Plan is included in the tables below. These tables are sorted in chronological order according to the expected calendar for the implementation of the actions. The order, therefore, may not coincide with that indicated in this introduction:

ACTION	<p>Ensure that the working conditions of the employees of private security contractor companies in Spain and Portugal comply with the Spanish and Portuguese legislation, and that they are consistent with applicable international Human Rights legislation.</p>
DESCRIPTION	<p>We will carry out a study that reflects the national and international legal framework, assessing whether the company complies with this framework when contracting employees in security contractor companies. This study will address aspects such as working hours, shifts duration or periods of rest, etc.</p>
INDICATOR	<p>Report of the study and action plan presented.</p>
YEAR IMPLEMENTED	<p>2013</p>

ACTION	Promote the employment of people with different abilities in Spain and Portugal, fostering equal opportunities.
DESCRIPTION	<ul style="list-style-type: none"> - We will promote the direct job placement of people with different abilities by incorporating workers with different abilities, also implicating our suppliers and contractors in the incorporation of people with different abilities. - We will carry out awareness raising and training campaigns for employees on the integration of people with different abilities. - We will disseminate externally, to suppliers and contractors/companies and other stakeholders, the good practices launched in the company.
INDICATOR	<ul style="list-style-type: none"> - Number of people with different abilities incorporated into the workforce. - Number of participants in training activities and number of awareness raising days. - Number of external events/partnerships.
YEAR IMPLEMENTED	2013-2014

ACTION	Invest in the accessibility at Spain and Portugal's service stations.
DESCRIPTION	<p>We will invest in our service stations to make them more accessible to our consumers with difficulties in the refuelling process. Furthermore, we offer job opportunities to people with different abilities within the framework of our commitment to promoting equal opportunities.</p> <p>We will carry out the following actions:</p> <ul style="list-style-type: none"> - Increase the number of Repsol service stations that integrate DALCO accessibility criteria (Mobility, Grasp, Positioning and Communication). - Maintain the universal accessibility certification in four service stations according to the standard "UNE 170001 – Universal Accessibility. Criteria to facilitate the accessibility of the environment". - Certify one service station more according to the BREEAM standard (BRE Environmental Assessment Method) that is the method for the assessment and certification of the sustainability of construction.
INDICATOR	<ul style="list-style-type: none"> - Number of service stations that integrate DALCO criteria. - Number of service stations with universal accessibility certification. - Two service stations certified according to the BREEAM standard.
YEAR IMPLEMENTED	2013-2014

Programme 3

Labour practices

The term labour practices encompass all policies and practices related to the work performed within, by or on behalf of the company, such as the working time, remuneration, the recruitment and promotion of workers; disciplinary and grievance procedures, the transfer and relocation of workers; the termination of employment, training and skills development, and health, safety and industrial hygiene.

Labour practices also include the representation and participation in collective bargaining, social dialogue and tripartite consultations to address social issues related to employment.

In order to respond to stakeholders' expectations in the subject of labour practices, Repsol has specific management systems in place which are available at the corporate website repsol.com.

Furthermore, 12 individual actions have been assigned to this subject in Sustainability Plan, which are aimed at responding to the principal expectations of the company's stakeholders as indicated below.

-Actions included in the Labour practices programme and a summary of the principal expectations that contribute to respond to them-

Labour Practices Programme		
<p>Expectation: Provide working conditions to all workers that permit, as far as possible, the reconciliation of family and working life.</p>	<p>Expectation: Promote consultation and cooperation between employers and workers and their representatives, on issues of mutual interest.</p>	<p>Expectation: Analyse and control the risks for the health and safety of employees derived from activities.</p>
<p>Expectation: Provide adequate training on all relevant issues concerning occupational health and safety to all personnel.</p>	<p>Expectation: Foster the transfer of technology and technical training as ways of reducing accidents.</p>	<p>Expectation: Promote high standards of occupational health and safety in contractor companies and provide them with training on this issue.</p>
<p>Expectation: Take measures to ensure the good health of communities affected by operations, including contingency plans for operational accidents. Inform the communities affected by operations on the risks associated with them.</p>		
<p>Actions included in the programme:</p> <ol style="list-style-type: none"> 1. Protect the work-life balance of employees in Spain and Portugal. 2. Maintain relations of social dialogue with trade union representatives in Spain and Portugal. 3. Develop a retribution model that is linked to the objectives of employees subscribed under the scope of collective agreements in Spain. 4. Develop improvement action plans for Spain and Portugal's employees derived from the results of the working climate study. 5. Update the safety and environmental risk analyses of the industrial facilities in Spain and Portugal. 6. Promote the training in Safety and the Environment of the Commercial Area personnel in Spain. 7. Promote healthy habits among shift workers of the specialized products and lubricants area. 8. Favour the good behaviour of employees with regards to transport safety. 9. Inform contractors on the safety procedures at Spain and Portugal's industrial facilities. 10. Encourage safety in the activities of the Service Stations' contractors in Spain. 11. Develop and execute the Health and Safety Plan of the refining industrial facilities in Spain. 12. Develop an annual Training Plan for refining employees in Spain. 		

- **Expectation: Provide working conditions to all workers that permit, as far as possible, the reconciliation of family and working life.**

In order to respond to this expectation, Repsol has included an action in the current Plan to *protect the work-life balance of employees in Spain and Portugal*.

This will consist of various initiatives such as the implementation of greater flextime, the extension of the telecommuting programme, and a general enhancement of the other existing work-life balance measures in the company.

Additionally, Repsol will evaluate the impact of the time management programme launched in previous years.

- **Expectation: Promote consultation and cooperation between employers and workers and their representatives, on issues of mutual interest.**

With respect to cooperation with workers' representatives, Repsol has included an action in the Plan to *maintain relations of social dialogue with trade union representatives in Spain and Portugal*.

With this action the company will seek to guarantee the participation of trade unions in different areas of the company, driving this process through the various committees created in the collective agreements.

Specifically, with regards to these instruments and as part of a second action, Repsol will work to develop one of the agreements reached with trade unions. This action, to *develop a retribution model that is linked to the objectives of employees subscribed under the scope of collective agreements in Spain*, will consolidate the variable remuneration scheme that is already applicable in the company. It will also entail, indirectly, various benefits such as promoting greater dialogue among the managers of employees and their collaborators, or to find out the impact of the contribution of each employee towards meeting the company's targets.

Finally, regarding consultation and cooperation in issues of mutual interest, another of the actions established by the company will consist in *developing improvement action plans for Spain and Portugal's employees derived from the results of the working climate study*. Each one of these will contain specific measures based on opinions given by employees in relation to key aspects of their relationship with the company.

- **Expectation: Analyse and control the risks for the health and safety of employees derived from activities.**

The health and safety of those that work in our facilities is one of the aspects that the company gives the most importance when carrying out its activities.

In this regard, Repsol already has a system that specifically manages this issue, for which it has added another action in the current Sustainability Plan.

This will be to *update the safety and environmental risk analyses of the industrial facilities in Spain and Portugal* for which, the company will proceed to review these analyses in accordance with a new internal standard approved in 2010 that guarantees the application of the best practices of the sector in this activity.

- **Expectation: Provide adequate training on all relevant issues concerning occupational health and safety to all personnel.**

Training and awareness raising in the field of the prevention of labour risks will be another of the areas in which the company will focus its efforts during the 2013-2014 period.

For this, as part of the Spain and Portugal Sustainability Plan, Repsol has included three actions specifically designed for this purpose.

The first of these, to *promote the training in Safety and the Environment of the Commercial Area personnel in Spain* will be specifically aimed at this group, for which a special course will be developed. Additionally, Repsol will *promote healthy habits among shift workers of the specialized products and lubricants area* through a second action.

Finally, and in a more particular area, the company will also work to *favour the good behaviour of employees with regards to transport safety*. This action will consist, fundamentally, in a communication campaign to foster safe attitudes and behaviour among the users of the car park in the company's headquarters. Additionally, other actions will be aimed at optimising the facilities, review the existing signage in the car park and reprimand users about unsafe acts.

- **Expectation: Foster the transfer of technology and technical training as ways of reducing accidents.**

In addition to the actions indicated in the previous section, Repsol has included another measure in the Plan to *develop an annual Training Plan for refining employees in Spain*, with which this group will benefit from development actions aimed at their continuous training, the promotion of the transfer of technology and specific safety training adapted to their different roles.

- **Expectation: Promote high standards of occupational safety in contractor companies and provide them with training on this issue.**

As well as our own employees, other companies carry out activities in the company's facilities. For this, during recent years, Repsol has implemented various actions to promote high occupational safety standards in them.

In the context of the current Plan, the company has included two actions specifically designed for this purpose, to *inform contractors on the safety procedures at Spain and Portugal's industrial facilities* and *encourage safety of the Service Stations' contractors in Spain*.

With these actions, through the holding of periodic meetings or awareness days, the company will transfer to both groups existing safety procedures as well as the principal actions that these must implement to minimise the likelihood of potential accidents.

- **Expectation: Take measures to ensure the good health of communities affected by operations, including contingency plans for operational accidents. Inform the communities affected by operations on the risks associated with them.**

During the 2013-2014 period, Repsol will launch an action to *develop and execute the Health and Safety Plan of the refining industrial facilities in Spain*, with the aim of ensuring the safety of these facilities and the professionals that work in them, as well as the good health of the communities that live in the surrounding area.

As part of this action, various initiatives are contemplated such as the carrying out of prevention programmes and training on safety for the company's own employees and contractors, the development of hygiene and occupational health plans, and the formulation of two instruments to guide the company's actions in the case of an emergency, such as an Internal Emergency Plan and a Contingency Plan for operational accidents.

Furthermore, given the implications that the occurrence of these types of phenomenons would entail for the local area, the action contemplates collaboration with the regional administration for the development and maintenance of an External Emergency Plan and the training of intervention teams.

Specific information on each of the actions included in the Labour practices programme of the current Plan is included in the tables below. These tables are sorted in chronological order according to the expected calendar for the implementation of the actions. The order, therefore, may not coincide with that indicated in this introduction:

ACTION**Promote the training in Safety and the Environment of the Commercial Area personnel in Spain.****DESCRIPTION**

We will improve the training of the personnel of service stations managed by the company through an online course on safety and the Environment.

INDICATOR

Number of persons trained.

YEAR IMPLEMENTED

2013

ACTION**Favour the good behaviour of employees with regards to transport safety.****DESCRIPTION**

We will carry out the following actions to improve transport safety:

- Communication campaign to inform and raise the awareness of the users of the car park, to promote positive attitudes and safe behaviour.
- Optimisation of facilities:
 - o Study of lighting levels and the increase of these in areas where it is considered necessary.
- Revision of signage.
- Actions aimed at the group of offenders: sending of reprimands to those who have committed unsafe acts.

INDICATOR

- Cost of improving the signage.
- Description of the measures implemented (Number of signs installed, number of speed bumps, number of bollards and number of mirrors installed to improve the visibility of pedestrians).
- Number of incidents in the Campus car park.
- Number of people that lose their parking slot in the garage due to breaching the rules for the use of the car park.

YEAR IMPLEMENTED

2013

ACTION	Protect the work-life balance of employees in Spain and Portugal.
DESCRIPTION	<ul style="list-style-type: none"> - We will promote the company's work-life balance measures. - We will extend the telecommuting programme among employees. - We will implement a more flextime. - We will evaluate the impact of the time management programme.
INDICATOR	<ul style="list-style-type: none"> - Number of telecommuters in Spain and Portugal. - Results of the evaluation of the impact of the time management programme.
YEAR IMPLEMENTED	2013
ACTION	Develop improvement action plans for Spain and Portugal's employees derived from the results of the working climate study.
DESCRIPTION	We will develop specific plans with actions and initiatives derived from the opinions reflected by employees with the aim of improving the working climate.
INDICATOR	<ul style="list-style-type: none"> - Number of specific action plans developed. - Number and description of improvement actions carried out.
YEAR IMPLEMENTED	2013
ACTION	Inform contractors on the safety procedures at Spain and Portugal's industrial facilities.
DESCRIPTION	We will hold periodic meetings with our contractors to communicate and inform them on the updates of the internal emergency plan, safety standards and the analyses of accidents, among others.
INDICATOR	Number of meetings and courses held with contractors.
YEAR IMPLEMENTED	2013

ACTION**Maintain relations of social dialogue with trade union representatives in Spain and Portugal.****DESCRIPTION**

We will guarantee the participation of trade unions in the different areas of the company (training, equality, health and safety plans, etc.) through the various committees established in the collective agreements that meet regularly during the year.

INDICATOR

Number of meetings held in the various committees.

YEAR IMPLEMENTED

2013

ACTION**Develop an annual Training Plan for refining employees in Spain.****DESCRIPTION**

We will develop an annual Training Plan for refining industrial facilities that include training and development actions designed for the continuous training of the workforce, to foster the transfer of technology and specific safety training that is adapted to employees' different roles.

INDICATOR

Number of training actions carried out.

YEAR IMPLEMENTED

2013

ACTION**Encourage safety in the activities of the Service Stations' s contractors in Spain.****DESCRIPTION**

We will improve the safety performance of contractors involved in construction works, maintenance and improving the appearance of service stations, through safety awareness days.

INDICATOR

Number of safety awareness days held.

YEAR IMPLEMENTED

2013-2014

ACTION	Develop and execute the Health and Safety Plan of the refining industrial facilities in Spain.
DESCRIPTION	<p>We will carry out a health and safety plan for refining industrial facilities that include the following actions:</p> <ul style="list-style-type: none"> - Prevention programmes and safety training given to the company's own personnel and contractors. - Hygiene and occupational health plans. - Internal Emergency Plan: contingency plan for operational accidents, with the carrying out of annual drills and continued training of the permanent fire-fighting team. - Collaborative External Emergency Plan (EEP): drill together with the regional administration. Agreement for the maintenance of the EEP. Collaboration in the training of EEP intervention teams.
INDICATOR	<ul style="list-style-type: none"> - Number of training hours in occupational health and safety. - Number of persons trained in occupational health and safety. - Number of Internal Emergency Plan drills. - Number of External Emergency Plan collaborative activities.
YEAR IMPLEMENTED	2013-2014

ACTION	Develop a retribution model that is linked to the objectives of employees subscribed under the scope of collective agreements in Spain.
DESCRIPTION	<p>We will consolidate the variable remuneration model linked to objectives, applying it to employees of the collective agreement in Spain that was designed and agreed upon with workers' representatives in 2012.</p>
INDICATOR	Level of implementation of the measure in Spain.
YEAR IMPLEMENTED	2013-2014

ACTION**Update the safety and environmental risk analyses of the industrial facilities in Spain and Portugal.****DESCRIPTION**

We will update the risk analyses of the processes carried out in the company's industrial facilities in Spain and Portugal, in accordance with the internal regulation approved in 2010 on the management of safety and environmental risks in industrial assets, following the best practices of the sector.

INDICATOR

Percentage of risk analyses updated according to the Plan in Spain and Portugal.

YEAR IMPLEMENTED

2013-2014

ACTION**Promote healthy habits among shift workers of the specialized products and lubricants area.****DESCRIPTION**

We will raise the awareness of employees that work in shifts, of the importance of maintaining order in their habits and behaviour, and the impact that looking after their health has on their personal and working life.

INDICATOR

Number of shift workers that have participated in the healthy habit awareness days.

YEAR IMPLEMENTED

2013-2014

Programme 4

The Environment

Today society faces a significant number of environmental challenges that vary from global problems like climate change or the depletion of natural resources, to other local problems that, nevertheless, can have an important impact on the environment where they occur. These include air or water pollution, the generation of waste or the destruction of ecosystems and biodiversity.

The activity of companies invariably contributes to some of these impacts. And these issues have special relevance in sectors such as oil and gas that are characterised by the carrying out of extractive or industrial activities in large installations.

Therefore, it is necessary that companies identify options that enable them to prevent these impacts, minimise them when unavoidable and correct them.

In order to respond to stakeholders' expectations in the subject of the Environment, Repsol has specific management systems in which are available at the corporate website **repsol.com**.

Additionally, Repsol has included another 21 actions in the Plan to respond to these expectations.

-Actions included in the Environmental programme and a summary of the principal expectations that contribute to respond to them-

Environmental Programme		
Expectation: Guarantee environmental safety and repair the possible damages caused as a result of prospecting work carried out in Spain.	Expectation: Prevent the possible impacts of operations carried out in the vicinity of areas rich in biodiversity.	Expectation: Minimise environmental impacts at all levels of operations (production, value chain, products).
Expectation: Implement optimum measures to progressively reduce and minimise direct and indirect greenhouse gas emissions.	Expectation: Minimise CO ₂ emissions and improve energy efficiency in operations.	Expectation: Apply technologies and practices for the prevention of pollution.
Expectation: Implement measures aimed at preventing pollution and the generation of waste.	Expectation: Invest in low carbon emission technologies and energy sources.	Expectation: Promote sustainable consumption and acquisition.
Expectation: When taking decisions; evaluate and take into account the potential impacts related to the Environment, health and safety that are associated with the company's procedures and assets.	Expectation: Prevent phenomenon of pollution of surface waters. Guarantee the responsible management of water resources.	

Actions included in the programme:

1. Implement the measures agreed on following the environmental, health and safety risk analysis of the exploration and production operations in Tarragona.
2. Promote the local certification "Etiqueta Doñana 21" in the hydrocarbon production plant of Poseidon (Huelva).
3. Research and develop less polluting products in the business unit of lubricants and specialities in Spain.
4. Eliminate the impacts of the overland transport of water generated by the Huelva exploration and production plant.
5. Identify solutions for the reduction of greenhouse gas emissions in the activities of service stations and direct sales in Spain.
6. Minimise the emissions of CO₂ and improve energy efficiency of the exploration and production operations in Spain.
7. Implement energy efficiency measures in the exploration and production activities at the Casablanca offshore platform in Tarragona.
8. Improve our energy efficiency in the product production processes at the petrochemical facilities in Spain and Portugal.
9. Implement energy efficiency measures in the use of electrical energy in office buildings in Spain.
10. Promote energy saving and efficiency in business activities and in those of our customers in Spain and Portugal.
11. Identify opportunities to improve the energy efficiency of our operations in Spain and Portugal, and to reduce our greenhouse gas emissions.
12. Promote measures to incentivise energy efficiency at refining industrial facilities in Spain.
13. Study the feasibility of the storage of CO₂ at the crude production field in Poseidon (Huelva).
14. Develop R&D programmes that contribute to the prevention of spills in the exploration and production operations in Spain.
15. Foster recycling, the reuse of materials and energy efficiency among employees from the Commercial Area in Spain and Portugal.
16. Promote electric mobility in land transport in Spain.
17. Promote the use of electric vehicles among Repsol's employees in Spain.
18. Co-invest in Spanish SMEs that develop innovative initiatives in industrial, energy and environmental technologies.
19. Promote investments in the sustainability of Repsol's office buildings in Spain.
20. Develop a Water Management Plan for refining operations in Spain.
21. Reduce the emissions of the Casablanca offshore platform through the use of flare gas.

- **Expectation: Guarantee environmental safety and repair the possible damages caused as a result of prospecting work carried out in Spain.**

With respect to exploration and production operations, Repsol will work to *implement the measures agreed on following the environmental, health and safety risk analysis of the exploration and production operations in Tarragona.*

In this way, within the framework of the Plan defined in 2012, improvement initiatives will be developed for the renovation of drains, the implementation of RADAR or infrared technology for the early detection of spills and a study of the feasibility of hydroelectric generation in Casablanca will be carried out to guarantee the safety of the Environment and the employees who work in these locations.

- **Expectation: Prevent the potential impacts of operations carried out in the vicinity of areas rich in biodiversity.**

The Poseidon facility (Huelva) is located very near to an area rich in biodiversity; the Doñana National Park. Therefore, the company has included a specific action in the current plan to guarantee that the environmental performance of this facility meets the highest standards of protection.

The action, to *promote the local certification “Etiqueta Doñana 21” in the hydrocarbon production plant of Poseidon [Huelva]*, will complement the efforts made by the company in this facility that have already led to the obtaining of ISO 14001 and ISO 9001 certification for the processes carried out in it.

The “Etiqueta Doñana 21” certification guarantees the correct quality management and adequate environmental behaviour of companies from the Doñana Region. With the aim of obtaining it, Repsol will carry out a review of the environmental matters covered by the Doñana 21 guide, then designing a plan to carry out the necessary improvements concerning significant environmental and quality in processes.

- **Expectation: Minimise environmental impacts at all levels of operations [production, value chain, products].**

As well as the systems already launched by the company to reduce its environmental impacts, Repsol has advanced in recent years in the design of new varieties of products that reduce the number of environmental incidents associated with their use.

In this regard, the company has included an action in the current Plan to *research and develop less polluting products in the business unit of lubricants and specialities in Spain*, an analysis that will be complemented later on with the promotion of the use of these products among consumers.

Another of the actions that will apply to the company during the period covered by the existing Plan to minimise the number of environmental incidents at various levels of its operations will be to *eliminate the impacts of the overland transport of water generated by the Huelva exploration and production plant*.

This water requires a treatment process that must be carried out in a wastewater treatment plant in Mazagon, for which the company has planned the construction of an aqueduct. During 2013, Repsol will continue carrying out the necessary measures to achieve permission for the construction of this infrastructure, in order to avoid the impacts that the transport of water by road creates, such as traffic congestion and the generation of dust.

- **Expectation: Minimise CO₂ emissions and improve energy efficiency in operations.**

The improvement of energy efficiency in operations and the reduction of CO₂ emissions constitute two environmental priorities for Repsol.

As well as the specific initiatives already implemented in recent years, the company has incorporated eight specific actions in the current Plan for this purpose.

The first of these, with a global focus, will be to *identify opportunities to improve the energy efficiency of our operations in Spain and Portugal, and to reduce our greenhouse gas emissions*. This action will involve the development of maps of energy consumption and CO₂ emissions in the businesses located in Spain and Portugal, from which the company will be able to define its energy saving and emissions mitigation targets for the 2014-2020 period.

With respect to specific businesses, Repsol has included three actions in the Plan concerning the company's exploration and production activities to *minimise the emissions of CO₂ and improve energy efficiency in these operations; implement energy efficiency measures in the exploration and production activities at the Casablanca offshore platform in Tarragona; and reduce the emissions at the Casablanca offshore platform through the use of flare gas.*

Regarding to the first measure, the company will use the *Gap Analysis* as a key tool to achieve the certification of its emissions inventory for operations in Casablanca according to the ISO 14064 Standard², as well as to improve the energy efficiency in this installation. The activities to carry out will also permit the achievement of a second certification for energy management carried out in accordance with the ISO 50001 Standard³, or alternatively, the execution of an action plan to improve efficiency.

The second of the actions will have a more specific scope and will also be implemented at the Casablanca facilities, where the company will advance in the implementation of a series of measures to improve energy efficiency by recovering the heat emitted by gas releases in electricity generation processes.

Also in this location, a third action will be implemented to assess the obsolescence of the existing generator and to consider its substitution by an exclusive gas generator with higher power that enables the use of flare gas.

Another of the areas in which Repsol will advance to improve efficiency in the consumption of energy and the reduction of CO₂ emissions will be in its industrial activities.

The company has included two actions in the Plan to *improve our energy efficiency in the product production processes at the petrochemical facilities in Spain and Portugal and to promote measures to incentivise energy efficiency at refining industrial facilities in Spain.*

The first of the actions includes various initiatives such as continuing with the carrying out of internal and external energy audits, the quarterly update of the current Efficiency Plan and the implementation of actions included in this. On the contrary, the second action that refers to refining industrial facilities will be based on the taking of a range of measures that permit improvements in the use of resources, reductions in loss and resource consumption rates in operations, and the minimisation of CO₂ emissions.

In addition to industrial, exploration and production operations, Repsol has incorporated another measure to *implement energy efficiency measures in the use of electrical energy in office buildings in Spain.*

This type of measure will be extended to the majority of the office buildings in the country and will fundamentally consist in the installation of timers, low consumption lamps and limitations on turning on lights or electrical appliances.

² ISO 14064 International Standard for GHG Emissions Inventories and Verification.

³ ISO50001 Energy Management.

Finally, the company has designed two actions that will be extended to its business activities. These will consist in *identifying solutions for the reduction of greenhouse gas emissions in the activities of service stations and direct sales in Spain, as well as promoting energy saving and efficiency in business activities and in those of our customers in Spain and Portugal.*

- **Expectation: Implement optimum measures to progressively reduce and minimise direct and indirect greenhouse gas emissions.**

The subterranean storage of CO₂ is another option to minimise the emissions of greenhouse gases to the atmosphere.

With the aim of advancing in this regard, Repsol has incorporated an action in the Plan to *study the feasibility of the storage of CO₂ at the crude production field in Poseidon [Huelva].* In the context of this initiative, the company will analyse the technical and economic viability, as well as the likelihood of obtaining permits, of transforming the Poseidon gas fields into storage areas for the CO₂ generated in the Huelva province.

- **Expectation: Apply technologies and practices for the prevention of pollution.**

Among the possible processes and sources of pollution, the occurrence of accidental discharges or spills is one of the most important impacts of the oil and gas sector.

Therefore, Repsol will work on a specific action during the period covered by the current Plan which will be added to the other systems and measures already implemented by the company in this area.

This will boost Repsol's activity concerning the *development of R&D programmes that contribute to the prevention of spills in the exploration and production operations in Spain,* and will consist in the carrying out of tests, during 2013, on the technologies developed the previous year for the early detection of these spills.

- **Expectation: Implement measures aimed at preventing pollution and the generation of waste.**

With the aim of responding to this expectation, during the 2013-2014 period, Repsol will carry out an action to foster *recycling, the reuse of materials and energy efficiency among employees from the Commercial Area in Spain and Portugal,* as part of which we will implement various initiatives in our facilities, centres and office buildings.

- **Expectation: Invest in low carbon emission technologies and energy sources.**

Being aware of the new business opportunities associated with the development of new low-carbon technologies, Repsol has included two actions in the current Plan in order to work specifically in this area.

The first of these, focused on the transport sector, will consist of *promoting electric mobility in land transport in Spain*, for which the company will launch an electric vehicle recharging and energy storage network for transport with the aim of contributing to the development of this energy alternative.

From a more general perspective, Repsol will also develop in the coming years an action to *co-invest in Spanish SMEs that develop innovative initiatives in industrial, energy and environmental technologies*. For the development of this programme Repsol will count on the Centre for Industrial Technological Development, carrying out between both entities a joint investment of 21 million Euros in small and medium sized enterprises with innovative technological initiatives, in the sectors of bioenergy, renewable generation, electrical mobility, and efficiency and energy storage.

- **Expectation: When making decisions; evaluate and take into account the potential impacts related to the Environment, health and safety that are associated with the company's procedures and assets.**

The minimisation of environmental impacts is a basic criteria in Repsol for investment decisions and the construction of new facilities. The company not only analyses how the operations could impact before being started but, develops programmes to minimise these impacts in the lifecycle.

The company also applies these principles to the design and construction of its office buildings. In this sense, during the period covered by the Plan, Repsol will work to *promote investments in the sustainability of Repsol's office buildings in Spain*.

The company will carry out a preliminary analysis of the suitability and application of the greatest possible and reasonable number of actions contemplated in the construction of the new Repsol headquarters in Madrid, regarding the control and minimisation of environmental impacts.

- **Expectation: Prevent the pollution of surface waters. Guarantee the responsible management of water resources.**

Regarding the company's refining activities; the responsible management of water resources is one of the highest important environmental matters. As well as the actions already launched in this area in previous years, Repsol has included an action in the Sustainability Plan to *develop a Water Management Plan for refining operations in Spain*.

Its main objectives will be the reduction of the consumption of this resource, to guarantee the optimum quality of discharged water, to improve the quality of the wastewater treatment processes and to reduce and improve other potential environmental incidents.

- **Expectation: Promote sustainable consumption and acquisition.**

With the aim of contributing to the development of a more sustainable consumption model, Repsol will *promote the use of electric vehicles among Repsol's employees in Spain*. The company, as well as installing electric sockets for the recharging of electric cars in all of its centres, will make available to its employees a fleet made up of this type of vehicle.

Specific information on each of the actions included in the Environmental programme of the current Plan is included in the tables below. These tables are sorted in chronological order according to the expected calendar for the implementation of the actions. The order, therefore, may not coincide with that indicated in this introduction:

ACTION	Implement the measures agreed on following the environmental, health and safety risk analysis of the exploration and production operations in Tarragona.
DESCRIPTION	<p>In 2013, the improvement measures must be implemented according to the plan defined in 2012:</p> <ul style="list-style-type: none"> - Renovation of drains. - Installing of RADAR and Infrared early spill detection technology. - Feasibility study of hydroelectric generation in Casablanca.
INDICATOR	Number of improvement measures implemented.
YEAR IMPLEMENTED	2013

ACTION	Promote the local certification “Etiqueta Doñana 21” in the hydrocarbon production plant of Poseidon (Huelva).
DESCRIPTION	<p>The “Etiqueta Doñana 21” guarantees quality management and environmental conduct by the companies in the Doñana Region, and will complement the current ISO 14001 and ISO 9001 certifications.</p> <p>Steps to take:</p> <ul style="list-style-type: none"> - Revision of environmental aspects with respect to the Doñana 21 guide. - Plan for improvements in significant environmental aspects. - Plan for Quality improvements. - Poseidon Sustainability Report.
INDICATOR	Certification.
YEAR IMPLEMENTED	2013

ACTION	Promote electric mobility in land transport in Spain.
DESCRIPTION	<p>We will carry out the analysis and deployment of business opportunities in new energy vectors for transport, particularly those associated with the electrification of the energy supply for vehicles.</p> <p>We will install a network for the recharging of electric vehicles and the storage of energy for transport.</p>
INDICATOR	Number of supply points installed.
YEAR IMPLEMENTED	2013

ACTION	Promote the use of electric vehicles among Repsol's employees in Spain.
DESCRIPTION	<p>We will install electric sockets for recharging electric cars in all of the company's centres in Spain that are suitable, depending on their size and the likelihood that these sockets will be used.</p> <p>We will establish a fleet of electric cars for the transport of employees between the different centres of the company in Madrid.</p>
INDICATOR	<ul style="list-style-type: none"> - Percentage of centres with recharging points for electric cars. - Number of electric vehicles incorporated into the fleet.
YEAR IMPLEMENTED	2013
ACTION	Study the feasibility of the storage of CO₂ at the crude production field Poseidon (Huelva).
DESCRIPTION	<p>We will analyse the technical and economic viability, as well as the likelihood of obtaining permits, of transforming the Poseidon gas fields into storage areas for the CO₂ generated in the Huelva province.</p>
INDICATOR	Feasibility analysis report.
YEAR IMPLEMENTED	2013
ACTION	Implement energy efficiency measures in the exploration and production activities at the Casablanca offshore platform in Tarragona.
DESCRIPTION	<p>During 2012, a study was carried out on measures to recuperate the heat emitted from the electricity generation exhaust vents of the Casablanca platform, for its use in the hot water systems.</p> <p>The course of action to follow in 2013 is the project assessment and adjudication, and the initiation of the work.</p>
INDICATOR	<ul style="list-style-type: none"> - Number of actions carried out to recuperate the heat emitted. - Emitted heat recuperated.
YEAR IMPLEMENTED	2013

ACTION	Eliminate the impacts of the overland transport of water generated by the Huelva exploration and production plant.
DESCRIPTION	<p>In 2012, we carried out the study for the construction of an aqueduct between the Poseidon plant and the Mazagon wastewater treatment plant (WWTP) to avoid the negative impacts of road transport such as traffic congestion and the generation of dust.</p> <p>During 2013, we will carry out all the necessary measures to achieve the permit for the construction of the aqueduct and to eliminate the impacts caused by the transportation of water.</p>
INDICATOR	Study of the aqueduct construction project carried out.
YEAR IMPLEMENTED	2013
ACTION	Reduce the emissions of the Casablanca offshore platform through the use of flare gas.
DESCRIPTION	Analyse the obsolescence of the current generator and consider its substitution by an exclusive gas generator with more power.
INDICATOR	Feasibility study of the project.
YEAR IMPLEMENTED	2013
ACTION	Implement energy efficiency measures in the use of electrical energy in office buildings in Spain.
DESCRIPTION	Where feasible, in the majority of the offices in Spain, we will implement concrete electrical energy saving measures, by installing timers, low consuming lamps and limits on the turning on of lights and electrical appliances, among others.
INDICATOR	Percentage of offices/centres in which the measures have been applied.
YEAR IMPLEMENTED	2013

ACTION	Develop R&D programmes that contribute to the prevention of spills in the exploration and production operations in Spain.
DESCRIPTION	In 2013, we carried out tests of the technology developed for the early detection of hydrocarbon spills in 2012 and which will be improved in accordance with the test results.
INDICATOR	<ul style="list-style-type: none"> - Implementation of IR and RADAR technology. - Number of drills in the field. - Results of the trials carried out on the new technologies for the early detection of spills.
YEAR IMPLEMENTED	2013
ACTION	Promote measures to incentivise energy efficiency at refining industrial facilities in Spain.
DESCRIPTION	<p>We will reduce net energy consumption in the manufacture of our products, promoting a sustainable use of resources, with a management of the activity aimed at the saving of energy.</p> <p>To achieve this objective we will carry out various actions:</p> <ul style="list-style-type: none"> - CO₂ emissions reduction plan (PRECO₂). - Incorporation of new measures into the PRECO₂ to save more CO₂ emissions as that originally established in the Plan. - Reduction of the consumption and loss index in refining operations. - Refining Energy Management Action Plan.
INDICATOR	<ul style="list-style-type: none"> - Percentage of progress made in the CO₂ Reduction Plan. - Incorporation of new measures that will lead to CO₂ savings. - Percentage of reduction achieved in the consumption and loss index. - Percentage of Energy Management Plan carried out.
YEAR IMPLEMENTED	2013-2014

ACTION	Research and develop less polluting products in the business unit of lubricants and specialities in Spain.
DESCRIPTION	We will carry out a study to develop less polluting products and to promote their use among our consumers.
INDICATOR	Number of products evaluated and developed.
YEAR IMPLEMENTED	2013-2014
ACTION	Develop a Water Management Plan for refining operations in Spain.
DESCRIPTION	With the aim of guaranteeing the responsible management of water resources and to prevent the phenomenons of surface water pollution, we will develop a wide ranging action plan whose aim is the reduction of water consumption, to guarantee the optimum quality of discharged water, to improve wastewater treatment processes, and reduce and improve environmental incidents.
INDICATOR	Number of actions carried out.
YEAR IMPLEMENTED	2013-2014
ACTION	Identify solutions for the reduction of greenhouse gas emissions in the activities of service stations and direct sales in Spain.
DESCRIPTION	We will carry out a study to seek environmental solutions that permit the reduction of greenhouse gas emissions in the large cities where we have our activities and to obtain greater energy efficiency.
INDICATOR	Study carried out.
YEAR IMPLEMENTED	2013-2014

ACTION	Minimise the emissions of CO₂ and improve energy efficiency of the exploration and production operations in Spain.
DESCRIPTION	<p>We will carry out a Gap Analysis of Casablanca's exploration and production operations with the aim of achieving the certification, in 2014, of the ISO 14064 International Standard for GHG Emissions Inventories and Verification.</p> <p>We will carry out another Gap Analysis in order to find out the possibilities that exist to make energy efficiency improvements. Once the action plan has been analysed, it will be possible to determine if the next step will be to achieve the certification of the ISO 50001 Energy Management standard or rather begin the initiation of an action plan without the certification.</p>
INDICATOR	<ul style="list-style-type: none"> - ISO 14064 Gap Analysis Report: <ul style="list-style-type: none"> o CO₂ Inventory. o Certification in 2014 of the ISO 14064. - ISO 50001 Gap Analysis Report: <ul style="list-style-type: none"> o Inventory of equipment. o Billing review. o Action plan. o Decision whether to begin the certification process or not.
YEAR IMPLEMENTED	2013-2014

ACTION	Improve our energy efficiency in the product production processes at the petrochemical facilities in Spain and Portugal.
DESCRIPTION	<p>We will reduce net energy consumption in the manufacture of our chemical products, this consumption being calculated in the same way as the consumption of reference of the year 2010. In order to achieve this objective, we will carry out the following actions:</p> <ul style="list-style-type: none"> - Meetings of the energy efficiency group. - Monitoring meetings in the plant. - Monitoring and implementation of actions without investment from the energy efficiency plan. - Monitoring and boosting of the investments of the efficiency plan. - Carrying out of internal audits (4 per year). - External audits or studies (2 per year). - Quarterly updating of the efficiency plan.

INDICATOR	Percentage of implementation of the actions of the energy efficiency plan in all of the industrial complexes in Spain and Portugal (Target: 90%).
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YEAR IMPLEMENTED	2013-2014
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ACTION	Promote energy saving and efficiency in business activities and in those of our customers in Spain and Portugal.
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Promote energy saving and efficiency in business activities and in those of our customers in Spain and Portugal.

DESCRIPTION	We will propose concrete saving measures for the company's commercial activities in Spain and Portugal.
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INDICATOR	Number of saving measures proposed.
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YEAR IMPLEMENTED	2013-2014
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ACTION	Identify opportunities to improve the energy efficiency of our operations in Spain and Portugal, and to reduce our greenhouse gas emissions.
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Identify opportunities to improve the energy efficiency of our operations in Spain and Portugal, and to reduce our greenhouse gas emissions.

DESCRIPTION	We will develop energy consumption and CO ₂ eq emission maps in the businesses located in Spain and Portugal to be able to define energy saving and CO ₂ eq emission reduction targets for the 2014-2020 period. We will continue implementing greenhouse gas emission reduction opportunities.
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INDICATOR	Tonnes of CO ₂ eq reduced (those associated with assets located in Spain and Portugal) with respect to the "business as usual" scenario.
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YEAR IMPLEMENTED	2013-2014
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ACTION	Foster recycling, the reuse of materials and energy efficiency among employees from the Commercial Area in Spain and Portugal.
DESCRIPTION	We will encourage recycling, the reuse of materials and energy efficiency in our installations, centres and offices.
INDICATOR	Measures adopted.
YEAR IMPLEMENTED	2013-2014
ACTION	Promote investments in the sustainability of Repsol's office buildings in Spain.
DESCRIPTION	We will carry out a preliminary analysis of the suitability and application of the greatest possible and reasonable number of actions contemplated in the construction of the new Repsol headquarters in Madrid, regarding the control and minimisation of environmental impacts.
INDICATOR	Analysis available and number of offices in which sustainability actions have been implemented.
YEAR IMPLEMENTED	2013 – 2014
ACTION	Co-invest in Spanish SMEs that develop innovative initiatives in industrial, energy and environmental technologies.
DESCRIPTION	During the next five years we will undertake coinvestments, with an approved joint budget of 21 million Euros (12 million by Repsol and 9 by the Industrial Technical Development Centre), in Spanish small and medium sized enterprises (SMEs) that develop innovative technology initiatives in the bioenergy, renewable generation, electric mobility, energy storage and energy efficiency sectors.
INDICATOR	Number of SMEs with Repsol's coinvestments.
YEAR IMPLEMENTED	2013-2018

Programme 5

Fair operating practices.

Fair operating practices refer to the way in which organisations deal with others such as business partners, suppliers, contractors, customers, competitors, associations to which they belong, and government agencies and departments.

When ensuring that these relations are carried out in a fair manner, companies have to adapt their practices to criteria such as the prevention of corruption, responsible participation in the public sphere, the defence of fair competition, maintaining responsible behaviour, the respect of the right to property and, in general, the establishing of fair and transparent relationships with other organisations.

In order to respond to the company's stakeholders' expectations in this subject, Repsol has specific management systems in place which are available at the corporate website **repsol.com**.

Additionally, as part of the Sustainability Plan for Spain and Portugal, the company has included another 11 actions in this subject to respond to some of the expectations mentioned, such as those indicated below.

-Actions included in the Fair operating practices programme and a summary of the principal expectations that contribute to respond to them-

Fair Operating Practices Programme		
<p>Expectation: Integrate ethical, social, environmental, gender equality and health and safety criteria into purchasing policies and practices.</p>	<p>Expectation: Carry out due diligence and monitoring of the organisations with which the company works to avoid that the company's CSR commitments are affected.</p>	<p>Expectation: Actively participate in raising the awareness of the organisations with which the company operates on CSR issues.</p>
<p>Expectation: Establish and maintain an effective system to fight against corruption.</p>	<p>Expectation: Work in the fight against corruption, encouraging others with whom the company carries out operations to adopt similar anti-corruption practices.</p>	<p>Expectation: Include a set of financial and accounting procedures to reasonably ensure the keeping of reliable and accurate books, registers and accounts.</p>

Actions included in the programme:

1. Implement our Ethics and Conduct Regulation in contracts with distributors in Spain and Portugal.
2. Integrate ethical, environmental and Human Rights criteria in the clauses of contracts made with the distributors and commercial business partners in Spain and Portugal.
3. Promote self-billing and electronic billing to make the process more efficient and to ensure ontime payments to our suppliers and contractors in Spain.
4. Periodically assess Repsol's road transport suppliers in Spain and Portugal on their compliance with aspects related to ethics and Human Rights.
5. Support and promote the actions of the company's 2013 Corporate Sustainability Plan that concern the supply chain and apply to Spain and Portugal.
6. Communicate Repsol's Ethics and Conduct Regulation to the business partners of the business activities in Spain and Portugal.
7. Strengthen the distribution of the company's sustainability information among our suppliers in Spain and Portugal.
8. Strengthen the distribution of the company's social and environmental information among its business partners and customers in Spain.
9. Monitoring and on-going improvement of the Repsol Group's Crime Prevention Model in Spain.
10. Cooperate with major business partners or projects managers in which we participate, in the fight against corruption and bribery in Portugal.
11. Carry out the monitoring, updating and evaluation of the Internal Control System for Financial Information (SCIF) in Spain and Portugal.

- **Expectation: Integrate ethical, social, environmental, gender equality, and health and safety criteria into purchasing policies and practices.**

In the current Sustainability Plan, Repsol has included two actions to foster responsible conduct in its value chain through the integration of specific requirements in its purchasing policies and practices.

The first of these, to *implement our Ethics and Conduct Regulation in contracts with distributors in Spain and Portugal*, will be specifically aimed at polyolefin distributing companies who will be sent and made aware of this regulation. With this action, not only will the acceptance of these requirements by distributors that already work with the company be sought, but also those whom the company works with from now on will be involved in compliance with them.

In the same way, Repsol will continue advancing in the *integration of ethical, environmental and Human Rights criteria in the clauses of contracts made with the distributors and commercial business partners in Spain and Portugal*, an action that will entail the integration of these aspects in all the contracts signed during 2013.

As well as these two actions, the company has included another that is specifically aimed at guaranteeing that its own purchasing practices, -with reference to payments for products and contracted services-, are carried out in a responsible manner. Repsol will *promote self-billing and electronic billing to make the process more efficient and to ensure ontime payments to our suppliers and contractors in Spain*, an aspect of undeniable importance when guaranteeing the sustainability and survival of these

- **Expectation: Carry out due diligence and monitoring of the organisations with which the company works to avoid that the company's CSR commitments are affected.**

As well as include specific clauses in the contracts that the company signs with entities that form part of its value chain, Repsol has included an action in the Plan to carry out due diligence in the monitoring of these commitments.

Therefore, being consistent with *periodically assessing Repsol's road transport suppliers in Spain and Portugal on their compliance with aspects related to ethics and Human Rights*, will be carried out through a specific questionnaire whose responses will be taken into account in the quarterly evaluation of these companies.

- **Expectation: Actively participate in raising the awareness of the organisations with which the company operates, on CSR issues.**

Repsol will work during the 2013-2014 period to increase the awareness, of CSR matters, of organisations that form part of its value chain, through initiatives related with training, awareness raising or the recognition of good practices by these. The company has included four specific actions in the current Plan.

The first of these will be to *support and promote the actions of the company's 2013 Corporate Sustainability Plan that concern the supply chain and apply to Spain and Portugal*. For this, Repsol will carry out various initiatives related with encouraging improvements of suppliers and contractors' social and environmental standards, as well as the recognition of those with best practices in Sustainability. All this will be in line with the actions included in the Corporate Sustainability Plan.

In the framework of this action, the company will address other actions that go beyond awareness raising and that encourage the growth and development of suppliers in local areas where Repsol operates, as well as their adoption of responsible payment practices.

Regarding to the diffusion of good practices in Corporate Responsibility, the company will redouble its efforts to ensure that its value chain receives interesting information on this issue. The company will implement actions such as the *communication of Repsol's Ethics and Conduct Regulation to the business partners of the business activities in Spain and Portugal and the strengthening of the distribution of the company's sustainability information among our suppliers in Spain and Portugal*.

Furthermore, the company will send this information to another key group in its value chain; its clients. During the 2013-2014 period, Repsol will *strengthen the distribution of the company's social and environmental information among its business partners and customers in Spain*, paying special attention to its industrial customers and service station managers, to whom the company will send its Corporate Responsibility Report.

- **Expectation: Establish and maintain an effective system to fight against corruption.**

Repsol already has a crime prevention model in Spain that not only aims to align the company with the best anti-corruption practices but to prevent criminal conduct by administrators and employees, and to avoid possible sanctions and negative consequences for the Group's reputation as a result of such events.

In the period covered by the existing Sustainability Plan, Repsol will continue focusing its efforts on achieving these objectives through the *monitoring and on-going improvement of the Repsol Group's Crime Prevention Model in Spain* mentioned earlier.

- **Expectation: Work in the fight against corruption, encouraging others with whom the company carries out operations to adopt similar anti-corruption practices.**

As well as the initiatives already carried out in this area, Repsol has included another action in the current Plan to *cooperate with major business partners or projects managers in which we participate, in the fight against corruption and bribery in Portugal.*

With this action, Repsol will work with these organisations to prevent cases related with corruption and bribery that could appear as a result of audits of accounting books and financial registers of assets that, although not operated by the company, could end up affecting it.

- **Expectation: Include a set of financial and accounting procedures to reasonably ensure the keeping of reliable and accurate books, registers and accounts.**

With the aim of responding to this expectation, Repsol will continue with its efforts to *carry out the monitoring, updating and evaluation of the Internal Control System for Financial Information (SCIF) in Spain and Portugal.*

For this, the company will carry out a continuous review of the applicable methodology for the management of this system, as well as an inventory of the risks of financial reporting and that of the companies included in its scope. All this, with the aim of guaranteeing that the controls included in the system, guarantee its effectivity and prevent any type of bad practice in this sense.

Specific information on each of the actions included in the Fair operating practices programme of the current Plan is included in the tables below. These tables are sorted in chronological order according to the expected calendar for the implementation of the actions. The order, therefore, may not coincide with that indicated in this introduction:

ACTION

Integrate ethical, environmental and Human Rights criteria in the clauses of contracts made with the distributors and commercial business partners in Spain and Portugal.

DESCRIPTION

We will include clauses related with compliance with Repsol's ethical, environmental and Human Rights standards in new contracts with distributors and commercial business partners, formalised by them, from the business activities in Spain and Portugal.

INDICATOR

Number of new formalised contracts that include the new clauses.

YEAR IMPLEMENTED

2013-2014

ACTION

Communicate Repsol's Ethics and Conduct Regulation to the business partners of the business activities in Spain and Portugal.

DESCRIPTION

We will continue with the dissemination of the Ethics and Conduct Regulation among business partners of the business activity in Spain and Portugal.

INDICATOR

Number of communications made and a description of the communication made.

YEAR IMPLEMENTED

2013-2014

ACTION

Periodically assess Repsol's road transport suppliers in Spain and Portugal on their compliance with aspects related to ethics and Human Rights.

DESCRIPTION

We will require that the active suppliers who transport Repsol Chemical's products by road fill in an assessment questionnaire on their compliance with the company's ethical and Human Rights criteria. Their responses will be taken into account during their quarterly evaluation.

INDICATOR

Percentage of active suppliers who have completed the questionnaire in Spain and Portugal.

YEAR IMPLEMENTED

2013-2014

ACTION	Support and promote the actions of the company's 2013 Corporate Sustainability Plan that concern the supply chain and apply to Spain and Portugal.
DESCRIPTION	<ol style="list-style-type: none"> 1. We will monitor compliance with the deadlines for payments made to our suppliers. 2. We will contribute to an increase in the social and environmental standards adopted by our suppliers and contractors. 3. We will give recognition to those suppliers with Sustainability best practices. 4. We will foster local development through the inclusion of local suppliers and contractors.
INDICATOR	<ul style="list-style-type: none"> - Identification of the root causes of significant deviations. - Evidence of the application of the procedure in real cases of breaches of the Ethics and Conduct Code for suppliers. - Method developed to identify suppliers with sustainability best practices. - Formalise the method for obtaining the report of local content. Detailed pilot in Spain.
YEAR IMPLEMENTED	2013-2014

ACTION	Strengthen the distribution of the company's sustainability information among our suppliers in Spain and Portugal.
DESCRIPTION	We will assess the available communication alternatives and we will disseminate, among our suppliers, sustainability information that could be of interest.
INDICATOR	Proposals of mechanisms for communication with and the diffusion of information to suppliers.
YEAR IMPLEMENTED	2013-2014

ACTION

Promote self-billing and electronic billing to make the process more efficient and to ensure ontime payments to our suppliers and contractors in Spain.

DESCRIPTION

We will increase the number of billing options available to suppliers and contractors in order to streamline payment processes and to guarantee ontime payments.

INDICATOR

- Number of self-invoices managed by suppliers.
- Number of electronic invoices managed by suppliers.

YEARIMPLEMENTED

2013-2014

ACTION

Implement our Ethics and Conduct Regulation in contracts with distributors in Spain and Portugal.

DESCRIPTION

We will send distributors of polyolefins the Ethics and Business Principles and our Ethics and Conduct Regulation, and raise their awareness of these, with the aim of achieving their acceptance. The action will be extended to include any new distributor with whom we sign contracts.

INDICATOR

Percentage of distributors that accepted the ethical code in Spain.

YEARIMPLEMENTED

2013-2014

ACTION

Strengthen the distribution of the company's social and environmental information among its business partners and customers in Spain.

DESCRIPTION

We will send and disseminate the annual Corporate Responsibility Report to our industrial customers and to the service station managers in Spain.

INDICATOR

Number of communications made.

YEARIMPLEMENTED

2013-2014

ACTION	Monitoring and on-going improvement of the Repsol Group's Crime Prevention Model in Spain.
DESCRIPTION	<p>We will monitor the Repsol Group's Crime Prevention Model [CPM] for Spain, that has as its objectives to:</p> <ul style="list-style-type: none"> - Prevent and, if necessary, discover criminal conduct by administrators and employees of the Group's Spanish companies and, as a consequence, mitigate the criminal responsibility of the Group and its administrators. - Avoid possible sanctions and negative consequences for the reputation of the Group and capital markets. - Align the Repsol Group's Spanish companies with best anti-corruption practices.
INDICATOR	<ul style="list-style-type: none"> - Annual self-assessment of the CPM by the managers of each business and corporate area. - Annual certification of the controls by the managers of each business and corporate area. - Annual external and independent verification of the processes. - Reporting of the results of these processes for the annual evaluation of the CPM to the Auditing and Control Committee.
YEAR IMPLEMENTED	2013-2014
ACTION	Cooperate with major business partners or projects managers in which we participate, in the fight against corruption and bribery in Portugal.
DESCRIPTION	<p>During the carrying out of our work, aspects related with corruption and bribery could be identified in the audits of accounting books and the financial registers of assets not operated by Repsol.</p>
INDICATOR	<p>Percentage of accomplishment of the approved objective in relation with the number of audits to carry out during the financial year.</p>
YEAR IMPLEMENTED	2013-2014

ACTION

Carry out the monitoring, updating and evaluation of the Internal Control System for Financial Information (SCIIF) in Spain and Portugal.

DESCRIPTION

We will carry out a continuous review of the applicable methodology for the management of the Internal Control system for Financial Information, as well as the inventory of the risks of financial reporting and that of the companies included in its scope, so that the controls included in the system permit the evaluation of its effectivity.

INDICATOR

- Annual evaluation of the functioning of the controls identified in the SCIIF.
- Annual certification by the Group's Management on the validity and effectiveness of the controls and processes in place in their respective areas of responsibility.
- Communication at the end of the financial year, by the Corporate Management of Auditing and Control, of the results of the SCIIF evaluation to Repsol's Internal Transparency and Auditing and Control Committees.

YEAR IMPLEMENTED

2013- 2014

Programme 6

Consumer issues

Companies have a series of responsibilities with customers who purchase their products or contract their services.

Among these, particularly noteworthy are the obligations to provide them with accurate information on the goods acquired, to guarantee at all times their safety when using products, to provide them with efficient customer service and to protect the privacy of data collected during commercial transactions.

Furthermore, companies can achieve important objectives when promoting sustainable development, such as contributing to provide essential services to areas of the population that lack these, -something that is key for a company in the energy sector like Repsol-, and promoting products or information that allows for the evolution towards a more sustainable consumption model.

In order to respond to the company's stakeholders' expectations in this area, Repsol has specific management systems in place which are available at the corporate website **repsol.com**.

Additionally, as part of the current Plan, the company has included seven actions in this subject which aim to respond to the principal expectations identified among stakeholders.

-Actions included in the Consumer issues programme and a summary of the principal expectations that contribute to respond to them-

Consumer Issues Programme	
<p>Expectation: Take measures to improve the satisfaction of customers with the products and services provided by the company.</p>	<p>Expectation: Inform transparently on the factors that influence variations in fuel prices.</p>
<p>Expectation: Instruct consumers on the adequate use of products and warn them of the risks associated with them.</p>	<p>Expectation: In communications with consumers, provide complete and comparable information on health and safety aspects related with products.</p>
<p>Expectation: Provide complete, accurate and easily understood information on all the important aspects of products and services, taking into account their complete life-cycles.</p>	
<p>Actions included in the programme:</p> <ol style="list-style-type: none"> 1. Report on the level of satisfaction of our customers in Spain and Portugal with the aim of improving it each year. 2. Monitor the indicators of the level of satisfaction of our customers in Spain and Portugal. 3. Provide our business partners and consumers with information on the principal factors that affect fuel prices. 4. Maintain updated information on the health, safety and environmental aspects of the products that we market. 5. Inform employees and consumers in Spain and Portugal on the hazards involved in handling and using the chemical products that we market. 6. Continue improving safety in our customers' facilities in Spain. 7. Disseminate, among our customers in Spain and Portugal, sustainability information on the company's chemicals activities. 	

- **Expectation: Take measures to improve the satisfaction of customers with the products and services provided by the company.**

With regards to improving the satisfaction of our customers, Repsol has included two actions in the current Sustainability Plan.

The first of these will be to *report on the level of satisfaction of our customers in Spain and Portugal with the aim of improving it each year*. The company will carry out satisfaction surveys in all its commercial activities.

Additionally, Repsol will progress with the launching of actions derived from the plans established in this subject, as well as from the already approved Quality Excellent Entrepreneur Station programme.

The second action planned for this issue will focus on our chemicals customers and will be to *monitor the indicators of the level of satisfaction of our customers in Spain and Portugal*. Among other issues, this monitoring will score the level of service in deliveries, the indexes and average times for the management of customer claims, and the level of service given over the phone.

- **Expectation: Inform transparently on the factors that influence variations in fuel prices.**

The fluctuation in fuel prices has been one of the issues that, during the last year, has attracted the most attention from consumers and other stakeholders of the company.

For this, Repsol has included an action in the current Plan to *provide our business partners and consumers with information on the principal factors that affect fuel prices*. The planned awareness raising actions will attempt to transmit to these groups, among other factors, the fact that final fuel prices result from expensive projects that the company has to carry out as part of its operational cycle, such as research and geological exploration activities.

Additionally, in the context of this action, the company will organise visits by customers and schools to its refineries and Repsol's Technological Centre, as well as disseminating informative videos to our customers on our Group and facilities.

- **Expectation: In communications with consumers, provide complete and comparable information on health and safety aspects related with products.**

To have clear, concise and accurate information on the health and safety impacts of products is an essential factor for consumer.

For this, Repsol has included an action in the Sustainability Plan to *maintain updated information on the health, safety and environmental aspects of the products that we market*, that will fundamentally consist in updating the data sheets specifically developed for our lubricants products to widen the information provided to our customers.

- **Expectation: Instruct consumers on the adequate use of products and warn them of the risks associated with them.**

The nature of the products that Repsol offers to the market requires that those who handle them have the necessary information to avoid their misuse.

The company has included an action to *inform employees and consumers in Spain and Portugal on the hazards involved in handling and using the chemical products that we market*. This information will cover the substances and chemical mixtures used in their production, as well as the necessary precautions to take when handling or using them. Furthermore, within the framework of this action, the company will carry out a revision of the classification, labelling and packaging of its products.

Additionally, within the context of this expectation, the company will work during the 2013-2014 period on a second action to *continue improving safety in our customers' facilities in Spain*.

The company will perform a bunch of activities to ensure a greater awareness and better use of gas and related elements, and, in the same way, encourage the carrying out of obligatory and voluntary revisions in their installations.

- **Expectation: Provide complete, accurate and easily understood information on all the important aspects of products and services, taking into account their complete life-cycles.**

As well as the specific information that Repsol provides to its customers on each type of product, the company will carry out a new action to inform them on the global environmental and social performance of the company in the product's whole life cycle.

Repsol will *disseminate, among our customers in Spain and Portugal, sustainability information on the company's chemicals activities*, sending them by email the Corporate Responsibility Report where these issues are covered.

Specific information on each of the actions included in this programme is included in the tables below. These tables are sorted in chronological order according to the expected calendar for the implementation of the actions. The order, therefore, may not coincide with that indicated in this introduction:

ACTION

Report on the level of satisfaction of our customers in Spain and Portugal with the aim of improving it each year.

DESCRIPTION

We will carry out customer satisfaction surveys in all our business activities. We will launch actions aimed at improving the satisfaction of customers derived from the plans and the Quality Excellent Entrepreneur Station programme.

INDICATOR

- Customer satisfaction index.
- Action plan to improve the satisfaction of customers.

YEAR IMPLEMENTED

2013-2014

ACTION

Monitor the indicators of the level of satisfaction of our customers in Spain and Portugal.

DESCRIPTION

We will monitor the various indicators used to measure the satisfaction of our Chemicals customers like the level of service given to customers, which includes the level of service for deliveries, the claims management index, the level of service given over the phone or the average time for managing claims.

INDICATOR

Indicators on the level of service provided to customers reported annually.

YEAR IMPLEMENTED

2013-2014

ACTION	Provide our business partners and consumers with information on the principal factors that affect fuel prices.
DESCRIPTION	<p>We will raise the awareness of our business partners/customers so that they take into account that behind the cost of fuel there are important labours, among others, in research and geological exploration that entail a high cost. These awareness raising actions will be carried out through:</p> <ul style="list-style-type: none"> - Visits to Repsol's Technological Centre by the customers of the business activities of Spain and Portugal, and students from institutes and schools. - Informative videos for our customers on our Group and facilities. - Visits by certain groups to the company's refineries.
INDICATOR	<ul style="list-style-type: none"> - Number of visits carried out. - Number of informative actions carried out.
YEAR IMPLEMENTED	2013-2014

ACTION	Maintain updated information on the health, safety and environmental aspects of the products that we market.
DESCRIPTION	We will update the data sheets that contain information on the health, safety and environmental aspects of lubricants products, to widen the information that we provide to customers.
INDICATOR	Number of data sheets on the safety of products updated.
YEAR IMPLEMENTED	2013-2014

ACTION

Inform employees and consumers in Spain and Portugal on the hazards involved in handling and using the chemical products that we market.

DESCRIPTION

We will revise the classification, labelling and packaging of chemical substances and mixtures to clearly inform workers and consumers of the hazards of the chemical substances and mixtures used to develop products that we market, as well as the necessary precautions to adopt when handling or using them.

INDICATOR

- Consumers: Percentage of the Safety Data Sheets (FDS- Fichas de Datos de Seguridad) revised concerning the chemical substances and mixtures marketed.
- Workers: Percentage of the Internal Safety Data Sheets (FIS- Fichas Internas de Seguridad) and Internal Product Data Sheets (HIP- Hojas Internas de Producto Revisadas) concerning chemical substances and mixtures handled in the centres of Executive Direction of Chemicals.

YEAR IMPLEMENTED

2013-2014

ACTION	Continue improving safety in our customers' facilities in Spain.
DESCRIPTION	<p>We will carry out activities that ensure a greater awareness and better use of gas and related elements. We will also encourage the carrying out of periodic revisions of the installations and more frequent voluntary revisions to that regulated:</p> <ul style="list-style-type: none"> - Signing of communication agreements to respond to incidents related with gas, with the public emergency services (112 agreements). - Training on instructions in case of an emergency and on the prevention of occupational risks for our own technical personnel and our collaborators. - Training on the infrastructures for distributing LPG and on instructions in case of incidents for our stakeholders (local governments, firefighters and civil protection, etc.). - Dissemination of the obligations of users and the recommendations for use through various channels. - Modification of the design of facilities in accordance with best practices and lessons learnt from incidents, such as the installing of automatic shutoff valves in installations with displaced filling nozzles. - Pilot plan for the increase of "Más por menos" revisions. - Implementation of a new procedure for the communication of incidents.
INDICATOR	<ul style="list-style-type: none"> - Number of agreements signed. - Number of training sessions given on: <ul style="list-style-type: none"> o Instructions in case of an emergency and on the prevention of occupational risks. o Infrastructures for the distribution of LPG. - Number of communications made to users/channel. - Percentage of facilities modified in accordance with best practices. - Number of revisions carried out as part of the "Más por menos" pilot. - Percentage of implementation of the new procedure for the communication of incidents.
YEAR IMPLEMENTED	2013-2014

ACTION

Disseminate, among our customers in Spain and Portugal, sustainability information on the company's chemicals activities.

DESCRIPTION

We will inform our chemical products customers on the company's annual sustainability performance through the dissemination of the Group's annual Corporate Responsibility Report via email.

In order to introduce the report, the body of the message will highlight those Corporate Responsibility activities of Chemicals operations that are considered of interest to our customers.

In this way, information on the activities that the Group carries out and that are of interest to our customers will be disseminated.

INDICATOR

Number of customers that have been sent Repsol's annual Corporate Responsibility Report.

YEAR IMPLEMENTED

2013-2014

Programme 7

Community involvement and development

Community involvement and development stems from the identification of existing stakeholders and involvement with them in the management and minimization of the impacts that the organisation's activities might generate.

Repsol's community involvement aims to maximize the benefit of our local presence seeking local sustainable development; however, the company often has to take varying, and at times conflicting, community interests into account as it develops its community investment strategy.

In order to meet the expectations of its stakeholders in the area of community involvement and development, Repsol has specific management systems in place which are available at the corporate website repsol.com.

Additionally, as part of the Sustainability Plan for Spain and Portugal, in its current edition, 24 actions have been included in the subject of community involvement and development to respond to some of the principal expectations identified by stakeholders, such as those shown below.

-Actions included in the Community involvement and development programme and a summary of the principal expectations that contribute to respond to them-

Community Involvement And Development Programme		
Expectation: Give preference to the products and services of local suppliers.	Expectation: Analyse the impact of investment decisions on job creation.	Expectation: Identify the type of actors interested in the company's actions.
Expectation: Participate in local associations with the aim of contributing to the public good and to the community development objectives.	Expectation: Pay special attention to vulnerable groups with regards to employment and the creation of capacity.	Expectation: Carry out scientific and technological development projects in areas of operation, as well as projects to employ local personnel in these areas.
Expectation: Assess the social, labour and safety related concerns of the populations located in the area of operations.	Expectation: Have contractual policies that strengthen the economic viability of suppliers.	Expectation: Strengthen the company's commitment with job creation, especially the employment of young people.
Expectation: Have a transparent relationship with local communities, through the dissemination of key information and the development of periodic reports.	Expectation: Develop innovative community relations strategies.	Expectation: Develop good relations with research institutions.
Expectation: Have a social investment policy in the communities located in the sphere of influence of operations that is in line with the company's business strategy.	Expectation: Implement and maintain a procedure for managing external communications and complaints proceeding from the community.	Expectation: Consult community representative groups in order to determine the priorities for social investment and community development activities.
Expectation: Have communication systems in place to manage relations with local communities. Strengthen communications with these groups in order to explain the value that the company's business provides to them.	Expectation: Contribute to the economic development of local communities. Maintain, during times of crisis, the company's commitment with the territories in which it operates.	

Actions included in the programme:

1. Closer ties between the company and Spanish society, and strengthen the values of innovation and social commitment in the areas where we are present.
2. Quantify the indirect employment generated by Repsol's activity in Spain.
3. Develop a training plan through academic grants for young people in the area of operations in the Canary Islands (Spain).
4. Evaluate the social and labour related concerns of the populations located in the area of operations.
5. Promote the active participation and development of the community in the hydrocarbon exploration and production operations in Huelva.
6. Promote the active participation and development of the community in the hydrocarbon exploration and production operations in Tarragona.
7. Promote the active participation and development of the local community near to the Dynasol industrial facility in Cantabria.
8. Promote the active participation and development of the local community near to the General Química industrial facility in Alava.
9. Promote the active participation and development of the local community near to the Polidux industrial facility in Huesca.
10. Promote the active participation and development of the local community near to the Repsol Polimeros industrial facility in Sines.
11. Encourage local purchases in exploration and production activities in Spain.
12. Identify the perceptions that stakeholders have on the company's behaviour.
13. Promote grant, work experience and training programmes for young people in Spain and Portugal.
14. Participate with local associations to contribute to the good of the community in areas influenced by the company's business activities in Spain and Portugal.
15. Promote new financial tools for our suppliers in Spain and Portugal.
16. Promote purchases in centres that employ people with different abilities in Spain, and check if equivalent companies exist in Portugal.
17. Carry out a research project to quantify the impact of the marine eruption in the Canary Islands.
18. Raise awareness of local purchasing in Spain, estimating the indirect benefit for Repsol when it contracts companies in its immediate environment.
19. Improve communication with society, responding to its requests for information and concerns related with our activities.
20. Carry out studies of the perceptions of people in the area to monitor society's concerns.
21. Establish transparent and fluid relations with universities in the areas around the refining industrial facilities.
22. Contribute to the economic development of society through an annual investment and programmed shutdown plan that requires the contracting of local labour for its execution.
23. Collaborate in social, cultural, educational and sports initiatives of the community with institutions and groups in the area next to the refining facilities.
24. Collaborate in training actions for students in the area of the refining industrial facilities that are aimed to complement formal teaching activities.

- **Expectation: Have a transparent relationship with local communities, through the dissemination of key information and the development of periodic reports.**

In recent years, the company has already launched numerous initiatives with the aim of responding to this expectation.

Additionally, in the current Plan, Repsol has included a new action for this purpose, to *closer ties between the company and Spanish society, and strengthen the values of innovation and social commitment in the areas where we are present.*

Repsol will develop a digital communication strategy for its Motorsport channels and Repsol Guide with which the company will seek to improve its image and the public's understanding of its activities, through specific initiatives and material that allows for a greater interaction with Society.

- **Expectation: Give preference to the products and services of local suppliers.**

Aware of the importance its activities can have as a driver of development in areas of operations, Repsol has incorporated two measures to the current Plan that are aimed at supporting the development of the local socioeconomic fabric.

The first of these will be to *encourage local purchases in exploration and production activities in Spain*. With this, the company will work further on the initiatives launched in previous financial years, in places like Tarragona, being extended to locations in which new activities are being carried out, like in the Canary Islands.

These actions will be carried out by the company such as analysing what services and materials could be supplied by local suppliers, identifying what companies could provide them and inviting these to bidding contests. Also, in the framework of this action, Repsol will work during 2013 in supporting the growth of its suppliers, elaborating a plan for the development of two local suppliers.

From the raising awareness perspective, Repsol will carry out a second action in relation to the expectation mentioned above. This will be to *raise awareness of local purchasing in Spain, estimating the indirect benefit for Repsol when it contracts companies in its immediate environment*, and will be aimed at considering the advantages that this contracting policy could have for the company itself.

For this, a specific report will be developed of the estimation of the indirect economic impact derived from the local contracting carried out, to be used as a guide to work further on this issue and to strengthen the synergy between the social and economic objectives of the company.

- **Expectation: Analyse the impact of investment decisions on job creation.**

The current situation has meant that the potential creation of employment has become one of the most important issues when analysing investments made as well as those planned for the future.

Within the framework of the current Plan, Repsol has incorporated a specific action in this sense, to *quantify the indirect employment generated by Repsol's activity in Spain*. The company will analyse the feasibility of calculating, using statistical approximations, the indirect employment that Repsol's activities generate in the country. This will serve as a pilot to apply this calculation at a later date on a global scale.

- **Expectations: Develop innovative community relations strategies / Have a social investment policy in the communities located in the sphere of influence of operations that is in line with the company's business strategy / Implement and maintain a procedure for managing external communications and complaints proceeding from the community.**

The establishing of relations with local representatives, the articulation of social investment policies and communication with the community are three fundamental activities for the closing of ties between the company and local areas in which it carries out its operations.

Repsol will work further on the initiatives that have been carried out over recent years in this area with the incorporation of seven actions in the current Sustainability Plan. These will be aimed at the *promotion of the active participation and development of the local community in the operations*, and will be carried out in two locations where exploration

and production activities take place [Tarragona, Huelva], and in four industrial facilities [Dynasol in Cantabria, Polidux in Huesca, General Química in Álava and Repsol Polimeros in Sines].

The content of these actions will include specific issues depending on the location in which they are carried out. Therefore, those aimed at the areas of industrial facilities will fundamentally seek to involve stakeholders so that their opinions are taken into account in the planning and decision making processes associated with the complexes. For this, specific information initiatives, the enabling of communication channels that permit the receiving of complaints and suggestions, and the organisation of “open doors” days and visits to facilities would be incorporated into the actions.

These activities will be accompanied, furthermore, by specific programmes for the sponsorship and fostering of sports and local culture activities, or the development of training initiatives aimed at young people in the community to motivate them and improve their scholastic performance or to demonstrate the benefits that chemicals contribute to one's quality of life.

With respect to exploration and production areas of activity, the development of the actions will focus on the carrying out of social investment programmes aimed at improving local infrastructure, the strengthening of transport services for people with reduce mobility or collaboration with local associations, and sports and culture activities organised in the community.

Finally, in the context of this expectation, Repsol has included a seventh action in the Plan aimed at the surrounding areas of the company's industrial centres, to *collaborate in social, cultural, educational and sports initiatives of the community with institutions and groups in the area next to the refining facilities.*

- **Expectation: Contribute to the economic development of local communities. Maintain, during times of crisis, the company's commitment with the territories in which it operates.**

With the aim of responding to this expectation, Repsol has included an action in the current Sustainability Plan to *contribute to the economic development of society through an annual investment and programmed shutdown plan that requires the contracting of local labour for its execution*, which will be extended throughout the 2013-2014 period.

- **Expectation: Participate in local associations with the aim of contributing to the public good and to the community development objectives.**

Repsol will continue in strengthening its support for and participation with local associations that seek social objectives in the community.

For this, an action has been included in the current Plan to *participate with local associations to contribute to the good of the community in areas influenced by the company's commercial activities in Spain and Portugal.*

- **Expectation: Pay special attention to vulnerable groups with regards to employment and the creation of capacity.**

Repsol has developed multiple initiatives in recent years to promote the labour integration of people with different abilities.

In this regard, as well as the actions that have led to the creation of direct employment opportunities for this group, Repsol will work to encourage integration through its purchasing policies and practices. For this, as part of the Spain and Portugal Sustainability Plan, an action has been included to *promote purchases in centres that employ people with different abilities in Spain, and check if equivalent companies exist in Portugal.*

- **Expectation: Identify the type of actors interested in the company's actions.**

The identification of stakeholders and the analysis of their perception of the company's activities is a key element when adopting the necessary actions to improve the integration of the company into the area in which it carries out its operations.

For this, within the Sustainability Plan, the company has included an action to *identify the perceptions that stakeholders have on the company's behaviour.*

This will be developed during 2013 and will consist in the carrying out of perception assessments in the areas surrounding the industrial facilities operated by Repsol. The action will also involve the launching of a research programme that will consider the different stakeholders to assess if the communication plans of the complexes function correctly. All this will serve to help design the necessary actions to improve this perception and the functioning of the communication plans.

- **Expectation: Consult community representative groups in order to determine the priorities for social investment and community development activities.**

With the aim of responding to this expectation, in the context of its activities in the Canary Islands, the company will carry out an action to *evaluate the social and labour related concerns of the populations located in the area of operations, in the archipelago.*

The analysis of this situation will serve to guide the company's decision making process in relation to the social or research projects that could be launched as part of the Canary Islands Responsible Plan that Repsol will carry out in the next few years.

- **Expectation: Assess the social, labour and safety related concerns of the populations located in the area of operations.**

In the Sustainability Plan, Repsol has included an action to *carry out studies of the perceptions of people in the area to monitor society's concerns.* These will be carried out during 2013 and will focus on evaluating the social, labour and safety concerns population next to the refining facilities.

- **Expectation: Have contractual policies that strengthen the economic viability of suppliers.**

The current context of the economic crisis is affecting the feasibility of the operations of numerous suppliers that provide the services or products that are necessary for the company to carry out its activities.

In order to remedy this situation, Repsol has launched an action to *promote new financial tools for our suppliers in Spain and Portugal*, with which it will make available to them a short term funding mechanism [*Confirming*] to facilitate the advanced payment of those invoices presented to Repsol that have been validated by the company.

- **Expectation: Strengthen the company's commitment with job creation, especially the employment of young people.**

The company has included three actions in the Sustainability Plan aimed at strengthening the future employability of young people, a group facing special difficulties in the current situation.

The first of these will be to *promote grant, work experience and training programmes for young people in Spain and Portugal*, and will focus on the launching of various initiatives for the labour integration of young professionals through masters, grants and non-labour practices.

For the second of the actions included to respond to this expectation, Repsol will dedicate a specific initiative to *collaborate in training actions for students in the area of the refining industrial facilities that are aimed to complement formal teaching activities*.

The objective proposed by the company is to contribute to improve the practical training of these young people, collaborating in training actions so that students with varied levels of educational development can complement their theoretical training with practical training in our facilities.

Finally the third of these actions, to *develop a training plan through academic grants for young people in the area of operations in the Canary Islands [Spain]*, will be specifically carried out in this region and will consist in the development of a funding programme of grants for students from the La Laguna [Tenerife] and Las Palmas [Gran Canaria] universities.

- **Expectation: Carry out scientific and technological development projects in areas of operation, as well as projects to employ local personnel in these areas.**

Within the framework of the Canary Islands Responsible Plan that the company will carry out in the next few years, the company will consider the advantages of developing various scientific projects.

Among these, in the first quarter of 2013, the company will analyse the possibility of *carrying out a research project to quantify the impact of the marine eruption in the Canaria Islands*.

In the event of being approved, the project will allow for the establishing of a set of baseline data on the current environment regarding water, flora, fauna and endangered species, to enable the quantification of the impact that the underwater eruption could have and to be able to take actions as a consequence. The project will also analyse the repercussion that this phenomenon could have on the inhabitants of the islands, especially in relation to fishing and tourism.

- **Expectation: Develop good relations with research institutions.**

With regards to the creation and maintenance of good relations with research institutions, Repsol will carry out an action during the 2013-2014 period to *establish transparent and fluid relations with universities in the areas around the refining industrial facilities.*

Through this action, the company will foster collaboration with universities, strengthening its participation in research projects or in safety training courses.

- **Expectation: Have communication systems in place to manage relations with local communities. Strengthen communications with these groups in order to explain the value that the company's business provides to them.**

The company's presence in the areas in which it operates generates an added value for the local communities that live in these locations.

With the aim of improving its communication with these communities and to be able to transmit the benefits associated with its activities and the systems in operation to avoid any kind of risk, Repsol has included an action in the current Sustainability Plan to *improve communication with society, responding to its requests for information and concerns related with our activities.*

Specific information on each of the actions included in this programme is included in the tables below. These tables are sorted in chronological order according to the expected calendar for the implementation of the actions. The order, therefore, may not coincide with that indicated in this introduction

ACTION	Identify the perceptions that stakeholders have on the company's behaviour.
DESCRIPTION	<p>We will carry out an assessment of the perceptions of industrial facilities in their areas of influence, with the aim of taking actions that contribute to improving them.</p> <p>A research programme will be carried out that will consider the different stakeholders to analyse if the communication plans of the facilities function correctly.</p>
INDICATOR	At least two perception studies carried out.
YEAR IMPLEMENTED	2013

ACTION	Quantify the indirect employment generated by Repsol's activity in Spain.
DESCRIPTION	We will analyse the feasibility of calculating, using statistical approximations, the indirect employment that Repsol's activities generate in Spain as a pilot for the application of this calculation at a global level.
INDICATOR	Report on the possible alternatives identified to quantify indirect employment.
YEAR IMPLEMENTED	2013

ACTION	Promote new financial tools for our suppliers in Spain and Portugal.
DESCRIPTION	We will make available to our suppliers an additional short term funding mechanism, <i>Confirming</i> , through banking entities, to facilitate payments in advance of invoices validated and presented to Repsol.
INDICATOR	Number of suppliers that have used <i>Confirming</i> .
YEAR IMPLEMENTED	2013

ACTION	<p>Promote the active participation and development of the community in the hydrocarbon exploration and production operations in Huelva.</p>
DESCRIPTION	<p>We will carry out the different actions indicated along two different lines:</p> <ul style="list-style-type: none"> - Continuation of the company's own action plan: <ul style="list-style-type: none"> o Agreement of collaboration with the Moguer Town Hall: funding of the work to improve the forest paths of Las Peñuelas. o Donation to the Symphonic Festival of the Liceo Municipal de la Música of the Moguer Town Hall. o Sponsorship of women's basketball team from Huelva. - Coordination of a new action plan carried out by the Repsol Foundation: <ul style="list-style-type: none"> o Funding of the guide of the Moret Park. o Return of the "Aula Móvil" to Huelva.
INDICATOR	Execution of the programmes agreed on.
YEAR IMPLEMENTED	2013

ACTION

Encourage local purchases in exploration and production activities in Spain.

DESCRIPTION

In the same way that we carried it out in 2012 in Tarragona, in 2013 we will analyse in detail the situation regarding local purchasing for the company's activities in the Canary Islands, proposing two courses of action:

- We will identify the services and materials that could be provided by local suppliers; we will look for local suppliers; we will explain to the local suppliers identified about the services and materials required by the exploration and production activities; we will rate local suppliers and invite them to participate in bidding contests.
- We will develop existing suppliers and we will elaborate a development plan for two local suppliers.

For the local suppliers identified in the areas of operations, to give continuity to their development and continue encouraging the contracting of local suppliers.

INDICATOR

- Percentage of local suppliers included in bidding contests.
- Percentage of local suppliers adjudicated.

YEAR IMPLEMENTED

2013

ACTION

Closen ties between the company and Spanish society, and strengthen the values of innovation and social commitment in the areas where we are present.

DESCRIPTION

We will develop digital communication strategies for the Competition and Repsol Guide channels that, through the material and initiatives for interaction with Spanish society, permit the mitigation of the image of arrogance that multi-national companies transmit on occasions.

INDICATOR

- Definition of the 2013 strategy for thematic channels of motorsports and Repsol's Guide.
- Monthly scorecard that permits the monitoring of the effectiveness of the channels, as well as the proposal of new actions.

YEAR IMPLEMENTED

2013

ACTION	Carry out studies of the perceptions of people in the area to monitor society's concerns.
DESCRIPTION	During the year 2013, we will carry out a perception study in the area to assess the social, labour and safety concerns of the population next to the refining facilities.
INDICATOR	Carrying out of the perception study of the area.
YEAR IMPLEMENTED	2013
ACTION	Promote purchases in centres that employ people with different abilities in Spain, and check if equivalent companies exist in Portugal.
DESCRIPTION	To continue encouraging purchases from Special Employment Centres in Spain and to check on the existence of similar companies in Portugal , or companies that are characterised for giving work to excluded minorities.
INDICATOR	<ul style="list-style-type: none"> - Number of Special Employment Centres registered. - Cost of purchases from Special Employment Centres.
YEAR IMPLEMENTED	2013-2014
ACTION	Evaluate the social and labour related concerns of the populations located in the area of operations.
DESCRIPTION	<p>We will carry out the coordination and management of the committee for the Canary Islands Responsible Plan which will be formed up of different areas of the company.</p> <p>We will participate in the analysis of the various options for social and research projects and we will encourage the carrying out of projects that give added value to local society and the project.</p>
INDICATOR	Carrying out of the Canary Islands Responsible Plan.
YEAR IMPLEMENTED	2013-2014

ACTION

Develop a training plan through academic grants for young people in the area of operations in the Canary Islands (Spain).

DESCRIPTION

We will implement a project to provide the funding of grants for students that permit them to prepare themselves to obtain practical competencies and skills, related fundamentally with the sea, shipping and the technological sector.

Two grants will be assigned in the Canary Islands, one to a student in Las Palmas of Gran Canaria and another of the University of La Laguna in Tenerife; they will be the "Becas Repsol".

INDICATOR

- Assigning of two grants.
- Execution of the programme in 2013, if it applies.

YEAR IMPLEMENTED

2013-2014

ACTION

Promote grant, work experience and training programmes for young people in Spain and Portugal.

DESCRIPTION

We will strengthen the commitment of the company to the creation of employment, especially the employment of young people, by launching programmes aimed at the labour integration of young professionals, through masters, grant and non-labour practice programmes.

INDICATOR

- Number of grants and non-labour practices given.
- Number of agreements with Professional Training Centres.
- Number of masters programme qualifications imparted at Repsol's Further Training Centre.
- Number of work experience contracts, excluding those that carry out Repsol's masters programmes.

YEAR IMPLEMENTED

2013-2014

ACTION	Carry out a research project to quantify the impact of the marine eruption in the Canary Islands.
DESCRIPTION	We will establish a set of baseline data on the current environment of water, flora, fauna and endangered species, to be able to quantify the impact of the underwater eruption and to be able to act as a consequence, also studying the repercussions on the islands' inhabitants, especially in relation to fishing and tourism.
INDICATOR	<ul style="list-style-type: none"> - Carry out the meeting to clarify the project. - Feasibility analysis of the project. <p>In the event that the analysis of the project is positive:</p> <ul style="list-style-type: none"> o Formalisation of the project's final objectives. o Formalisation of the contract. o Initiation of the field campaign.
YEAR IMPLEMENTED	2013-2015

ACTION	Participate with local associations to contribute to the good of the community in areas influenced by the company's business activities in Spain and Portugal.
DESCRIPTION	<ul style="list-style-type: none"> - We will collaborate with the Food Bank of Cabanillas del Campo-Guadalajara, donating food on a weekly basis that proceeds from our service stations. - We will continue with agreements for collaboration with entities such as Ayuda en Accion, the Red Cross and Fundación Once. - We will promote voluntary actions among our employees.
INDICATOR	Qualitative description of the initiatives carried out.
YEAR IMPLEMENTED	2013-2014

ACTION	Raise awareness of local purchasing in Spain, estimating the indirect benefit for Repsol when it contracts companies in its immediate environment.
DESCRIPTION	We will assess the possibility of estimating, in an aggregated way, the indirect benefits for Repsol of contracting local companies, with the aim of strengthening the link between the social and economic objectives of our activities.
INDICATOR	Report on the estimation of the economic impact of local contracting carried out.
YEAR IMPLEMENTED	2013-2014

ACTION	Promote the active participation and development of the community in the hydrocarbon exploration and production operations in Tarragona.
DESCRIPTION	<p>We will make the following agreements:</p> <ul style="list-style-type: none"> - Agreement with the Regional Council of Baix Ebre to guarantee the provision of a transport service adapted for people with reduced mobility and other social needs. - Agreement for collaboration for five years with the Federacion de Cofradías de Pescadores of Tarragona [Federation of Fishermen Guilds].
INDICATOR	Maintaining the agreements up-to-date.
YEAR IMPLEMENTED	<ul style="list-style-type: none"> - Agreement with the Federacion de Cofradías de Pescadores: 2012-2016. - Agreement with the Regional Council of Baix Ebre: 2013.

ACTION	<p>Promote the active participation and development of the local community near to the Dynasol industrial facility in Cantabria.</p>
DESCRIPTION	<ul style="list-style-type: none"> - We will involve our stakeholders so that their opinions are taken into account in relation with the planning and decision taking processes concerning the activities of the Dynasol industrial facility, through the following actions: <ul style="list-style-type: none"> o We will keep neighbours, public institutions, families, workers' friends, the media, civil society organisations and other stakeholders informed about our activities. o We will ensure that there is a communication channel for receiving and responding to complaints, concerns and suggestions by all stakeholders. o We will hold periodic meetings with stakeholders (neighbourhood associations and other interest groups) with the aim of finding out the local, social and environmental expectations of the surrounding area. o We will collaborate in the sponsorship of sports/cultural acts in the community. o We will organise periodic visits and "open doors" days to the facility for employees' families, neighbours, pupils from local education centres or the general public. In this way, we will close ties with these groups and raise their awareness of our activities, processes and contribution to the local community, as well as providing a vision of the labour situation in the area. - We will carry out training and awareness raising programmes for young people in the communities located in the area around the industrial facility, to motivate them and to improve their performance at school.
INDICATOR	<ul style="list-style-type: none"> - Number of awareness days held each year on the activities of the facility. - Number of visits made each year by the local authorities. - Number of annual visits by pupils from local education centres. - Number of visits made to the centre. - Number of complaints responded to. - Stakeholder map for the facility and a list of the stakeholders with which an open communication channel is to be maintained. - Cost of the sports/cultural sponsorship.
YEAR IMPLEMENTED	2013-2014

ACTION

Promote the active participation and development of the local community near to the General Química industrial facility in Alava.

DESCRIPTION

We will involve our stakeholders so that their opinions are taken into account in the planning and decision making processes concerning the activities of the General Química industrial facility, through the following actions:

- We will ensure that a communication channel is in place for receiving and responding to complaints, concerns and suggestions by all stakeholders.
- We will organise visits and “open doors” days to the facility for employees’ families, neighbours, pupils from local education centres or the general public. In this way, we will close ties with these groups and raise their awareness of our activities, processes and contribution to the local community, as well as providing a vision of the labour situation in the area.

INDICATOR

- One awareness day held each year aimed at employees on the activities of the facility.
- Number of annual visits by pupils from local education centres.
- Number of visits made to the centre by stakeholders.
- Number of complaints responded to.
- Stakeholder map for the facility and a list of the stakeholders with which an open communication channel is to be maintained.

YEAR IMPLEMENTED

2013-2014

ACTION	<p>Promote the active participation and development of the local community near to Repsol Polímeros industrial facility in Sines.</p>
DESCRIPTION	<p>We will involve our stakeholders so that their opinions are taken into account in the planning and decision making processes concerning the activities of the Sines industrial facility, through the following actions:</p> <ul style="list-style-type: none"> - We will collaborate in the sponsorship/protocols of sports/cultural and social activities in the local community. - We will organise an “open doors” day in the facility, for families and employees, in this way we will close ties with these groups and raise their awareness of our activities, processes and contributions to families, as well as providing a vision of the labour situation. - We will organise an awareness day for the local community on “Different Capacities” to foster this practice of Repsol, inviting companies in the area, as well as public and private entities of interest. - We will organise visits to the facility for those educational institutions at national level who have requested them, to raise their awareness of the benefits of chemicals (schools, universities and other stakeholders). - We will participate in all the events of the community to which we have been invited. For example the official municipality, school, cultural and sports events. - We will promote the benefits of chemistry in local schools, having as ambassadors of Repsol the parents of pupils.
INDICATOR	<ul style="list-style-type: none"> - Number of entities sponsored by Repsol. - An “open doors” day. - Number of publications in local newspapers. - An awareness day for the community. - Number of annual visits by pupils from local education centres. - Number of participations in community events. - Number of visits made to school classes.
YEAR IMPLEMENTED	2013-2014

ACTION

Promote the active participation and development of the local community near to the Polidux industrial facility in Huesca.

DESCRIPTION

- We will involve our stakeholders so that their opinions are taken into account in the planning and decision making processes concerning the activities of the Polidux industrial facility, through the following actions:
 - o We will keep neighbours, public institutions, families, workers' friends, the media, civil society organisations and other stakeholders informed about our activities.
 - o We will ensure that there is a communication channel for receiving and responding to complaints, concerns and suggestions by all stakeholders.
 - o We will hold periodic meetings with stakeholders (neighbourhood associations and other interest groups) with the aim of finding out the local, social and environmental expectations of the surrounding area.
 - o We will collaborate in the sponsorship of sports/cultural acts in the community.
 - o We will organise periodic visits and "open doors" days to the facility for employees' families, neighbours, pupils from local education centres or the general public. In this way, we will close ties with these groups and raise their awareness of our activities, processes and contribution to the local community, as well as providing a vision of the labour situation in the area.
- We will carry out training and awareness raising programmes for young people in the communities located in the area around the industrial facility, to motivate them and to improve their performance at school.

INDICATOR

- Number of awareness days held each year on the activities of the facility, for the company's own employees and contractors.
- Number of visits made each year by the local authorities.
- Number of annual visits by pupils from local education centres.
- Number of complaints responded to.
- Stakeholder map for the facility.
- List of the stakeholders with which an open communication channel is to be maintained.
- Cost of the sports/cultural sponsorship.

YEAR IMPLEMENTED

2013-2014

ACTION	Improve communication with society, responding to its requests for information and concerns related with our activities.
DESCRIPTION	<p>We will develop an External Communication Plan in each industrial facility that contemplates various mechanisms to maintain transparent and proactive communications with society, informing on issues of interest to citizens, providing information aligned with reputational values, using a range of communication tools.</p> <ul style="list-style-type: none"> - Press releases. - Updates in the website of the industrial facility. - Plan of visits to the industrial facility.
INDICATOR	Updates to the websites of the industrial facilities. Press releases. Visit Plans.
YEAR IMPLEMENTED	2013-2014

ACTION	Establish transparent and smooth relations with universities in the areas around the refining industrial facilities.
DESCRIPTION	We will encourage collaboration with the University, through our participation in research projects, training courses in HAZOP safety and university visits.
INDICATOR	Number of annual collaborations.
YEAR IMPLEMENTED	2013-2014

ACTION	Contribute to the economic development of society through an annual investment and programmed shutdown plan that requires the contracting of local labour for its execution.
DESCRIPTION	<p>The company contemplates the maintenance of an annual investment and programme shutdown plan during the years 2013 and 2014.</p> <p>With regards to Repsol's commitment with our community, we collaborate in training actions for workers and contractors of the company to improve their professional qualifications.</p> <ul style="list-style-type: none"> - Annual investment and programme shutdown plan: Annual development of an investment and programme shutdown plan with the planned contracting of a workforce for its construction.
INDICATOR	Annual investment figure and cost of shutdowns.
YEAR IMPLEMENTED	2013-2014

ACTION	Collaborate in social, cultural, educational and sports initiatives of the community with institutions and groups in the area next to the refining facilities.
DESCRIPTION	<p>As part of Repsol's commitment with the area of influence of the industrial facilities, we maintain various collaborative programmes with institutions and groups in the area.</p>
INDICATOR	<ul style="list-style-type: none"> - Investment in agreements of collaboration. - Number of collaborations and investments carried out.
YEAR IMPLEMENTED	2013-2014

ACTION	Collaborate in training actions for students in the area of the refining industrial facilities that are aimed to complement formal teaching activities.
DESCRIPTION	The objective that we propose is to contribute to improve the practical training of young people in the area closest to our industrial facilities, collaborating in training actions that have been proposed by third parties, or if necessary promoting them, so that students with varied levels of educational development can complement their theoretical training with practical training in our facilities.
INDICATOR	Number of pupils who have participated.
YEARIMPLEMENTED	2013-2014



Process of updating the Plan

This Sustainability Plan is a dynamic document.

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

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

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

