

Sustainability Plan 2013-2014



Spain and Portugal

2014 Year End Report

Contents

Legal Notice	3
Year End Report on actions of the Repsol Sustainability Plan for Spain and Portugal 2013-2014 on December 31th, 2014.	4
● Program 1: Organisational Governance	4
● Program 2: Human Rights	11
● Program 3: Labour practices	21
● Program 4: The Environment	30
● Program 5: Fair operating practices	50
● Program 6: Consumer issues	67
● Program 7: Community involvement and development	81

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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Year End Report on actions of the Repsol Sustainability Plan for Spain and Portugal 2013-2014 on December 31th, 2014.

Programme 1

Organisational Governance

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013

During 2013 the CR coordination system was deployed at the level of operational centres, with its implementation in the industrial complexes of A Coruña, Cartagena, Puertollano and Tarragona. The result of this effort was seen in the approval of the first sustainability plans of these four facilities with a 2014 timeline.

In the four facilities we undertook 147 actions with an average 92.5% link to variable compensation.

2014

CLOSING TEXT

In the first quarter of 2014, we carried out an Expectations Identification Study in the four operating centers. The findings have been analyzed by members of the respective Management Committees as a relevant input for preparing the actions comprising their 2015 Sustainability Plans.

In the fourth quarter of 2014, we began implementing the coordination system in a fifth operating center in Spain (Petronor), carrying out the corresponding Expectations Identification Study. The results were presented to Petronor's Management Committee in January 2015. These findings will help lay the groundwork for preparing the center's first Sustainability Plan during 2015.

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	2013-2014*
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	In progress.
CLOSING TEXT	On the following page.

CLOSING TEXT**2013**

We concluded all the milestones related to:

- Constant review in the mapping of obligations: changes in 6 of the organisational units.
- Self-assessment of compliance with regulations on 100% of the mapping obligations in the 1st and 2nd halves of 2013.
- We analysed the results of the half-yearly self-assessments and produced situation reports for the 1st and 2nd halves of 2013.
- In 2013 we implemented a total of 32 recommendations, most of them in the Exploration and Production EMD [23].
- We introduced a criticality model for the obligation map focus on one of a business area.

2014

We have concluded all the milestones related to:

- Constant review in the mapping of obligations: changes in five organizational units.
- Self-assessment of compliance with regulations on the mapping obligations of 2014.
- We analyzed the results of the periodic self-assessments and produced situation reports for 2014.
- In 2014, we implemented a total of 18 recommendations, most of them in the Exploration and Production EMD [six] and the Commercial, Chemical and Gas & Power EMD [6].

*The timeline was extended for this action, creating a new one for 2014 in order to continue moving forwards in the monitoring process.

ACTION	Incorporate the revision of Corporate Responsibility aspects in the auditing projects of Spain and Portugal.
DESCRIPTION	<p>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.</p> <p>We will report the conclusions to the organisational units affected with the report on the corresponding projects.</p>
INDICATOR	Number of auditing projects carried out.
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <p>Continuing with the actions begun in 2012, we included evidence for aspects relating to Corporate Responsibility (CR) in the projects carried out by the Internal Auditing Division in 2013. We also held regular two-monthly meetings with the Corporate Responsibility and Institutional Services Division. There, as well as communicating the main results obtained, we obtained information and advice from that Division on important aspects of CR for designing the work programme of new projects.</p> <p>We delivered the report on the reviewed programmes and projects to the Corporate Responsibility and Institutional Services Division the 5th of March of the current year(2014).</p> <p>2014</p> <p>Continuing with the actions begun in 2013, we included evidence for aspects relating to Corporate Responsibility (CR) in the projects carried out by the Internal Auditing Division in 2014. We also held regular coordination meetings with the Corporate Responsibility and Institutional Services Division to share the findings of this work, and to include aspects of CR for designing the work program of new projects.</p>

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	On the following page.

YEAR IMPLEMENTED 2013-2014

CLOSING TO THE ACTION AS OF 31/12/2014

STATUS Fulfilled.

2013

The actions planned for the 2013 “Responsible Care” programme were carried out. In-depth detailed reports are available through FEIQUE, which is responsible for implementing the programme in Spain.

Activities:

- The indicators of actions with 2013 data will be evaluated in the first half of 2014, according to the dates set by FEIQUE [regulator of the Responsible Care programme].
- Self-assessment has been carried out for Environment, Workplace Health and Safety, and Process Safety codes.
- Executive Director of Repsol's Industrial and Trading Area, renewed Repsol Química's commitment to the Responsible Care programme in 2013 through an official letter to the entities which govern it at European and global levels [CEFIC and ICCA].

CLOSING TEXT

2014

- We have reported and evaluated the action indicators in accordance with terms set by FEIQUE, the Responsible Care program coordinator in Spain.
- According to the calendar set by FEIQUE, in the first quarter of 2015 Repsol Química is to sign the 2014 Responsible Care Global Charter, replacing the version signed previously by the Company.

The 2014 Responsible Care Global Charter was approved by the Board of Directors of the International Council of Chemical Associations (ICCA), based on the objective that the charter would be signed or ratified by the senior executives of the world's 150 largest multinational chemical companies. The new 2014 Responsible Care Global Charter brings together the Responsible Care action principles on a global basis, and compels companies to develop the six charter elements in all countries in which they carry out significant industrial or commercial operations.

Programme 2

Human Rights

ACTION	Ensure that all Spain Business Unit personnel complete the course on human rights.
DESCRIPTION	We will encourage all personnel in the Spain Business Unit to complete the internal course offered through the Training Manager.
INDICATOR	% of employees having completed the course.
YEAR IMPLEMENTED	2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	93% of personnel have completed the training.

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 disabilities 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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013

- 3 new Service Stations (SS) are undergoing Breeam[*] certification: Venturada (M), Puerto Venecia (Z) and Polígono Pedrosa (B), in addition to the two already certified.
- Maintenance of the 4 SS certified for universal accessibility according to UNE 170001.
- All new SS are built to DALCO standards. At the close of 2013 there are 512 more accessible SS in Spain and 234 in Portugal.

[*]Breeam: Building Research Establishment Environmental Assessment Methodology - The most technically advanced sustainable building assessment and certification method.

CLOSING TEXT**2014**

- Five service stations have received Breeam certification*: Alberto Aguilera (M), Ronda Oeste (CO), Venturada (M), Puerto Venecia (Z) and Polígono Pedrosa (B).
 - The four service stations holding universal accessibility certification under UNE 170001 have maintained their certification.
 - All new service stations are built in accordance with DALCO criteria. At the 2014 year-end, 518 service stations in Spain and 261 in Portugal had been outfitted with accessibility features.
-

ACTION	Promote the employment of people with disabilities in Spain and Portugal, fostering equal opportunities.
DESCRIPTION	<ul style="list-style-type: none"> - We will promote the direct job placement of people with disabilities by incorporating disabled workers, also implicating our suppliers and contractors in the incorporation of disabled people. - We will carry out awareness raising and training campaigns for employees on the integration of people with disabilities. - 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 disabilities 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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013**Number of people with disabilities incorporated into the workforce.**

We partnered with the Seeliger Foundation on a campaign to monitor disable people within the company in order to create development plans and new corrective actions. In 2013 new initiatives were launched, designed to continue consolidating and improving the processes for achieving full normalisation of equal job access and social opportunities for disable people.

At the end of 2013 [LISMI data] we obtained very positive results in figures of disable people forming part of the company worldwide, with 532 people with different abilities contracted in Spain, representing 2.77% of the workforce, or 3.67% if we include indirect jobs.

Number of people attending training actions and number of awareness-raising days.

In 2013 a total of 8 Service Station Attendant training courses were managed for disable people in Spain, in partnership with Fundosa, taken by a total of 111 students, leading to 45% employment at the end of the course.

In the industrial area, 4 Field Operator courses were taken in Spain by a total of 8 students with different abilities.

There were also 2 dual vocational training courses attended by 30 students, 6 with disabilities.

2 awareness-raising days were held in Exploration and Production, with around 150 participants, and two days in the Commercial Area, with around 300 people taking part.

The awareness day "Living with Diversity" was also held for employees identified as points of reference in Exploration and Production and in People and Organisation, in order to collaborate in promoting the integration of people with different abilities.

For the first time, there were 7 awareness-raising days on the project to integrate people with disabilities for LPG and Lubricants distributors, in order to disseminate the added value of the project to our partners.

2013 saw the first open days at the company headquarters in Madrid for families of employees, in which one of the activities was the Recapacita marquee, designed to raise public awareness of how people with different abilities deal with everyday life.

CLOSING TEXT

Number of external collaborations/interventions.

Presentation of the Repsol Project in the framework of the Plan Adop, where they partner with ONCE: "On 3 July REPSOL renewed its membership of the ONCE Foundation's INSERTA Programme for three years, in order to continue driving the workplace integration of disable people. Hence, develop actions to enhance and integrate social corporate responsibility in the company, for improving the integration of people with disabilities and contribute to improve their lives".

In 2013, Repsol received the following recognitions in relation to its commitment to the integration of people with disabilities:

- **Employment for all award** [Istanbul - Oct.2013]: Award for the Professional Integration of People with Different Abilities in Service Stations.
- **ASPACE Award** [Tarragona Industrial Complex - Oct. 2013]: Recognition for the workplace integration of people with different abilities.
- **ONCE Territorial Delegation Award** [Madrid - Dec. 2013]: 2013 Solidarity Award for our work on disabilities in multiple environments, but especially in the field of employment.
- **2013 Conacee Integration Award** [Valencia - Nov. 2013]: "For nationwide work supporting people with disabilities, in the form of purchasing and contracting services from Special Employment Centres.

CLOSING TEXT

2014

Number of differently-abled people hired.

At the 2014 year-end in Spain, and in accordance with criteria set out in the General Law on Disability (LGD), 613 differently-abled people worked for the company. This represents 3.20% of direct employees or 3.98% when including alternative measures.

In 2014, purchases from Special Employment Centers (which employ differently-abled workers) amounted to €3,347,884.91 in Spain. Donations to these centers and to other similar non-profit organizations in Spain totaled €34,425.60.

The policy on hiring differently-abled people forms part of our people management policy and fits in our value framework. As such, we identify and retain available talent and provide opportunities for further development through workplace integration, above and beyond the minimum legal requirements.

We aim to comply with the General Law on Disability in all our companies, through direct hiring of such individuals.

Number of participants in training courses and awareness-raising sessions.

AWARENESS-RAISING ACTIVITIES

- In Spain, we have worked tirelessly to raise awareness of this issue by providing employees in the country with different advisory services and discounts on adapted products.
- We have implemented an action protocol on the Repsol Campus to ensure that when differently-abled people join the company their work space is fully adapted to their needs and that their bosses and co-workers have been suitably informed.
- We have organized the first encounter for differently-abled people working throughout Spain, in order to ascertain their thoughts on the integration process and thereby continually improve our procedure and policy.
- We have held five awareness-raising sessions with Sales and Marketing area distributors as an added value for our brand, and to seek new opportunities that add value to our integration program:
 - 3 in the LPG area.
 - 1 in the Direct Sales area.
 - 1 in the Lubricants and Specialized Products area.

CLOSING TEXT

WORKPLACE TRAINING PROGRAMS

- We have held five courses for training differently-abled people and persons at risk of social exclusion how to be service station sales people (80 participants). Upon completion of the theory portion of the training, participants had the opportunity of completing 60 unpaid work experience hours in our services stations, and 54% received a job offer.
 - We have redesigned the sales training in order to cover all sales jobs; this will be implemented throughout 2015.
 - In 2014, we held the first LPG factory operator course. A total of 25% of course participants were included in the potential job pool upon completion of the unpaid work experience.
-

MASTERS, SCHOLARSHIPS, INTERNSHIPS. VIRTUAL INTERNSHIPS.
DUAL OCCUPATIONAL TRAINING

- In the 2014-2015 course, seven differently-abled people participated in the masters programs offered:
 - Masters in Energy Management: 3.
 - Masters in Refining, Petrochemicals and Gas: 2.
 - Masters in Exploration and Production: 2.
- Five differently-abled people have participated in the Dual Occupational Training program, a higher learning initiative promoted by study centers, companies and regional government departments, under the objective "Learn By Doing."
- Two differently-abled interns have joined the company through the MBA-Inserta Program.
- Internships for differently-abled people: one through the Vocational Training Centers and one through a student internship.
- Five interns have joined the company through the UNED's one-year virtual internship program. These scholarships allow differently-abled students from throughout Spain, often with highly reduced mobility, to apply and complement the knowledge acquired through their academic training, helping them to gain skills that prepare them for future professional activities.
- In 2014, the Exploration & Production business made considerable efforts to bring differently-abled people on staff. Looking toward future needs, the business is collaborating with the Repsol Foundation on a medium-term action plan designed to proactively identify candidates with the technical skills required by this business.

CLOSING TEXT

Number of external collaborations/ interventions.

- We have maintained our partnerships with specialized entities, in order to deepen our commitment to integration and to continue working to mainstream these efforts:
 - Collaboration Framework Agreement between Repsol, the Repsol Foundation and the Paideia Galizia Foundation.
 - Collaboration Framework Agreement between Repsol, the Repsol Foundation and the Red Cross.
 - Renewal of the Collaboration Agreement between Repsol and the Seeliger y Conde Foundation.
-

CLOSING TEXT

In Spain, we actively participate in the Benchmarking Club, working with other companies to standardize best practices and initiatives in diversity and work/life balance.

We form part of the Activos Gran Experiencia Foundation, which carries out numerous studies on how the issue of age is handled in companies.

We have participated in the technical workshops of the Network of Companies bearing the Corporate Equality Seal (DIE Network) under the Ministry of Health, Social Services and Equality.

We have participated in all the Spanish and international forums to which we have been invited by the ONCE (Spain's Organization for the Blind) and its Foundation, the Repsol Foundation and any other collaborating organization, as well as private forums, in order to share our experience in integration and work/life balance policies.

At an international level, the company participated in the "Iberoamérica Incluye" forum held on November 27 and 28 at the Universidad CES in Medellín, Colombia. At the forum, Repsol had the opportunity to share its best practices in supporting the employment of disabled people with local benchmarks.

In 2014, we led the first "Best practices in differently-abled employee integration policies" seminar in Madrid, aimed at companies, job offerers, entities working to help differently-abled people find gainful employment, and universities. The objective was to share best practices and to identify synergies so that, by joining forces, we can offer greater employment opportunities to this group of people.

Since 2005, Repsol's diversity and equal opportunity policy has been acknowledged on many occasions.

In 2014, the company received the following recognitions for its work in this area in Spain:

1. Campus Award for cooperation and social inclusion of disabled people (ONCE Foundation, November 27, 2014). Repsol Campus was recognized by the ONCE Foundation in its "2014 Accessible Actions Awards", citing exemplary attention to accessibility in building and engineering works.
 2. Certificate recognizing commitment and work in favor of gender equality. (International Trade Fair of Asturias - August 7, 2014). The Gijón City Council awarded our Gijón plant a certificate recognizing our commitment and work in support of gender equality in business.
-

CLOSING TEXT

3. Bequal Plus Certification. (Bequal Foundation – July 16, 2014). This important certification is given to these companies with exemplary disabled workers integration policies.
4. 25th Anniversary Down Madrid Award (Down Madrid – June 2014). Repsol and the Repsol Foundation received the 25th Anniversary Down Madrid Award in the private company category, for their commitment to the full social integration of disabled people. This award recognizes the track record of companies and individuals that have supported the Down Madrid Foundation's work to fully integrate people with Down's Syndrome or other mental disabilities into society.
5. Extension to the Equality Seal (Secretary of State for Social Services and Equality - May 30, 2014). The Equality Seal granted to Repsol, S.A. in 2010 was extended for an additional three years, in recognition of the company's commitment to equal opportunities.
6. Alares Foundation Awards (Alares Foundation - May 16, 2014) for occupational health and safety for disabled employees.

In 2014, the International Institute of Political Science published the Second Study on the Work/Life Balance in Spain. After analyzing specific cases in large companies, the report concluded that Repsol has the most advanced strategies for supporting a work/life balance out of all the leading companies.

Programme 3

Labour practices

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	In progress.
CLOSING TEXT	On the following page.

2013

In 2013 we made progress in all the actions in the Health and Safety plans for the five Industrial Complexes and the Madrid headquarters, reaching the following objectives:

- Hours of training on Health and Safety in the workplace: 142,032.
- Number of people trained in Health and Safety in the workplace: 13,799.
- Number of Internal Emergency Plan drills: 157.
- Number of External Emergency Plan collaborations: 5.

CLOSING TEXT

2014

- Hours of training on Health and Safety in the workplace: 183,783.
 - Number of people trained in Health and Safety in the workplace: 3,340.
 - Number of Internal Emergency Plan drills: 165.
 - Number of External Emergency Plan collaborations: 1.
-

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <p>During 2013 there were 100 risk analyses in Spain and Portugal (43 analyses in refining, 27 in chemicals, 26 in the commercial area and 4 in Exploration and Production).</p> <p>2014</p> <p>In 2014, we updated 86 risk analyses in Spain and Portugal (44 analyses in refining, 16 in chemicals, 23 in the commercial area analyses and three in Exploration and Production).</p>

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 [SS], through safety awareness days.
INDICATOR	Number of safety awareness days held.
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <p>We carried out the 10 sessions with SS contractors (Constructora Leyco, TSI, Mides, Elsamex, Roura, Niscayah, Monobras, Reissa, Asissta, Tedeco), set out in the 2013 Safety Plan.</p> <p>2014</p> <p>The 11 sessions planned for 2014 were carried out (ISTOBAL (2), MIDES, AFORSA, CYMES, DIMASA, ANARI, CAP, TSI. ELSAMEX, ROURA).</p>

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	In progress.
CLOSING TEXT	<p>2013</p> <ul style="list-style-type: none"> - An awareness day was held for 7 people during the first week of November at Puertollano Asfaltos. - In 2014 it will be held in Cartagena and Palencia. <p>2014</p> <p>We have postponed the remaining initiatives.</p>

ACTION	Develop a retribution model that is linked to the objectives of employees subscribed under the scope of collective agreements in Spain.
DESCRIPTION	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.
INDICATOR	Level of implementation of the measure in Spain.
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <p>Performance and Development (P&D) management was introduced for agreement personnel, with the following objectives:</p> <ul style="list-style-type: none"> - Enhancing the dialogue between people managers and their co-workers. - Boosting the awareness about how the employees are committed with their objectives in their working area. - Developing some processes and tools for the performance assessment of the collective agreement. <p>This system was developed in Spain for all the companies signing the framework agreement (number of people: 5,685). It exempts: Campsared (except Central and Delegations), Viared, Solgas, Fundación and Petronor.</p> <p>The variable compensation model was introduced for all companies in Spain (number of people at end of 2013: 7,066), except Campsared, Viared, Solred and Fundación.</p> <p>2014</p> <p>The number of people at year-end 2014 rose to 7,641.</p>

ACTION	Boosting Repsol's model of innovation and continuous improvement.
DESCRIPTION	<p>New ways of working: techniques for getting the most from high performance teams.</p> <ul style="list-style-type: none"> - Training team coaches and improvement training to accelerate changes to the culture. Pilot programmes will be organised. - Enhancing new ways of working through the use of information and communication technology (ICT) and collaboration and communication tools (social networks, knowledge management environments, associated training, communication actions, etc).
INDICATOR	<ul style="list-style-type: none"> - Number of training programmes for coaches to accelerate changes to the culture. - Launching new ways of working.
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013

At the close of 2013 there are 4 pilot projects active: 2 on systemic coaching for teams, 1 for improvement facilitators and 1 on executive coaching for leaders. 63 people are being trained in these programmes.

Breakdown:

- 13 systemic coaches are being trained and will be certified in July 2014.
- 19 systemic coaches are being trained and will be certified in 2015 (18 in Spain and 1 in Portugal).
- 11 improvement facilitators are being trained and will be certified in June 2014.
- 20 executive coaches are being trained and will be certified in July 2014.

We have prepared a new programme for improvement facilitators based on what is learned in the first programme. This will be ready for launch in January 2014.

The programme has been put in place for deploying systemic coaching for high performance teams. At the close of 2013 some 25 teams have received or are receiving systemic coaching, involving 110 people.

CLOSING TEXT

In 2013 we finalised the renewal of the technological platform supporting the collaboration environments, and integrated it with the corporate search engine and with the application of indicators of participation levels. We cannot offer annual data, as we have no metrics for the months in which we were working on the technology changeover, but the partial statistics indicate a slight increase in participation compared with the same period in 2012.

The Knowledge Management courses (awareness-raising and managers) have been included in the corporate training catalogue. 7 sessions of the former and 5 of the second have been taught, training a total of 208 people.

To foster transversality and a global vision we have a working team with the participation of all the business units, and designed a shared vision for Knowledge Management, which the company will work with over the next 3 years.

In December 2013 we successfully concluded the pilot phase of the corporate network; participation data at closure indicate that there is a large core of Repsol employees who want to communicate with each other in an open and transparent way, and have found the social network to be a useful tool: more than 4,000 registered users, 22,700 messages, 35 very active groups, 2,800 files shared ...

CLOSING TEXT

In December 2013 we replaced the pilot network with the new Corporate Social Network; over 2014 we will deploy it and integrate it with Repsolnet.

We have worked to introduce a Lean culture in line with our values. 8 projects have been launched with the participation of 29 teams from all the business units.

In 2013, in the deployment of the culture of innovation and the spirit of enterprise, 45 teams (around 265 people) were active in projects belonging to some of the phases of the innovation process. More than 7,500 people collaborated in the ideas platform IdeasEnAccion. 80 employees participated in intra-enterprise projects. This included the enterprise workshop in the Master Rege programme, with 75 students participating in 2013.

75 people were trained in Innovation Leadership, designed to help leaders think innovatively and encourage behaviours aligned with the value of innovation in their teams. 165 more were trained in Creativity techniques or Ideas workshops. These actions, which have been included in the CSFR training catalogue, are intended to spark the creative capacities of employees and provide them with techniques to help them think differently and generate ideas.

2014

At the 2014 year-end, five pilot projects were under way: three systemic coaching projects for teams, one for improvement facilitators and one executive coaching initiative for company leaders.

The breakdown is as follows:

- Fourteen systemic coaches were certified in July 2014.
 - Fifteen systemic coaches are being trained and will be certified in 2015 (14 in Spain and one in Portugal).
 - Eleven improvement facilitators are being trained and will be certified in June 2014.
 - Sixteen executive coaches were certified in July 2014.
 - Seventeen executive coaches are being trained and will be certified in 2015.
 - In the program for the systemic coaching for high performance teams, at the 2014 year-end around 82 teams have received or are receiving systemic coaching, for a total of 634 people.
-

Programme 4

The Environment

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <p>An analysis was conducted of the viability of applying the construction criteria under consideration at headquarter in Madrid, Campus, in terms of controlling and minimising the environmental impact. Due to this analysis, new renovations were carried out in 2013 (the Móstoles canteen was finalised; the entrances at Móstoles and renovation of the Sevilla office were begun) followed the same criteria.</p> <p>2014</p> <p>In 2014, we completed the accesses to the Móstoles center and finished remodeling the Seville office, applying the same construction criteria in respect of control and minimization of environmental impacts.</p>

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	In 2013 we invested €500,000 in the Graphenea company. In 2014, we invested €0.7 million in Scutum Logistic, S.L., which designs, manufactures and sells electric platforms and battery extraction systems for electric motorbikes.

ACTION	<p>Promote measures to incentivise energy efficiency at refining industrial facilities in Spain.</p>
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"> - % of progress made in the CO₂ Reduction Plan. - Incorporation of new measures that will lead to CO₂ savings. - % of reduction achieved in the consumption and loss index. - % of Energy Management Plan carried out.
YEAR IMPLEMENTED	2013-2014
<p>CLOSING TO THE ACTION AS OF 31/12/2014</p>	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

CLOSING TEXT

2013

In 2013 we continued minimising energy consumption in the production processes of Refining centres.

We exceeded the target value of 32.8 set in the Carbon Emissions Reduction Index by nearly 3% (cumulative over 12 months)

New measures were added to the Reduction Plan with an estimated saving of 85.7 Kton CO₂, exceeding the target value of 25 Mt CO₂.

The reduction percentage in Consumption and Loss was also exceeded, going from a target reduction of 2.2% to 6.9%.

Finally, we executed 91% of the Refining Energy Management Action Plan.

2014

With respect to the CO₂ Emissions Reduction Index, in 2014, we surpassed the target of 30.97, logging a final figure of 30.45.

We have added new actions to the plan, for an estimated savings of 256 kton of CO₂, which is well above the 65 kton of CO₂ foreseen.

We also outperformed the targeted 2.3% reduction in consumption and wastage in the area, locking in a 6.6% savings.

We have reached 89% compliance with the Energy Management Action Plan.

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>24 actions from the Water Management Plan have been carried out in 2013.</p> <p>The action plans include improving the operations and investments to reduce water consumption in units, reducing losses in the distribution network and improving the treatment of wastewater before running off.</p> <p>In 2014, we completed nine actions.</p>

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%).
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013

The scheduled actions were carried out:

- Energy efficiency coordination meetings: A coordination meeting was held. These usually review the current state of overall actions for the facilities of the Chemicals Business (tracking indicators, advances, etc.) and propose new actions or promote existing actions, in order to ensure that scheduled targets are met (continuous improvement model). Similarly, they drive the communication and training campaigns needed to ensure that all the personnel in the business and the plants have the awareness and knowledge required to fulfil the plan.
- Follow-up meetings by plants: One or two meetings have been held per plant (total of 5). The content is usually similar to the above, although focusing on the particularities of each complex rather than the overall business.
- One six-monthly update has been made to the efficiency plan: In February 2013 a first update was made to the Plan. This revision was presented to the business committee (in July 2013). Energy and CO2 maps were created for the Chemicals area. The 2014-2020 CO2 emissions reduction path was updated, incorporating actions from the Chemicals Competitiveness Plan.
- Implementation and follow-up of actions without investment under the energy efficiency plan: 8 actions were finalised in 2013 which exceeded the estimated reduction targets by 55%.
- Follow-up and driving of the investments of the efficiency plan (99% progress according to the theory in December 2013).
- Scheduled internal audits: 5 internal audits completed – All audits list corrective actions.
- Introduction of improvements in operations: 100% compliance (Dec.2013).
- Introduction of actions with investment: A system has been defined to monitor each activity, reflected in a report with tracking curves. The real progress at end of December-13 is about a 99% of scheduled.

CLOSING TEXT

2014

- Meetings of the energy efficiency group.
- We held 18 coordination meetings [three per industrial complex/petrochemicals area].
- Follow-up meetings in the plant.
- Monitoring and implementation of zero-investment actions in the energy efficiency plan.

In 2014, we completed eight actions representing a total of 22,133 metric tons of CO₂.

CLOSING TEXT

Action	Industrial Complex	Total annual CO ₂ reduction (tCO ₂ /a)
Steam savings in the K003 for lower level in the E-23	PUERTOLLANO	2.693,0
Flange ring units	PUERTOLLANO	17,9
Reduction in steam consumption in dehydration, through 20 optimization tests	PUERTOLLANO	60,4
Dehydration tests in units 1, 2 and 5 Atmospheric pressure curve	PUERTOLLANO	537,9
Increase in steam extraction in the KT-4001	TARRAGONA	16.733,0
Reduction in the operating temperature of the methanation of CO	TARRAGONA	220,0
Reduction in BFW pressure	TARRAGONA	109,0
D5650 operating improvement	TARRAGONA	1.762,0

- Monitoring and promotion of investments in the energy efficiency plan.

We have reached 100% completion in programmed investment projects compared to the forecast at December 2014.

- Internal audits [four per year].
- External studies or audits [two per year].

We have commissioned two external studies.

- Half-yearly update of the efficiency plan.

CLOSING TEXT

We have held quarterly meetings to update the plan and to present it to three business committees (March, June and September).

We have prepared the energy map and the CO₂ map for the Chemicals area.

We have updated the 2014-2020 CO₂ emissions reduction road map, incorporating actions from the Chemicals area competitiveness plan.

- Implementation of operating improvements: 100% compliance.
 - Implementation of investment actions: We have defined a system to program and measure each activity, reflected in a report with follow-up curves. The actual state of completion at December 2014 is 100% of forecast.
-

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: CO₂ Inventory. Certification in 2014 of the ISO 14064. - ISO 50001 Gap Analysis Report: Inventory of equipment. Billing review. Action plan. Decision whether to begin the certification process or not.
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <ul style="list-style-type: none"> - Gap Analysis Report ISO 14064: CO₂ emissions have been verified in accordance with ISO 14064. - Gap Analysis Report ISO 50001: the first phase of the diagnosis analysis has been carried out (review of documentation) and the 2014 action plan has been drawn up (generate the energy map). <p>2014</p> <ul style="list-style-type: none"> - ISO 50,001 Gap Analysis Report: We have drafted the Casablanca energy map. We have prepared a budget in order to estimate the economic outlay necessary to secure long-term ISO 50,001 certification.

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	2013-2014*
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <p>In 2013 we concluded the study of options for water treatment, together with an aqueduct to transport it to the EDAR outlet at Mazagón. We also selected the mobile plant technology for physic-chemical treatment.</p> <p>The mobile plant and aqueduct are currently in the process of authorisation and approval by Government bodies (MINETUR / MAGRAMA).</p> <p>2014</p> <p>In 2014, we delivered a new Environmental Document, including modification to the mobile plant and excluding the aqueduct, in order to process installation of the plant.</p> <p>In 2015, we received the positive findings from MAGRAMA's study. The necessary procedures with the Andalusian Regional Government are pending completion.</p> <p>*We have extended the time set for the action.</p>

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	2013-2014*
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <p>It has been decided to replace the boilers for sanitary hot water with more efficient models (better materials and thermal insulation). They were purchased in 2013.</p> <p>They are scheduled for delivery in April 2014.</p> <p>2014</p> <p>In 2014, we completed the change-out in lamps and replaced the boilers.</p> <p>*We have extended the time set for the action.</p>

ACTION	<p>Identify opportunities to improve the energy efficiency of our operations in Spain and Portugal, and to reduce our greenhouse gas emissions.</p>
DESCRIPTION	<p>We will develop energy consumption and CO₂eq emission maps in the businesses located in Spain and Portugal to be able to define energy saving and CO₂eq emission reduction targets for the 2014-2020 period.</p> <p>We will continue implementing greenhouse gas emission reduction opportunities.</p>
INDICATOR	<p>Tonnes of CO₂eq reduced (those associated with assets located in Spain and Portugal) with respect to the “business as usual” scenario.</p>
YEAR IMPLEMENTED	<p>2013-2014</p>
<p>CLOSING TO THE ACTION AS OF 31/12/2014</p>	
STATUS	<p>Fulfilled.</p>
CLOSING TEXT	<p>In 2013 we reduced and verified a total of 389,151 tonnes of CO₂ in assets in Spain and Portugal.</p> <p>In 2014, we reduced and verified a total of 462 kt of CO₂ in assets located in Spain and Portugal.</p>

ACTION	Improved waste management.
DESCRIPTION	Creation of a waste map in our operations in Spain and Portugal to establish a baseline enabling us to set future improvement targets.
INDICATOR	<ul style="list-style-type: none"> - Number of businesses in which a waste baseline has been established. - Improvements implemented compared to improvements planned.
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <p>Identification of the waste (Waste Map) for the E&P businesses and the Industrial and Commercial areas of Spain and Portugal, and definition of the 2014-2020 improvement route for each of them.</p> <p>2014</p> <p>We have rolled out reduction initiatives and actions for the Refining, Chemicals and Sales and Marketing areas, in line with the plan in place for the year. The resulting reduction was 26 kt, well above the figure initially estimated. Accordingly, we have decided to recalculate the reduction targets looking ahead to 2020.</p>

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <ul style="list-style-type: none"> - Specialities: Sales of TDAE (Treated Distillate Aromatic Extract). Unlabelled products. - Asphalt: Synthetic pigmented binders. - Lubricants: Driving the sales of BIO products. <p>2014</p> <ul style="list-style-type: none"> - In 2014, we have marketed and sold 7,166.15 mT of treated distillate aromatic extract (TDAE), up 519 mT on 2013.

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <ul style="list-style-type: none"> - Study completed in the Direct Sales area (new heating fuel in new-generation diesel boilers). Evaluating viability and presentation to the Government This action is pending for carrying out in the Service Stations. <p>2014</p> <ul style="list-style-type: none"> - We are standardizing the new low-emission fuel along with blue light condensing boilers, in order to qualify for subsidiaries on boiler change-outs and in order to have better performance. - Through the Sales Offices Management Area, we are developing the Repsol Household project, promoting the use of more efficient water heaters and furnaces. <p>Both projects are to be carried out over the long term.</p>

ACTION	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.
INDICATOR	Number of saving measures proposed.
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013

CLOSING TEXT

- Actions with Lubricant and Specialities assembly lines:
 - Reduce the gap between maximum and minimum temperatures when heating the thermal oil.
 - Improved insulation of the industrial heating facilities.
 - Installation of condensers for better use of electricity.
 - Replacement of part of the metal plates in the walls and roofs of the industrial buildings with windows.
 - Several actions have been carried out in the Service Stations :
 - Energy efficiency investment plan.
 - Review of contracts to adapt the contracted voltage to real needs.
 - Installation of condensers to eliminate reactive energy.
 - Audits to check compliance with the efficiency plan.
 - Tracking consumption and savings.
 - Several actions have been carried out in the LPG business:
 - Replacing equipment with more efficient models.
 - Lighting improvements.
 - Partnership agreement for energy efficiency and propane gas energy development with the Federación Empresarial Hotelera de Mallorca and ASHOME [<http://menorcaaldia.com/economia/ashome-y-repsol-firman-un-acuerdo-por-la-sostenibilidad/12985>].
 - Tractor Efficiency Day in Santiago de Compostela organised by John Deere.
 - The Distinction of Environmental Quality Guarantee granted to the Repsol Butano commercial fleet by the Generalitat de Catalunya.
 - LPG Portugal: Water heating using solar panels in Banática.
 - Marketing Portugal Participation of 11 people in the I2d project for energy efficient driving.
 - The energy consumption map was drawn up for all the DEAC businesses.
 - Reduction targets set for 2014-2020.
-

2014

CLOSING TEXT

- We have carried out several actions in the LPG Spain business:
 - Agreement between Repsol and Absorsistem (company specialized in the distribution of and technical service for absorption and compression cycle refrigeration systems) in order to make combined energy efficiency offers (March 2014).
 - Agreement between the Mallorca Hotel Association and Repsol (renewed in September 2014) in order to provide hotel owners and operators with the most advanced propane gas technologies.
 - LPG Portugal:
 - Distribution of the pamphlet titled “Recommendations for use and safety with piped gas” to all our piped gas customers.
 - Change-out to LED lighting in the Banática office.
-

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <ul style="list-style-type: none"> - Noteworthy actions scheduled for inclusion in the Waste Plan: <ul style="list-style-type: none"> - Replace the absorbents with a hired cloth system in Lubricants and Specialities and LPG Spain. - Procedure of cleaning and collecting hydrocarbon-contaminated water and sludge in Service Stations. - Scheduled DEAC reduction by 2020: 20%. - Several actions have been carried out in Marketing Portugal: communications on the rational use of energy and water, and incentivising the reuse of paper. - Several actions have been carried out in LPG Portugal: communications on the rational use of natural resources, including the rational use of energy and water.
	<p>2014</p> <ul style="list-style-type: none"> - Actions have been proposed in the Waste Management Plan. - Marketing Portugal and LPG Portugal: raising awareness among employees about the rational use of energy and water, and incentives to reuse paper. - Energy efficiency collaboration agreements and propane gas energy developments. - Analysis of the implementation of the Energy Management System via ISO 50001.

Programme 5

Fair operating practices

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013

- Report of the annual CPM plan for 2013 and the results of the assessment of the 2012 CPM to the Auditing and Control Committee.
- Updating the documentation of the Model and validation of the design of the penal risk matrices by all the executives of each business and corporate areas.
- Following up the recommendations and introduction of action plans through the documentation of the corresponding controls.
- Finalisation of the annual certification of controls by the managers of each business and corporate area.
- Finalisation of the annual external independent verification of the design and effectiveness of the Model. The expert reports are at the draft stage.

CLOSING TEXT**2014**

- Report to the Audit and Control Committee on the annual Crime Prevention Model 2014 plan and on the results of evaluation of the Crime Prevention Model 2013 plan.
 - Update of the model documentation and validation of the design of the criminal risk matrices for all managers in each business and corporate area.
 - Follow-up on recommendations and implementation of actions plans through documentation of the corresponding controls.
 - Self-evaluation of the selected controls.
 - Completion of the annual certification of controls by the managers of each business and corporate area, from January to March 2015.
 - External and independent annual assurance of the design and effectiveness of the model. Expert reports are currently in draft form.
-

ACTION	Cooperate with major business partners or projects managers in which we participate, in the fight against corruption and bribery in Portugal.
DESCRIPTION	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.
INDICATOR	Percentage of accomplishment of the approved objective in relation with the number of audits to carry out during the financial year.
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <p>No projects were carried out in non-operated areas of Portugal in 2013.</p> <p>2014</p> <p>During 2014, we did not carry out any audit projects in areas not operated in Portugal.</p>

ACTION	Monitoring, updating and assessing the System of Internal Control over Financial Reporting (SCIIF) in Spain.
DESCRIPTION	We will continually review the methodology and regulations applicable to managing the System of Internal Control over Financial Reporting, and also to managing the inventory of financial reporting risks and the companies and processes covered by the system, so the controls that constitute the system can determine their effectiveness.
INDICATOR	<ul style="list-style-type: none"> - Analysis of the reasonableness of the coverage of financial reporting risks. - Annual assessment of the effectiveness of the identified SCIIF controls. - Report on the effectiveness of the SCIIF, in accordance with the regulatory requirements of Article 61-bis of the Sustainable Economy Act (National Securities Market Commission Circular 5/2013, of 12 June 2013).
YEAR IMPLEMENTED	2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<ul style="list-style-type: none"> - We have finalized the evaluation and annual certification of the 2014 Internal Control over Financial Reporting (ICFR) system, without detecting any significant weaknesses. - We have presented the results of the evaluation on the effectiveness of ICFR to the Internal Transparency Committee, the Audit and Control Committee, and the Board of Directors. <p>In addition to the milestones defined in early 2014, we have analyzed the reasonableness of financial reporting risks coverage by identifying the relevant financial statement headings, the processes and the different companies covered under the ICFR system and their attendant reporting risks.</p> <p>In addition, and in accordance with article 61 bis of the Sustainable Economy Law (Comisión Nacional del Mercado de Valores Circular 5/2013 of June 12, 2013), we have incorporated a description of the internal control and risk management systems in respect of financial reporting in the Annual Corporate Governance Report (Note F).</p>

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.
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>At the end of 2013, 100% of the Polyolefin distributors of Repsol Chemicals had already received and signed a document declaring their commitment with Repsol's code of ethics.</p> <p>As of late 2014, 100% of Repsol Química's polyolefin distributors had received and signed a document stating their commitment to Repsol's Code of Ethics.</p>

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

CLOSING TEXT

2013

- Inclusion of the road transport suppliers questionnaire in the assessment process to 31/13.
 - It was included in the "Supplier Approval" procedure revised in January 2013.
 - It is requested as a previous requirement for the approval of any transport company.
- Sending the questionnaire to all active approved road transport suppliers for acceptance: The questionnaire was sent as a requirement to all transport companies invited to bid in the transport tenders held in 2013. Of the transport companies which provided services for Chemicals in 2011 and 2012, and which are still providing services, it has not yet been received from 24 of the 87 selected.
- Having 90% of the questionnaires signed by suppliers by 30/09/13: In October 2013 we had reached 72.5 % of the total objective for this year. - By 31/12/2013 we had received a total of 93% response.

2014

- We have sent a questionnaire to all active registered road transport suppliers for their acceptance: We have sent the obligatory questionnaire to all transport companies that were invited to participate in the 2014 transport tenders processes.
 - As of December 31, 2014, 100% of transport provider questionnaires and 80% of storage provider questionnaires have been received.
-

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	<ul style="list-style-type: none"> - We will monitor compliance with the deadlines for payments made to our suppliers. - We will contribute to an increase in the social and environmental standards adopted by our suppliers and contractors. - We will give recognition to those suppliers with Sustainability best practices. - 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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013

- Identification of root causes of deviations:
 - Compliance with payment deadlines for suppliers: task taken on by the Economic Administrative Division, reporting to the different businesses; fully operational.
 - Corrective actions: Repsol has introduced different processes to automate invoicing, leading to greater control and quicker payments to suppliers. We are also implementing a new Portal where suppliers can send their online invoices in different standard formats.
- Technical Instruction: pending the definition of criteria for classifying deviations. More than a hundred classification audits have been performed, including a specific section on ethics, human rights, corruption and the environment which verifies these aspects.
- A new area has been created dedicated to supplier relations, which will analyse possible models for recognition of suppliers with best practices in sustainability.
- Report of local content: this task will be undertaken in 2014 with a modified scope to include the initial creation of a map of local content for Spain.

CLOSING TEXT

2014

- Technical instructions: We have deemed it necessary to establish strategic CR lines for the purchasing area and to integrate them into future Sustainability Plans. Through this analysis, we have confirmed the need to step up breach verification activity and determine the associated impact. We have prepared a draft Technical Guidance on Non-Compliance, which will be further supported with a Guide to Identifying Non-Compliance and Corrective Action, to assist the auditors in their work. In the qualification audits, we have included a specific section on ethics, human rights, corruption and the environment, so that these aspects can be assured. We also published the Code of Ethics and Conduct for Suppliers, as well as the new general purchasing and contracting conditions, which include social and environmental aspects.
- Identification of suppliers with best practices: From the Sales and Marketing area, the Marketing Engineering and Maintenance Division has awarded accolades to those companies to have reported the best safety-related initiatives/performance, and each Engineering and Maintenance department (work, maintenance, image) has staged safety conferences and talks with its suppliers. Similarly, in October 2013, E&P Ecuador held its III E&P Supplier Meeting 2013, naming and recognizing the best-performing supplier in safety and the environment over the last two years.
- Local content reporting: In order to support this task, together with the Corporate Social Responsibility Department, we have created a local content working group, which aims to set the bases for what local content means at Repsol, as well as future actions in that regard. The working group is following up on international initiatives in this area and, at present, has partially identified Repsol's LC Network, performed a preliminary country-based qualitative diagnosis (primarily Upstream) and defined the concept of local content for Repsol. In line with this concept, we are identifying the necessary metrics that will allow us to perform a more in-depth diagnosis. In addition, through the strategic CR lines for the purchasing area, we have verified the need to support local content in our areas of operation. Accordingly, we have prepared a series of purchasing process recommendations, for the local development of our suppliers and contractors. These recommendations have been sent to all purchasing areas of all business units worldwide.

CLOSING TEXT

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <p>The Supplier Relations area has been created to introduce a model of relations with the main suppliers. This model will be adapted for Spanish and Portuguese suppliers, including the dissemination of aspects of sustainability through the creation of a Suppliers' Portal.</p> <p>2014</p> <p>We have notified Information Systems of the functional requirements of the Supplier Portal, and Systems is already analyzing viable alternatives.</p> <p>We have published the Code of Ethics and Conduct for Suppliers on repsol.com, in the Company's three official languages, as both an online version and a version that can be printed as a pamphlet.</p> <p>We have included a single clause covering human rights issues and the new Code of Ethics and Conduct for Suppliers. We have also proposed including the Code of Ethics and Conduct for Suppliers as an appendix to the purchasing and contracting general terms and conditions. The new general terms and conditions have been approved and published on Repsol.com.</p> <p>As of the date of this report, Exploration and Production holds quality meetings with its key suppliers. Among other aspects, suppliers' performance in terms of sustainability issues is assessed at these meetings.</p> <p>The Industrial Area has been arranging ongoing and regular meetings with suppliers, mainly to address issues relating to safety and management.</p>

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.
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	More than 25,000 invoices were processed in 2013 by the online invoicing system. In 2014, nearly 30,000 electronic invoices have been processed, while self-invoicing exceeded 480,000.

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

CLOSING TEXT**2013**

- The clauses have been set out for the Lubricants and Specialities business and included in 3 agreements and 41 contracts with transport companies.
- Corporate responsibility clauses have been included in LPG Spain contracts (since 2012) and in Service Stations in Spain.
- The wording of the common clause for the company is being evaluated.

2014

- LPG Business Unit:
 - As part of the selection process in Spain, potential distributors are required to accept the conduct guidelines established in the Code of Ethics and Conduct for Suppliers, for all agreements closed during the year.
 - We have included safety and environmental clauses in all contracts with distributors in Ecuador and carry out regular audits to assess distributor performance in that regard.
 - All contracts with bottled gas distributors in Peru include a human rights clause in addition to regulatory compliance and environmental management clauses. We are also developing an audit process for annual checks of contract requirements.
- Lubricants, Asphalts and Specialized Products Business Unit:
 - Commercial contracts in the lubricants business have included a specific human rights clause since 2013. In 2014, three new contracts were signed, which will be governed by these clauses. In addition, we have incorporated the Code of Ethics and Conduct into international lubricant sales contracts and new asphalts and specialized products agency and distribution agreements. This undertaking is auditable and covers the minimum conduct required of local distributors and manufacturers on the corporate social responsibility front.

CLOSING TEXT

- Lubricant and specialized product carriers, meanwhile, have signed 37 contracts that include clauses undertaking to respect human rights and foster their protection in their own business dealings.
 - During 2014, we have revised contracts to include the human rights clause in Costa Rica, El Salvador, Panama and Uruguay.
 - Direct Sales Business Unit:
 - In Spain, the human rights protection clause was included in one new contract signed with a yacht club and seven agreements entered into with commercial distributors. We have signed a further eight new contracts containing this clause in Portugal.
 - Forty-one new contracts including the corporate responsibility clause were signed in the Portuguese Service Stations Business Unit.
 - Additionally, all contracts signed with branded service stations in Spain include a corporate responsibility clause that encompasses human rights protection, safety and the environment.
 - In addition, Repsol has established mechanisms for controlling and monitoring the performance of its commercial distributors, non-operated service stations and other companies it works with, such as transport carriers, installers, etc., in terms of ethical conduct and human rights matters.
 - In the Lubricants business, Repsol's Internal Audit service conducted two control and monitoring audits of lubricant manufacturing operations in Malaysia and China in 2014. As part of the audits, we have evaluated these suppliers' performance with respect to human rights requirements. In addition, we have created a CSR audit program to check compliance with the Code of Ethics and Conduct for Suppliers, which has been attached to all distribution and manufacturing contracts. This audit program will start up in 2015, and we expect to carry out 10 CSR audits.
-

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <ul style="list-style-type: none"> - The Sustainability Plan was announced at the Convention of Direct Sales Commercial Distributors on 16 and 17 October. - The announcement was made at Ports on 24 and 25 October. - The options have been evaluated for service stations (emails with presentation and link, inclusion in the contractor accreditation platform, etc). Pending execution. - LPG Spain: The Code of Ethics and Conduct has been included in the contractor management platform to ensure awareness and dissemination. <p>2014</p> <ul style="list-style-type: none"> - LPG Spain: We have included the Code of Ethics and Conduct in the supplier management platform, in order to ensure familiarity with and distribution of the code.

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.
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <ul style="list-style-type: none"> - This is being carried out in Service Stations. - Dissemination in Direct Sales is planned for early 2014. <p>2014</p> <ul style="list-style-type: none"> - In February 2014, we sent an email with a link to the Corporate Social Responsibility Report, to 104 customers in the Large Customers and Direct Sales divisions.

Programme 6

Consumer issues

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	<ul style="list-style-type: none"> - 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 Chemicals Executive Direction centres.
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013

- Completed revision of 100% of the Safety Data Sheets of the products marketed by Repsol Chemicals.
- Ongoing and well advanced revision of the Internal Safety Data Sheets (FIS) and Internal Product Data Sheets (HIP) of the products handled in Repsol Chemicals centres.

CLOSING TEXT

2014

- We have reached 100% completion in the review of safety data sheets for products sold by Repsol Química.
 - The review of internal safety sheets and internal product data sheets of products handled at Repsol Química centers continues well under way. Since 2013, 90% of the internal safety sheets and internal product data sheets have been reviewed.
-

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
	<p>2013</p> <p>At the end of 2013 the indicators of the level of customer services highlighted the following:</p> <ul style="list-style-type: none"> - Level of service in deliveries: [annual target exceeded]. - Level of online phone services: [annual target exceeded]. - Indicator of claim management of Repsol Chemicals: [annual target exceeded]. - Average claim management time: [annual target exceeded].
CLOSING TEXT	<p>2014</p> <p>At the 2014 year-end, the key customer service level indicators are as follows:</p> <ul style="list-style-type: none"> - Level of service in deliveries: accumulated 86.2% [annual target: 86.4%]. - Level of online and telephone service: accumulated 97.43% [annual target: 94.93%]. - Claims-to-sales ratio in Repsol Química: 0.27 [number of claims / 1,000 Tn sold]. - Average time for processing claims: accumulated 29 days [annual target: 27 days].

ACTION	<p>Disseminate, among our customers in Spain and Portugal, sustainability information on the company's chemicals activities.</p>
DESCRIPTION	<p>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.</p> <p>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.</p> <p>In this way, information on the activities that the Group carries out and that are of interest to our customers will be disseminated.</p>
INDICATOR	<p>Number of customers that have been sent Repsol's annual Corporate Responsibility Report.</p>
YEAR IMPLEMENTED	<p>2013-2014</p>
<p>CLOSING TO THE ACTION AS OF 31/12/2014</p>	
STATUS	<p>Fulfilled.</p>
CLOSING TEXT	<p>On the following page.</p>

CLOSING TEXT

2013

The Corporate Responsibility report for 2013 will be sent to our customers, selecting a suitable target audience (Executives, Commercial Services, CSR and Purchasing Departments).

Meanwhile, to communicate Repsol's actions in the area of corporate responsibility, we propose issuing a press release which highlights the actions of Repsol Chemicals in specialist media in the sector (plastic converters, specialist journals in the chemical business sector).

Corporate responsibility activities will also be promoted in public events in which Repsol Chemicals participates.

2014

Repsol's 2014 Corporate Social Responsibility Report has only been made available in electronic format.

In order to efficiently distribute it to Repsol Química customers, we included a note about publication of the report in the polyolefins newsletter, which is emailed to all Repsol Química polyolefins customers.

In addition, we have promoted dissemination of actions falling under the sustainability plan and the corporate social responsibility plan in the 2014 European Chemical Industry Council (CEFIC) sustainability report. This report has been widely distributed throughout CEFIC's network of European institutional contacts (the European Parliament, the European Commission, non-governmental organizations, and over 29,000 companies forming part of the association's European network).

Click here for access to the report.

<http://www.cefic.org/Documents/Learn%20and%20Share/Social-Responsability-Brochure/Social-Responsability-in-the-european-chemical-Industry.pdf>

Social Responsibility in the European chemical industry [25 September 2014]

This brochure focus the social or 'people' dimension of sustainability. It addresses major challenges facing the European chemical industry on its journey towards sustainability.

ACTION	<p>Provide our business partners and consumers with information on the principal factors that affect fuel prices.</p>
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
<p>CLOSING TO THE ACTION AS OF 31/12/2014</p>	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <ul style="list-style-type: none"> - Distribution of informational videos at the virtual trade fair of Direct Sales Commercial Distributors. - 5 annual actions with visits to the refineries by 150 Service Station managers. - 3 guided tours for school students to Banática, Laboratório and Matosinhos [Mkt Portugal].

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>During 2013 the Safety Data Sheets were updated. To date: 16 in Lubricants (industrial section), 84 in asphalt emulsions and 199 in waxes.</p> <p>During 2014, we finalized the review and update of all the safety data sheets for the Asphalts and the Lubricants and Specialized Products areas, in accordance with REACH. The safety data sheets will be updated in accordance with the CLP regulation by June 2015.</p>

ACTION	<p>Continue improving safety in our customers' facilities in Spain.</p>
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 regular inspections of the installations and more frequent voluntary inspections than specified in regulations:</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	<p>Number of agreements signed.</p> <p>Number of training sessions given on:</p> <ul style="list-style-type: none"> • Instructions in case of an emergency and on the prevention of occupational risks. • Infrastructures for the distribution of LPG. <p>Number of communications made to users/channel.</p> <p>Percentage of facilities modified in accordance with best practices.</p> <p>Number of revisions carried out as part of the "Más por menos" pilot.</p> <p>Percentage of implementation of the new procedure for the communication of incidents.</p>
YEAR IMPLEMENTED	<p>On the following page.</p>

YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <ul style="list-style-type: none"> - Formalisation of the 112 agreements (agreements signed in 12 of the 16 Regions where we are present). - Vaporiser inspection campaign performed. - Technical Inspections of Deposits performed (96% of those scheduled). - Introduction of new automatic shut-off valves (92% of those scheduled). - Actions with stakeholders: <ul style="list-style-type: none"> - Campaign on good use of gas, with the Regional Government of Castile-La Mancha. - Safety campaign, with the Community of Madrid. - Training for firefighters and 112 platforms: A total of 33 sessions completed. - Training course in the Escuela Seguridad Pública de Andalucía: 2 sessions. - Collaboration in the production of a video with the Guardia Civil of Zamora. - Training sessions for Housewives' Associations in Levante. - Training for Repsol Gas Services and Transport Companies, mainly in compliance with safety regulations.

2014

CLOSING TEXT

- Formalization of agreements with the public emergency services (112): We have made progress toward signing agreements with the public emergency services in Extremadura, Asturias and the Balearic Islands.
 - We have carried out a summer vaporizer inspection campaign.
 - We have performed 94% of the Technical Deposits Inspections planned.
 - We have implemented new automatic shut-off valves (85% of those scheduled).
 - Deposits joints and valves replacement plan.
 - Actions with interested parties:
 - In February 2014, we distributed pamphlets and refrigerator magnets featuring safety tips for household customers (Galicia Regional Government).
 - Informative sessions for housewives (Valencia Regional Government).
 - In November 2014, we collaborated in the 2014 Safety Campaign promoted by the Madrid Regional Government.
 - Training for fire fighters and public emergency services: We offered a total of 26 training sessions.
 - We provided training for Repsol Gas Services, transport companies and distributing agents, primarily regarding compliance with safety regulations.
 - We have implemented the new procedure for reporting incidents.
-

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013

- Direct Sales:
 - Major Customers: 4.2.
 - Delegation Customers: 4.1.
 - Global Aviation: 4.26.
- Service Stations 4.1.
- Lubricants and Specialities: 4.33.
- LPG Spain:
 - Service Quality Index (ICSE): 7.65 out of 10.
 - Customer Satisfaction Index (ISC) Packaged goods: 4,34.
 - Introduction of a new organisation "Customer Response Service".
- LPG Portugal: bulk only: 4.43.

2014

We have modified the satisfaction surveys for service station customers and bottled LPG customers in Spain:

CLOSING TEXT

- Service stations: the survey assesses the customer's refueling experience during the past week, whereas the former survey assessed service in respect of the customer's usual brand.
- Bottled LPG: the survey assesses the inspection performed during the last month rather than the last year for customers who have had their gas installations inspected, sampling information at different times of the year.

The various customer satisfaction surveys use different methodologies. In Spain and Portugal, the surveys track overall satisfaction by product and customer group. Customers are asked at the start of the survey to directly rate their satisfaction on a scale from 1 to 5 [5 being very satisfied and 1 being very unsatisfied]. This marks a departure from former surveys in which we reported customer satisfaction levels, an indirect indicator calculated on the basis of the average scores for all aspects of the service experience. These improvements have yielded small changes in the resulting measurements with respect to the scores reported in prior years.

Overall satisfaction - Spain: Overall satisfaction - Service-station customers, Spain		
Customer group	2013	2014
Regular refuelers	4.33	NA

The methodology used in Spain to track service at the company's filling stations is based on the e3 program [the 3 e's standing for "excellent, enterprising stations" in Spanish].

Overall satisfaction - Direct Sales customers, Spain		
Customer group	2013	2014
Direct customers (large accounts)		
Centralized customers	4.4	N/A
Sales office customers	4.30	4.41
Other customers		
Distributor customers	N/A	4.61
Subsidiary customers	N/A	4.59
Overall satisfaction - Direct Sales customers, Portugal		
Customer group	2013	2014
Direct customers	N/A	N/A
Distributor customers	N/A	N/A
Overall satisfaction - Lubricant, asphalt and specialized product customers, Spain		
Customer group	2013	2014
Large customers		
Lubricants	4.32	4.20
Asphalts	4.38	4.26
Specialized products	4.31	4.29

CLOSING TEXT

CLOSING TEXT

Overall satisfaction - LPG customers, Spain		
Customer group	2013	2014
Bottled LPG customers (UD125 and UD110)		
Households	N/A	4.41
Bottled LPG customers (UI350) - Industrial container (35 kg)		
Households	N/A	4.33
Companies	N/A	4.4
Users of the official service – Inspection of gas installations		
Households	4,34	4.33
Companies	4,39	4.37
Piped LPG customers		
Personalized Multi-home Plan (PMP) -Households	N/A	4.23
Towns	N/A	4.14
Bulk LPG customers		
Companies	N/A	N/A
Households (PMP)	N/A	N/A
AutoGas customers - use of LPG as vehicle fuel		
Retail customers	N/A	4.26
Professional customers	N/A	4.18

- LPG Spain:
 - Service Quality Index 7.65 out of 10.
 - Implementation of a new Customer Response Service organization.

LPG Portugal	2013	2014
Piped	N/A	N/A
Bottled	N/A	N/A
Bulk	4.07	N/A

Programme 7

Community involvement and development

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <p>We have made progress in the different means of communication, finalising the website of the Industrial Complex of A Coruña in 2014. We achieved the following results:</p> <ul style="list-style-type: none"> - 152 press releases. - 588 updates to the websites of the Industrial Complexes. - 292 visits to the Industrial Complex. <p>2014</p> <p>In 2014, we have continued to support the plan and have achieved the following results:</p> <ul style="list-style-type: none"> - 140 press releases. - 750 updates to the website of the industrial complexes. - 270 visits to the industrial complexes.

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	In 2013 we collaborated in a total of 35 projects with Universities near our Industrial Complexes. In 2014, we carried out 29 collaborations.

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <p>In 2013 we invested a total of 249.9 million euros, and spent 43.1 million euros on shutdowns.</p> <p>Scheduled maintenance shutdowns represented around half a million subcontractor man-hours, the equivalent of 250 people per day among the five refineries.</p> <p>2014</p> <p>In 2014, the outlay recorded in the area's annual investment plan was €285 million. The cost for programmed facility maintenance shutdowns totaled €40.7 million and entailed a total of 600,000 contracted man-hours, which equals 300 people/day between the five refineries.</p>

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	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.
INDICATOR	<ul style="list-style-type: none"> - Investment in agreements of collaboration. - Number of collaborations and investments carried out.
YEAR IMPLEMENTED	2013 - 2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>In 2013 we invested a total of 4,104,000 euros in different collaboration programmes with institutions and collectives in the areas around the industrial centres. At the end of the year we had taken part in 295 collaborations.</p> <p>The 2014 investment in this regard was also approximately €4 million. We took part in 300 collaborations.</p>

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 students who have participated.
YEAR IMPLEMENTED	2013 - 2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	During 2013, 509 students took part in the different training courses and internships in the Industrial Complexes. In 2014, 500 students participated in the initiative.

ACTION

Promote the active participation and development of the local community near to the Dynasol industrial facility in Cantabria.

DESCRIPTION

- 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:
 - We will keep neighbours, public institutions, families, workers' friends, the media, civil society organisations and other stakeholders informed about our activities.
 - We will ensure that there is a communication channel for receiving and responding to complaints, concerns and suggestions by all stakeholders.
 - 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.
 - We will collaborate in the sponsorship of sports/ cultural acts in the community.
 - 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

On the following page.

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 whom an open communication channel is to be maintained. - Cost of the sports/cultural sponsorship.
YEAR IMPLEMENTED	2013 - 2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <p>We received a visit from the Councillor and Director General for the Environment of the Government of Cantabria on 19 November 2013.</p> <p>In December 2013 (as in 2012) there was a campaign to collect food for the Cantabria Food Bank, part of the initiative by Repsol Group in partnership with the Spanish Federation of Food Banks.</p> <p>2014</p> <p>We held an open house event for local residents in the area.</p> <p>We received a visit from the Cantabria Regional Government delegation and local authorities from Marina de Cudeyo participated in the open house for local residents. We have held meetings with those local authorities.</p> <p>Number of annual visits from students. We have received visits from students in the following degree programs: Universidad de Valladolid Chemical Engineering, Universidad de Cantabria Chemical Engineering and Bilbao Engineering.</p> <p>We received no formal complaints during the year.</p>

CLOSING TEXT

We maintain direct communication with the Marina de Cudeyo City Council and with the different neighborhood councils in villages surrounding the center. We organize regular meetings with the heads of the sporting clubs with which we collaborate.

We have earmarked €43,220 for sporting/cultural sponsorships, including the Dynasol Regatta (€28,000) and the Ser Cantabria Forum (€6,000).

In December 2014, in collaboration with the Marina de Cudeyo neighborhood coordination team, we carried out a food drive to support the basic needs of families in the municipality.

Between university and high school students, we brought in a total of 11 interns to the different areas of the complex.

In October 2014, in collaboration with the Cantabria Regional Department of Education, we implemented an internship program in the center, as part of the new Dual Occupational Training system.

In 2014, we met with the following stakeholders and authorities:

- Civil Defense agency (participation in the drill held at the complex's pier).
- Port authority (participation in the drill held at the complex's pier).
- Puertos del Estado (national port authority).
- Marine Civil Guard.
- Regional Department of Industry.
- Regional Department of the Environment.
- University-Business Forum.

In 2014, Dynasol participated in the launch of the "Industria base del desarrollo" ("Industry as the Springboard for Development") initiative organized by the CEOE-CEPYME and the Cantabria Regional Government. As part of this program, a visit was made to the Eras high school in order to inform students of Dynasol's activities and who they benefit, both in the surrounding area and throughout the region.

We also participated in the "Responsible Cantabria" program, sponsored by the Cantabria Regional Government. This program aims to promote the many initiatives carried out in the region by public and private institutions.

In October 2014, we signed a collaboration agreement with the Cantabria Regional Department of Education in order to serve as a collaborating company in the Dual Occupational Training program.

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:
 - We will keep neighbours, public institutions, families, workers' friends, the media, civil society organisations and other stakeholders informed about our activities.
 - We will ensure that there is a communication channel for receiving and responding to complaints, concerns and suggestions by all stakeholders.
 - 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.
 - We will collaborate in the sponsorship of sports/ cultural acts in the community.
 - 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

On the following page.

<p>INDICATOR</p>	<ul style="list-style-type: none"> - 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 students from local schools and universities. - Number of complaints responded to. - Stakeholder map for the facility. - List of the stakeholders with whom an open communication channel is to be maintained. - Cost of the sports/cultural sponsorship.
<p>YEAR IMPLEMENTED</p>	<p>2013-2014</p>
<p>CLOSING TO THE ACTION AS OF 31/12/2014</p>	
<p>STATUS</p>	<p>Fulfilled.</p>

<p>CLOSING TEXT</p>	<p>2013</p> <p>The following actions were taken in 2013:</p> <ul style="list-style-type: none"> - Participation in the sponsorship of sport/cultural events in the community. - Support for employees who are members of the sports/ social club AIRON CLUB, Monzón. - Collaboration with the Patronato Municipal de Festejos de Monzón and advertising in the local radio station Monzón Cadena Ser. - Collaboration with the Coral Montisonense in the celebration of its 25th Anniversary. - Collaboration with the local children's football team.
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-
- Ensuring the communications channel is available for receiving and responding to complaints.
 - We have an outside communications channel to receive complaints and claims via the email address adminpolidux@repsol.com.
This formal channel received complaints and claims according to the environmental procedure. No complaints or claims were received in 2013.
 - We have three email accounts for internal complaints and claims for use by employees at the centre. No complaints were received in 2013.
 - We have established a system for collecting suggestions through monthly safety reports by managers. 105 suggestions were received in 2013.
 - We offer other communication and consultation channels, such as group meetings and working breakfasts.
 - Collaborating with training programmes through company internships.
 - Collaboration with the Centro Salesiano of Monzón to offer internships for two students.
 - Collaboration with the integrated public vocational training school Pirámide in Huesca to offer an internship for one student.
 - Collaboration with the Mor de Fuentes public school in Monzón to offer an internship for one student.
 - Collaboration with Zaragoza University to offer internships for two students.
 - Participating in meetings and dialogue processes.
 - Participation in the meeting with the Environment Council of Monzón Town Council, attended by representatives of companies, Government bodies, residents and other community agents.
 - Reporting our activity.
 - Local actions to communicate with suppliers and contractors through training and coordination sessions.
-

CLOSING TEXT

2014

- Disseminating information about our activity
 - We have notified the local press about Polidux's food drive.
 - We have carried out local dissemination actions for suppliers and contractors through training and communication workshops.
 - We have informed the Town Council and the Trade Fair Institution about the Mobile Classroom for 2015.
 - We have held meetings with INAGA and the Monzón Town Council about the EPS/ABS dismantling and transfer of silos to area 2 plan.
- Ensuring a communication channel is available for receiving and responding to grievances by interested parties.
 - We have installed a suggestion box.
 - We receive and respond to employee suggestions/ concerns through group meetings, security reports and working breakfasts.
 - We also have an outside communications channel for receiving complaints and claims via the following email address: adminpolidux@repsol.com.
- Holding regular meetings with interest parties to gauge local, social and environment expectations of the immediate surroundings.
 - We have participated in a meeting with Environment Council of Monzón Town Council, attended by representatives of companies, politicians and local residents.
- Helping sponsor sporting and cultural events
 - We have acquired computer consumables from the Special Employment Center.
 - We have helped support membership fees of employees who are members of the AIRON CLUB sporting/social club in Monzón.
 - We have collaborated with the Patronato Municipal de Festejos de Monzón and advertised in the local radio station, Radio Monzón Cadena SER.
- Carrying out training and awareness-raising programs targeting youths in the region
 - Collaboration with the Centro Salesiano de Monzón to offer internships for one student.
 - Collaboration with the Autoescuela de San Mateo drivers' education school for driving lessons of another student.

CLOSING TEXT

ACTION	Promote the active participation and development of the local community near to the General Química industrial facility in Alava.
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 General Química industrial facility, through the following actions:</p> <ul style="list-style-type: none"> - 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 days at the facility for employees' families, neighbours, pupils from local schools and the general public. In this way, we will strengthen ties with these groups and raise their awareness of our activities, processes and contribution to the local community, as well as providing an overview of the labour situation in the area.
INDICATOR	<ul style="list-style-type: none"> - One awareness day on the activities of the facility held each year for employees. - Number of annual visits by pupils from local schools. - 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 whom an open communication channel is to be maintained.
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

CLOSING TEXT

2013

- The annual information meeting was held for all the regular workforce. This meeting took place on 18 December in two sessions, one in the morning and another in the afternoon, and reported the company's activities in different areas, economic results, changes to the workforce, and the objectives set for the next year.
- The general meeting on the Chemicals Competitiveness Plan was held on 26 September.
- Visit to the U.P.V. with students from the Faculty of Chemistry.
- Visit by the Álava Chamber of Commerce.
- Visit by the Vocational Training Centre of Instituto Técnico de Miranda de Ebro.
- Visit by the Vocational Training Centre Diocesanas de Vitoria.
- Visit by the Cuadrilla de Añana.
- No complaints were received.
- Ongoing relationships with the different Institutions: Lantarón Town Council, Diputación foral de Álava, Basque Government, Confederación Hidrográfica del Ebro, Junta Administrativa de Comuni3n, which can all be considered excellent.
- Agreement with the Escuela T3cnica de Ingenier3a de Vitoria for student internships.
- Agreement with the Instituto T3cnico de Miranda de Ebro for student internships.

2014

- We have maintained the communications channel for receiving and responding to complaints. We did not receive any complaints during the year.
 - We have extended the communications channel by adding an internal mailbox so that our staff can submit suggestions.
 - We have carried out the annual informative workshop for all staff personnel. During the workshop, held in a morning and an afternoon session on December 18, 2014, information was provided on the company's actions in the different areas, its earnings, changes in headcount, and the objectives set for the coming year.
 - We have organized guided tours of the complex for our employees; these visits were highly successful.
-

CLOSING TEXT

- We have held informational meetings with the owners of land adjacent to the complex.
 - We have organized a visit and established collaboration with the group KUO in order to enlarge the current rubber joint venture.
 - We have organized a visit and established collaboration with different official environmental agencies in the province.
 - We have participated in the rubber training modules included in Repsol's master program.
 - We have participated in and collaborated with the European REACH Consortium.
 - We have participated in working groups involving manufacturers of rubber-based chemical products.
 - We have carried out a visit and established collaboration with customers such as Michelin.
 - We have participated in international rubber-related events (Rubber Exhibition in Moscow and Turkey, the Cordiant Convention in Moscow, Chemspect in Europe, and more).
 - We have organized visits from
 - The Miranda de Ebro Centro de Formación Profesional Instituto Técnico.
 - The Victoria Centro de Formación Profesional Diocesanas.
 - The Universidad del País Vasco.
 - The students in the industrial boiler operator course given by the Bilbao-based company Ingenieros Consultores, S.L.
 - We maintain excellent, fluid relationships with several different institutions: Lantarón City Council, Álava Provincial Government, Basque Government, Confederación Hidrográfica del Ebro, and the Comunidad Administrativa Council.
 - We have signed agreements with the Escuela Técnica de Ingeniería de Vitoria and the Instituto Técnico de Miranda de Ebro for student internships.
-

<p>ACTION</p>	<p>Promote the active participation and development of the local community near to Repsol Polímeros industrial facility in Sines.</p>
<p>DESCRIPTION</p>	<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.
<p>INDICATOR</p>	<ul style="list-style-type: none"> - Number of entities sponsored by Repsol. - An open day. - Number of publications in local newspapers. - An awareness day for the community. - Number of annual visits by students from local schools and universities. - Number of participations in community events. - Number of visits made to school classes.
<p>YEAR IMPLEMENTED</p>	<p>On the following page.</p>

YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <ul style="list-style-type: none"> - 20 entities sponsored by Repsol (Protocols with Town Councils of Sines and Santiago do Cacém). - An open day (24/07/2013). - 47 items published in local media. (12 OLeMe +2 Sem Mais +12 Antena Miróbriga +12 radio Sines +4 Vasquinho-escolas). - A community awareness day (on 26 May, alongside the Carpa Recapacita). - 24 annual visits by students from schools and universities. - 25 participations in Regional events (Participation in the Grupo Escolar de Sines AVES / Festival Musicas do Mundo/ Armazém BA / JOBSHOP IST + workshop / Socio-cultural events /Mega aula Cerci). - 2 visits to schools (Primary schools – Promotion of chemistry).

2014

CLOSING TEXT

- 23 entities sponsored by Repsol: 15 protocols with city councils of Sines and eight in Santiago do Cacém
 - 37 annual visits by students from schools and universities
 - 28 participations in regional events.
 - Participation in the AVES Grupo Escolar de Sines (6), Santiago do Cacém (10),
 - Músicas do Mundo Festival (1).
 - Comissão de Proteção Crianças y Jovens (2).
 - COMSines (1).
 - Socio-cultural and sporting events (8) (Ajagato, Quadricultura).
 - Communication to all employees of the status of the industrial complex/business by the General Manager.
 - Implementation of the Ambassador program at three local schools.
 - Four occasions to share information on our industrial complex (activities and products) in schools and to promote visits by other stakeholders (schools, journalists, etc.).
 - Diversity and work/life balance (awareness in contracts).
 - General Manager present in the Alentejo Litoral 2014-2020 Strategic Plan.
 - Christmas party and gifts for nearly 250 disadvantaged children through local community support organizations (Cercisiago, Lar Farol, Lar Ancora, etc.).
 - 40 publications in local newspapers (O Leme, 12; Radio Sines, 12; Miróbriga , 12; Vasquinho, 4).
-

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	<p>Maintaining the agreements up-to-date.</p> <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
YEAR IMPLEMENTED	2013
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013

We have continued to maintain follow-up meetings with the guilds as set out in the Partnership Agreement:

- Agreement with the Federation of Fishermen's Guilds: 2012-2016.
- Agreement with the Consejo Comarcal del Baix Ebre: 2013.

2014

We have continued to hold follow-up meetings with the guilds as set out in the Collaboration Agreement:

- Agreement with the Federation of Fishermen's Guilds: 2012-2016.
- Agreement with the Consejo Comarcal del Baix Ebre: 2013.

CLOSING TEXT

The following expenditures were made in 2014:

- Transport for persons with reduced mobility in Baix Ebre: €25,000.
 - Deltamedia (collaboration with radio stations): €5,000.
 - Valls Chamber of Commerce: €9,131.
 - Donation to the festival to support the Tarragona branch of the national police force: €700.
 - Ebre Digital (advertising collaboration): €6,000.
 - Tortosa Chamber of Commerce €6,000.
-

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013

Projects completed:

- Offshore Safety Seminars.
- Entrepreneurs' Fund Promotion.
- Actions in Service Stations (products with Designation of Origin).

In progress:

- Mobile classroom.
- Recovery of submersed aquatic vegetation.
- Electric vehicles.

Currently being studied:

- Geothermals project.
- Recapacita.
- Whale spotting.
- Deeptrek project.

CLOSING TEXT

Postponed:

- Microalgae sector research.
- Nino-Nina project.
- Fin Whale.
- Sports event.

2014

Projects completed:

- Canary Islands mobile classroom.
 - Canary Islands "Citizen R".
 - Cymolab Project: Recovery of submersed aquatic vegetation.
 - Signature of the Repsol Foundation-ULPGC Collaboration Agreement.
 - Participation in the "Sky, Land and Sea" Workshop in the Canary Islands.
 - Attendance at the 25th Anniversary of the Canary Islands Colegio de Biólogos.
-

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"> - Formalisation of the project's final objectives. - Formalisation of the contract. - Initiation of the field campaign.
YEAR IMPLEMENTED	2013-2015
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Unfulfilled.
CLOSING TEXT	<ul style="list-style-type: none"> - The meeting to clarify the project was held in May 2013, followed by a visit by the research company to the Canary Islands. After the visit, the presentation of a review offer settled a possible agreement. - Having analysed the project, it is not found to be feasible at this stage. The offer was analysed internally, and after consulted our partners of the drilling project we decided not to undertake the research project at this stage. It will be reconsidered at a later stage. - The project was abandoned in 2014.

ACTION	Develop a training plan through academic grants for young people in the area of operations in the Canary Islands (Spain).
DESCRIPTION	<p>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.</p> <p>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”.</p>
INDICATOR	<p>Assigning of two grants.</p> <p>Execution of the programme in 2013, if it applies.</p>
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Unfulfilled.
CLOSING TEXT	<p>2013</p> <p>This action is being processed. We are awaiting a meeting with the Repsol’s Instituto Superior de Formación.</p> <p>2014</p> <p>After analyzing this project as a potential part of the Canary Islands Responsible Plan, we decided to rule it out.</p>

ACTION	Encourage local purchases in exploration and production activities in Spain.
DESCRIPTION	<p>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:</p> <ul style="list-style-type: none"> - 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. <p>For the local suppliers identified in the areas of operations, to give continuity to their development and continue encouraging the contracting of local suppliers.</p>
INDICATOR	<ul style="list-style-type: none"> - Percentage of local suppliers included in bidding contests. - Percentage of local suppliers adjudicated.
YEAR IMPLEMENTED	2013-2014*
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013

Canary Islands:

- The logistical base of the project has been put out to tender, inviting 95% of the local service providers to bid, encouraging the use of local labour, as with all subcontracted services for the base. Several meetings have been held in the Canary Islands with service providers to hear their technical offers and prices.
- Helicopter: although Inaer's company headquarters are in Alicante, it has a base of operations in the Canary Islands, leading to the need to hire airport services and personnel.
- For the drilling campaign, these are the most important services where local contracts can be considered.

Tarragona:

- We continue to invite local providers to bid for the most important services, including: Repasa, ENWESA, CASA FELIX, and DUE.
- We have not found any local provider which we can develop for some of the services normally required.

CLOSING TEXT

2014

Canary Islands:

- Logistical base: We have awarded the supplier Hamilton (100% Canary Island-owned) a €9.5 million contract, thereby encouraging the hiring of local workers, as well as the sub-contracting of local companies, to support operations. This contract entered into force on July 29, 2014 and is valid for one year. A total of 95% of the companies participating in the tenders process were from the Canary Islands.
 - Helicopter: Although Inaer is based in Alicante, it has an operating base in the Canary Islands. This arrangement gives rise to the engagement of services and personnel in the airport in order to meet the required service level. This contract is for an estimated value of €4.8 million.
 - Chemicals storage: We have awarded this service contract to a Canary Island-based company, Gemecan. The contract is currently being negotiated.
-

-
- Gasoil: This contract has local content due to the use of Canary Island terminals. The companies providing this service are based on the island. The estimated amount awarded under this contract for the drilling of one [1] well is USD 12.5 million.
 - For the drilling campaign, these are the most important services that could entail local contracting.
 - Emergency response: We have contracted a local company [SEPCAN] to manage coastal anti-contamination equipment in the event of a spill.

CLOSING TEXT**Tarragona:**

- We have continued awarding the most costly services to local suppliers, including the following: REPASA, ENWESA, CASA FELIX, and DUE. We also work with a local maintenance company and local workshops for small repairs.
- We have not identified any local suppliers that could carry out any of the services normally required.

Poseidón:

In 2014, we continued to work with Sertego for the transport of formation water. In 2015, we awarded this service to MARDARAS.

*We have extended the time set for the action.

<p>ACTION</p>	<p>Promote the active participation and development of the community in the hydrocarbon exploration and production operations in Huelva.</p>
<p>DESCRIPTION</p>	<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"> • Agreement of collaboration with the Moguer Town Hall: funding of the work to improve the forest paths of Las Peñuelas. • Donation to the Symphonic Festival of Liceo Municipal de la Música, Moguer Town Council. • 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"> • Funding of the guide of the Moret Park. • Return of the "Aula Móvil" to Huelva.
<p>INDICATOR</p>	<p>Execution of the programmes agreed on.</p>
<p>YEAR IMPLEMENTED</p>	<p>2013-2014*</p>
<p>CLOSING TO THE ACTION AS OF 31/12/2014</p>	
<p>STATUS</p>	<p>Fulfilled.</p>
<p>CLOSING TEXT</p>	<p>On the following page.</p>

CLOSING TEXT

2013

Work carried out to:

- Update and improve the Camino de las Peñuelas road.
In 2013 a 600 m stretch of Camino de las Peñuelas was asphalted, with 1200 m remaining to be asphalted in 2014.
- Donation to the music festival.
- Visit by the Mobile Classroom to Huelva.

Suspended:

- Sponsorship of the women's basketball team.
- Funding of the guide to the Moret Park in Huelva due to the interruption of the permits at Poseidón, for production water treatment.

We are awaiting the Resolution of the Junta de Andalucía to be able to continue our actions with Huelva City Council.

2014

We have made the following economic contributions:

- Zenobia Foundation - Juan Ramón Jiménez. Casa Museo de Juan Ramón Jiménez: €2,000.
- Primitivo Lázaro de Moguer Cultural Association. Symphony Festival: €2,500.

*We have extended the time set for the action.

ACTION	Promote purchases in centres that employ people with disabilities 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	Number of Special Employment Centres registered. Cost of purchases from Special Employment Centres.
YEAR IMPLEMENTED	2013-2014
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	In 2013 we made purchases from 41 Special Employment Centres (CEE) worth 3.6 million euros. In 2014, we made purchases from 43 Special Employment Centers (CEE), worth €3.5 million.

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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013

- Partnership with the Guadalajara Food Bank, donating food from our Service Stations each week.
- Continuation of the partnership agreements with Ayuda en Acción, Cruz Roja and Fundación Once.
- Sale in Service Stations of the book "Recetas para un mundo mejor" (proceeds go to a charity project of the NGO Alianza por la Solidaridad).
- Delivery to the Red Cross of food from Service Station shops.
- Adoption of trees with Direct Sales Commercial Distributors.
- Inclusion of a Food Bank donation in the Direct Sales first fill campaign.
- Improved coordination with external resources for emergency response in Bailén (Lubricants and Specialities). Presentation of a safety lecture in bitumen loading, unloading and transport operations for firefighters in Tarragona, followed by a drill with them.
- Participation in the safety seminar given by the Business Association of Valle de Escombreras. (Lubricants and Specialities).
- Practical training for Vocational Training students (Lubricants and Specialities).
- Collaboration in the local festivities of the district of the Palencia factory (Lubricants and Specialities) and distribution of promotional items.
- Participation in the Congresso Rodoviário Português (Lubricants and Specialities).
- Educational action on Lubricants and Fuels given by REPSOL and ISEC (Instituto Superior de Engenharia de Coimbra).
- Participation in the second stage of "Mais que Palavras" (50 projects, 1 award) (Mkt Portugal).
- Donation of 50 sets of computer equipment for reuse (Mkt Portugal).
- Collection of used clothing with the "HUMANA" Association (Mkt Portugal).
- Participation in a road emergency drill sponsored by Coimbra Civil Protection (simulation of an accident involving a gas tanker truck), to check the functioning of the security forces and hospital emergency services. (LPG Portugal).

CLOSING TEXT

2014Global Commercial Area

RED CROSS –

- “Sorteo del Oro” lottery ticket sales campaign Service stations: 182,033. Butane agencies: 34,000.
- “Ahora + que nunca” [“Now more than ever”]. Donation of foodstuffs for each propane gas order received in November and December 2014 to support a school development projects for at-risk youth.
- “Día de la banderita” [“Flag Day”]. Dissemination of the “Flag Day” campaign through the service stations, Copiloto, the Direct Sales customer newsletter and the presence of volunteers at Campsared service stations. October 2014.
- Donation of foodstuffs at Campsared service stations, valued at €1,500.

FESBAL - SPANISH FOOD BANK –

- Charity bracelet campaign in Campsared (one bracelet purchased = 1 kg of foodstuffs donated), with a matching donation from the Repsol Foundation.
- Local campaign (LPG). For each budgeted installation requested, we donate 1 kg of foodstuffs. 3,601 kg donated.
- Donation of 3,400 kilos of foodstuffs - Commercial Area Business Plan.
- Donation to the Guadalajara Food Bank (Logista service stations). Approximately 10 metric tons of food, valued at €48,639.05.
- Employment security project at Madrid Food Bank [Commercial Area Safety, Environment and Quality]. Under way.

PAIDEIA-GALIZA FOUNDATION - Donation of €18,000 to collaborate in a project granting scholarships to at-risk youth.

MADRE CORAJE – Clothing drive at Campsared service stations and the branded service stations. A total of 64 bins installed, with over 60 metric tons of clothing collected. All the clothing is funneled to development projects in Peru, Spain and Mozambique.

Federación Española de Bebidas Espirituosas (FEBE) - Road safety awareness and responsible consumption of alcoholic beverages - August 2014 at four Campsared service stations. Over 1,000 customers reached.

CLOSING TEXT

Ayuda en Acción [Spanish chapter of Action Aid] and the Repsol Foundation - Donation of travel points at services stations to support school lunches, in collaboration with Ayuda en Acción and the Repsol Foundation. 800 points donated, equivalent to 800 school lunch grants.

Alianza por la Solidaridad and the Repsol Foundation - Sale of a charity cookbook (8,000 books sold). Beneficiaries: food development projects in Senegal.

“APADRINA UN ARBOL” FOUNDATION -

Sponsoring a tree [3,400 Commercial Area Business Plan]

Gifts for customers at marketing events.

CORPORATE CULTURE

Collaboration by the Commercial Area in disseminating the “Hay Salida” [“There is a Way Out”] campaign against domestic abuse [service stations, plants and factories].

Collaboration in open house events 2014.

Donation of merchandise at charity running events and charity markets.

Support of the differently-abled integration program [Commercial Area].

CLOSING TEXT

Marketing Portugal:

Participation in working groups at APETRO - Safety at service stations, Environment - protection and renewal of land and groundwater; Safety for fuel and LPG carriers.

Adherence to the Instituto Português de Corporate Governance [IPCG].

Adherence to GRACE - body overseeing the design, promotion and development of corporate social responsibility initiatives.

Lubricants, asphalts and specialized products:

1/ In the FLOTAS-Lubricants area:

- Participation in the Repsol AGRO Seminars.
- Participation in the Repsol Fuel and Services Seminars.
- Agro Seminar at SUCA Huelva.
- Lubricants Training Seminar at Universidad de Valencia.

2/ In the Large Area-Lubricants area:

- Attendance at events to celebrate Sadeco’s 20th anniversary.
 - Attendance at events to support the national police force.
-

CLOSING TEXT

3/ In the DEALERSHIPS-Lubricants area:

- Technical lecture on lubricants at Nissan's Barcelona factory.
- Participation in forums in the FACONAUTO Annual Conference.
- Participation in the SEAT Dealerships Assembly, through ANCOSAT.

4/ In the MARINE-Lubricants area:

- Technical lectures on lubricants at the Canary Islands and Barcelona Universidades de Náutica.

5/ Training at WORK CENTERS:

- Dual Occupational Training with the Virgen de Gracia de Puertollano Vocational School (two students) during the 2014-2015 academic year. Training cycle: Programming of mechanical manufacturing production.
- Collaboration with training at work centers (one student) with the Cantabria High School at the Gajano (Cantabria) factory.
- Unpaid work experience as part of the chemical plants operator course (five students) in Cartagena, collaboration with the Murcia Regional Employment and Training Service.
- Collaboration in the training of university students through the external internships agreement with Universidad de Valladolid.
- Collaboration in the training of students in higher-learning cycles through the Castilla y León Regional Government's CICERÓN program.

6/ Improved coordination with external bodies (fire-fighters, Civil Defense) in emergency situations.

- Tarragona: drill carried out in conjunction with the Catalonia Regional Government Fire Department.

7/ Speech at the XII Edition of the Universidad de Castilla la Mancha Engineering and Environmental Management Masters (implementation of an Environmental Management System in the chemicals industry).

8/ Donation of four basketball hoops to the Allende el Río de Palencia Neighborhood Association.

9/ Celebration of the Betún Road Safety Seminar (loading and unloading), with customers and transport companies in the northeast region, held in Santiago de Compostela.

10/ Collaboration with the Rábade City Council (Lugo) for Bicycle Day.

LPG Spain:

- Gijón factory: Delivery of a compressor to the San Eustaquio - La Salle center: <http://www.elcomercio.es/gijon/201412/18/entrega-compresor-eutiquio-salle-20141218003630-v.html>
- Alcudia factory: Collection of Nespresso capsules for a non-profit organization supporting Alzheimer's patients.

LPG Portugal:

- Participation in working groups in APETRO - LPG technical committee; Safe transport of fuel and LPG; Accidents in outdoor LPG facilities.
- As part of the Internal Emergency Plan drill at the Banática facility, and to verify how well the security forces and the hospital emergency teams respond, the External Emergency Plan was tested, with the support of local authorities (Civil Defense and the Almada City Council). The scenario tested during the year was an alert of an LPG leak impacting the neighboring population.
- Participation in volunteer days - Funds drive by the Portuguese League against Cancer; Activities to eradicate food waste by the Banco de Alimentos contra el Hambre.

CLOSING TEXT

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	2013-2014*
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	<p>2013</p> <p>All the Industrial Complexes (Cartagena, Tarragona, A Coruña, Puertollano and Petronor) are carrying out perception studies. During the first half of 2014 we will have the results of the studies.</p> <p>2014</p> <p>All the industrial complexes (Cartagena, Tarragona, A Coruña, Puertollano and Petronor) have carried out perception studies. The results of the studies (qualitative and quantitative reports) are now available.</p> <p>*We have extended the time set for the action.</p>

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	<ul style="list-style-type: none"> - 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
CLOSING TO THE ACTION AS OF 31/12/2014	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

2013**Number of grants and unpaid work experience contracts.**

Compliance with the established indicator is as follows:

- No. of grants: 327.
- No. of unpaid work experience contracts: 456.

We also took part in the “Invest for Children” project, a partnership agreement with the Fundació Aura (Barcelona), for unpaid work experience in the Ultra service station for a student with intellectual disabilities.

Number of agreements with Vocational Training Centres (FCT).

There were a total of 32 agreements with Vocational Training Centres.

At the end of January 101 Retail students were taking or had taken their workplace training placements in our service stations network, and 92 in Campsared service stations.

Number of graduates of our Master programmes

Our Further Training Centre teaches the 2012-2013 Master programmes. A total of 114 students took part in the programmes, in the following specialisms:

- Exploration and Production, 39.
- Refining, 29.
- Energy management, 46.

CLOSING TEXT**Number of internship contracts**

There was a total of 147 internship contracts in Spain and Portugal.

2014**Number of grants and unpaid work experience given**

Spain: Grants 307, Work experiences 231.

Portugal: Grants 8, Work experiences 2.

Number of agreements with Vocational Training Centers

Spain: 29, Total agreements arranged (including vocational training, universities and business schools: 127).

Portugal: 6.

Number of participants in the masters programs given at the Repsol Further Training Center: 77 beginning the masters program, 92 completing the masters program.

Number of internship contracts, excluding participants in the Repsol Spain masters programs: 44.

List of Actions

Legal Notice	3
Year End Report on Actions of the Repsol Sustainability Plan for Spain and Portugal 2013-2014 on December 31th, 2014.	4
Programme 1: Organisational Governance	4
Extend the Corporate Responsibility coordination system to Spain's industrial facilities.	4
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.	6
Incorporate the revision of Corporate Responsibility aspects in the auditing projects of Spain and Portugal.	8
Participate in the global initiative "Responsible Care" to improve safety and the Environment in the Chemical activities in Spain.	9
Programme 2: Human Rights	11
Ensure that all Spain Business Unit personnel complete the course on human rights.	11
Invest in the accessibility at Spain and Portugal's service stations.	12
Promote the employment of people with disabilities in Spain and Portugal, fostering equal opportunities.	14
Programme 3: Labour practices	21
Develop and execute the Health and Safety Plan of the refining industrial facilities in Spain.	21
Update the safety and environmental risk analyses of the industrial facilities in Spain and Portugal.	23
Encourage safety in the activities of the Service Stations's contractors in Spain.	24
Promote healthy habits among shift workers of the specialized products and lubricants area	25
Develop a retribution model that is linked to the objectives of employees subscribed under the scope of collective agreements in Spain.	26
Boosting Repsol's model of innovation and continuous improvement.	27

Programme 4: The Environment	30
Promote investments in the sustainability of Repsol's office buildings in Spain.	30
Co-invest in Spanish SMEs that develop innovative initiatives in industrial, energy and environmental technologies.	31
Promote measures to incentivise energy efficiency at refining industrial facilities in Spain.	32
Develop a Water Management Plan for refining operations in Spain	34
Improve our energy efficiency in the product production processes at the petrochemical facilities in Spain and Portugal.	35
Minimise the emissions of CO2 and improve energy efficiency of the exploration and production operations in Spain.	39
Eliminate the impacts of the overland transport of water generated by the Huelva exploration and production plant.	40
Implement energy efficiency measures in the exploration and production activities at the Casablanca offshore platform in Tarragona.	41
Identify opportunities to improve the energy efficiency of our operations in Spain and Portugal, and to reduce our greenhouse gas emissions.	42
Improved waste management.	43
Research and develop less polluting products in the business unit of lubricants and specialities in Spain.	44
Identify solutions for the reduction of greenhouse gas emissions in the activities of service stations and direct sales in Spain.	45
Promote energy saving and efficiency in business activities and in those of our customers in Spain and Portugal.	46
Foster recycling, the reuse of materials and energy efficiency among employees from the Commercial Area in Spain and Portugal.	47
Programme 5: Fair operating practices	50
Monitoring and on-going improvement of the Repsol Group's Crime Prevention Model in Spain.	50
Cooperate with major business partners or projects managers in which we participate, in the fight against corruption and bribery in Portugal.	52
Monitoring, updating and assessing the System of Internal Control over Financial Reporting (SCIIF) in Spain.	53
Implement our Ethics and Conduct Regulation in contracts with distributors in Spain and Portugal.	54

Periodically assess Repsol's road transport suppliers in Spain and Portugal on their compliance with aspects related to ethics and Human Rights.	55
Support and promote the actions of the company's 2013 Corporate Sustainability Plan that concern the supply chain and apply to Spain and Portugal.	57
Strengthen the distribution of the company's sustainability information among our suppliers in Spain and Portugal.	60
Promote self-billing and electronic billing to make the process more efficient and to ensure ontime payments to our suppliers and contractors in Spain.	61
Integrate ethical, environmental and Human Rights criteria in the clauses of contracts made with the distributors and commercial business partners in Spain and Portugal.	62
Communicate Repsol's Ethics and Conduct Regulation to the business partners of the business activities in Spain and Portugal.	65
Strengthen the distribution of the company's social and environmental information among its business partners and customers in Spain.	66
Programme 6: Consumer issues	67
Inform employees and consumers in Spain and Portugal on the hazards involved in handling and using the chemical products that we market.	67
Monitor the indicators of the level of satisfaction of our customers in Spain and Portugal.	69
Disseminate, among our customers in Spain and Portugal, sustainability information on the company's chemicals activities.	70
Provide our business partners and consumers with information on the principal factors that affect fuel prices.	72
Maintain updated information on the health, safety and environmental aspects of the products that we market.	73
Continue improving safety in our customers' facilities in Spain.	74
Report on the level of satisfaction of our customers in Spain and Portugal with the aim of improving it each year.	77
Programme 7: Community involvement and development	81
Improve communication with society, responding to its requests for information and concerns related with our activities	81
Establish transparent and smooth relations with universities in the areas around the refining industrial facilities.	82

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.	83
Collaborate in social, cultural, educational and sports initiatives of the community with institutions and groups in the area next to the refining facilities.	84
Collaborate in training actions for students in the area of the refining industrial facilities that are aimed to complement formal teaching activities.	85
Promote the active participation and development of the local community near to the Dynasol industrial facility in Cantabria.	86
Promote the active participation and development of the local community near to the Polidux industrial facility in Huesca.	89
Promote the active participation and development of the local community near to the General Química industrial facility in Alava.	93
Promote the active participation and development of the local community near to Repsol Polímeros industrial facility in Sines.	96
Promote the active participation and development of the community in the hydrocarbon exploration and production operations in Tarragona.	99
Evaluate the social and labour related concerns of the populations located in the area of operations.	101
Realizar un Proyecto de investigación para cuantificar el impacto de la erupción marina en Canarias.	103
Carry out a research project to quantify the impact of the marine eruption in the Canary Islands.	104
Develop a training plan through academic grants for young people in the area of operations in the Canary Islands (Spain).	105
Promote the active participation and development of the community in the hydrocarbon exploration and production operations in Huelva.	108
Promote purchases in centres that employ people with disabilities in Spain, and check if equivalent companies exist in Portugal.	110
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.	111
Identify the perceptions that stakeholders have on the company's behaviour.	117
Promote grant, work experience and training programmes for young people in Spain and Portugal.	118