

# Sustainability Plan 2013/2014

## Peru

2014 Year End Report





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## Legal Notice

The Sustainability Plan for Peru 2013-2014 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 Sustainability Plan 2013-2014 for Repsol Peru on December 31th, 2014.

## Program 1

### Organisational Governance

<b>ACTION</b>	<b>Promote principles of ethical behaviour that guarantee compliance with the existing code of conduct in the organisation, through the dissemination of information and capacity building among the employees of the companies of the Repsol Group in Peru.</b>
<b>DESCRIPTION</b>	<p>We will organise talks with various collective groups of employees from companies of the group, to enhance their awareness of Repsol's standard on ethical behaviour.</p> <p>We will encourage the adoption of ethical principles to prevent cases of corruption and bribery.</p>
<b>INDICATOR</b>	Number of talks and awareness raising meetings held.
<b>YEAR IMPLEMENTED</b>	2013 – 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	On the following page.

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**CLOSING TEXT**

We carried out the following actions in 2013 and 2014:

- In 2013, we shored up knowledge of changes in the Code of Ethics and Conduct through the internal communications channel.
  - On November 28, 2013, we explained the content of the Code of Ethics and Conduct to all members of the Legal Services management team in Peru.
  - On December 20, 2013, the Planning and Internal Communication department emailed a memorandum to all Repsol Peru employees about the Code of Ethics and Conduct, with a link to the document.
  - During the last week of December 2013, we posted the above-mentioned memorandum on all the physical noticeboards at Repsol Peru work centers.
  - As of December 31, 2014, the Code of Ethics and Conduct has been made available to all employees on the Employee - Regulations Portal through Repsolnet (Repsol intranet).
  - As of December 31, 2014, we have distributed the Code of Ethics and Conduct to 83% of employees that joined REPEXSA in 2013 and 2014.
  - As of December 31, 2014, 17 Repsol Peru employees were signed up for the online course on the Code of Ethics and Conduct, featured on the Repsol Training Portal.
  - As of December 31, 2014, we had printed 1,000 copies of the Code of Ethics and Conduct to be handed out to employees as of 2015.
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<b>ACTION</b>	<b>Inform the general population and local communities on the operations, policies and projects of La Pampilla Refinery.</b>
<b>DESCRIPTION</b>	We will strengthen the transparency of our management activities, informing stakeholders and, as a priority the local community, on the principal impacts of operations, as well as the prevention and mitigation policies and actions that concern new projects.
<b>INDICATOR</b>	<ul style="list-style-type: none"> <li>- Percentage of progress made in the communication programme.</li> <li>- Number of stakeholder visits.</li> </ul>
<b>YEAR IMPLEMENTED</b>	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>We completed the communications programme. We publicised the RLP21 Project through two briefing workshops and a public hearing. We took part in eight radio interviews about environmental subjects and RLP 21.</p> <p>We received visits from education authorities, and three visits from the community.</p> <p>The objective continues in 2014.</p> <p><b>2014</b></p> <p>We have progressed with the plan as programmed. Activities include the Social Responsibility Fair in Ventanilla, the Radio Program, and shareholder and school visits.</p> <p>We received a visit from a delegation from the Ministry of Energy and Mines (MINEM) (Vice-Minister of Energy and General Director of Hydrocarbons), the Organismo Supervisor de la Inversión en Energía y Minería (OSINERGMIN) Visit RLP 21 and a delegation from the Ministry of the Environment.</p>

<b>ACTION</b>	<b>Create and maintain a corporate culture in Repsol's LPG business unit in Peru, in which the principles of Corporate Responsibility are practiced.</b>
<b>DESCRIPTION</b>	We will implement an online training course on Human Rights and Corporate Responsibility to 100 people from the LPG business' workforce in Peru, in order to raise awareness and provide guidance on this issue.
<b>INDICATOR</b>	Number of persons trained.
<b>YEAR IMPLEMENTED</b>	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	In progress.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>Since April, the Human Rights course has been available in the training management application, as part of the end user testing process.</p> <p>By December 2013, we had trained 100 students (100%) in the human rights course.</p> <p>The online corporate responsibility course is being prepared.</p> <p><b>2014</b></p> <p>As of November 2014, we have trained 157 employees regarding corporate responsibility.</p>

<b>ACTION</b>	<b>Increase transparency on accountability regarding our social and environmental impacts in Peru.</b>
<b>DESCRIPTION</b>	We will compile a Corporate Responsibility Report for Peru, following the Global Reporting Initiative (GRI) standard, version 3.1, and the Oil & Gas Supplement, to achieve an A+ application level, being audited externally.
<b>INDICATOR</b>	2012 Corporate Responsibility Report for Peru published in 2013.
<b>YEAR IMPLEMENTED</b>	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>We concluded and published the Corporate Responsibility Report for Peru. The objective continues in 2014, with the addition of a preliminary exercise on some indicators according to the standards of the G4 version.</p> <p><b>2014</b></p> <p>We have completed and published the Peru Corporate Social Responsibility Report for 2012 and 2013, incorporating a preliminary exercise on certain indicators as per the Global Reporting Initiative (GRI), version G4.</p>



## Program 2

### Human rights

<b>ACTION</b>	<b>Impart training on human rights to National Police commanders in Peru.</b>
<b>DESCRIPTION</b>	We will carry out seminars for National Police commanders from the Callao Region Directorate, whose content will include human rights issues.
<b>INDICATOR</b>	Number of seminars carried out.
<b>YEAR IMPLEMENTED</b>	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>We carried out five seminars for commanding officers in the Peruvian National Police in the Callao region. Number of personnel trained: 159.</p> <p><b>2014</b></p> <p>We have drafted a guide on the topic of social abandonment, to form part of the social management system currently being prepared and to be completed in December 2015.</p>

## Program 3

### Labour practices

<b>ACTION</b>	<b>Promote the employment of disabled persons.</b>
<b>DESCRIPTION</b>	<ul style="list-style-type: none"> <li>- We will continue developing the “Creciendo Juntos” programme, promoting the insertion of persons with a variety of disabilities into the workforce of the company’s different businesses and corporate functions in Peru.</li> <li>- We will promote the dissemination, awareness raising, flourishing and training of those disabled persons incorporated into the company.</li> </ul>
<b>INDICATOR</b>	<ul style="list-style-type: none"> <li>- Number of disabled persons incorporated into Repsol Peru’s workforce.</li> <li>- Number of dissemination activities carried out.</li> <li>- Number of training activities carried out.</li> </ul>
<b>YEAR IMPLEMENTED</b>	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	In progress.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>We have completed the planned awareness actions, the ability enhancement plan, and checked the references of CVs of employees and at Universities. 17 people have joined the programme so far this year.</p> <p><b>2014</b></p> <p>As of December 31, 2014, we have completed the awareness-raising actions planned, the skills enhancement plan, and checked the references cited on the CVs of employees and at universities. A total of 42 differently-abled people have joined Repsol Peru [1.38%].</p>

<b>ACTION</b>	<b>Protect the work-life balance of our employees in Peru.</b>
<b>DESCRIPTION</b>	We will expand the teleworking programme to include up to 25 of Repsol Peru's employees, analysing the results of this programme in the different businesses and corporate functions of the company.
<b>INDICATOR</b>	<ul style="list-style-type: none"> <li>- Number of people incorporated into the teleworking programme.</li> <li>- Analysis of results using surveys.</li> </ul>
<b>YEAR IMPLEMENTED</b>	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	In progress.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>The plan continues, with 9 more people opting for teleworking.</p> <p><b>2014</b></p> <p>As of December 31, 2014, we have fully complied with enlargement of the program, rolling it out continuously. A total of 37 people have opted for teleworking at Repsol Peru.</p>

## Program 4

### The Environment

ACTION	<b>Improve the management of water in La Pampilla refinery.</b>
DESCRIPTION	We carry out a hydrological study to reveal data on the availability of water in the area to analyse the risks and opportunities involved in its management and to determine actions to be taken for new projects.
INDICATOR	Completion date of the study.
YEAR IMPLEMENTED	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	Fulfilled.
CLOSING TEXT	<p><b>2013</b></p> <p>We have carried out and assessed, through the Safety and Environment Managing Division, the water management map for the refinery in October 2013. We have received the final map with recommendations for corrective actions. We need to continue to update the information to get a satisfactory baseline.</p> <p>This action will become an ongoing activity to ensure good water management. In 2014 we will evaluate corrective actions on water reuse/recycling and define objectives for 2015-2020.</p> <p><b>2014</b></p> <p>In 2014, we completed the water map and defined the water management baseline. We have also prepared an action plan for 2015-2020, based on the needs detected.</p>

ACTION	<b>Update the contingency plan for marine spills and the environmental sensitivity map of La Pampilla refinery.</b>
DESCRIPTION	We will update the contingency plans for oil spills, evaluating a better leak detecting system and updating the environmental sensitivity map for the sea, a body that can be affected in the event of an oil spill by operations in marine terminals.
INDICATOR	Effective date of the update.
YEAR IMPLEMENTED	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	In progress.
CLOSING TEXT	<p><b>2013</b></p> <p>We estimate the awareness map will be completed in April 2014.</p> <p>The Risk Assessment Study of the complex (safety and environmental risks) was approved by <i>Organismo Supervisor de la Inversión en Energía y Minería</i> (OSINERGMIN). The authority has granted a period of 3 years (up to 2016) to implement the system for detecting spills at sea.</p> <p><b>2014</b></p> <p>We completed the environmental sensitivity map in June 2014.</p> <p>We have carried out and completed the recommendations put forth in the Marine Spills Consequences Study considered for 2014.</p> <p>Through the Engineering Division, we have drafted the technical report on the marine spills early detection system. This report is based on innovative technology, in which INDRA participated, and has been presented before the <i>Organismo Supervisor de la Inversión en Energía y Minería</i> (OSINERGMIN).</p>

ACTION	<b>Analyse opportunities of reusing treated domestic wastewater from the Nuevo Mundo operational base.</b>
DESCRIPTION	We will analyse the effluent discharged from the domestic wastewater treatment system of the Nuevo Mundo operating base, with the aim of proposing alternatives for its reuse.
INDICATOR	Report of alternatives for the reuse of domestic wastewater from the Nuevo Mundo operating base.
YEAR IMPLEMENTED	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	In progress.
CLOSING TEXT	<p><b>2013</b></p> <p>We have analysed previous experiences in the sector, current national environmental regulations, the permits and management tasks needed for the reuse of pre-treated domestic waste water.</p> <p><b>2014</b></p> <p>We have performed an analysis of prior sector experiences, prevailing national environmental legislation, permits and other actions necessary with respect to the reuse of treated household waste water.</p> <p>We have improved the waste water treatment processes, improving the quality of domestic effluents.</p> <p>In accordance with Repsol's Safety and Environmental Management Area's strategy (2014), this action was linked to the Water Management Improvement Project, which aims to create a baseline and a risk analysis regarding water management for the Kinteroni asset, as well as to present an Action Plan for 2016-2020.</p>

ACTION	<b>Avoid possible damages to the environment by composting the organic waste produced in the Nuevo Mundo base camp.</b>
DESCRIPTION	We will carry out a pilot project for the composting of organic waste, avoiding potential impacts generated by the conventional method and favouring a treatment with environmental benefits.
INDICATOR	Results of the pilot project carried out and assessment.
YEAR IMPLEMENTED	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	Fulfilled.
CLOSING TEXT	<p><b>2013</b></p> <ul style="list-style-type: none"> <li>- We have awarded the service to an external company.</li> <li>- We have drafted the document of the Pilot Composting Plan at the Nuevo Mundo operating base (Lot 57).</li> <li>- We have drafted plans for the pilot plant and building specifications.</li> <li>- We have characterised the organic waste at the Nuevo Mundo Base Camp.</li> </ul> <p><b>2014</b></p> <ul style="list-style-type: none"> <li>- We have drafted the Pilot Composting Plan for the Nuevo Mundo operating base (Block 57).</li> <li>- We have drafted plans for the pilot plant and building specifications. We have classified the organic waste at the Nuevo Mundo Base Camp.</li> </ul> <p>Our final report on the pilot test includes recommendations for large-scale implementation, as well as the project conclusions.</p>

ACTION	<b>Promote biodiversity protection, developing a georeferenced database of biological and environmental data for the Block 57 exploration and production project.</b>
DESCRIPTION	<ul style="list-style-type: none"> <li>- We will develop a database that will be integrated and compatible with Repsol's existing tools and Geographic Information Systems (GIS).</li> <li>- We will verify and validate the biological information from the baselines developed by the company (fact-sheets on recorded species).</li> </ul>
INDICATOR	Database with geo-referenced biological and environmental information developed for Block 57.
YEAR IMPLEMENTED	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	Fulfilled.
CLOSING TEXT	<p><b>2013</b></p> <ul style="list-style-type: none"> <li>- We have contracted an external company to create a database, including zoning restrictions and georeferences for environmental and biodiversity records, and to verify and validate the information.</li> <li>- We have drafted the conceptual model, which is now in the final review phase.</li> </ul> <p><b>2014</b></p> <ul style="list-style-type: none"> <li>- We have prepared a database including zoning restrictions and georeferences for historical environmental and biodiversity records, and have verified and validated this information.</li> <li>- The format of the geodatabase is compatible with the geographic information software, and includes information on biodiversity identified in the biological monitoring efforts and studies.</li> </ul> <p>Our final report includes a user's manual and a dictionary of data.</p>



ACTION	<b>Promote strict ecosystem protection procedures among those exploration and production operators who are business partners, in areas rich in biodiversity.</b>
DESCRIPTION	<ul style="list-style-type: none"> <li>- We will share good practices, standards and procedures applied by Repsol in ecosystems rich in biodiversity. Stressing the importance of the exchange of our experience in environmental conservation and environmental impact mitigation studies.</li> <li>- We will encourage initiatives related with the carbon footprint certification projects of the operations in Camisea where we are not operators.</li> </ul>
INDICATOR	Number of activities carried out (3).
YEAR IMPLEMENTED	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	In progress.
CLOSING TEXT	<p><b>2013</b></p> <p>In 2013 we have shared the methodology report determining the carbon footprint of supplying LPG from the wells to the Pisco plant in 2011-2012 and the technical article on a case study of the conservation of native species of flora in one of the Lots operated by Repsol in Peru with our operating partner in Camisea.</p> <p><b>2014</b></p> <p>In 2014, our Environmental team met with our operating partner in Camisea to share the experiences in the Block 57 Biodiversity Assessment, Monitoring and Conservation Program. We have also shared information on Repsol's best biodiversity practices with our partner.</p>

ACTION	<b>Inform immediately and accurately on environmental and occupational safety accidents that occur in La Pampilla industrial complex, as soon as they are identified.</b>
DESCRIPTION	We will work so that all incidents of this nature (major or minor) warrant the convening of a committee meeting by the business where they take place, including all the advisory bodies, in order to gather and process information, and make it public as soon as possible through the established channels.
INDICATOR	Committees convened / Reports of incidents that occur.
YEAR IMPLEMENTED	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	Fulfilled.
CLOSING TEXT	<p><b>2013</b> We took appropriate action after a recent incident.</p> <p><b>2014</b> In 2014, we adequately complied with our objectives by participating in the timely reporting, support and advisory process to classify incidents occurred in accordance with the corporate Incidents Management regulation 343 Rev. 2.</p>

ACTION	<b>Promote the reduction of greenhouse gas emissions among our suppliers and contractors.</b>
DESCRIPTION	From among the suppliers and contractors of refining businesses and fuel service stations, depending on the nature of what they supply, we will select those prepared to reduce their greenhouse gas emissions, training them on aspects associated with climate change.
INDICATOR	Number of companies selected.
YEAR IMPLEMENTED	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	In progress.
CLOSING TEXT	<p><b>2013</b></p> <p>Two selected suppliers who provide Fuel Transport Services received Climate Change training. We believe it is necessary to hold further sessions in order to evaluate their degree of involvement in GHG (Greenhouse Gas) reduction.</p> <p><b>2014</b></p> <p>The sessions for measuring and taking stock of consumption will be completed during 2015.</p>

ACTION	<p><b>Encouraging the collection of recyclable materials in the service stations network in Peru, fostering awareness of recycling in our community.</b></p>
DESCRIPTION	<p>We will communicate the recycling programme to Service Station employees and customers.</p> <p>After placing containers in our own Service Stations for collecting different materials (glass, plastic packaging, paper and Tetra Pak cartons) we will carry out quarterly communication campaigns to explain the use of containers for recyclable materials, both for employees and for customers of Service Stations.</p>
INDICATOR	<ul style="list-style-type: none"> <li>- Number of communication activities carried out each quarter.</li> <li>- Number of customers surveyed on their knowledge and use of the programme.</li> </ul>
YEAR IMPLEMENTED	2014
<p><b>CLOSING TO THE ACTION AS OF 31/12/2014</b></p>	
STATUS	Fulfilled.
CLOSING TEXT	<p>In 2014, we carried out the following actions:</p> <ul style="list-style-type: none"> <li>- We have installed 14 containers.</li> <li>- In coordination with the supplier Reciclame, we have developed two communications campaigns (posters) to raise awareness among service station employees of the importance of recycling. As such, we raise the level of awareness of what can be done, which can then be passed on to the community.</li> <li>- We carried out three introductory courses with the supplier between May and June.</li> <li>- In August, we added a container at the Poroy station, a branded service station in Cusco.</li> <li>- In November, we included a plastics collection campaign, with special materials.</li> </ul> <p>A project for neighbors in the area of influence is pending, as well as the promotion of recycling in three areas of Lima: San Isidro, Surco and Miraflores</p>

ACTION	<b>Raising awareness and protection of the environment through the use of biodegradable bags in the Convenience Shops in our own network.</b>
DESCRIPTION	We will replace normal plastic bags with biodegradable bags in the Repshops of our own network.
INDICATOR	Number of Repshops where bags have been replaced.
YEAR IMPLEMENTED	2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	In progress.
CLOSING TEXT	In 2014, we met with suppliers to determine the resources necessary to implement this action, and therefore create a budget for the actions included in the initiatives proposed under the 2015 Sustainability Plan.

## Program 5

### Fair operating practices

ACTION	<b>Apply preventative measures to detect criminal conduct in the contractor rating process.</b>
DESCRIPTION	<ul style="list-style-type: none"> <li>- We will develop mechanisms, procedures and activities to guarantee that links do not exist with companies of dubious reputation and companies related with illegal activities.</li> <li>- We will carry out an analysis of companies of a certain profile before the awarding of contracts.</li> </ul>
INDICATOR	Number of companies evaluated.
YEAR IMPLEMENTED	2013
<b>FOLLOW UP TO THE ACTION AS OF 31/12/2013</b>	
STATUS	Unfulfilled.
CLOSING TEXT	<p><b>2013</b></p> <p>We have assessed one company. It was found to be involved in an asset laundering offence. Its contract was rescinded.</p> <p><b>2014</b></p> <p>In 2014, at Repsol Peru we appointed a Compliance Officer for the Anti-Money Laundering and Counter Terrorist Financing System* (AML/CTF system), which superseded the creation of the mechanism proposed under this action.</p> <p><i>* Set of regulations, policies and procedures intended to prevent and avoid the illegal use of products and/services offered to the public, in connection with money laundering and/or the financing of terrorism</i></p>

<b>ACTION</b>	<b>Contribute to increase the number of ethical, social and environmental standards adopted in our network of commercial LPG distributors in Peru.</b>
<b>DESCRIPTION</b>	<ul style="list-style-type: none"> <li>- We will organise capacity building and awareness raising workshops for our distribution network on the importance and impact that business management has in the community. The workshops and talks will focus on good practices regarding ethics and respect for the human and labour rights of their contracted personnel, as well as social and environment good practices.</li> <li>- Additionally and of high importance is the fact that we will reinforce training in transport safety.</li> </ul>
<b>INDICATOR</b>	<ul style="list-style-type: none"> <li>- Number of workshops carried out.</li> <li>- Number of distributors trained / Number of active distributors in the network.</li> </ul>
<b>YEAR IMPLEMENTED</b>	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>In May 2013 we received information from Spain on socio-environmental subjects.</p> <p>In August we delivered two training videos on Safety in the Storage of Bottled LPG and Customer Services.</p> <p>In September we presented the finalised and revised capacity training courses.</p> <p>In December 2013 we had provided capacity training for 283 distributors (95%) in transport safety, with one lecture per distributor [a total of 283 workshops].</p> <p><b>2014</b></p> <p>As of December 2014, we have provided training for 84% of distributors. A total of 230 workshops have been held.</p>

<p><b>ACTION</b></p>	<p><b>Influence those Exploration and Production operators who are business partners so that, when necessary, they report on the details of environmental and safety related incidents that may occur, as well as the progress made in their social investment plans developed with affected communities.</b></p>
<p><b>DESCRIPTION</b></p>	<ul style="list-style-type: none"> <li>- We will request that the business partner operating the Camisea project includes performance indicators related with safety and the Environment in the committees of operations technicians.</li> <li>- Furthermore, we will ask the business partner operating the Camisea project for the Social Investment Plans and the progress made with these.</li> </ul>
<p><b>INDICATOR</b></p>	<p>Number of activities carried out [3].</p>
<p><b>YEAR IMPLEMENTED</b></p>	<p>2013 – 2014</p>
<p><b>CLOSING TO THE ACTION AS OF 31/12/2014</b></p>	
<p><b>STATUS</b></p>	<p>Fulfilled.</p>
<p><b>CLOSING TEXT</b></p>	<p><b>2013</b></p> <p>During 2013 we have encouraged our Operating partner in Camisea to include safety performance indicators on the year's agenda for the technical operating committees.</p> <p>We have also made sure to monitor reports of accident investigations, we have participated in follow-up meetings and managed information requirements relating to investment in Social and Environmental Management at Camisea.</p> <p><b>2014</b></p> <p>In 2014, we continued working on this initiative.</p>



<b>ACTION</b>	<b>Improve safety in the overland transport of our transport contractors in the LPG business in Peru.</b>
<b>DESCRIPTION</b>	<p>We will carry out a capacity building and awareness raising programme for our LPG transport contractors in Peru on the following aspects:</p> <ul style="list-style-type: none"> <li>- Improving safety and environmental management mechanisms for the transport of LPG.</li> <li>- Analysing and controlling safety and environmental risks in the transport of LPG.</li> <li>- Increasing safety in the operations of LPG transport.</li> <li>- Reducing the accident rate.</li> <li>- Safe driving.</li> </ul>
<b>INDICATOR</b>	Programme of actions accomplished.
<b>YEAR IMPLEMENTED</b>	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>In February 2013 we created the Transport Safety Committee at the LPG business unit. We began safety campaigns with new publicity material.</p> <p>In June we defined management indicators for the committee, carrying out monthly monitoring. Currently at 100%.</p> <p>We improved the methodology of safety campaigns by 100%.</p> <p><b>2014</b></p> <p>As of December 2014, compliance with the annual plan stood at 72%.</p>

<b>ACTION</b>	<b>Promote an increase in Corporate Responsibility in the value chains of La Pampilla refinery's wholesale customers.</b>
<b>DESCRIPTION</b>	We will create a committee of wholesale distributors to disseminate good practices.
<b>INDICATOR</b>	Accomplishment of the meetings programme.
<b>YEAR IMPLEMENTED</b>	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	In progress.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>We have held separate meetings with wholesale distributors to discuss the creation of the Committee.</p> <p><b>2014</b></p> <p>The Committee has not yet been created, for various reasons. These include personnel changes (including our contacts) in one of the main wholesale distributors. The action is carried over to 2015, when we will raise up a committee in the National Society of Mining, Petroleum and Energy (SNMPE).</p>

<b>ACTION</b>	<b>Incorporate ethical and human rights issues in our agreements made with the suppliers of the refining and marketing businesses.</b>
<b>DESCRIPTION</b>	We will modify the Services Contracts so that they take into account aspects regarding ethical behaviour, respect for human rights and the Environment in line with Repsol's standards.
<b>INDICATOR</b>	Model of contract modified.
<b>YEAR IMPLEMENTED</b>	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	In progress.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>The service agreement and outsourcing contract models used in the country include a specific article on this subject.</p> <p>We believe it advisable to verify compliance in the largest companies.</p> <p><b>2014</b></p> <p>We have verified compliance during the contract reviews performed in 2014.</p>

ACTION	<p><b>Revise the civil contracts for services made with contractors in order to establish norms to monitor their compliance with labour obligations.</b></p>
DESCRIPTION	<ul style="list-style-type: none"> <li>- In coordination with the businesses, we will revise contracts signed with the principal contractors, paying greater attention to those in which personnel are displaced to our installations.</li> <li>- The object is to ensure compliance with all their labour obligations, including how they are disposed to control their ability to comply with them.</li> </ul>
INDICATOR	Number of contracts revised.
YEAR IMPLEMENTED	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

**2013**

We have carried out an analysis of each contract in Upstream, LPG and Refining, including document and in-the-field audits to verify that the operating practices comply with the stipulations of the contracts, adapting these to local regulations where applicable.

**2014**

- As of December 31, 2014, we have reviewed the contracts of the companies forming part of the Repsol Peru Group.
- Through the Labor Relations area, as of December 3, 2014, we have performed documentary and in-the-field audits to verify that operating practices comply with the terms set out in the contracts and with local regulations.
- In 2013 and 2014, certain provisions were incorporated to ensure compliance with labor obligations in the next round of contracts, in accordance with the information provided by the Purchases and Contracts area and Upstream and Downstream contracting, respectively:

## CLOSING TEXT

<b>COMPANY</b>	<b>NO. OF CONTRACTS 2013-2014</b>
REPEXSA	317
RELAPASAA	34
RECOSAC	46
REGAPESA	86

<b>ACTION</b>	<b>Evaluate contracting companies on Social Responsibility and on their compliance with labour obligations concerning displaced employees in La Pampilla refinery.</b>
<b>DESCRIPTION</b>	We will carry out evaluations of our contractors and suppliers of La Pampilla refinery to verify their compliance with labour obligations concerning their employees.
<b>INDICATOR</b>	Number of companies evaluated.
<b>YEAR IMPLEMENTED</b>	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>We have carried out assessments of 40 companies working for La Pampilla Refinery:</p> <ul style="list-style-type: none"> <li>a. Goods and services suppliers: In January, the first group was reviewed [corresponding to the second half of 2012] and in June the second group [corresponding to the first half of 2013]. The review of the second half of 2013 will be carried out in January 2014.</li> <li>b. Contractors: We have assessed Social Responsibility management, employment practices, prevention of corruption and bribes, and supply chain management.</li> </ul> <p><b>2014</b></p> <p>In January 2014, we evaluated the labor practices, corruption and bribery prevention practices and supply chain management practices of an engineering firm. The Purchases and Contracts area will define the strategy to be following in the coming year.</p> <p>We have also continued the ongoing evaluations of Pampilla Refinery [RELAPASAA] contractors through the Purchases and Contracts area. In the first half of the year, seven companies were assessed. Five additional companies were evaluated in the second half of the year.</p>

<b>ACTION</b>	<b>Ensure that the company's contractors in Peru, in all business and corporate areas, comply with labour regulations.</b>
<b>DESCRIPTION</b>	<ul style="list-style-type: none"> <li>- We will continue promoting compliance with the internal norm on assigning an illegal workforce.</li> <li>- Also, we will continue promoting the "Empresario" tool in which all real and potential labour risks, of all businesses and corporate areas, will be registered.</li> <li>- We will define and revise the action plans to eliminate or mitigate all the real or potential labour risks, of all businesses and corporate areas.</li> </ul>
<b>INDICATOR</b>	<ul style="list-style-type: none"> <li>- Policy for the monitoring of contractors regarding labour issues.</li> <li>- Definition of risk indicators included in the "Empresario" tool.</li> <li>- Actions defined, monitoring and implementation of improvement plans that respond to these risks.</li> </ul>
<b>YEAR IMPLEMENTED</b>	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>We have updated the EMPRESARIO tool, identified labour risks and developed action plans for each business.</p>
	<p><b>2014</b></p> <p>We have fully complied with the action plans developed for each business.</p>

<b>ACTION</b>	<b>Encourage the development of local suppliers in the area of influence of Repsol's Exploration and Production operations in Peru.</b>
<b>DESCRIPTION</b>	We will promote the development of small and medium sized enterprises that could provide services to Repsol and that are located in the area of influence of the projects carried out by Peru's Exploration and Production business unit.
<b>INDICATOR</b>	Number of suppliers in the area of influence in which the company worked to promote their development.
<b>YEAR IMPLEMENTED</b>	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>At the end of November 2013, we visited and interviewed six suppliers in the community of Atalaya to analyse the viability of their providing Integrated Logistics services (river transport and supply of hardware, food, medicine, etc.) to meet the needs of the native communities of Lot 57. We are presently preparing the call for tenders. We hope to contract two local suppliers.</p> <p><b>2014</b></p> <ul style="list-style-type: none"> <li>- We have called for tenders for the supply service for railway materials, food items, medicines, etc.</li> <li>- We have released the terms and conditions of the pledge and awarded contracts to three local suppliers, to whom a number of purchase orders have already been issued.</li> </ul>



<b>ACTION</b>	<b>Implement a subcontractor rating procedure for subcontractors in the Peru Business Unit's Exploration and Production business.</b>
<b>DESCRIPTION</b>	We will ask suppliers, during the service contracting process, for the list of companies that they plan to subcontract in order that the supplier management department rates them and verifies if they comply with the minimum requirements indicated in the supplier management standard. These requirements include the requirement of having declarations of compliance with Corporate Responsibility aspects.
<b>INDICATOR</b>	Number of contracting processes in which the procedure was used.
<b>YEAR IMPLEMENTED</b>	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <ul style="list-style-type: none"> <li>- We have drawn up "Subcontractor Rating" instructions, which set out the steps to follow to rate the main subcontractors during bidding processes.</li> <li>- In 2013, we used the subcontractor rating procedure in four outsourcing processes.</li> </ul> <p><b>2014</b></p> <p>In 2014, we used the subcontractor rating procedure in 10 contracting processes.</p>

ACTION	<p><b>Incorporate ethical, environmental and human rights issues into the rating process for suppliers of the Exploration and Production business in Peru.</b></p>
DESCRIPTION	<ul style="list-style-type: none"> <li>- We will continue carrying out evaluations of the performance of our suppliers of Exploration and Production in Peru that provide services for critical activities.</li> <li>- In the performance evaluations we will analyse aspects related with ethical behaviour, respect for human rights and respect for the Environment.</li> <li>- More specifically, we will examine aspects associated with the working conditions of their workers, as well as their compliance with insurance and guarantees, also linking the evaluation with the settlement agreement.</li> </ul>
INDICATOR	<ul style="list-style-type: none"> <li>- Number of supplier evaluations carried out.</li> <li>- Number of settlement agreements that include the evaluation of the supplier as a requirement for its signing.</li> </ul>
YEAR IMPLEMENTED	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

CLOSING TEXT

**2013**

- We have created "Assessment of supplier performance" instructions setting out the requirement for a final assessment of the contract for signing off settlement agreements.
- We have added an item to the Assessment of supplier performance format to rate "Administrative obligations of the contract [Compliance with social and labour requirements, Guarantees, Insurance, etc.]".
- In 2013 we signed 26 settlement agreements with their respective performance assessments, including the rating of "Administrative obligations of the contract".

**2014**

- We have carried out 33 performance evaluations, including the evaluation of "Administrative obligations of the contract."
  - We have signed 59 contract-conclusion settlement agreements with their respective performance evaluations, including an evaluation of "Administrative obligations of the contract."
-

<p><b>ACTION</b></p>	<p><b>Encourage improvements in the performance of Repsol Peru’s Exploration and Production suppliers regarding social, environmental and safety issues.</b></p>
<p><b>DESCRIPTION</b></p>	<ul style="list-style-type: none"> <li>- We will implement the “Quality Meetings” procedure with users and suppliers, according to the results of the annual supplier evaluation.</li> <li>- Through meetings with the representatives of the suppliers, the users’ areas of the contracts and Procurement and Contracting representatives of the E&amp;P business unit in Peru, this procedure will aim to provide suppliers with the feedback that is necessary to improve their processes and, in turn, the service they provide to Repsol. The themes to be covered in this meeting will be technical and concerning safety and Corporate Responsibility.</li> </ul>
<p><b>INDICATOR</b></p>	<p>Number of “Quality Meetings” held with suppliers.</p>
<p><b>YEAR IMPLEMENTED</b></p>	<p>2013 - 2014</p>
<p><b>CLOSING TO THE ACTION AS OF 31/12/2014</b></p>	
<p><b>STATUS</b></p>	<p>Fulfilled.</p>
<p><b>CLOSING TEXT</b></p>	<p><b>2013</b></p> <ul style="list-style-type: none"> <li>- In 2013 we held six quality meetings.</li> <li>- The “Assessment of supplier performance” instructions describe the steps to follow to prepare the “Quality Meeting” which must be held after the Performance Assessment.</li> </ul> <p><b>2014</b></p> <ul style="list-style-type: none"> <li>- During 2014, we held seven quality meetings.</li> </ul>

<b>ACTION</b>	<b>Check on the application of Corporate Responsibility policies and procedures by suppliers and contractors of the Exploration and Production business in Peru.</b>
<b>DESCRIPTION</b>	We will carry out audits of contractors and suppliers of Exploration and Production in Peru, with the aim of verifying the application of their Corporate Responsibility policies and procedures in the field.
<b>INDICATOR</b>	Number of CR audits carried out.
<b>YEAR IMPLEMENTED</b>	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	In progress.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <ul style="list-style-type: none"> <li>- We have carried out a CSR audit on a river transport company; the observations of the auditors were passed to user areas to coordinate corrective actions.</li> <li>- We have begun coordinating with Corporate Security Peru and Corporate Purchasing and Contracts to audit a security surveillance company in one of our operations.</li> </ul> <p><b>2014</b></p> <ul style="list-style-type: none"> <li>- Due to organizational changes, we have not performed any CSR audits in 2014. We plan to carry out this audit in 2015-2016.</li> </ul>

ACTION	<b>Ensure that our Exploration and Production contractors comply with labour obligations concerning their employees.</b>
DESCRIPTION	By carrying out audits in the field, we will verify our contractors' compliance with labour obligations concerning their employees.
INDICATOR	Number of audits carried out.
YEAR IMPLEMENTED	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	Fulfilled.
CLOSING TEXT	<p><b>2013</b></p> <p>We have carried out document audits on 12 companies [verification of compliance with their employment obligations as regards their employees through the presentation of documentary evidence] and in-the-field audits on 23 companies [verification in the field of working conditions and interviews with employees of the contractor companies].</p> <p><b>2014</b></p> <p>During 2014, we performed document audits on six companies [verification of compliance with their employment obligations vis-à-vis their employees, through the presentation of documentary evidence] and in-the-field audits of 17 companies [verification in the field of working conditions and interviews with employees of the contractor companies].</p>

<b>ACTION</b>	<b>Convey our policy of Respect for Human Rights to our partners in the fuel and lubricant businesses in Peru.</b>
<b>DESCRIPTION</b>	We will hold 2 workshops to disseminate the Respect for Human Rights policy among our partners in the fuel and lubricant businesses.
<b>INDICATOR</b>	<ul style="list-style-type: none"> <li>- Number of workshops held.</li> <li>- Number of participants in the workshops.</li> </ul>
<b>YEAR IMPLEMENTED</b>	2014
<b>STATUS</b>	Unfulfilled.
<b>CLOSING TEXT</b>	<p>We have postponed this action due to the change in personnel responsible for its implementation, which has delayed the plan timeline.</p> <p>We will schedule workshops to be carried out prior to the 2015 year end.</p>

## Program 6

### Consumer issues

ACTION	<p><b>Contribute to the reduction of greenhouse gas emissions by providing necessary incentives to Peru's small and medium sized industrial consumers, in order to substitute residual fuel oil with Liquefied Petroleum Gas (LPG), as a less polluting fuel.</b></p>
DESCRIPTION	<ul style="list-style-type: none"> <li>- Through the programme of activities for the substitution of fuel oil with LPG by industrial manufacturers in Peru, we will offer incentives to the industrial facilities of small and medium sized enterprises to substitute the residual fuel oil consumed with LPG.</li> <li>- We will undertake this activity in the context of the company's objective to reduce greenhouse gas (GHG) emissions.</li> </ul>
INDICATOR	<ul style="list-style-type: none"> <li>- Number of residual fuel oil substitution projects carried out.</li> <li>- Reduction in number of tonnes of CO<sub>2</sub>.</li> </ul>
YEAR IMPLEMENTED	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	In progress.
CLOSING TEXT	<p><b>2013</b></p> <p>We have signed three contracts.</p> <p>Given a sharp fall in the value of the CER (2010: 15 USD, 2013: 0.50 USD) in the international market, and taking into account that projects under this mode are more expensive than conventional projects, the plan to capture SME clients will be held over until there are signs of improvement in the CER*.</p> <p><b>2014</b></p> <p>For the same reasons stated above (fall in the value of the CER), the project was inactive in 2014.</p> <p>*A Carbon Emission Reduction (CER) is equal to one metric ton of CO<sub>2</sub> not emitted in the atmosphere, and is a certificate that can be sold to different countries in the carbon market.</p>



ACTION	<b>Develop a protocol for calculating the carbon footprint of LPG for our industrial customers.</b>
DESCRIPTION	We will develop a protocol for calculating the carbon footprint of the LPG sold to our bulk commercial customers, specifically on the following route: Camisea – Transporter – Pisco crude oil plant – ship – Repsol's principal terminal.
INDICATOR	Publish the results of the carbon footprint calculation (tCO <sub>2</sub> e/process) in the whole LPG value chain that leads to bulk commercial customers, in tCO <sub>2</sub> /process.
YEAR IMPLEMENTED	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	Fulfilled.
CLOSING TEXT	<p><b>2013</b></p> <p>From June to November we gave lectures in Universities, Schools and Professional Associations.</p> <p>In October 2013, Repsolgas obtained ISO/TS 14067:2013 – Carbon Footprint certification.</p> <p>In November we published two announcements in local media on our Carbon Footprint certification.</p> <p>In December we delivered 100% of files with the CF certificate to Agroindustrial Clients.</p> <p><b>2014</b></p> <p>In early 2014, the certificates were delivered to all bulk customers.</p> <p>In November 2014, we measured the carbon footprint of two bulk customers. These customers were certified by the pertinent authority (the SGC) on November 11 and 28, respectively.</p>

ACTION	<b>Develop and implement a procedure for regulating the management of bidirectional communications with La Pampilla Refinery's customers.</b>
DESCRIPTION	We will establish communication channels to inform those customers that acquire products from La Pampilla refinery, in order to ensure that the information is adequate and that it arrives in an opportune way. We will define responsibilities to organise personnel to be in charge of the accomplishment of the procedures.
INDICATOR	<ul style="list-style-type: none"> <li>- Approval of the procedure for communication with customers.</li> <li>- Number of communications recorded.</li> </ul>
YEAR IMPLEMENTED	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
STATUS	Fulfilled.
CLOSING TEXT	On the following page.

## CLOSING TEXT

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**2013**

- We have drafted the procedure which has been approved by the Supplies and Distribution Division.
- We have sent the “Internal Procedure for Communications with Clients” to Directors and Managers for dissemination to other levels.
- We have updated the general information on the website. Communication channels for receiving comments, suggestions, complaints and claims from customers and third parties are currently being added.
- We have defined the operating hours of the RELAPASAA call centre as 07:00 to 23:00; from 23:00 to 07:00, a dedicated mobile phone line will be used. This information will be included on the website under Customer service.
- We have analysed the number of calls per client with comments, suggestions, complaints and claims made in 2013. We found the number to be very low, and setting up a register was not considered necessary.

**2014**

- We have approved and distributed the “Internal Procedure for Communications with Customers” to the Supplies and Distribution Division.
  - We have updated the general information on the website, and made it easier for customers and third parties to add comments, suggestions, complaints and claims.
  - We have analyzed and ruled out the use of a central hotline and the establishment of customer calls records, given that all comments, suggestions, claims and complaints are duly received through the above-mentioned communication mechanism.
-

ACTION	<p><b>Contribute to raise awareness of the health and safety impacts of the type of fuel used by low-income Peruvian families.</b></p>
DESCRIPTION	<ul style="list-style-type: none"> <li>- We will provide information on the health and safety impacts of the type of fuel used for cooking, building capacities and modifying customs.</li> <li>- We will impart 50 educational sessions and 25 workshops in schools and busy areas, to reach the greatest possible number of people. The methodology of the project contemplates the identification and capacity building of local promoters and the awareness raising of leaders in opinion, so that they are the ones that give the training to families.</li> </ul>
INDICATOR	<ul style="list-style-type: none"> <li>- Number of educational sessions carried out.</li> <li>- Number of workshops implemented.</li> </ul>
YEAR IMPLEMENTED	2013 - 2014
<p><b>CLOSING TO THE ACTION AS OF 31/12/2014</b></p>	
STATUS	Fulfilled.
CLOSING TEXT	<p><b>2013</b></p> <p>In April we sent the Proposal to the Fundación Repsol for assessment.</p> <p>In May the proposal was approved for the 2013-2014 period.</p> <p>In October we signed the partnership agreement between the Asociación Cultural Teatrovivo and Fundación Repsol. According to the agreement there will be 460 sessions and 70 education fairs in 2013 and 2014.</p> <p>In December education events began for low-income Peruvian families.</p> <p><b>2014</b></p> <p>As of March 2014 we have carried out 38 training workshops and four theatrical performances.</p>

## Program 7

### Community involvement and development

<b>ACTION</b>	<b>Make information, standards and good practices for managing relations with indigenous communities affected by the company's operations, available to operators who are business partners.</b>
<b>DESCRIPTION</b>	We will seek to influence the management of affected communities by the operators, who are our business partners, in the Camisea project, through sharing the knowledge, standards and good practices developed by Repsol for managing community relations.
<b>INDICATOR</b>	Number of activities carried out [3].
<b>YEAR IMPLEMENTED</b>	2013 – 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	On the following page.

CLOSING TEXT

**2013**

In 2013 we shared the Anthropological Contingency Plan drawn up by Repsol for activities in one of the Lots operated by Repsol in Peru with our Operating partner in Camisea.

In coordination with our Operating partner, we answered the queries of our investors as regards exploration in the Camisea area.

We also shared a United Nations publication relating to isolated indigenous people and first contact in the Amazon region.

**2014**

During 2014, we disseminated Repsol's Corporate Policy for Community Relations, Relations with Indigenous Communities, and Respect for Human Rights. In addition, we distributed documentation on Repsol's experience in social issues in our areas of operation.

As in prior years, in coordination with the operating partner, we responded to consultations raised by our investors in respect of exploration activities in the Camisea area.

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<b>ACTION</b>	<b>Contribute to greater energy efficiency by promoting the substitution of traditional wood or kerosene burning stoves with Liquefied Petroleum Gas (LPG) stoves.</b>
<b>DESCRIPTION</b>	<ul style="list-style-type: none"> <li>- We will contribute to the substitution of the domestic consumption of Kerosene and Wood with LPG, in collaboration with the Energy and Mines Ministry. For this, stoves that use LPG, a regulation kit, a LPG cylinder, free-of-charge vouchers and discount vouchers for future refills will be provided.</li> <li>- The project aims to contribute to greater energy efficiency in homes as well as improvements in their safety.</li> </ul>
<b>INDICATOR</b>	<ul style="list-style-type: none"> <li>- Number of kits and stoves provided versus the number of homes verified for their delivery.</li> <li>- Number of refill requests handed in.</li> </ul>
<b>YEAR IMPLEMENTED</b>	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>In May 2013 we began delivering our kits (stove, regulator, cylinder and vouchers).</p> <p>As of January 2014 we have delivered 247,153 kits.</p> <p><b>2014</b></p> <p>As of January 2014, we have delivered 247,153 kits.</p> <p>On April 19, 2014, we began delivering kits (stove, regulator and canister) for the 2nd Peru Cooking Project.</p> <p>As of December 31, 2014, we have delivered 200,000 kits.</p>

<p><b>ACTION</b></p>	<p><b>Train future Liquefied Petroleum Gas (LPG) and Natural Gas installers, fostering the development of the capacities of the young populations in communities affected by the activities of LPG Peru's plants.</b></p>
<p><b>DESCRIPTION</b></p>	<ul style="list-style-type: none"> <li>- We will impart training to young people from low-income backgrounds from the Ventanilla district, seeking to insert them into the local job market. 24 subjects will be taught, starting with basic mathematics, physics and geometry, courses on gas, materials and tools, standards, ethics, project analysis and practical classes in a workshop.</li> <li>- The teaching personnel will be made up of employees from Repsol's workforce and that of our contractor companies. We will award pre-professional work experience at the end of the course.</li> </ul>
<p><b>INDICATOR</b></p>	<ul style="list-style-type: none"> <li>- Organisation of a yearly course.</li> <li>- Number of persons trained.</li> <li>- Number of persons in work experience.</li> </ul>
<p><b>YEAR IMPLEMENTED</b></p>	<p>2013</p>
<p><b>CLOSING TO THE ACTION AS OF 31/12/2014</b></p>	
<p><b>STATUS</b></p>	<p>Fulfilled.</p>
<p><b>CLOSING TEXT</b></p>	<p><b>2013</b></p> <p>In March 2013 we concluded the course at Cáritas Peru in Arequipa with eight students passing.</p> <p>In December 2013 we finalised the 7th course in VII Pachacutec (Ventanilla) with 14 students passing.</p> <p><b>2014</b></p> <p>The courses at the Pachacútec Foundation and Cáritas Arequipa finalized on December 12, 2014 and October 30, 2014, respectively. A total of 47 students received training.</p>



<b>ACTION</b>	<b>Improve heating and hot water facilities in those rural areas most affected by the cold in Peru.</b>
<b>DESCRIPTION</b>	<p>We will carry out a project to counter the problem of cold in the rural areas of Peru that are most affected. The project will be coordinated with local, municipal and education authorities to:</p> <ul style="list-style-type: none"> <li>- Furbish buildings with heating so that people are able to stay there overnight.</li> <li>- Install a hot water supply for the hygiene of the population.</li> <li>- Guarantee greater energy efficiency by insulating the spaces beforehand.</li> <li>- Inform the population on the use of LPG. We will work with a strategic partner that will support the project, covering the cost of the consumption of LPG.</li> </ul>
<b>INDICATOR</b>	<ul style="list-style-type: none"> <li>- Number of hot water facilities improved.</li> <li>- Number of heating facilities provided.</li> </ul>
<b>YEAR IMPLEMENTED</b>	2013-2014
<b>FOLLOW UP TO THE ACTION AS OF 31/12/2013</b>	
<b>STATUS</b>	In progress.
<b>CLOSING TEXT</b>	On the following page.

### 2013

In March we received a collaboration letter from “Trinity Industries” which will donate two 1,000-gallon tanks for the next project.

The system has been fully operational since 8 May 2013.

The system was down from 10 July to October (the cold season ends in August) due to water and drainage engineering work by the municipality. The water supply is fundamental to the system.

In July we signed a contract with “Hoteles Libertador” as a strategic partner for the next project. They will donate a total of S/7,000 for the project.

In September we ranked factors in three locations and chose Condorama (Cusco) for the next project.

As of November 2013 there were no records of any illnesses and/or deaths due to cold throughout the area of influence.

In January 2014 we looked for suppliers to carry out surveys and analyse the information to enable us to assess the impact of the project during the cold season.

### 2014

In January, we looked for suppliers to gather and analyze information that would allow us to evaluate the impact of the project during the cold season.

After selecting the external supplier to evaluate the CAPASO project, adjustments were made to the action.

The new objectives set for 2015 are as follows:

- To inform the community of the benefits of using domestic hot water and heating.
- To look for new sponsors to finance the gas.

CLOSING TEXT

<b>ACTION</b>	<b>Align investments in social programmes with the expectations identified in the local area of La Pampilla Refinery.</b>
<b>DESCRIPTION</b>	Using the results of the materiality study of the population located near to our industrial facilities we will revise the social investment programmes, taking into account the guide for management of strategic social investment.
<b>INDICATOR</b>	<ul style="list-style-type: none"> <li>- Analysis of social projects.</li> <li>- Percentage of accomplishment of the social investment programmes.</li> </ul>
<b>YEAR IMPLEMENTED</b>	2013
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>We have analysed 100% of our social programmes. We are working with a matrix setting out the expectations of the populations and/or stakeholders closest to RELAPASAA, which will let us identify the target communities by proximity and greatest need.</p> <p>We have reached 100% compliance with social investment programmes: Education, Healthcare, MA, Community communications, Community development, Donations, Christmas Ventanilla 2013.</p> <p>We will continue this action in 2014.</p> <p><b>2014</b></p> <p>We have conducted the study of expectations earlier this year. The matrix prepared, which contains the expectations of the population and / or stakeholders nearby the refinery, has enabled to adjust and execute social programs on schedule.</p> <p>We have met 100% of social investment programs: Education, Health, the environment, Communication with the community, Community Development, Donations, 2014 Christmas Ventanilla 2014.</p>

<b>ACTION</b>	<b>Promote collaboration with academics by developing institutional collaboration plans with public universities on issues of education and culture.</b>
<b>DESCRIPTION</b>	We will make a collaborative agreement with a public academic institution for technology transfer initiatives that include the following activities: talks, training of students and professors, studies, etc., promoting a closer and mutually beneficial relationship between the university and the industry.
<b>INDICATOR</b>	Percentage of progress made in the collaborative agreement with the Universidad Nacional Mayor de San Marcos (Chemistry and Chemical Engineering Faculty) and La Pampilla refinery.
<b>YEAR IMPLEMENTED</b>	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>We have given specialist lectures on Corrosion, Biological Treatment of Effluents, and Chemistry/Chemical Engineering skills. We have carried out a Natural Gas Technical Seminar with the participation of five Repsol professionals, who explained “The NG value chain”. We have received guided tours from students and teachers, and provided support to improve the infrastructure of the Unitary Operations Laboratory (heat exchanger).</p> <p>We have selected students for internships, some of whom have gone on to join the workforce.</p> <p>In 2014 we will renew the agreement.</p> <p><b>2014</b></p> <p>We have renewed the agreement for another two years and executed the plan as scheduled. We have provided support to repair the ball mill of the Unitary Operations Laboratory, for students training.</p> <p>We have signed the agreement together with SENATI (National Service for Industrial Training), coordinating with the institution for preparing the course to be included in the curriculum. Also, two participants from SENATI have been included in the Maintenance graduate course.</p>

<b>ACTION</b>	<b>Enhance our social investment to maximise the positive impacts and coverage of the programmes to benefit local communities.</b>
<b>DESCRIPTION</b>	We will expand the coverage of the social programmes carried out in La Pampilla refinery.
<b>INDICATOR</b>	<ul style="list-style-type: none"> <li>- Percentage of the annual Corporate Responsibility executed.</li> <li>- Percentage increase in the number of beneficiaries of social investment.</li> </ul>
<b>YEAR IMPLEMENTED</b>	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>We have executed 95% of the annual corporate responsibility plan.</p> <p>We have achieved 5% growth in the number of beneficiaries.</p> <p><b>2014</b></p> <p>We have reached 95% compliance with the annual Corporate Social Responsibility plan.</p> <p>We have secured a 5% increase in the number of beneficiaries.</p>

<p><b>ACTION</b></p>	<p><b>Reinforce the community technical capacity building programmes that are aligned with the future workforce requirements of new projects.</b></p>
<p><b>DESCRIPTION</b></p>	<p>We will carry out a feasibility study to endorse the project for the creation of a welders' technical school in the Centre for Studies and Community Development of Ventanilla (Ex University of Ventanilla) that will be self sustainable over time.</p>
<p><b>INDICATOR</b></p>	<ul style="list-style-type: none"> <li>- Percentage of progress made in the feasibility study.</li> <li>- Date for the presentation of the proposal for approval.</li> </ul>
<p><b>YEAR IMPLEMENTED</b></p>	<p>2013-2014</p>
<p><b>CLOSING TO THE ACTION AS OF 31/12/2014</b></p>	
<p><b>STATUS</b></p>	<p>Fulfilled.</p>
<p><b>CLOSING TEXT</b></p>	<p><b>2013</b></p> <p>We have completed viability assessment, presented the proposal and signed the cooperation agreement with the National Industrial Training Service (SENATI) for courses for solderers and boiler operators for the town of Ventanilla.</p> <p>We will continue these activities through the following period.</p> <p>Objective 2014: We will implement the Agreement with SENATI to create a technical college for solderers in Ventanilla, which will eventually be self-supporting.</p> <p><b>2014</b></p> <p>We have met with SENATI in order to discuss the resources required and the budget. SENATI offered to present a final report based on RELAPASAA's suggestions. This will be implemented in 2015.</p> <p>We have evaluated the feasibility of a program for operators, but decided to refrain from opening another technical school until the welders' training center could be implemented.</p>

<b>ACTION</b>	<b>Support the Nuevo Mundo native community affected by Repsol Peru's exploration and production operations, to improve the quality of health service.</b>
<b>DESCRIPTION</b>	<ul style="list-style-type: none"> <li>- We will carry out health campaigns associated principally with the seismic projects.</li> <li>- We will give support to the Nuevo Mundo Native Community in the form of technical assessors, in order to carry out the Feasibility Study, required by the National System for Public Investment (SNIP), for the Community Health Centre.</li> </ul>
<b>INDICATOR</b>	<ul style="list-style-type: none"> <li>- Document of the analysis of the standard of health care.</li> <li>- Health campaigns carried out.</li> </ul>
<b>YEAR IMPLEMENTED</b>	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>During 2013 there was no seismic activity, so the associated healthcare campaigns were not run. However, we have carried out dental health campaigns in the communities of Nuevo Mundo, Camisea and Sensa with the participation of personnel from the Ministry of Health (MINSA).</p> <p>In the viability study, we are following the different phases of the process in order to get a definitive decision on the viability of the study from the Municipality of Echarate.</p> <p><b>2014</b></p> <p>In 2014, we carried out an eye health campaign for the Nuevo Mundo and Kiriguete communities.</p> <p>The Echarate municipality approved the feasibility study and considered the study to be viable in September 2014. The study approved by the municipality was delivered to the Nuevo Mundo native community.</p>

<b>ACTION</b>	<b>Develop a grants programme for communities affected by production operations in Block 57.</b>
<b>DESCRIPTION</b>	We will develop a plan of grants for those communities affected by the production operations that Repsol carries out in Block 57.
<b>INDICATOR</b>	Grants programme.
<b>YEAR IMPLEMENTED</b>	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>We have created a plan of grants for the communities of Lot 57, which has been proposed to three educational institutions in the area for implementation with financial support from Repsol. Finally, we were able to reach a preliminary agreement with one of them, pending ratification by the authorities of the educational institution.</p> <p><b>2014</b></p> <p>We have implemented a scholarship plan for the Nuevo Mundo community.</p> <p>We have signed the pre-university and university scholarship agreement with the Universidad Nacional Agraria de la Selva.</p> <p>Four students from the community have been selected to participate in the program.</p>



<b>ACTION</b>	<b>Present relevant Native Communities with the action plan, to which Repsol has committed itself, for the application of the policy for relations with indigenous communities.</b>
<b>DESCRIPTION</b>	<ul style="list-style-type: none"> <li>- We will present an action plan for the application of the indigenous community relations policy, to which we have committed ourselves, in those communities that participated in the Social Performance Evaluation study. For this: <ul style="list-style-type: none"> <li>- The communities that participated will be determined.</li> <li>- Draw up a Plan of Action presentation understandable to the different communities.</li> </ul> </li> <li>- A questionnaire will be developed to carry out an audit in order to find out their opinion of the Plan.</li> <li>- A communication plan will be created for each operation.</li> <li>- The communication will be made.</li> <li>- We will compile a communications activity report for each block, indicating the types of questions and commentaries made, as well as the answers to the questionnaire.</li> </ul>
<b>INDICATOR</b>	Report of the activities carried out in each block.
<b>YEAR IMPLEMENTED</b>	2013-2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	In progress.
<b>CLOSING TEXT</b>	On the following page.

CLOSING TEXT

**2013**

In November/December, we held meetings with communities in Lots 39 and 109 to get feedback on the executed action plan, which has been presented as a report. The meetings were held with the communities that the consultant of the Social Performance Assessment study surveyed for information at community meetings.

They are planning a trip in March/April to hold meetings/ interviews with the communities in Lot 57 whose basic information was gathered in community meetings.

**2014**

- We completed the presentation and explanation of the action plan in all blocks, as follows:
    - Block 39: November 24, 25 and 26, 2013.
    - Block 109: December 19 and 20, 2013.
    - Block 57: July 7 and 8, 2014.
-

<b>ACTION</b>	<b>Strengthen the profiles of community liason staff positions, in exploration and production operations in Peru, with training on international indigenous rights standards.</b>
<b>DESCRIPTION</b>	<ul style="list-style-type: none"> <li>- We will review the profiles of community liason staff positions, with the view to expanding their knowledge on international indigenous rights standards, including Convention 169 of the International Labour Organisation (ILO) and Repsol's internal social standard.</li> <li>- We will determine the level to which the competencies of the Community Relations staff meet those demanded in the job profile, and as a result, develop an action plan to reduce the gaps identified.</li> </ul>
<b>INDICATOR</b>	<ul style="list-style-type: none"> <li>- Profiles reviewed.</li> <li>- Plan of action established.</li> </ul>
<b>YEAR IMPLEMENTED</b>	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>We have determined the need to work first on the basic knowledge needed by anyone working in the Community Relations area, both in the office and in the field.</p> <p>On 3 and 4 July 2013 we held the Application of the Rights of Indigenous Peoples course, attended by 29 people from the Community Relations area.</p> <p>3 July: Course on ILO Convention 169.</p> <p>4 July: Course on Repsol's Internal Regulations on social matters.</p> <p>18 people from the Community Relations area took part in the Course on Interculturalism, Development and Negotiation with 50 course hours, given by specialists from a prestigious University.</p> <p><b>2014</b></p> <p>A specific training plan has been developed for Community Relations personnel so they have a common baseline for carrying out their functions.</p>

<b>ACTION</b>	<b>Enhance the communication of relevant aspects of our sustainability activities.</b>
<b>DESCRIPTION</b>	We will develop and execute a communications plan aimed at the company's various stakeholders.
<b>INDICATOR</b>	<ul style="list-style-type: none"> <li>- Plan developed.</li> <li>- Number of the plan's actions carried out.</li> </ul>
<b>YEAR IMPLEMENTED</b>	2013 - 2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	<p><b>2013</b></p> <p>We have drafted the communications plan for 2013.</p> <p>We have executed 83% of the actions set out in the 2013 plan; we expect to execute the remaining actions in 2014. The 2014 plan also includes other actions.</p> <p><b>2014</b></p> <p>We have prepared the 2013 and 2014 communication plan, and reached 100% compliance with the 2014 plan actions.</p>

<b>ACTION</b>	<b>Encourage Community Relations teams understanding the culture and way of life of communities.</b>
<b>DESCRIPTION</b>	We will analyze the different forms in which people who comprise the Community Relations teams can gain a better understanding of the culture and lifestyle of the indigenous communities with which they relate.
<b>INDICATOR</b>	- Number of activities.
<b>YEAR IMPLEMENTED</b>	2014
<b>CLOSING TO THE ACTION AS OF 31/12/2014</b>	
<b>STATUS</b>	Fulfilled.
<b>CLOSING TEXT</b>	The courses indicated for the action set out in the plan to “Strengthen the profiles of community liaison staff positions, in exploration and production operations in Peru, with training on international indigenous rights standards” have also contributed to help members of Repsol Peru’s Community Relations teams understand and be knowledgeable of the culture and lifestyle of these communities.

# List of Actions

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Year End Report on actions of the Sustainability Plan 2013-2014 for Repsol Peru on December 31th, 2014.	4
<b>Program 1: Organisational Governance</b>	4
Promote principles of ethical behaviour that guarantee compliance with the existing code of conduct in the organisation, through the dissemination of information and capacity building among the employees of the companies of the Repsol Group in Peru.	4
Inform the general population and local communities on the operations, policies and projects of La Pampilla Refinery.	6
Create and maintain a corporate culture in Repsol's LPG business unit in Peru, in which the principles of Corporate Responsibility are practiced.	7
Increase transparency on accountability regarding our social and environmental impacts in Peru.	8
<b>Program 2: Human rights</b>	9
Impart training on human rights to National Policy commanders in Peru.	9
<b>Program 3: Labour practices</b>	10
Promote the employment of disabled persons.	10
Protect the work-life balance of our employees in Peru.	11
<b>Program 4: The Environment</b>	12
Improve the management of water in La Pampilla refinery.	12
Update the contingency plan for marine spills and the environmental sensitivity map of La Pampilla refinery.	13
Analyse opportunities of reusing treated domestic wastewater from the Nuevo Mundo operational base.	14
Avoid possible damages to the environment by composting the organic waste produced in the Nuevo Mundo base camp.	15
Promote biodiversity protection, developing a geo-referenced database of biological and environmental data for the Block 57 exploration and production project.	16

Promote strict ecosystem protection procedures among those exploration and production operators who are business partners, in areas rich in biodiversity.	17
Inform immediately and accurately on environmental and occupational safety accidents that occur in La Pampilla industrial complex, as soon as they are identified.	18
Promote the reduction of greenhouse gas emissions among our suppliers and contractors.	19
Encouraging the collection of recyclable materials in the service stations network in Peru, fostering awareness of recycling in our community.	20
Raising awareness and protection of the environment through the use of biodegradable bags in the Convenience Shops in our own network.	21
<b>Program 5: Fair operating practices</b>	22
Apply preventative measures to detect criminal conduct in the contractor rating process.	22
Contribute to increase the number of ethical, social and environmental standards adopted in our network of commercial LPG distributors in Peru.	23
Influence those Exploration and Production operators who are business partners so that, when necessary, they report on the details of environmental and safety related incidents that may occur, as well as the progress made in their social investment plans developed with affected communities.	24
Improve safety in the overland transport of our transport contractors in the LPG business in Peru.	25
Promote an increase in Corporate Responsibility in the value chains of La Pampilla refinery's wholesale customers.	26
Incorporate ethical and human rights issues in our agreements made with the suppliers of the refining and marketing businesses.	27
Revise the civil contracts for services made with contractors in order to establish norms to monitor their compliance with labour obligations.	28
Evaluate contracting companies on Social Responsibility and on their compliance with labour obligations concerning displaced employees in La Pampilla refinery.	30
Ensure that the company's contractors in Peru, in all business and corporate areas, comply with labour regulations.	31
Encourage the development of local suppliers in the area of influence of Repsol's Exploration and Production operations in Peru.	32
Implement a subcontractor rating procedure for subcontractors in the Peru Business Unit's Exploration and Production business.	33

Incorporate ethical, environmental and human rights issues into the rating process for suppliers of the Exploration and Production business in Peru.	34
Encourage improvements in the performance of Repsol Peru's Exploration and Production suppliers regarding social, environmental and safety issues.	35
Check on the application of Corporate Responsibility policies and procedures by suppliers and contractors of the Exploration and Production business in Peru.	37
Ensure that our Exploration and Production contractors comply with labour obligations concerning their employees.	38
Convey our policy of Respect for Human Rights to our partners in the fuel and lubricant businesses in Peru.	39
Program 6: Consumer issues	40
Contribute to the reduction of greenhouse gas emissions by providing necessary incentives to Peru's small and medium sized industrial consumers, in order to substitute residual fuel oil with Liquefied Petroleum Gas (LPG), as a less polluting fuel.	40
Develop a protocol for calculating the carbon footprint of LPG for our industrial customers.	41
Develop and implement a procedure for regulating the management of bidirectional communications with La Pampilla Refinery's customers.	42
Contribute to raise awareness of the health and safety impacts of the type of fuel used by low-income Peruvian families.	44
Program 7: Community involvement and development	45
Make information, standards and good practices for managing relations with indigenous communities affected by the company's operations, available to operators who are business partners.	45
Contribute to greater energy efficiency by promoting the substitution of traditional wood or kerosene burning stoves with Liquefied Petroleum Gas (LPG) stoves.	47
Train future Liquefied Petroleum Gas (LPG) and Natural Gas installers, fostering the development of the capacities of the young populations in communities affected by the activities of LPG Peru's plants.	48
Improve heating and hot water facilities in those rural areas most affected by the cold in Peru.	49
Align investments in social programmes with the expectations identified in the local area of La Pampilla Refinery.	51
Promote collaboration with academics by developing institutional collaboration plans with public universities on issues of education and culture.	52



Enhance our social investment to maximise the positive impacts and coverage of the programmes to benefit local communities.	53
Reinforce the community technical capacity building programmes that are aligned with the future workforce requirements of new projects.	54
Support the Nuevo Mundo native community affected by Repsol Peru's exploration and production operations, to improve the quality of health service.	55
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