



2014

Sustainability Plan
A Coruña
Industrial Complex
2014

Expectations of the stakeholders and actions of the Plan.

Program 1:

Organizational governance.

-Actions included in the program “Organizational governance” and a summary of the main expectations they contribute to satisfy-

GOVERNANCE PROGRAM

Expectation:

To periodically review and assess the governance processes of the Organization.

Expectation:

To ensure the publication of precise information on all the significant aspects of the Company within the appropriate deadlines.

Expectation:

To create and maintain a business culture in which the principles of corporate responsibility are put into practice.

Expectation:

To develop strategies, objectives and targets showing the organization’s commitment to social responsibility.

Actions included in the program:

1. Monitoring of the Regulatory Compliance Program for those legal duties with Spanish Public Entities applicable within the Industrial Complex.
2. Applying the Corporate Responsibility coordination system in the A Coruña Industrial Complex.

- **Expectation: To periodically review and assess the governance processes of the Organization.**

Ensuring that the legal duties and the rest of requirements are complied with constitutes one of the key criteria in the decision-taking process within the Company.

In order to reinforce this aspect, Repsol has included a specific action in this Plan focused on *monitoring the Regulatory Compliance Program for those legal duties with Spanish Public Entities applicable within the Industrial Complex.*

With this action, the A Coruña Industrial Complex shall embark on a review of the inventory of duties, both legal ones and those stemming from the Company's internal regulations. In addition, it will carry out the process whereby the observance of these requirements is self-assessed, taking such steps as are needed for solving any possible non-compliance observed.

- **Expectation: To develop strategies, objectives and targets showing the Organization's commitment to social responsibility.**

Throughout the year 2014 and within the A Coruña Industrial Complex during 2014, Repsol will initiate actions focused on *applying the Corporate Responsibility coordination system in the A Coruña Industrial Complex.*

This will mean that the A Coruña Industrial Complex will join the application of this scheme, which entails a more detailed study of the expectations of its local stakeholders, the setting up of actions to bring performance closer to the expectations identified and a measurement of the progress achieved in this area.

Specific information on each one of the actions included in the program “Organizational governance” of this Plan is shown below in the form of index cards.

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| ACTION | Monitoring of the Regulatory Compliance Program for the legal duties with Spanish Public Entities applicable within the Industrial Complex. |
| DESCRIPTION | We will carry out the processes involving updating and the self-assessment of regulatory compliance, which are periodically prepared by the area managers and will report on the corresponding results at the appropriate level. |
| INDICATOR | Changes in the inventories of duties [entries/deletions/changes]. Percentage of fulfilled periodic self-assessments. Semi-annual report of the process results for the Management Committee. |
| YEAR OF EXECUTION | 2014 |
| ACTION | Applying the Corporate Responsibility coordination system in the A Coruña Industrial Complex. |
| DESCRIPTION | We will start our Corporate Responsibility coordination system in the A Coruña Industrial Complex. Applying this system will involve determining the preoccupations and expectations of close stakeholders so as to take them into account in the business decision-taking process, which will entail proposing a set of actions to address their concerns. These are the actions to be materialized in this sustainability plan. |
| INDICATOR | Approval of the Sustainability plan of the A Coruña Industrial Complex. |
| YEAR OF EXECUTION | 2014 |

Program 2:

Human rights.

-Actions included in the program “Human rights” and a summary of the main expectations they contribute to satisfy-

HUMAN RIGHTS PROGRAM

Expectation:

To minimize the risks derived from the employment of safety personnel for safety services for the operations, while also ensuring compliance with the international standards of reference.

Expectation:

To establish a human rights policy offering a significant orientation to everybody within the organization and all those closely linked to it.

Expectation:

To strive to ensure that the Organization does not discriminate its employees, partners, stakeholders, members or anybody else with whom the company is in any manner in contact.

Actions included in the program:

1. Disseminating the principles governing companies and the UN Human Rights Declaration among the employees of the Industrial Complex.
2. Promoting equal job opportunities for disabled people.
3. Ensuring that the surveillance staff working in the Industrial Complex has received the necessary training regarding human rights.

- **Expectation: To establish a human rights policy offering a significant orientation to everybody within the organization and all those closely linked to it.**

With the aim of reinforcing the culture of respect to human rights already existing within the Company, in 2013 Repsol *approved* a specific policy binding all of its worldwide activities.

The adoption of this policy represents an essential step in the application of the diligence required in this area and will serve to establish the general principles guiding our performance with regard to human rights. The action proposed contemplates *disseminating the principles governing companies and UN human rights among the employees of the Industrial Complex.*

- **Expectation: To strive to ensure that the Organization does not discriminate its employees, partners, stakeholders, members or anybody else with whom the company is in any manner in contact.**

In addition to the activities already executed by the Company in this area, Repsol has included an action in the Plan to reinforce the integration of groups that have traditionally been subject to discrimination. The first of these actions consists *in promoting equal job opportunities for disabled people in the Industrial Complex.* With this action, we will promote the direct integration of members of this group, likewise involving our suppliers and contractors in the process.

The action will also entail different initiatives to promote awareness in this respect among the Group's staff and training for our suppliers, contractors and other parties interested in the good practices set up by Repsol.

- **Expectation: To minimize the risks derived from the employment of safety personnel for safety services for the operations, while also ensuring compliance with the international standards of reference.**

The performance of public and private security forces to protect the facilities is another activity subject to different risks regarding human rights.

For this reason, Repsol has included a relevant action to this area in the Plan, mainly focused on *ensuring that the surveillance personnel working in the Industrial Complex have received the necessary training on human rights.*

Specific information on each one of the actions included in program "Human rights" of this Plan is shown below in the form of index cards.

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| ACTION | Disseminating the principles governing companies and the UN Human Rights Declaration among the employees of the Industrial Complex. |
| DESCRIPTION | We shall train the managing employees of all areas of the Industrial Complex on human rights. |
| INDICATOR | Number of individuals required to attend this course as part of their personal training plan. Number of individuals who have attended this course. |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Promoting equal opportunities for disabled persons. |
| DESCRIPTION | We shall promote equal job and social opportunities for disabled persons with a plan that includes five focus points: <ul style="list-style-type: none"> - Outcrop Campaign (advice for employees applying for a disability certificate); - Designing training programs for disabled people; Direct Employment; - Fostering awareness and other activities. |
| INDICATOR | Target: To reach 5%, to exceed the 2% LISMI target. |
| YEAR OF EXECUTION | 2014 |

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|-------------------|---|
| ACTION | Ensuring that the surveillance staff working in the Industrial Complex has received the necessary training regarding human rights. |
| DESCRIPTION | We shall see to it that the surveillance staff understands human rights with an assessment questionnaire. |
| INDICATOR | Number of members of the surveillance staff participating out of the total staff of this function. |
| YEAR OF EXECUTION | 2014 |

Program 3:

Labour practices.

-Actions included in program “Labour practices” and a summary of the main expectations they contribute to satisfy-

LABOUR PRACTICES PROGRAM

Expectation:

To ensure occupational health and safety for employees and contractors.

Actions included in the program:

1. Continuing with Emergency Exercises and Drills.
2. Risk prevention scenarios and adopting the necessary measures to ensure process and operations safety.
3. Continuing with the investment plan to improve the infrastructure and the safety means of our facilities.

- **Expectation: To ensure occupational health and safety for employees and contractors.**

Occupational health and safety is a matter of special relevance in the oil and gas industry. Given the connection of this topic with the people's fundamental rights, occupational health and safety management entails actively promoting the highest possible level of welfare workers can aspire to and a strong preventive approach regarding health harms that may be caused by labour conditions.

In this regard, the management systems already implanted in the Company, it has included three actions in this plan.

The first action shall *continue with periodic Emergency Exercises and Drills*.

The second action will update the safety studies of the production units of the Industrial Complex, with *risk prevention scenarios, and by adopting the necessary measures to ensure process and operations safety*.

Finally, the third action reinforces the commitment to safety through an *investment plan for improving the infrastructures and safety means of our facilities*. The aim is to achieve the target of zero accidents and incidents and to improve the efficacy of possible interventions in emergency cases.

Specific information on each one of the actions included in program “Labour practices” of this plan is shown below in the form of index cards.

| | |
|--------------------------|---|
| ACTION | Continuing with periodic Emergency Exercises and Drills. |
| DESCRIPTION | We shall train the employees of the Industrial Complex in the actions to be carried out in emergency cases, including different categories regarding the emergencies, facilities and staff involved and the means needed, with the aim of ensuring that interventions, when needed, are executed with the utmost efficiency and safety. |
| INDICATOR | 7 emergency drills carried out/ year: - 6 Partial Emergencies (Refinery and Maritime Terminal). - 1 General Emergency. |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Risk prevention scenarios and adopting the necessary measures to ensure process and operations safety. |
| DESCRIPTION | We shall keep updated the information of the safety studies of the Complex, analysing and quantifying the risk scenarios. From these studies, we shall review the prevention and mitigation actions needed to minimize the potential impact of our activity. |
| INDICATOR | Elaboration of the Quantitative Risk Analysis of the Complex. |
| YEAR OF EXECUTION | 2014 |

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|--------------------------|--|
| ACTION | Continuing with the investment plan for improving the infrastructure and the safety means of our facilities. |
| DESCRIPTION | We shall execute various actions to improve safety. These actions shall aim at the target of zero accidents and incidents and improve the efficiency of possible interventions in emergency cases. |
| INDICATOR | Percentage of Compliance with the Investment Plan. |
| YEAR OF EXECUTION | 2014 |

Program 4:

Environment.

-Actions included in the program “Environment” and a summary of the main expectations they contribute to satisfy-

ENVIRONMENT PROGRAM

Expectation:

To implement measures oriented towards preventing pollution and waste.

Expectation:

To minimize CO₂ emissions and improve the energy efficiency of operations.

Expectation:

To invest in low carbon technologies and energy sources.

Expectation:

To measure, record and report about significant greenhouse emissions.

Actions included in the program:

1. Informing society about the environment management indicators of the Refinery.
2. Promoting measures to encourage energy efficiency.
3. Cooperating with the Port Authority to bring the A Coruña Port closer to citizens in order to determine the concerns of the local stakeholders.
4. Identifying and classifying the environmental risks of the Industrial Complex with the aim of preventing and minimizing the impact on the local surroundings.
5. Improving the infrastructures of the Industrial Complex to control and monitor the environmental impacts, and minimize potential impacts.
6. Researching and developing new, more sustainable sulphur fertilizers and corrective amendments to the pH of the land to increase the availability of nutrients in the soil and reduce the carbon footprint of the global process.

- **Expectation: To measure, record and report about significant greenhouse emissions.**

The emission of polluting air particles and gases to the air can cause impacts on health and the environment.

To respond to this expectation, A Coruña Industrial Complex proposes two actions.

The first action contemplates *informing society about the refinery's environmental performance, submitting an annual report on environmental indicators of the Complex to the administration.*

On the other hand, the A Coruña Industrial Complex proposes *cooperating with the Port Authority on bringing the Port of A Coruña closer to its citizens to determine the concerns of the local stakeholders.* Within the scope of this action, there are plans for cooperation on the design and the monitoring of indicators of environmental control with the Environment Forum of the Port of A Coruña.

- **Expectation: To minimize CO₂ emissions and improve the energy efficiency of operations.**

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

For this reason, in addition to the specific initiatives already implemented in past years, the Company has incorporated a specific action in this Plan focusing on this target of *promoting measures to increase energy efficiency.*

- **Expectation: To implement measures oriented towards preventing pollution and waste.**

With the aim of responding to this expectation, the A Coruña Industrial Complex proposes two actions to be addressed during 2014.

The first action consists in *identifying and ranking the environmental risks of the Industrial Complex to prevent and minimize the impact on the local environment* by means of quantitative environmental risk analysis.

We shall also execute an investment plan to *improve the infrastructures of the Industrial Complex in order to control and monitor the environmental aspects and minimize potential impacts.*

- **Expectation: To invest in low carbon technologies and energy sources.**

In view of the new business opportunities associated with the new low carbon technologies, this Plan includes an action focusing on *researching and developing new, more sustainable sulphur fertilizers and corrective amendments to the pH of the land in order to increase the availability of nutrients in the soil and reduce the carbon footprint of the global process.*

Specific information on each one of the actions included in program “Environment” of this plan is shown below in the form of index cards.

| | |
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| ACTION | Informing society about the Refinery’s environment management indicators. |
| DESCRIPTION | We shall submit an annual report assessing compliance with the environmental indicators in the Complex to the Administration. In addition, we shall include the data of the environmental control of the Industrial Complex in the National Inventory of Polluting Emissions in the Atmosphere of the Ministry of Environment. |
| INDICATOR | Annual assessment report sent to the Administration. National Emissions Inventory completed. |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Promoting measures to encourage energy efficiency. |
| DESCRIPTION | <p>We shall reduce the net energy consumption in the manufacturing of our products, enhancing the sustainable use of resources, with a management focused on energy saving. To achieve this target, we shall execute the following actions:</p> <ul style="list-style-type: none"> - CO₂ emission reduction plan (PRECO2). - Addition of new measures to the PRECO2 that entail additional reductions of CO₂ in addition to those originally established in the Plan. - Reduction of the Consumption and Waste Index in the refinery's operations. - Action Plan for Refining Energy Management. |
| INDICATOR | <p>Percentage of progress of the CO₂ Emission Reduction Plan. Inclusion of new measures representing CO₂ saving. Percentage of the reduction in the Consumption and Wastage rate. Percentage of execution of the GE Plan.</p> |
| YEAR OF EXECUTION | 2014 |

| | |
|-------------------|---|
| ACTION | Cooperating with the Port Authority to bring the A Coruña Port closer to citizens in order to determine the concerns of the local stakeholders. |
| DESCRIPTION | We shall participate in the meetings of the Environment Forum of the A Coruña Port, cooperating on the design and monitoring of environmental control indicators. We shall also cooperate with the Port Authority on the elaboration of the annual sustainability report and shall include the Port Authority in the emergency drills in the Maritime Terminal. |
| INDICATOR | Cooperation as operators on the annual sustainability report of the Port of A Coruña. Number of drills in which the Port Authority has taken part. |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Identifying and classifying the environmental risks of the Industrial Complex with the aim of preventing and minimizing the impact on the local surroundings. |
| DESCRIPTION | We shall carry out a Quantitative Environmental Risk Analysis [ACRAS]. This study will allow us to update the risk scenarios and review the risk prevention and mitigation actions needed to prevent and minimize the potential impacts of our activity on the environment. |
| INDICATOR | Report completed. |
| YEAR OF EXECUTION | 2014 |

| | |
|-------------------|---|
| ACTION | Improving the infrastructures of the Industrial Complex to control and monitor environmental aspects, as well as minimize its possible impact. |
| DESCRIPTION | We shall execute the Investments Plan of the Industrial Complex in its environmental section. This plan contemplates investments in the CO ₂ emission control systems in the focal points of the Industrial Complex. |
| INDICATOR | Percentage of the investments / year. Amount of CO ₂ emissions. |
| YEAR OF EXECUTION | 2014 |
| ACTION | Researching and developing new, more sustainable sulphur fertilizers and corrective amendments to the pH of the land to increase the availability of nutrients in the soil and reduce the carbon footprint of the global process. |
| DESCRIPTION | <p>We shall participate in the ESFER [<i>Elemental Sulphur in Fertilizer</i>] Project, embedded in the FEDER-INNTERCONNECTA Program, within the priority area “Food and Agriculture and Marine Resources”.</p> <p>The general objective of the ESFER Project is to develop new, more sustainable sulphur fertilizers, and with corrective amendments to the pH of the land, increasing the availability of nutrients in the soil and in addition, reducing the carbon footprint of the global process.</p> <p>More specifically, the A Coruña Industrial Complex will participate, carrying out studies on the granulometry of the sulphur particles for ensuring a safe application; sieving systems of the sulphur particles; sulphur and clay mixtures favouring the release of sulphur in a safe manner or at a speed allowing the biodegradation of sulphur in the soil, among others.</p> |
| INDICATOR | Completion of the report. |
| YEAR OF EXECUTION | 2014 |

Program 5:

Fair operating practices.

-Actions included in program “Fair operating practices” and a summary of the main expectations they contribute to satisfy-

FAIR OPERATING PRACTICES PROGRAM

Expectation:

To include ethical, social, environmental, equal opportunities for genders and health and safety criteria in the procurement policies and practices.

Expectation:

To actively take part in increasing awareness of CSR issues in the organizations we have relations with.

Actions included in the program:

1. Enhancing the hiring of special job centres for certain external services in the Industrial Complex, in order to promote equal opportunities for disabled people.
2. Reinforcing communication with suppliers on aspects related to our environmental management, safety and energy efficiency systems, as well as ethical and social aspects, adding value to the value chain.
3. Determining the safety plans of suppliers to identify and share good practices with them.
4. Promoting corporate responsibility in the supply chain, evaluating suppliers with responsible practices in ethical, social and environmental issues.

- **To include ethical, social and environmental awareness, equal opportunities for genders and health and safety criteria in the procurement policies and practices.**

Repsol has included in this Sustainability Plan an action focused on *enhancing the hiring of special job centres for certain external services in the Industrial Complex* in order to promote equal opportunities for disabled people.

- **Expectation: To actively take part in increasing awareness of CSR issues in the organizations we have relations with.**

The A Coruña Industrial Complex will work during 2014 on increasing awareness of the organizations that are part of its value chain by means of initiatives related with training, awareness or recognition of good practices by the parties involved. To achieve this, the Company has included three specific actions in this Plan:

The first action consists in *reinforcing communication with suppliers on aspects related to our environment, safety and energy efficiency management system, as well as ethical and social aspects* related to corporate responsibility, as well as the monitoring of the activities in the Complex.

The second action aims to *determine the safety plans of the suppliers, in order to identify and share good practices with them*. For this reason, we shall organize meetings with the most important contracting companies in the Complex to learn about the annual safety plan and share good practices.

We also propose a third action to *stimulate the promotion of corporate responsibility in the supply chain, assessing the suppliers with responsible practices in ethical, social and environmental issues* with supplier assessment systems, taking into account not only financial but also ethical, social and environmental aspects, without which contracting would not be possible.

Specific information on each one of the actions included in program “Fair operating practices” of this plan is shown below in the form of index cards.

| | |
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| ACTION | Enhancing the hiring of special job centres for certain external services in the Industrial Complex, in order to promote equal opportunities for disabled people. |
| DESCRIPTION | <p>We shall include the following actions in the action plan of the Complex for promoting equal opportunities for disabled people:</p> <ul style="list-style-type: none"> - Including special job Centres as possible tenderers for hiring certain services in the Complex. - Including special job Centres as suppliers for the procurement of goods. |
| INDICATOR | Invoicing of services / procurement of Special Job Centres. |
| YEAR OF EXECUTION | 2014 |

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|--------------------------|---|
| ACTION | Reinforcing communication with suppliers on aspects related to our environmental management, safety and energy efficiency systems, as well as ethical and social aspects. |
| DESCRIPTION | <p>We shall periodically inform the representatives of the contractor companies on aspects related to environmental, safety and energy efficiency management, as well as on aspects bearing on ethical and social issues with biannual meetings for the follow-up of activities of the Complex with them.</p> |
| INDICATOR | Number of meetings celebrated. |
| YEAR OF EXECUTION | 2014 |

| | |
|-------------------|--|
| ACTION | Determining the safety plans of suppliers to identify and share good practices with them. |
| DESCRIPTION | We shall organize meetings with the contractor companies with the highest involvement in the Complex to learn about their annual safety plan and the best practices with them, committing them to the “zero accidents” target. The Safety Area and the contractor’s supervising department will take part in these meetings. |
| INDICATOR | Number of contractor companies presenting their annual safety plan. |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Promoting corporate responsibility in the supply chain, assessing suppliers with responsible practices in ethical, social and environmental issues. |
| DESCRIPTION | <p>We shall promote the adoption of responsible practices bearing on corporate responsibility in the supply chain, giving priority to safety, quality, the environment and the energy efficiency of suppliers by means of:</p> <ul style="list-style-type: none"> - Contract rating: we shall rate the contracts awarded by the Industrial Complex, giving priority to safety, quality and environment. - Rating of contractor companies: we shall assess service suppliers in advance taking into account not only financial but also ethical, social and environmental aspects without which contracting would not be possible. - Inclusion in the appraisal of economic offers of the frequency index and the contractor's assessment in safety. |
| INDICATOR | <p>Percentage of appraisals of contracts closed. Concession of the annual award. Number of contractors rated. Percentage of high criticality homologations with CSR aspects assessed.</p> |
| YEAR OF EXECUTION | 2014 |

Program 6:

Consumer affairs.

-Actions included in program “Consumer affairs” and a summary of the main expectations they contribute to satisfy-

CONSUMER AFFAIRS PROGRAM

Expectation:

To supply complete, accurate and comprehensible information on all important aspects of goods and services, taking the full life cycle into account.

Expectation:

The inclusion in the communications with consumers of complete and comparable information on aspects bearing on product-related health and safety issues.

Actions included in the program:

1. Informing major consumer groups about our activity and products during visits to the Refinery.

- **Expectation: The inclusion in the communications with consumers of complete and comparable information on aspects bearing on product-related health and safety issues.**

Having clear, concise and accurate information on the products' impact on health and safety constitutes an essential factor for the consumer.

- **Expectation: To supply complete, accurate and comprehensible information on all important aspects of goods and services, taking the full life cycle into account.**

A Coruña Industrial Complex will inform their clients on their awareness about the environmental and social issues along the entire life- cycle.

To achieve this, *the Company will inform major consumer groups about our activity and products during visits to the Refinery* so that they learn about the product manufacturing processes and their handling.

Specific information on the action included in the program is shown below in the form of an index card.

| | |
|-------------------|---|
| ACTION | Informing major consumer groups about our activity and products during visits to the Refinery. |
| DESCRIPTION | We shall receive the visit of major customers, mainly members of agricultural cooperatives and various distributors, to the Refinery facilities. During the visit, we shall inform them of all product manufacturing processes, mainly those bearing on the major consumer product, and respond to their queries regarding the products and their characteristics in the interests of better usage. |
| INDICATOR | Number of visitors / year. |
| YEAR OF EXECUTION | 2014 |

Program 7:

Community involvement and development.

-Actions included in program “Community Involvement and Development” and a summary of the main expectations they contribute to satisfy-

COMMUNITY INVOLVEMENT AND DEVELOPMENT PROGRAM

Expectation:

To contribute to the development of local communities. To maintain our commitment to the territory we operate in during times of crisis.

Expectation:

To implement and maintain a procedure for handling external communications and complaints from the community.

Expectation:

To assess the concerns of the surrounding communities regarding social, labour and safety topics.

Expectation:

To participate in local associations with the aim of contributing to the common good and the development objectives of communities.

Expectation:

To support the preservation and protection of the cultural heritage, especially in those locations where the activities of the Organization may have an impact on the heritage.

Expectation:

To reinforce the Company's commitment to job creation, especially for young individuals.

Expectation:

To have a transparent relationship with local communities.

Expectation:

To take measures for ensuring the health of the communities affected by the operations, including contingency plans regarding operational accidents. To inform the communities affected by operations on associated risks.

Actions included in the program:

1. Contributing to the economic development of society with an annual investment plan and programmed shutdowns involving the hiring of local workforce for its execution.
2. Paying continuous attention to the Refinery's surroundings.
3. Establishing periodic meetings with neighbourhood associations close to the Refinery.
4. Creating a website as a direct communication channel with the community.
5. Disseminating the best safety and environmental practices applied in the Refinery's processes and activities.
6. Identifying the perception of the surroundings regarding the impact of the Refinery's activities.
7. Cooperating with the Regional Government of Galicia for the implementation of an External Emergency Plan of the A Grela – Bens Industrial Area and its dissemination among the stakeholders of the community.
8. Establishing Vocational Education Agreements between the Refinery, the Regional Government of Galicia and the IES Sardiñeira, participating in the Higher Level education in Industrial Chemistry.
9. Signing and setting up a Dual FP [Vocational Education] Agreement between the Regional Government of Galicia and the A Coruña Industrial Complex, focused on the Industrial Chemistry students of the IES Sardiñeira.
10. Signing a new agreement with the University of A Coruña [UDC] to establish means of cooperation between the projects of the University and the Refinery of A Coruña.
11. Cooperating in social, cultural, educational and sportive initiatives of the community with the institutions and collectives in the surroundings of the Refinery of A Coruña.
12. Disseminating Galician culture with the Repsol Short Stories Award.

- **Expectation: To contribute to the development of the local communities. To maintain our commitment to the territory we operate in during times of crisis.**

The current economic situation has made job creation potential become one of the main criteria when analyzing investments made as well as those contemplated for the future.

Within the framework of this Plan, Repsol has included one specific action in this sense, consisting *in contributing to the economic development of society by means of an annual investment and programmed shutdowns plan, which will involve the recruiting of local workforce for its execution*. To achieve this target, the Company will develop an annual investment and programmed shutdowns plan involving the recruitment of local workforce for its execution.

- **Expectation: To implement and maintain a procedure for handling external communications and complaints from the community.**

Communication systems constitute an aspect of major interest for collecting concerns and complaints and for a better communication of the Company's operations to stakeholders. It is worth mentioning that, in general, the local communities and the civil society do not know about the Company's activities in detail.

The A Coruña Industrial Complex proposes two actions focused on satisfying this expectation. The first one consists in *paying continuous attention to the Refinery's surroundings* by means of continuous attention through a channel prepared for this purpose.

Likewise, in order to maintain fluid communication to learn about their concerns and establish links, the Refinery will hold *periodic meetings with the neighbourhood associations close to the Refinery*.

- **Expectation: To have a transparent relationship with local communities by disseminating key information and elaborating periodic reports.**

An action has been included in this Plan, consisting in *creating a website as a direct communication channel with the community* to facilitate the information of the activities carried out in the Complex.

Also, an action responding to this expectation will be carried out *to disseminate the safety and environmental practices executed during the Refinery's processes and activities* with guided tours to our premises.

- **Expectation: To assess the concerns of the surrounding communities regarding social, labour and safety topics.**

Within the Sustainability Plan, the A Coruña Industrial Complex has included an action aimed at *identifying the perception of the surroundings regarding the impact of the Refinery's activity*. This study will be carried out in 2014 and will focus on assessing social and labour concerns, as well as the concerns bearing on the safety of the populations living close to the A Coruña Industrial Complex.

- **Expectation: To take measures ensuring the health of the communities affected by the operations, including contingency plans in the area of operational accidents. To inform the communities affected by operations of associated risks.**

In 2014, Repsol will implement an action focused on *cooperating with the Regional Government of Galicia on the implementation of an External Emergency Plan of the A Grela – Bens Industrial Area and its dissemination among the stakeholders of the Community* with the aim of ensuring the integrity of these premises and of the professionals working in the industrial park.

Given the implications phenomena of this kind could entail for the local environment, this action contemplates cooperating with the regional administration on the elaboration and maintenance of an External Emergency Plan and the training of the teams involved.

The Plan also includes another action which, in keeping with the previous one, *continues with the periodic execution of Emergency Exercises and Drills*.

- **Expectation: To reinforce the Company's commitment to job creation, especially for young individuals.**

The A Coruña Refinery has included three actions in the Sustainability Plan, focused on reinforcing the future employability of a social group with particular difficulties in the current situation, that of young people.

The first of these actions consists in *establishing Vocational Education Agreements between the Refinery, the Regional Government of Galicia and the IES Sardiñeira by participating in the Higher Level Education of Industrial Chemistry*, and contributing to better opportunities in the labour market for young people.

With the second and third of the actions included in the Plan, we shall *sign Agreements with the Regional Government of Galicia and the University of A Coruña*. The first agreement will set up a Program to increase the number of hours Industrial Chemistry students will stay at the Complex. The second agreement will *establish paths of cooperation between the projects of the University and those of the A Coruña Refinery*.

- **Expectation: To participate in local associations with the aim of contributing to the common good and the development objectives of communities.**

Repsol shall continue reinforcing its support and involvement with local associations in pursuit of social objectives in the community.

For this purpose, an action has been included *to cooperate on the community's social, cultural and sportive initiatives with the institutions and collectives in the surroundings of the A Coruña Refinery.*

- **Expectation: To support the preservation and protection of the cultural heritage, especially in those locations where the activities of the Organization may have an impact on the heritage.**

The A Coruña Refinery has included an action *to disseminate Galician culture with the Repsol Short Stories Award*, thus satisfying this expectation.

Specific information on the actions included in the program is shown below in the form of index cards.

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|-------------------|---|
| ACTION | Contributing to the economic development of society with an annual investment and programmed shutdowns plan, involving the hiring of local workforce for its execution. |
| DESCRIPTION | <p>We shall establish an annual investment and shutdown a plan, which will involve the recruitment of local workforce for its execution. This Plan will include the following actions:</p> <ul style="list-style-type: none"> - Involvement of local companies in tenders. - Cooperation with Neighbourhood Associations, facilitating contacts with the contractor companies involved in the shutdowns and investments. - Occasional recruitment during Planned Shutdowns of Rescue Auxiliary Staff through a contracting company, with staff recruitment from a list supplied by the Neighbourhood Associations. |
| INDICATOR | Percentage of Contracts with local / regional companies. Percentage of workforce hired living in towns close to the Industrial Complex. |
| YEAR OF EXECUTION | 2014 |
| ACTION | Paying continuous attention to the Refinery's surroundings. |
| DESCRIPTION | A 24-hour attention service for the calls of people living in the surroundings with regard to external incidents related to our activity. This service shall follow an internal protocol via a communication system including the reception of external calls and the analysis and later response to the questions posted by calling individuals. |
| INDICATOR | Number of calls / number of calls answered. |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Establishing periodic meetings with neighbourhood associations close to the Refinery. |
| DESCRIPTION | We shall keep in contact with surrounding neighbourhood associations with periodic meetings to determine their concerns and reinforce the links with the community. |
| INDICATOR | Number of meetings / year. |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Creating a website as a direct communication channel with the community. |
| DESCRIPTION | We shall set up the website of the A Coruña Refinery as an innovative tool and a direct means to transmit information on the activities of the Complex and the values of our Company to the citizens. |
| INDICATOR | Launching of the website of the Complex. |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Disseminating the best safety and environmental practices applied in the Refinery's processes and activities. |
| DESCRIPTION | We shall disseminate the Refinery's activity placing emphasis on the safety and environmental aspects considered in the refining processes by means of guided tours focused on surrounding neighbourhood associations, schoolchildren, university students and Vocational Education groups as well as other parties concerned in the Refinery. |
| INDICATOR | Number of visitors per year. |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Identifying the perception of the surroundings regarding the impact of the Refinery's activities. |
| DESCRIPTION | We shall carry out a quantitative survey on society's perception focused on the different aspects and concerns of citizens in the surroundings of the Refinery: employment, environment, safety and communication, among other aspects. |
| INDICATOR | Study completed. |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Cooperating with the Regional Government of Galicia on the implementation of an External Emergency Plan of the A Grela – Bens Industrial Area and its dissemination among stakeholders of the community. |
| DESCRIPTION | <p>We shall actively participate in the meetings dealing with the analysis of the 2013 emergency drill and in the elaboration of the subsequent action plan. We shall also actively cooperate on the Campaign to communicate the conclusions of the emergency drills to the population.</p> <p>In addition, we shall cooperate with the Administration on the execution of new emergency drills, according to the Schedule.</p> |
| INDICATOR | Completion of the final 2013 drill report. |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Establishing Vocational Education Agreements between the Refinery, the Regional Government of Galicia and the IES Sardiñeira, participating in the education of the Higher Level of Industrial Chemistry. |
| DESCRIPTION | <p>We shall establish a training and practice program in the Refinery's premises focused on students of the first and second year of the higher level of Industrial Chemistry, complementing the training received in the IES. A Sardiñeira (A Coruña). These agreements establish 66-hours stays per academic term during which, in addition to the mandatory term of education in Job Centres, the students can complement the education received at the institute.</p> |
| INDICATOR | <p>First year students: 66 hours. Second year students: 66 hours + 380 practice hours.</p> |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Signing and setting up a Dual FP (Vocational Education) Agreement between the Regional Government of Galicia and the A Coruña Industrial Complex, focused on the Industrial Chemistry students of the IES Sardiñeira. |
| DESCRIPTION | We shall sign an FP Dual Vocational Education Agreement between the Industrial Complex and the Regional Government of Galicia, which will mean increasing the number of hours of the Industrial Chemistry Cycle in the Complex; thus, the students may study the subjects of the cycle in situ. |
| INDICATOR | FP Dual Vocational Education Agreement with the Regional Government of Galicia signed. Set-up of the first course of Dual Vocational Education. |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Signing a new agreement with the University of A Coruña (UDC) to establish means of cooperation between the projects of the University and the Refinery of A Coruña. |
| DESCRIPTION | We shall sign a new agreement agglutinating the different cooperation activities with the University and its research areas with the aim of creating a faster and simpler open cooperation channel between both entities. |
| INDICATOR | Signing of the new agreement. Fulfilment of the actions included. |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Cooperating with social, cultural, educational and sportive initiatives of the community with the institutions and collectives in the surroundings of the Refinery of A Coruña. |
| DESCRIPTION | <p>We shall carry out our commitment to the area of influence of the A Coruña Refinery with different cooperation programs with surrounding institutions and collectives:</p> <ul style="list-style-type: none"> - We shall cooperate with surrounding educational centres to develop volunteer projects with the aim of fighting against school dropping out. - We shall develop different educational projects, among which mention should be made of the supply of digital screens to the San Xosé Obreiro School in Meicende, in response to an enquiry of the Parents' Association of the school. - We shall promote cooperation with A Coruña and Arteixo entities on the sponsorship of cultural programs and for sport activities in these towns. - We shall establish cooperation with neighbourhood associations and entities in the towns close to the Refinery (Os Castros, Bens, Nostián and Meicende) in order to carry out different activities related to specific projects. |
| INDICATOR | Number of cooperation actions carried out / planned. Project execution percentage. |
| YEAR OF EXECUTION | 2014 |

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| ACTION | Disseminating Galician culture with the Repsol Short Stories Award. |
| DESCRIPTION | <p>We shall celebrate the 7th and 8th edition of the literature in Galician Language awards, created by the Refinery in 2006 and currently promoted by the Repsol Foundation. This event is organized by the Complex. The Award maintains an agreement with the Culture and Education Department of the Regional Government of Galicia. The following entities also cooperate on this event: Editorial Galaxia, Real Academia Galega and the Association of Writers in the Galician Language.</p> |
| INDICATOR | Awards ceremony and publication of the winning work. |
| YEAR OF EXECUTION | 2014 |

