



2014

Sustainability Plan  
**Cartagena**  
Industrial Complex  
2014

## Expectations of the stakeholders and actions of the Plan.

### Program 1:

## Organisational Governance.

-Actions included in Program "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 Normative Compliance Program of those legal duties with Spanish Public Entities applicable within the Industrial Complex.
2. Monitoring, updating and assessing the Internal Control System on Financial Reporting (ICFR) in the Industrial Complex.
3. Applying the Corporate Responsibility coordination system in the Cartagena 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, which is one of the key criteria for 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 Normative Compliance of those legal duties with Spanish Public Entities applicable within the Industrial Complex.*

With this action the Cartagena Industrial Complex shall embark on a review of the inventory of duties, both legal ones and those stemming from the Company's internal norms. 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.

Likewise, the *monitoring, updating and assessment of the Internal Control System on Financial Reporting [ICFR] within the Industrial Complex is also to be put into effect.*

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

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

By this, the Cartagena Industrial Complex will join the application of this scheme, which entails a more detailed analysis of the expectations of 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.

<b>ACTION</b>	<b>Monitoring of the Normative Compliance Program of those legal duties with Spanish Public Entities applicable within the Industrial Complex.</b>
<b>DESCRIPTION</b>	We will carry out the processes involving updating and the self-assessment of normative compliance, which are periodically prepared by the area managers, and we will report on the corresponding results at the appropriate level.
<b>INDICATOR</b>	Changes in the inventories of duties (inclusions/deletion/changes). Semi-annual report of the process results for the Management Committee.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Monitoring, updating and assessment of the Internal Control System on Financial Reporting (ICFR) in the Industrial Complex.</b>
<b>DESCRIPTION</b>	We shall continuously revise the methodology applicable to the management of the Internal Control System on Financial Information, as well as the inventory of financial report risks and of the companies and processes impacted by it, so that the controls of the system make it possible to reach conclusions about their effectiveness.
<b>INDICATOR</b>	Annual assessment of the functioning of the controls identified in the ICFR. Validation by the Management of the Industrial Complex of the inventory of controls and processes lying within their area of responsibility. Annual certification by the Industrial Complex Management on the validity and effectiveness of the controls and processes lying within its respective area of responsibility.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Applying the Corporate Responsibility coordination system in the Cartagena Industrial Complex.</b>
<b>DESCRIPTION</b>	We will start our Corporate Responsibility coordination system in the Cartagena 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.
<b>INDICATOR</b>	Approval of the Sustainability Plan of the Cartagena Industrial Complex.
<b>YEAR OF EXECUTION</b>	2014

## Program 2:

### Human rights.

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

## HUMAN RIGHTS PROGRAM

**Expectation:**

To establish a Human rights Policy offering a significant orientation to everybody within the Organization and all those closely linked with 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.

**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.

**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. Enhancing equal opportunities for access to jobs to individuals with different capabilities.
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 significant orientation to everybody within the Organization and all those closely linked with 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 *enhancing equal opportunities for the access to jobs for individuals with different capabilities.* Direct inclusion of members of this group will thus be ensured. The action will also entail different initiatives to promote awareness in this respect among the Group's staff.

- **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 an action relevant 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.

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

<b>ACTION</b>	<b>Enhancing equal opportunities for access to jobs to disable people.</b>
<b>DESCRIPTION</b>	We shall implement training programs through internships to provide employment for disabled persons. We shall also reserve 5% of new vacancies in the Industrial Complex for disable people.
<b>INDICATOR</b>	Percentage of disable people joining the Company/Number of new employees contracted in the Industrial Complex. Number of special employment centres employed.
<b>YEAR OF EXECUTION</b>	2014

ACTION	<b>Ensuring that the surveillance staff working in the Industrial Complex has received the appropriate training regarding human rights.</b>
DESCRIPTION	We shall monitor the surveillance staff understands the human rights topics 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:**

Fair wages for employees.

**Expectation:**

To boost knowledge and compliance of corporate policies by employees by means of an appropriate dissemination of these policies.

**Expectation:**

To ensure occupational health and safety for employees and contractors.

**Actions included in the program:**

1. Extending the professional performance assessment system to the staff of the Industrial Complex included in Labour Agreements.
2. Strengthening internal communication systems as a tool for enhancing corporate culture.
3. Compliance with the Annual Plan of the Industrial Complex.
4. Training the safety operators in advanced fire extinguishing techniques.
5. Reinforcing the equipment of the fire brigade of the Industrial Complex.

- **Expectation: Fair wages for employees.**

In the area of improved salary and rewards policy, the Cartagena Industrial Complex has included an action in the present edition of the Plan.

The action consists in extending the professional performance assessment system to *the employees of the Industrial Complex included in the Labour Agreement*, which scheme shall be extended to the workers of the Group companies included in the Labour Agreement.

- **Expectation: To boost knowledge and compliance of corporate policies by employees by means of the appropriate dissemination.**

The Cartagena Industrial Complex will carry out actions to strengthen *internal communication channels as a tool for enhancing corporate culture*.

With this measure, we will reinforce the Communication systems existing in the Industrial Complex, in order to supply information on an occasional basis to employees on different matters of interest.

- **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 because its connection with human rights. Hence, occupational health and safety management promote workers' welfare and a strong preventive approach regarding health harms that may be caused by labour conditions.

The Cartagena Industrial Complex proposes three actions to satisfy this expectation.

At first, ensuring compliance of the *Annual Safety Plan of the Industrial Complex*, by means of various actions related with training to offer an immediate response in the event of emergencies, training sessions and equipment inspections, among other matters.

In relation to this action, the Safety Operators are to be trained in advanced fire extinguishing techniques.

Finally, the *equipment of the fire brigade of the Industrial Complex* is to be reinforced.

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.

<b>ACTION</b>	<b>Extending the professional performance assessment system to the staff of the Industrial Complex included in Labour Agreements.</b>
<b>DESCRIPTION</b>	<p>We will extend the performance appraisal systems to the employees of the Industrial Complex included in Labour Agreements.</p> <p>This system evaluates the individual’s performance on the basis of the individual contribution to meeting the shared area results by means of defining the main functions and responsibilities. A definition of the required capabilities and abilities for the functions and responsibilities, such as maximizing results in a sustainable way; innovating; acting as part of the network; developing and involving people and technical know-how.</p>
<b>INDICATOR</b>	Number of evaluated employees vs. number of employees included in Labour Agreements.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Strengthening the internal communication systems as a tool for enhancing corporate culture.</b>
<b>DESCRIPTION</b>	<p>We will restructure the contents and the structure of the Communication channels appearing in the website of the Industrial Complex and the "Informa" bulletin.</p> <p>The management team shall hold meetings with the different collectives to directly exchange impressions and information. We shall support the Company's communication campaigns ["Más que palabras", "Campaña de valores", "Concurso pintura infantil", "Campañas de Seguridad", etc. ["More than Words", "Values Campaign", "Children's Painting Contest", "Safety Campaigns", etc.]], promoting and creating awareness through the website of the Industrial Complex.</p>
<b>INDICATOR</b>	Implemented / Not implemented.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Complying with the Annual Plan of the Industrial Complex.</b>
<b>DESCRIPTION</b>	<p>We shall involve the refinery's staff in participating in the different actions focusing on personal and industrial accident prevention through the Annual Safety Plan (ASP) prepared by the Safety Department. The ASP includes, among other actions:</p> <ul style="list-style-type: none"> <li>- Training in operational emergencies.</li> <li>- Leadership in safety.</li> <li>- Working permits revision.</li> <li>- Preventive observations.</li> <li>- Department emergency simulation.</li> <li>- Planned Inspection of areas.</li> <li>- Dissemination of lessons learned.</li> </ul>
<b>INDICATOR</b>	Level of compliance with the Annual Safety Plan.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Training the safety operators in advanced fire-fighting techniques.</b>
<b>DESCRIPTION</b>	Safety operators working in shifts will be trained in advanced fire-fighting techniques at external training entities, in order to ensure a fast and effective response when needed.
<b>INDICATOR</b>	Number of Safety Operators receiving the training.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Reinforcing the equipment of the fire brigade of the Industrial Complex.</b>
<b>DESCRIPTION</b>	We shall acquire a new fire-fighting truck to intervene in incidents occurring in electric sub-stations. Once the investment has been approved, the specifications of the truck will be drawn and the acquisition made.
<b>INDICATOR</b>	Acquisition of the vehicle.
<b>YEAR OF EXECUTION</b>	2014

## Program 4:

### Environment.

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

#### ENVIRONMENT PROGRAM

**Expectation:**

To establish and maintain an appropriate environment managing system.

**Expectation:**

To minimize CO<sub>2</sub> emissions and to improve the energy efficiency of operations.

**Expectation:**

To have procedures to prevent, mitigate and remedy fuel spills as well as those of other oil derivatives.

**Expectation:**

To ensure a responsible management of water resources.

**Actions included in the program:**

1. Preventing and mitigating the impact of our general activity through an Annual Environment Plan.
2. Cooperating with public institutions for the protection and development of the Environment.
3. Reducing the CO<sub>2</sub> emissions of the Industrial Complex.
4. Reducing the consumption of energy and the emissions at our facilities by means of an increased use of clean energies.
5. Developing the Marine Environmental Surveillance and Monitoring Plan at the port of the Industrial Complex.
6. Developing and implementing a Good Environmental Practices Guidebook in the Cartagena Industrial Complex in cooperation with the Cartagena Port Authority.
7. Implementing an innovation project to optimize the consumption of water in the Industrial Complex.

- **Expectation: To establish and maintain an appropriate environment managing system.**

From an integral perspective, the Cartagena Industrial Complex shall *prevent and mitigate the impact of our general activity through an Annual Environmental Plan*. The Plan contemplates audits of the management systems; reliability tests of the risks prevention and mitigation equipments, as well as simulation and continuous updating of emergency plans.

The Plan also proposes another action *to cooperate with public institutions for the protection and development of the Environment* with the aim of cooperating in the research of bird species; the installation of a screen informing about the quality of the air in Alumbres or the maintenance of the air quality station network of the Region of Murcia, among other actions.

- **Expectation: To minimize CO<sub>2</sub> emissions and to improve the energy efficiency of operations.**

The improvement of energy efficiency of operations and the reduction of CO<sub>2</sub> emissions constitute two environmental priorities for Repsol.

For this reason, in addition to the specific initiatives already implemented in recent years, the Company has added in this Plan a specific action focusing on this target.

The Cartagena Industrial Complex shall progress in the implementation of a number of measures focused on improving energy efficiency and reduce CO<sub>2</sub> emissions.

This Plan includes two actions to achieve this objective, focused on the reduction of CO<sub>2</sub> emissions of the Industrial Complex and the reduction of consumption *of energy and the emissions at our facilities by means of an increased use of clean energies*.

- **Expectation: To have procedures to prevent, mitigate and remedy fuel spills and spills of other oil derivatives.**

The Cartagena Industrial Complex *shall develop an environmental surveillance and monitoring Plan of the marine environment at the port's facilities*, which is not only focused on compliance with the plan, but also on the analysis of the water dumped into the Sea.

An additional action is proposed *to develop and apply a Good Environmental Practices Guidebook in the Cartagena Industrial Complex with the cooperation of the Cartagena Port Authority*, which entails a number of investments to prevent pollution.

- **Expectation: To ensure a responsible management of water resources.**

The responsible management of water resources is a top environmental aspect in the Company's refining activities. For this reason, the Cartagena Industrial Complex has included an action in the Sustainability Plan which will *launch an innovation project for optimizing water consumption in the Industrial Complex*.

Specific information on each one of the actions included in Program 1 “Environment” of this Plan is shown below in the form of index cards.

ACTION	<b>Preventing and mitigating the impact of our general activity through an Annual Environment Plan.</b>
DESCRIPTION	We shall develop and fulfil the Annual Environment Plan of the Industrial Complex. This Plan includes management systems audits; fire prevention equipment reliability and risks mitigation tests, as well at simulations and continuous updating of emergency plans.
INDICATOR	Fulfilment of the Plan.
YEAR OF EXECUTION	2014

ACTION	<b>Cooperating with public institutions for the protection and development of the Environment.</b>
DESCRIPTION	<p>We shall cooperate with the Environment Administration of the Regional Government and the education authorities in:</p> <ul style="list-style-type: none"> <li>- The research of bird species in the ` Sierra de la Fausilla´ Mountains, LIC ZEPA Area included in the surroundings of Repsol´s refinery. This cooperation project will be carried out with the Sub-Directorate of Natural Heritage of the Region of Murcia CARM.</li> <li>- The installation of an air quality information screen in Alumbres in cooperation with the Regional Environment Ministry.</li> <li>- The maintenance of an air quality stations network of the Region of Murcia through an agreement with the Regional Environment Ministry.</li> <li>- The use of Repsol´s land plots as a soil experimental centre by means of an agreement with CEBAS Centro de Edafología y Biología aplicada del Segura [Edaphology and Applied Biology Centre of the Segura River].</li> </ul>
INDICATOR	Number of actions developed.
YEAR OF EXECUTION	2014

ACTION	<b>Reducing the CO<sub>2</sub> emissions of the Industrial Complex.</b>
DESCRIPTION	<p>We shall execute the Company's CO<sub>2</sub> Emissions Reduction Plan in the Cartagena Industrial Complex, consisting in several actions, such as the extension of the use of natural gas in all plant operations and the isolation of equipments to prevent energy losses.</p> <ul style="list-style-type: none"> <li>- Obtaining the Energy Efficient Industrial Complex Certificate in accordance with the ISO 50.001 Norm.</li> <li>- Achieving the CO<sub>2</sub> emissions reduction planned for 2014.</li> </ul>
INDICATOR	<p>Plan fulfilment percentage (weighted in tCO<sub>2</sub>). CO<sub>2</sub> reduction Index. ISO 50.001 certificate obtained.</p>
YEAR OF EXECUTION	2014

ACTION	<b>Reducing the consumption of energy and the emissions at our facilities by means of an increased use of clean energies.</b>
DESCRIPTION	<p>We shall implement a progressive replacement of the fuel type used in our furnaces and boilers with more efficient and cleaner fuels.</p> <p>The replacement plan contemplates a 100% substitution of burners at our facilities.</p>
INDICATOR	<p>Percentage of equipments replaced vs. total number of possible replacements in the Industrial Complex.</p>
YEAR OF EXECUTION	2014

ACTION	<b>Developing the Marine Environmental Surveillance and Monitoring Plan at the port facilities of the Industrial Complex.</b>
DESCRIPTION	We shall fulfil the Marine Environmental Surveillance and Monitoring Plan, analysing the waters poured into the Sea and inspecting the structure of the emissary.
INDICATOR	100% fulfilment of the Plan.
YEAR OF EXECUTION	2014

ACTION	<b>Developing and implementing a Good Environmental Practices Guidebook in the Cartagena Industrial Complex in cooperation with the Cartagena Port Authority.</b>
DESCRIPTION	We shall develop and implement a Good Environmental Practices Guidebook of the Cartagena Port Authority at the docks operated by the Industrial Complex, which will include: <ul style="list-style-type: none"> <li>- Elaboration of an Annual Environmental Report of the Marine Terminal.</li> <li>- Investments for preventing pollution.</li> </ul>
INDICATOR	100% fulfilment of the Plan.
YEAR OF EXECUTION	2014

ACTION	<b>Implementing an innovation project to optimize the consumption of water in the Industrial Complex.</b>
DESCRIPTION	<p>We shall prepare an Awareness and Innovation Methodology Sharing Day with the individuals in charge of the strategic challenges in order to execute actions for reducing our activity's impact in such aspects as energy, people management and the use of natural resources.</p> <p>The application of the methodology learned shall be executed with a "water workshop" at the Industrial Complex, for reducing water consumption at our facilities.</p>
INDICATOR	Implemented / Not implemented.
YEAR OF EXECUTION	2014

## Program 5:

### Fair operating practices.

Fair operating practices may be defined as the manner in which organizations execute their transactions with others, such as partners, suppliers, contractors, customers, competitors, associations they are part of and government agencies and departments.

When ensuring that these operations are executed in a fair manner, companies have to adjust their practices to such criteria as prevention of corruption, responsible participation in the public sphere, the defence of fair competition, responsible behaviour, the respect for property rights and, in general, the establishment of fair and transparent relationships with the rest of organizations.

To address the expectations within this area of the parties concerned in the Company, Repsol has initiated specific management systems whose functioning can be seen on the corporate website **repsol.com**.

In addition, the Company has included three more actions in this area within the Sustainability Plan of the Cartagena Industrial Complex, satisfying some of the aforementioned expectations as shown below.

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

## FAIR OPERATING PRACTICES PROGRAM

### **Expectation:**

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

### **Actions included in the program:**

1. Contributing to increasing the ethical, social and environmental standards of our suppliers and contractors.
2. Identifying and sharing good practices in ethical, social and environmental practices with our suppliers and contractors.
3. Communicating the Company's public commitments to ethical, social and environmental issues with suppliers and contractors.

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

Repsol shall work during 2014 to increase the awareness of the organizations that are part of its value chain by means of initiatives related with training, awareness or recognition of good practices. To achieve this, the Company has included three specific actions in this Plan.

The first action consists in *contributing to increasing the ethical, social and environmental standards of our suppliers and contractors*, by means of disseminating the Ethics and Code of Conduct for suppliers. This not only means pursuing an acceptance of these requirements by the suppliers already working for the Company pursued, but also an engagement of all suppliers from now on.

The second action will help *indentifying and sharing good practices in ethical, social and environmental issues with our suppliers and contractors*. Determining how they manufacture their products, how they manage their people or how they handle matters related to ethics, the environment and safety are part of the objectives of this action. We shall also share with all of them our best practices regarding ethical, social and environmental topics to promote social responsibility in the supply chain.

With regard to this action, we also propose *communicating the Company's public commitments regarding ethical, social and environmental topics* with suppliers and contractors by means of informing all the suppliers and contractors of goods and services about the Company's socio-environmental activities on a semi-annual basis. In addition, every year we will submit the Company's Corporate Responsibility report and sustainability plans, as well as the Report of the Industrial Complex.

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.

<b>ACTION</b>	<b>Contributing to increasing the ethical, social and environmental standards of our suppliers and contractors.</b>
<b>DESCRIPTION</b>	We shall disseminate the Ethics and Code of Conduct for suppliers and contractors prepared by the Company. This Code of Conduct contains the main ethical principles expected.
<b>INDICATOR</b>	Percentage of suppliers and contractors to whom the Ethics and Code of Conduct has been submitted.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Identifying and sharing good practices in ethical, social and environmental practices with our suppliers and contractors.</b>
<b>DESCRIPTION</b>	<ul style="list-style-type: none"> <li>- We will ask our suppliers for information on the processes applied during the manufacturing of their products, including information regarding their suppliers and the manner in which they manage their employees, as well as inquire about how they handle matters related with ethics, the environment, safety and social issues.</li> <li>- We shall also share our best ethical, social and environmental practices to promote social responsibility in the supply chain, holding periodical meetings with the heads of these areas and creating a distribution list to give information about the actions regarding social responsibility which we carry out at the Industrial Complex.</li> </ul>
<b>INDICATOR</b>	<p>Percentage of companies consulted. Number of dissemination actions.</p>
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Communicating the Company's public commitments to ethical, social and environmental issues with suppliers and contractors.</b>
<b>DESCRIPTION</b>	<ul style="list-style-type: none"> <li>- We will communicate all suppliers and contractors of goods and services about the Company's actions in the socio-environmental area on a semi-annual basis.</li> <li>- On an annual basis, we will send the Company's Corporate Responsibility Report and the sustainability plans, as well as the Report of the Industrial Complex.</li> </ul>
<b>INDICATOR</b>	<p>Number of communication actions executed. Percentage of suppliers and contractors informed.</p>
<b>YEAR OF EXECUTION</b>	2014

## Program 6:

# Community involvement and development.

The starting point of community involvement and development lies in the identification of the existing stakeholders and the involvement with them in regard with the management and reduction of the impacts caused by the organization's activities.

Likewise, the purpose of community involvement and development is that the Company become a social benefit for this community, although this process very often involves other, frequently conflicting community interests, which the Company has to take into account.

To satisfy the expectations of the stakeholders in the area of community involvement and development, Repsol has specific management systems, whose functioning can be seen on the corporate website **repsol.com**.

In addition, the Sustainability Plan of the Cartagena Industrial Complex in its present edition also includes 11 actions lying within the area of active participation and development of the community. These actions will aid addressing some of the main expectations identified, as shown below.

-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 give preference to the products and services of local suppliers.

**Expectation:**

To have a transparent relationship with local communities.

**Expectation:**

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

**Expectation:**

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

**Expectation:**

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

**Expectation:**

To develop good relationships with research institutions.

**Expectation:**

To have communication systems for handling relationships with local communities. To reinforce the communication with them to explain the value the Company's business contributes to these communities.

**Actions included in the program:**

1. Promoting equal opportunities with local companies, to increase their participation in the tenders bids for external goods and services.
2. Creating a public advisory panel in the town of Alumbres to have direct contact with the local representatives.
3. Developing and updating the website of the Industrial Complex.
4. Informing our stakeholders on the refinery's activities through a plan of visits to the Industrial Complex.
5. Creating an "Oil Interpretation Centre" to bring our operation closer to the population.
6. Preparing an environmental awareness study and a development action plan associated with its results.
7. Reinforcing the Company's commitment to job creation, especially for young individuals.
8. Maintaining agreements with educational institutions for contributing to professional development and technology transfer to the young individuals in the region.
9. Maintaining agreements with public institutions within our surroundings for social, cultural and sportive development.
10. Cooperating with projects for the social integration of individuals with different capabilities.
11. Supporting welfare aid programs of NGOs working with individuals at risk of social exclusion.

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

Repsol is aware of the importance of its activities as a motor for the development of surrounding communities. The Company has included in this Plan a measure focused on supporting the development of the local socio-economic network, by means of *enhancing equal opportunities for local companies and their participation in tenders for external goods and services*. We will analyze which services and materials can be supplied by local suppliers and will identify which companies can supply these goods and services and invite them to participate in tenders.

- **Expectation: To have communication systems to handle the relationships with local communities. To reinforce the communication with them to explain the value the Company's business contributes.**

The presence of the Company in the areas in which it is operating generates added value for the local communities.

For this reason, with the aim of improving the communication with these communities and conveying the benefits associated with its activity as well as the systems under way preventing any risks, Repsol has included in this sustainability plan an action focused on *creating a public advisory panel in the town of Alumbres to have direct contact with the local representatives*.

- **Expectation: To have a transparent relationship with local communities by means of disseminating key reports and preparing periodical reports.**

In recent years, the Company has already begun numerous initiatives with the aim of satisfying this expectation.

In addition, Repsol has included in this Plan a new action which shall develop and update the website of the Industrial Complex, transforming it into a direct channel for communicating without intermediaries.

Also included is one action foreseeing the preparation of a *plan of visits to the Complex for those groups potentially interested in learning about the activities of the Industrial Complex*. We shall also invite groups of opinion leaders to see the refinery and thus be able to make our activity and its environmental effects known.

Also responding to this expectation, the Cartagena Industrial Complex proposes *creating an Oil Interpretation Centre to bring our operation closer to the population*.

- **Expectation: To evaluate the social, labour and safety concerns of the towns close to the operations.**

Repsol has included in the Sustainability Plan an action whereby *we will carry out an environmental awareness study and develop an action plan associated with its results*. It will be focused on evaluating the concerns related with the environment, safety, jobs and social investment.

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

The Company has included one action in the Sustainability Plan focused on reinforcing the future employability of a group with special difficulties in the current economic situation: young individuals.

The action consists in *reinforcing the Company's commitment to job creation, especially jobs for young individuals*, to promote Formación Profesional (Vocational Education) in the technical areas most required by the Company and thus contribute to better opportunities for young individuals to join the labour market.

- **Expectation: To maintain agreements with research institutions.**

Regarding creating and maintaining good relationships with research institutions, in 2014 Repsol shall implement an action focused on *maintaining agreements with educational institutions for contributing to professional development and technological knowledge transfer to young individuals in the region*.

With this action, the Company shall sign cooperation agreements sponsoring scientific promotion actions, and shall create grants promoting technical studies.

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

Repsol shall continue enhancing its support and participation in local associations pursuing social targets in the community.

To achieve this target, three actions have been included in this Plan:

The Cartagena Industrial Complex shall *sign agreements with public institutions for social, cultural and sportive development*.

Also, an action shall be implemented to *cooperate in projects for the social integration of individuals with different capabilities and support welfare aid programs of NGOs working with individuals at risk of social exclusion*.

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

ACTION	<b>Promoting equal opportunities with local companies to increase their participation in the tenders for external goods and services.</b>
DESCRIPTION	We shall facilitate and cooperate with local companies on the qualification and assessment process of suppliers of external goods and services. We shall guarantee their sustained participation in the tenders of services and goods according to their qualification to ensure their chance of competing with other companies complying with the requirements of the Company.
INDICATOR	Percentage of local companies participating in tenders.
YEAR OF EXECUTION	2014

ACTION	<b>Creating a public advisory panel in the town of Alumbres to have direct contact with the local representatives.</b>
DESCRIPTION	We shall constitute a public advisory panel, composed of relevant members of the population of Alumbres, in the interests of direct communication and, at quarterly meetings, learn of the topics they are interested in with regards to safety, the environment and other social issues related with the activity of the Industrial Complex. In these meetings, we shall also inform about the actions of the Industrial Complex to prevent and mitigate the potential impact of the refinery's activity on the Alumbres community.
INDICATOR	Number of meetings held. Number of information requests responded. Actions executed in Alumbres by Repsol.
YEAR OF EXECUTION	2014

ACTION	<b>Developing and updating the website of the Industrial Complex.</b>
DESCRIPTION	We shall develop a website of the Industrial Complex which shall be the communication channel with the surrounding stakeholders, in the interests of immediacy – without intermediaries – in the communication with society.
INDICATOR	Progress rate of the website of the planned weekly update. Number of visits.
YEAR OF EXECUTION	2014

ACTION	<b>Informing our stakeholders on the refinery's activities through a plan of visits to the Industrial Complex.</b>
DESCRIPTION	<ul style="list-style-type: none"> <li>- We shall prepare a Plan of Visits to the Complex to welcome those groups which might be interested in learning about the activities carried out in the Industrial Complex.</li> <li>- We shall invite opinion leaders to see the refinery to make our activity and impact known.</li> </ul>
INDICATOR	Number of actions executed in these areas.
YEAR OF EXECUTION	2014

ACTION	<b>Creating an “Oil Interpretation Centre” to bring our operation closer to the population.</b>
DESCRIPTION	<p>We shall create an Oil Interpretation Centre, in which all social groups may learn about how the oil refining process works as well as about other activities of the Company for supplying the town with energy.</p> <p>Children, who have currently no access to the Industrial Complex, can learn about how energy is transformed and about its value and the importance of its responsible use.</p>
INDICATOR	Level of development of the construction.
YEAR OF EXECUTION	2014

ACTION	<b>Preparing an environmental awareness study and a development action plan associated with its results.</b>
DESCRIPTION	<p>We shall execute an environmental awareness study to determine the perception of the activities carried out by the Cartagena refinery with regard to the environment, safety, job creation and social investment.</p> <p>We shall create an action plan responding to the society’s expectations on environmental, safety, social, ethical and communication issues.</p>
INDICATOR	Progress grade of the survey and the action plan.
YEAR OF EXECUTION	2014 and beyond

ACTION	<b>Reinforcing the Company's commitment to job creation, especially for young individuals.</b>
DESCRIPTION	We shall initiate the first Dual FP (Dual Vocational Education) course to contribute to improving the practical education of young individuals living close to our Industrial Complex, so that students of the different education levels can complement their theoretical and practical education at our facilities.
INDICATOR	Completed / Not completed.
YEAR OF EXECUTION	2014

ACTION	<b>Maintaining agreements with educational institutions for contributing to professional development and technology transfer to the young regional population.</b>
DESCRIPTION	We shall sign cooperation agreements to sponsor scientific promotion actions. We shall create a grants plan for promoting technical courses.
INDICATOR	Number of actions implemented in these areas. Number of grants awarded.
YEAR OF EXECUTION	2014

ACTION	<b>Maintaining agreements with public institutions within our surroundings for social, cultural and sportive development.</b>
DESCRIPTION	<ul style="list-style-type: none"> <li>- We shall sign an agreement with the City Hall of Cartagena to promote sport among kids, taking into account that these actions will also benefit a larger number of individuals.</li> <li>- We shall cooperate – and act as mediators between the institution and the Repsol Foundation – in the organization of actions promoting all kinds of cultural activities (music, graphic arts, cinema...) and the heritage.</li> </ul>
INDICATOR	Number of agreements signed.
YEAR OF EXECUTION	2014

ACTION	<b>Cooperating with projects for the social integration of individuals with different capabilities.</b>
DESCRIPTION	<ul style="list-style-type: none"> <li>- We shall cooperate in all programs for the social integration of individuals with different capabilities, in search of the total autonomy of individuals through inclusive leisure or autonomy at home.</li> <li>- We shall support project for improving the quality of life of individuals with different capabilities through non-profit institutions aiding these groups.</li> </ul>
INDICATOR	Actions implemented and number of individuals benefitting from them.
YEAR OF EXECUTION	2014

ACTION	<b>Supporting welfare aid programs of NGOs working with individuals at risk of social exclusion.</b>
DESCRIPTION	<ul style="list-style-type: none"> <li>- We will cooperate with institutions aiding families without resources that cannot satisfy their basic vital needs: food, education, health, clothes, hygiene.</li> <li>- We shall develop initiatives reinforcing caring attitudes among the employees of the refinery: volunteering campaigns, collection of food and toys.</li> </ul>
INDICATOR	Number of actions implemented.
YEAR OF EXECUTION	2014

