



2014

Sustainability Plan
Puertollano
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-

ORGANIZATIONAL 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. Applying the Corporate Responsibility Coordination System in the Puertollano Industrial Complex.

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

Ensuring 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 Puertollano 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.

It will also carry out the process by which the Complex self-assessed the respect for these requirements, carrying out the necessary actions to remedy any possible identified non-compliance.

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

Throughout the year 2014 and within the Puertollano Industrial Complex, Repsol will initiate actions focused on *applying the Corporate Responsibility Coordination System within the Puertollano Industrial Complex.*

This will mean that the Puertollano Industrial Complex will join the application of this scheme, which entails a more detailed analysis of the expectations of the 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 program “Organizational governance” of this plan is shown below in the form of index cards.

ACTION	Monitoring of the Regulatory Compliance Program for those 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 we will report on the corresponding results at the appropriate level.
INDICATOR	Changes in the inventories of duties [entries/deletions/changes]. Semi-annual report of the process results for the Management Committee. Percentage of fulfilled periodic self-assessments.
YEAR OF EXECUTION	2014
ACTION	Applying the Corporate Responsibility coordination system in the Puertollano Industrial Complex.
DESCRIPTION	We will start our Corporate Responsibility coordination system in the Puertollano 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 Puertollano Industrial Complex.
YEAR OF EXECUTION	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.

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 disable people as well as procurements and contracts with Special Job Centres by means of an integral action plan of the Industrial Complex.

- **Expectation: To establish a Human Rights Policy offering significant orientation both 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. This action consists in *promoting equal job opportunities for disable people as well as procurements and contracts with Special Job Centres by means of an integral action plan of 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 as well as training for our suppliers, contractors and other interested parties in the good practices set up by Repsol.

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.

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
ACTION	Promoting equal job opportunities for disable people as well as procurements and contracts with Special Job Centres by means of an integral action plan of the Industrial Complex.
DESCRIPTION	We shall execute a plan promoting equal opportunities for disabled people, as well as procurements and contracts with Special Job Centres by means of an integral plan of the Industrial Complex: - Procurements and acquisitions with Special Job Centres. - Promotion of labour insertion of disabled individuals in the Industrial Complex. - Specific training in chemical plant operation, aimed at this group. - Cooperation with disability organizations for offering their pupils apprenticeships in the Industrial Complex.
INDICATOR	Expenses in procurements and services at Special Job Centres. New disabled employees joining the Company. Disabled individuals registered in training courses in 2014 Apprenticeships.
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 take measures to ensure good health of the communities affected by the operations, including contingency plans in the area of operational accidents.
To inform the communities affected by the operations about associated risks.

Expectation:

To promote technology transfer and technical training as a measure to reduce accidents.

Expectation:

To pay fair salaries to the employees.

Expectation:

To promote consultation and cooperation among employers and employees and their representatives in mutual interest matters.

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 cover by collective agreements.
2. Improving the compensation and recognition model of employees.
3. Strengthening internal communication systems as a tool for promoting corporate culture.
4. Maintaining continuous dialogue with the trade union associations of the Company.
5. Reinforcing the safety systems of our facilities to prevent the potential risks for individuals and the environment associated with our activity.
6. Implementing and communicating the annual training activities carried out in the Industrial Complex.
7. Executing and disseminating the Safety and Health Plans included in the contingency plans in the event of operational accidents.

- **Expectation: To pay fair salaries to the employees.**

In the area of improved compensation and recognition policy, the Puertollano Industrial Complex has included two actions in this edition of the Plan.

The first of these actions *is to extend the professional performance assessment system to the staff of the Industrial Complex covered by collective Agreements.*

The Company shall also act *to improve the compensation and recognition model for employees*, in which the changes of the variable compensation scheme according to the new assessment criteria of the Company shall be included.

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

The Puertollano Industrial Complex shall execute an action to strengthen the *internal communication systems as a tool for promoting corporate culture*. With this measure, we shall restructure the contents and the communication channels of the Complex and launch different communication campaigns. This measure shall reinforce the existing communication systems of the Industrial Complex in order to give the employees occasional information on subjects of their interest.

- **Expectation: To promote consultation and cooperation among employers and employees and their representatives in mutual interest matters.**

The Puertollano Industrial Complex shall continue to respond to this expectation by means of an action focused on *maintaining continuous dialogue with the trade union associations of the Company* by means of periodic meetings with the different trade union organizations representing the employees of the Industrial Complex.

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

With regard to the establishment of high standards, the Complex shall *reinforce the safety systems of our facilities to prevent the potential risks in our activity for the individuals and the environment* by means of an annual investment plan which includes a continuous improvement of the facilities thanks to the design and installations of stronger and more reliable safety systems.

- **Expectation: To promote technology transfer and technical training as a measure for reducing accidents.**

Repsol has included another action in the Plan *for implementing and communicating the annual training activity carried out in the Industrial Complex* with which the employees shall take advantage of development actions focused on continuous training, the promotion of technology transfer and the specific safety training adapted to the jobs and positions.

Executing and disseminating the Safety and Health Plans included in the contingency plans in the event of operational accidents.

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

In 2014, Repsol shall implement an action focused on *executing and disseminating the Safety and Health Plans included in the contingency plans in the event of operational accidents* with the aim of ensuring the integrity of the facilities and the professionals therein working, as well as the health of the communities living in the surroundings.

Different initiatives are included in this action, such as the execution of prevention and safety programs focused on our own staff and contractors, the development of labour hygiene and health plans and the formulation of two additional instruments to guide the Company's activity in the event of an emergency, such as an Interior Emergency Plan and a Contingency Plan for operational accidents.

Likewise, and given the implications that this kind of phenomenon could represent for the local environment, the action contemplates cooperation with the regional administration on the elaboration and maintenance of an External Emergency Plan and the training of intervention teams.

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	Extending the professional performance assessment system to the staff of the Industrial Complex covered by collective agreements.
DESCRIPTION	<p>We shall extend the professional performance assessment systems to the staff of the Industrial Complex included in Labour Agreements.</p> <p>This system assesses a person’s professional performance depending on the individual contribution to the area’s shared targets, defining the main functions and responsibilities. The skills needed for the development of the functions and responsibilities are defined, such as sustainably maximizing the results; innovating; operating as part of a network; developing and involving people and technical knowledge.</p>
INDICATOR	Number of employees assessed as compared with total number of employees covered by collective agreements.
YEAR OF EXECUTION	2014

ACTION	Improving the compensation and recognition model of employees.
DESCRIPTION	<p>We shall incorporate the changes in the variable pay management system of the employees covered by collective agreements in accordance with the Company’s new assessment criteria.</p>
INDICATOR	Percentage of Plan completed.
YEAR OF EXECUTION	2014

ACTION	Strengthening internal communication systems as a tool for promoting corporate culture.
DESCRIPTION	<p>We shall restructure the contents and the structure of the communication channels of the Complex.</p> <p>Likewise, the launching of a new magazine of the Industrial Complex is contemplated for 2014.</p> <p>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 Campaign", etc.]] promoting and disseminating them through the website of the Complex.</p>
INDICATOR	Completed/not completed.
YEAR OF EXECUTION	2014

ACTION	Maintaining continuous dialogue with the trade union associations of the Company.
DESCRIPTION	<p>We shall hold periodic meetings with the different trade union organizations representing the employees; during these meetings, we shall address not only labour issues, but also any issue related to health and safety at the facilities of the Industrial Complex.</p>
INDICATOR	Percentage of fulfilment of the actions planned.
YEAR OF EXECUTION	2014

ACTION	Reinforcing the safety systems of our facilities to prevent potential risks for individuals and the environment associated with our activity.
DESCRIPTION	We shall reinforce the safety systems at our facilities with an annual investment plan that contemplates continuous improvement and adaptation of the facilities to the new external or internal requirements, as well as periodic functionality tests of the facilities focused on improving the response times with the design and installation of stronger and more reliable safety systems.
INDICATOR	Percentage of investment in safety.
YEAR OF EXECUTION	2014

ACTION	Implementing and communicating the annual training activities carried out in the Industrial Complex.
DESCRIPTION	We shall elaborate and disseminate an annual Training Plan of the Puertollano Industrial Complex, which includes training and development activities focused on the continuous training of workers, promoting technological transfer and specific safety training adapted to the jobs and positions.
INDICATOR	Number of training hours. Number of participants. Number of hours of specific safety training. Communications carried out.
YEAR OF EXECUTION	2014

ACTION	Executing and disseminating the Safety and Health Plans included in the contingency plans in the event of operational accidents.
DESCRIPTION	<p>We shall continue to execute the measures included in the Safety and Health Plan of the Industrial Complex to:</p> <ul style="list-style-type: none"> - Impel safety prevention and training plans focused on our own staff and that of contractors. - Execute the actions of the Internal Emergency Plan, which include a Contingency Plan for operational accidents, with annual emergency drills, continuous training of the fire-fighting team. - Cooperate in the External Emergency Plan, jointly carrying out an emergency drill with the regional administration, renewing the agreement for maintaining the External Emergency Plan [PEE] and cooperating with the training of the intervention teams of the PEE.
INDICATOR	<p>Number of safety and labour health training hours. Number of emergency drills of the External Emergency Plan. Collaborations with the External Emergency Plan executed.</p>
YEAR OF EXECUTION	2014

Program 4:

Environment.

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

ENVIRONMENT PROGRAM

Expectation:

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

Expectation:

To establish and maintain an appropriate environment management system.

Expectation:

To invest in low carbon emission technologies and energy sources.

Expectation:

To ensure a responsible management of water resources.

Actions included in the program:

1. Preventing and mitigating the impact generated by our activity on the environment with Annual Environment Plan.
2. Continuing to promote measures to increase energy efficiency and reduce emissions.
3. Executing and disseminating the Integral Water Management Plan.
4. Elaborating the Water Management Map of the Industrial Complex.
5. Consolidating the use of regenerated water from the Sewage Water Treatment Plant.
6. Preventing and controlling the potential impacts on soil and groundwater stemming from the activities at the Industrial Complex.
7. Communicating the environmental information of common interest on the activities of the Industrial Complex via stakeholders (workers, social collectives, Public Advisory Panel, etc.).

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

From an integral perspective, the Company shall *prevent and mitigate the impact generated by our activity on the environment with an Annual Environment Plan.*

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

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

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

We have included an action in this Plan consisting in *continuing to promote measures to increase energy efficiency and reduce emissions.* The Puertollano Industrial Complex shall progress in the implementation of a number of measures for improving energy efficiency and reducing CO₂ emissions. Likewise, we will carry out energy audits and shall implement an Environment Plan to minimize the impact on the environment.

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

The responsible management of water resources is a major environmental aspect for the Company's refining activities. For this reason, the Puertollano Industrial Complex has included four actions satisfying this expectation in the Sustainability Plan.

The first action shall consist in *executing and disseminating the Integral Water Management Plan*, the main targets of which are the reduction of water consumption, the improvement of the sewage processes and the increased efficacy of treatments for ensuring optimum water quality after its industrial use.

Within this area, we shall elaborate the *Water Management Plan of the Industrial Complex.*

Finally, there is a proposal for two actions focused on *consolidating the use of regenerated water from the Water Sewage Treatment Plant and on preventing and controlling the potential impacts on the soil and groundwater stemming from the activities of the Industrial Complex.*

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

The emission of contaminating particles and gases to the air may lead to impact on health and the environment.

To respond to this expectation, the Puertollano Industrial Complex proposes an action to *communicate the environmental information of common interest regarding the activities of the Industrial Complex via stakeholders [workers, social collectives, the Public Advisory Panel, etc.].*

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

ACTION	Preventing and mitigating the impact generated by our activity on the environment with an Annual Environment Plan.
DESCRIPTION	Fulfilment of the Annual Environment Plan, which includes audits, improvement plans and environmental emergency drills, among other actions.
INDICATOR	Percentage of fulfilment of the Plan.
YEAR OF EXECUTION	2014

ACTION	Continuing to promote measures to increase energy efficiency and reduce emissions.
DESCRIPTION	We shall reduce our emissions, promoting the sustainable use of resources, with a management of our activity focused on energy saving in accordance with our Energy Efficiency Policy and our ISO 50001 certified Energy Management System. To achieve this target, we shall carry out, among other actions, a CO ₂ emission reduction plan, energy audits and an Environment Plan to minimize our environmental impact.
INDICATOR	Percentage of reduction of CO ₂ emissions in 2014 vs. 2013. Number of energy audits. Actions implemented.
YEAR OF EXECUTION	2014

ACTION	Executing and disseminating the Integral Water Management Plan.
DESCRIPTION	We shall elaborate an action plan to optimize the management of water resources, the target of which is to reduce water consumption, improve sewage processes and increase the efficacy of treatments for ensuring optimum water quality following its industrial use.
INDICATOR	Actions executed for reducing water consumption. Actions for ensuring the quality of water quality discharged into public watercourses.
YEAR OF EXECUTION	2014
ACTION	Elaborating the Water Management Map of the Industrial Complex.
DESCRIPTION	We shall develop a water management map for the Refining and Chemical activities, allowing a diagnosis of the Industrial Complex. with regard to water management and the assessment of possible associated risks.
INDICATOR	Water management map elaborated.
YEAR OF EXECUTION	2014

ACTION	Consolidating the use of regenerated water from the Sewage Water Treatment Plant.
DESCRIPTION	We shall consolidate the percentage of regenerated water coming from the Sewage Water Treatment Plant in the cooling towers prepared for this purpose.
INDICATOR	Use of water from the Sewage Water Treatment Plant in accordance with the concession to the Industrial Complex.
YEAR OF EXECUTION	2014
ACTION	Preventing and controlling the potential impacts on soil and groundwater stemming from the activities at the Industrial Complex.
DESCRIPTION	<p>We shall ensure the tightness of the drains and buried product networks of the Industrial Complex, promoting the best operational practices and having a large piezometric* network, in which we will carry out periodic analytical controls depending on the criticality of the facility.</p> <p>*This Network consists of piezometers, which are small diameter drilling probes for measuring the water level in the subsoil (known as piezometric level) as well as for taking water samples for analysis.</p>
INDICATOR	Percentage of actions executed.
YEAR OF EXECUTION	2014

ACTION	Communicating the environmental information of common interest on the activities of the Industrial Complex via stakeholders (workers, social collectives, Public Advisory Panel, etc.).
DESCRIPTION	We shall give precise, occasional and accurate information on environmental issues to improve the knowledge, awareness and involvement of the different stakeholders.
INDICATOR	Completed / not completed.
YEAR OF EXECUTION	2014

Program 5:

Fair operating practices.

-Actions included in the 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. Stimulating commitment to sustainable criteria and practices in the supply chain.
2. Stimulating commitment to the sustainability of suppliers, assessing their implantation by means of various actions.
3. Reinforcing communication with suppliers, periodically informing them about aspects related to the environmental management, safety and energy efficiency and corporate social responsibility of the Company.
4. Elaborating and disseminating a Good Environmental Practices Guide for suppliers and contractors.

- **Expectation: To include ethical, social, environmental, gender equality and health and safety criteria in the procurement policies and practices.**

Repsol has included an action in this Sustainability Plan focused on promoting responsible behaviour throughout its value chain with the inclusion of specific requirements in its procurement policies and practices. This action aims to *stimulate commitment to the sustainability of suppliers, assessing its implantation by means of various actions*. To achieve this target, we shall include various aspects related to corporate responsibility in the assessment process of suppliers and contractors.

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

Repsol will work during 2014 on increasing awareness among the organizations that are part of its value chain by means of initiatives related to 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 *stimulating commitment to sustainable criteria and practices in the supply chain* by disseminating the Ethical Code and the Code of Conduct for suppliers to companies rendering services to the Puertollano Industrial Complex. With this action, we not only seek the acceptance of these requirements by the suppliers already working with the Company, but also the engagement of all those with whom we cooperate from now on.

This action also includes the recognition of the suppliers with the best safety practices.

The second action aims to *reinforce communication with suppliers, periodically informing them about aspects related to the environmental management, safety, energy efficiency and the corporate responsibility of the Company*. To do so, we shall share information on energy efficiency management system with the contractor companies in accordance with the ISO 50001 standard; the corporate responsibility report of the Company and this Sustainability Plan.

The Puertollano Industrial Complex shall also *elaborate and disseminate the Good Environmental Practices Guide for suppliers and contractors*, which include basic guidelines focused on minimizing waste generation and other environmental and energy impacts.

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

ACTION	<p>Stimulating commitment to the sustainability of suppliers, assessing their implantation by means of various actions.</p>
DESCRIPTION	<p>We shall promote the adoption of sustainable practices in the supply chain, giving priority to several aspects related to corporate responsibility, like safety, quality, environment and energy efficiency, among others, by means of the following actions:</p> <ul style="list-style-type: none"> - Assessment of the above-mentioned aspects by means of the Qualification and Assessment Process of contractors. To do so, we shall have a prior qualification tool for the suppliers of services, without which contracts will not be possible, and an evaluation of companies which will allow us to have the best safety, quality and environment practices of the companies servicing us. - Considering Social Corporate Responsibility factors in the qualification and assessment of suppliers, the assessment of suppliers including such key factors for the Company as safety, reliability and energy efficiency.
INDICATOR	<p>Qualification actions developed. Number of qualified suppliers.</p>
YEAR OF EXECUTION	<p>2014</p>

ACTION	Promoting commitment to sustainable criteria and practices in the supply chain.
DESCRIPTION	<ul style="list-style-type: none"> - Dissemination of the Code of Conduct for suppliers. Dissemination of this code among companies rendering services to the Industrial Complex, assessing the commitment of the suppliers. - Safety Award. An annual Safety Award in recognition of the safety management of, and the results obtained, by the contractor companies.
INDICATOR	<p>Number of contractors among whom the Code of Conduct for suppliers has been disseminated.</p> <p>Annual award.</p>
YEAR OF EXECUTION	2014

ACTION	<p>Reinforcing communication with suppliers, periodically informing them about aspects related to the environmental management, safety, energy efficiency and corporate social responsibility of the Company.</p>
DESCRIPTION	<p>We shall reinforce communication with suppliers by distributing information on the Company to share the following aspects, among others, with contractor companies:</p> <ul style="list-style-type: none"> - The ISO 50001 standard certification process of the Industrial Complex, on energy management and the new resulting requirements. - The Company's Corporate Responsibility Report (CRR). - The Sustainability Plan of the Puertollano Industrial Complex. <p>Likewise, we shall organize periodic activity follow-up meetings with suppliers in the complex, including safety, environmental, quality and energy management issues in the agenda.</p>
INDICATOR	<p>Communications made regarding the ISO 50001 standard. Number of companies among which the CRR has been disseminated. Number of companies among which the Sustainability Plan of the Industrial Complex has been disseminated. Number of meetings celebrated and percentage of attendants.</p>
YEAR OF EXECUTION	2014

ACTION	Elaborating and disseminating a Good Environmental Practices Guide for suppliers and contractors.
DESCRIPTION	We shall elaborate a Good Environmental Practices Guide to be distributed among our suppliers and contractors, the basic guidelines for waste reduction and other environmental and energy impacts during their work at the Industrial Complex.
INDICATOR	Guide completed.
YEAR OF EXECUTION	2014

Program 6:

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 give preference to the products and services of local suppliers.

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 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.

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 develop good relationships with research institutions.

Expectation:

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

Expectation:

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

Actions included in the program:

1. Facilitating the access of local companies in the tender processes for the procurement of the Industrial Complex's goods and services.
2. Developing an annual investment and programmed shutdowns plan of the Puertollano Industrial Complex, energizing the economic activity of the surroundings.
3. Cooperating and promoting training actions focused on workers on the Puertollano area, with the aim of improving their professional qualification.
4. Promoting the role of the Public Advisory Panel, a citizens’ participation forum acting as a bridge between the Company and the society of Puertollano.
5. Continuing with the active communication with society, responding to its demands for information and its concerns regarding our activity.
6. Determining the concerns and expectations of the surroundings with regard to the activity of the Industrial Complex.
7. Implementing a grants program for Vocational Education students in the Puertollano region.
8. Cooperating with training actions focused on students with the aim of complementing the regulated tuition activities.
9. Promoting transparent and fluid relationships with the universities of the region, mainly with the Universidad de Castilla La Mancha.
10. Cooperating on social projects with the NGOs in town.
11. Cooperating on social, cultural, educational and sports initiatives of the community with institutions and collectives of the Puertollano region.
12. Promoting educational activities related to science and the world of energy among the students of Puertollano.

- **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 a measure in this plan focused on supporting the development of the local social and economic network, by means of *facilitating the access of local companies in the tender processes for the procurement of the Industrial Complex's goods and services*. We will analyse 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 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 the capacity of job creation becomes one of the main criteria when analysing investments made as well as those contemplated for the future.

Within this Plan, Repsol has included two specific actions in this sense.

The first action consists in *developing an annual investment and programmed shutdowns plan in the Puertollano Industrial Complex energizing the economic activity of the surroundings*. With this purpose, the Company shall develop an annual investment and programmed shutdowns plan which contemplates cooperating on educational actions, focused on workers in contractor companies and aimed at improving their professional qualification and the planned recruiting of workforce for its execution.

The second action aims at giving support to the training of workers in contractor companies by *cooperating on and promoting training actions for workers on the Puertollano area with the aim of improving their professional qualification*.

- **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.**

The Company's presence in the area it is operating in generates added value for the local communities involved.

Therefore, in order to improve communication with these communities and inform them of the benefits associated with the Company's activity, as well as the systems in progress for avoiding any kind of risk, Repsol has included in this Sustainability Plan an action focused on *promoting the role of the Public Advisory Panel, a citizens' participation forum acting as a bridge between the Company and the society of Puertollano*.

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

In recent years, the Company has already initiated numerous initiatives to satisfy this expectation.

In addition, Repsol has included a new action in this Plan focused on this target, consisting in *continuing with active communication with society, responding to its demands for information and concerns regarding our activity.*

To do so, the Puertollano Industrial Complex shall develop an External Communication Plan contemplating different mechanisms for maintaining transparent and proactive communication with society by means of press releases, the website of the Industrial Complex and a guided visits plan.

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

Within the Sustainability Plan, Repsol has included an action aimed at *determining the concerns and expectations of the surrounding with regard to the activity of the Industrial Complex.*

The perception studies shall focus on assessing the social and labour concerns as well as the concerns related to the safety of the populations living in the surrounding of the Puertollano Industrial Complex.

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

The Company has included two 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 *implementing a grants program for the Vocational Education students of the Puertollano region* to promote vocational education in the technical areas most in demand by the Company and contribute to better recruitment chances for young people.

With the second of the actions that attempt to address this expectation, the Puertollano Industrial Complex shall dedicate a specific initiative to *cooperating with training actions focused on students with the aim of complementing the regulated tuition activities.* This action aims to improve the practical education of young individuals of the surroundings so that students of different educational levels may complement their theoretical education with practical experience at our facilities.

- **Expectation: To develop good relationships with research institutions.**

In the area of creating and maintaining good relationships with research institutions, in 2014 Repsol shall embark on an action focused on *promoting transparent and fluid relationships with the universities of the region, mainly with Universidad de Castilla La Mancha.*

With this action, the Company shall promote cooperation with the university, reinforcing its participation in research projects or in safety training courses.

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

Repsol shall continue to promote its support and participation in local associations pursuing social objectives in the community.

To do so, we have included four actions in this Plan.

The first action consists in *cooperating on the community's social, cultural and educational and sports initiatives with the institutions and collectives of the Puertollano region* as part of the commitment of the Puertollano Industrial Complex to its surrounding area of influence.

The second one aims at cooperating in *social projects with local NGO's*, launching local engagement with social projects of Puertollano, mainly in relation with vulnerable groups with risk of social exclusion risks.

Finally, the promotion of *educational activities through workshops related to science and the world of energy* focused on children and students of Puertollano.

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

ACTION	Facilitating the access of local companies in the tender processes for the procurement of the Industrial Complex's goods and services.
DESCRIPTION	We shall facilitate and cooperate with local companies on the qualification and assessment process of suppliers of external goods and services in order to obtain their sustainable cooperation in tenders for goods and services, in accordance with their qualification, and ensure their chance to compete with the companies satisfying the Company's requirements.
INDICATOR	Ratio of local companies taking part in bid tender processes.
YEAR OF EXECUTION	2014

ACTION	Developing an annual investment and programmed shutdowns plan of the Puertollano Industrial Complex, energizing the economic activity of the surroundings.
DESCRIPTION	We shall develop an annual investment and programmed shutdowns plan in 2014, contemplating the following actions, among others: <ul style="list-style-type: none"> - Collaborating on training actions focused on workers from contractor companies in order to improve their professional qualifications. - Establishing an annual investment and planned shutdowns plan, this will involve the recruitment of local workforce for its execution.
INDICATOR	Annual investment figure. Annual investment figure in programmed shutdowns and maintenance.
YEAR OF EXECUTION	2014

ACTION	Cooperating and promoting training actions focused on workers on the Puertollano area, with the aim of improving their professional qualification.
DESCRIPTION	We shall support the training of the workers from contractor companies and shall cooperate on external training activities required by them. For this purpose we shall employ Repsol technicians for training activities promoted by external organizations (COIIM, SEPECAM, Professional Training Centres, etc.) for the training of employees from contractor companies.
INDICATOR	Number of technicians taking part in training activities. Number of contractor companies taking part in these actions.
YEAR OF EXECUTION	2014

ACTION	Promoting the role of the Public Advisory Panel, a citizens' participation forum acting as a bridge between the Company and the society of Puertollano.
DESCRIPTION	We shall promote the work of the Public Advisory Panel, constituted at the initiative of Repsol, as a permanent channel for dialogue between society and Repsol, which contributes to the Industrial Complex's objectives of informative transparency. This body of interlocution with society provides Repsol with continuous knowledge of society's main expectations and concerns with regard to the industrial activity of the Complex and responds to them. The Panel helps to promote dissemination activities aimed at a better understanding on Repsol's part of the industrial activity, with its benefits and disadvantages, in various areas of society.
INDICATOR	Meetings of the Public Advisory Panel. Activities carried out by the Public Advisory Panel.
YEAR OF EXECUTION	2014

ACTION	Continuing with the active communication with society, responding to its demands for information and its concerns regarding our activity.
DESCRIPTION	<p>We shall elaborate an External Communication Plan contemplating various mechanisms for maintaining transparent and proactive communication with society, reporting on issues of interest for citizens and elaborating information bearing on reputational values, with various communication tools:</p> <ul style="list-style-type: none"> - Press releases. - Updates of the website of the Industrial Complex. - Guided visits plan.
INDICATOR	<p>Number of press releases. Number of updates of the website of the Industrial Complex. Number of individuals visiting the Complex.</p>
YEAR OF EXECUTION	2014

ACTION	Determining the concerns and expectations of the surroundings with regard to the activity of the Industrial Complex.
DESCRIPTION	<p>We shall carry out a perception study to assess social and labour concerns and those related to safety and the environment in the town of Puertollano.</p>
INDICATOR	Perception study completed.
YEAR OF EXECUTION	2014

ACTION	Implementing a grants program for Vocational Education students in the Puertollano region.
DESCRIPTION	We shall launch a grants program for medium and higher educational cycle students, in cooperation with the Repsol Foundation. The objective of these grants is to promote Vocational Education in the technical areas most in demand by the Company and thus contribute to better job opportunities for young people.
INDICATOR	Number of students participating.
YEAR OF EXECUTION	2014

ACTION	Cooperating with training actions focused on students with the aim of complementing the regulated tuition activities.
DESCRIPTION	<p>We shall contribute to the practical education of young individuals living close to the Industrial Complex, cooperating on training activities proposed by third parties, or – when applicable – promoting these activities, allowing students with different education levels to complement their theoretical education with practical training at our facilities.</p> <p>The actions planned are:</p> <ul style="list-style-type: none"> - Signing of a cooperation agreement with the Regional Education Counsellor to implement the Dual Vocational Education in the Puertollano Industrial Complex. - Summer scholarships for university students. - Trainings in Job Centres for Vocational Education students, in cooperation with the Vocational Education Institutes of Puertollano.
INDICATOR	<p>Number of participating students. Number of participating students. Number of participating students.</p>
YEAR OF EXECUTION	2014

ACTION	Promoting transparent and fluid relationships with the universities of the region, mainly with the Universidad de Castilla La Mancha.
DESCRIPTION	We shall promote the cooperation with the Universidad de Castilla La Mancha by participating in the research projects, graduation prizes of the Faculty of Chemistry and the School of Industrial Engineers, HAZOP (Operational Hazards) courses and visits to universities, among other initiatives.
INDICATOR	Annual collaborations.
YEAR OF EXECUTION	2014

ACTION	Cooperating on social projects with NGOs in town.
DESCRIPTION	We shall cooperate with NGOs on social action projects, mainly bearing on collectives either vulnerable or at risk of social exclusion, by means of an annual call to NGOs that are directly active in the town of Puertollano. With the same aim of contributing to alleviating critical situations with disadvantaged groups, we shall launch campaigns to collect basic necessity products with the cooperation of Repsol's volunteer networks.
INDICATOR	Projects implemented. Investment made. Number of volunteers taking part in charity actions. Products collected.
YEAR OF EXECUTION	2014

ACTION	Cooperating with social, cultural, educational and sports initiatives of the community with institutions and collectives of the Puertollano region.
DESCRIPTION	<p>We shall show our commitment to the people living in the surroundings of the Puertollano Industrial Complex by maintaining different cooperation programs with institutions and collectives:</p> <ul style="list-style-type: none"> - We shall promote cooperation with the City Council of Puertollano for the sponsorship of the city's culture program and for sport activities focused on children and teenagers. We shall sign a new cooperation agreement with the City Council in areas regarded as being of interest. - We shall cooperate with cultural, social, sport and educational associations from the world of disabled persons. - We shall cooperate with educational centres and groups of the region: donation of excess hardware originating from replacement processes.
INDICATOR	<p>Signing of cooperation agreements with the City Council of Puertollano. Actions carried out. PCs donated.</p>
YEAR OF EXECUTION	2014

ACTION	<p>Promoting educational activities related to science and the world of energy among the students of Puertollano.</p>
DESCRIPTION	<p>We shall develop different educational and dissemination activities to promote the scientific and technological culture of children and young people as well as a better approach to the world of energy and industry by means of:</p> <ul style="list-style-type: none"> - Science workshops for schoolchildren: in cooperation with the Repsol Foundation, we will carry out practical activities in the Industrial Complex to disseminate science, promote scientific vocations and a better understanding of energy among the schoolchildren of Puertollano. - Scientific-practical workshops for secondary education students: we will prepare scientific workshops in cooperation with the Repsol Foundation for introducing the students to the world of science and industry. - “Repsol Ambassadors”: volunteering campaign by Repsol employees to bring energy and the activity of the Industrial Complex closer to the scholars of Puertollano, with the “Repsol Ambassadors” Program. - Mobile Classroom of the Repsol Foundation: Itinerant classroom bringing the world of energy closer to the students and the public in general in a didactic and interactive manner.
INDICATOR	<p>Number of pupils taking part in scientific workshops. Number of students taking part in scientific workshops. Number of schoolchildren attending these activities. Number of individuals attending the Mobile Classroom.</p>
YEAR OF EXECUTION	2014

