



2014

Sustainability Plan  
**Tarragona**  
Industrial Complex  
2014



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

### Program 1:

## Organizational governance.

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

### ORGANIZATIONAL GOVERNANCE PROGRAM

**Expectation:**

To periodically revise 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 Tarragona Industrial Complex.
3. Communicating the progress of actions executed on ethical, social and environmental aspects carried out by the staff of the Industrial Complex.

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

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

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

With this action, the Tarragona 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-evaluated, taking such steps as are needed for solving any possible non-compliance observed.

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

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

This will mean that the Tarragona 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.

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

The Tarragona Industrial Complex shall communicate the progress of the actions executed on ethical, social and environmental topics for the staff of the Industrial Complex to promote the Company's corporate culture in the area of corporate responsibility.

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.

<b>ACTION</b>	<b>Monitoring of the Regulatory Compliance Program for 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 pertinent results at the appropriate level.
<b>INDICATOR</b>	Changes in the inventories of duties (inclusions/deletion/changes). Percentage of fulfilment of the periodical self-assessments. Semi-annual report of the process results for the Management Committee.
<b>YEAR OF EXECUTION</b>	2014
<b>ACTION</b>	<b>Applying the Corporate Responsibility Coordination System in the Tarragona Industrial Complex.</b>
<b>DESCRIPTION</b>	We will start our Corporate Responsibility Coordination System in the Tarragona Industrial Complex. Applying this system we will involve concerns and expectations of the stakeholders taking them into account in the business decision-making process. This will purpose 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 Tarragona Industrial Complex.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Communicating the progress of actions executed on ethical, social and environmental aspects carried out by the staff of the industrial complex.</b>
<b>DESCRIPTION</b>	We shall make biannual presentations to our employees on the most relevant issues related with ethics, social affairs and the environment during a communication event called “Key Issues of Refining Sessions”, as well as “Chemistry Sessions”.
<b>INDICATOR</b>	Number of presentations. Target: 2 presentations per year.
<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.

**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. Implementing the local plan to improve access to disable people in the Industrial Complex.
3. Enhancing equal job and social opportunities of disable people in the Industrial Complex.
4. Promoting the recruitment of special job centres for external services in the Petrochemical Complex.
5. Ensuring that the surveillance staff has received the necessary training on human rights.

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

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

The adoption of this policy represents an essential step in the application of the diligence required in this area and will serve to establish the general principles guiding our performance with regard to human rights. The action proposed contemplates *disseminating the principles governing companies and UN Human Rights Declaration 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 *implementing the local plan to improve access by disable people to the facilities of the industrial complex*, which will consist in a series of actions aimed at improving access to the facilities of the Industrial complex.

The second action seeks to *enhance equal job and social opportunities of disable people in the industrial complex*. A recruitment program for individuals of this collective shall be started.

In keeping with the previous action, we are going to stimulate *contracts with special job centres for external services in the petrochemical complex*.

- **Expectation: To minimize the risks derived from the employment of surveillance 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 will protect the facilities in order to manage human rights' risks.

For this reason, the Tarragona Industrial Complex has included an action relevant to this area in the Plan, focused on ensuring that the subcontracted surveillance personnel work in accordance with applicable regulation. The Company shall works to ensure *that the private surveillance staff has received the necessary training on human rights.*

Specific information on each one of the actions included in the 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 organize training courses on human rights for all Human Resources employees of the Tarragona Industrial Complex.
<b>INDICATOR</b>	Number of individuals completing the training course.
<b>YEAR OF EXECUTION</b>	2014

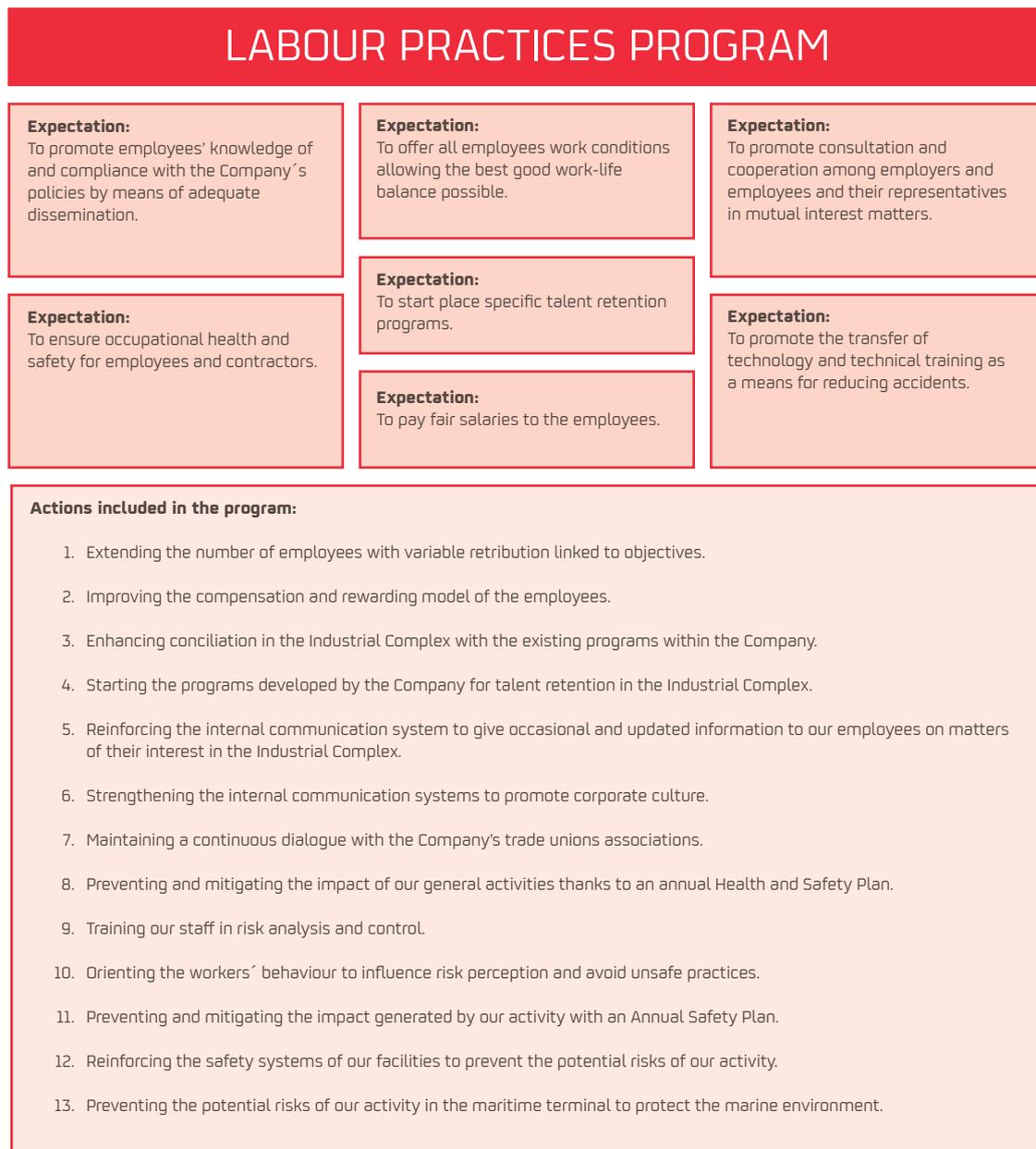
<b>ACTION</b>	<b>Implementation of the local improved plan for improving accessibility for disable people in the industrial complex.</b>
<b>DESCRIPTION</b>	We shall execute the actions included in the local improved accessibility plan by means of the Different Capabilities Accessibility Project. This plan includes the installation of special parking lots or ramps to access the buildings, among other measures.
<b>INDICATOR</b>	Percentage of progress of the Project – Phase 1.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Enhancing equal job and social opportunities for disable people in the industrial complex.</b>
DESCRIPTION	We shall start a recruitment program for disable people to cover part of the vacant positions.
INDICATOR	Number of individuals hired each fiscal year.
YEAR OF EXECUTION	2014
<b>ACTION</b>	<b>Promoting the recruitment of special job centres for external services in the petrochemical complex.</b>
DESCRIPTION	We shall explore the market of service suppliers of Special Job Centres to hire their services especially in activities with external services, like gardening, transport in the port terminal or courier services, among others.
INDICATOR	Number of companies contracted.
YEAR OF EXECUTION	2014
<b>ACTION</b>	<b>Ensuring that the surveillance staff has received the necessary training on human rights.</b>
DESCRIPTION	We shall monitor the knowledge of human rights of the private surveillance staff.
INDICATOR	Number of surveillance staff members participating vs. total security staff.
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-



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

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

The first of these actions is *extending the number of employees with variable retribution linked to objectives*; this scheme shall be extended to all Group companies covered by a collective agreement.

Likewise, the Company shall act to *improve the compensation and rewarding model of employees*, which will include the changes in the variable retribution management system of employees in accordance with the new assessment criteria set by the Company.

- **Expectation: To offer all employees work conditions allowing the best work-life balance possible.**

Reconciling work and family life is a key aspect of the relationship between workers and the Company. For this reason, in addition to the efforts made in recent years, the Tarragona Industrial Complex has included a specific action in this Plan focused on *enhancing conciliation in the Industrial Complex with the programs existing within the Company*.

This action shall be implemented with the dissemination of the different programs existing in the Company, like flexitime or telework, to allow a larger number of individuals to benefit from them if they wish.

- **Expectation: To start specific talent retention programs.**

Improving the Company's policies to retain the talent of qualified professionals for a company like Repsol is another issue concerning both the workforce and civil society organizations.

The Tarragona Industrial Complex *shall start programs developed in the Company to retain talent in the Industrial Complex*. With this purpose, the Industrial Complex shall first carry out a 360° assessment pilot project for the elaboration of individual career development plans and the new Annual Training Plan, planned for 2014.

- **Expectation: To promote employees' knowledge of and compliance with the Company's policies by means of adequate dissemination.**

The Tarragona Industrial Complex shall *reinforce the internal communication system to give occasional and updated information to our employees on matters of their interest in the Industrial Complex.*

With this measure, we shall strengthen the communication systems already existing in the Industrial Complex to give occasional information to employees on various matters of interest.

Likewise, *we shall strengthen the internal communication systems to promote corporate culture* in the area of safety and environment.

- **Expectation: To maintain relationships based on open dialogue with the Company's unions.**

The Tarragona Industrial Complex shall continue responding to this expectation with actions focused on *maintaining a continuous dialogue with the Company's trade union association* with periodical meetings with the different unions representing the employees of the Industrial Complex.

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

Occupational health and safety is an issue of special relevance in the oil and gas industry. Given the relationship of this matter with the fundamental rights of people, occupational health and safety management entails an active promotion of the best workers' welfare can aspire to and a strong preventive approach with regard to harms potentially caused by labour conditions.

The Tarragona Industrial Complex shall ensure the compliance of this Plan to *prevent and mitigate the impact of our general activity thanks to an Annual Health and Safety Plan*, with periodical medical reviews of the staff, the development of psycho-social risks surveys and common preventive programs. In addition to this measure, emergency drills shall be carried out.

- **Expectation: Establishing high safety standards and staff training in this area.**

The Tarragona Industrial Complex responds to this expectation with six actions that contribute to reinforce the safety of employees and contractors.

On the one hand, we propose two training actions. The first action focuses on *training our staff in risk analysis and control*, and the second one is focused on *orienting the workers' behaviour to influence risk perception and avoid unsafe practices*.

With regard to the establishment of high standards, the *Complex shall fulfil a Safety Plan to prevent and mitigate the impact generated by our activity*. The Plan will include audits of the management systems, and reliability checks of the risk prevention and mitigation equipments, among other actions.

Likewise, the *safety systems of our facilities shall be reinforced to prevent the potential risks of our activity*.

With the aim of *preventing the potential risks of our activity in the maritime terminal to protect the marine environment*, the Complex shall carry out different emergency drills to ensure an optimal use and effectiveness of the safety measures installed in the Maritime Terminal.

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 number of employees with variable retribution linked to objectives.</b>
<b>DESCRIPTION</b>	We shall extend the performance assessment system to all employees of the industrial complex covered by a collective agreement. This means that their remuneration will include a variable part linked to the targets defined.
<b>INDICATOR</b>	Percentage of implementation of the Performance Assessment Program with collective agreement employees.
<b>YEAR OF EXECUTION</b>	2014

**ACTION****Improving the compensation and rewarding model of the employees.****DESCRIPTION**

We shall incorporate the changes of the variable remuneration management system to employees in accordance with the new criteria set by the Company.

**INDICATOR**

Percentage of Plan fulfilment.

**YEAR OF EXECUTION**

2014

**ACTION****Enhancing conciliation in the Industrial Complex with the existing programs within the Company.****DESCRIPTION**

We shall promote the dissemination of the different programs existing in the Company, like flexitime or telework to promote labour conciliation of the staff; thus, a larger number of individuals can benefit from these programs, if they wish.

**INDICATOR**

Number of individuals with telework.  
Number of individuals with flexitime.

**YEAR OF EXECUTION**

2014

<b>ACTION</b>	<b>Starting the programs developed by the Company for talent retention in the Industrial Complex.</b>
<b>DESCRIPTION</b>	We shall start the 2014 Annual Training Plan and the individual development plans prepared after the 360º assessment pilot project carried out during 2013.
<b>INDICATOR</b>	Percentage of fulfilment of the pilot project. Percentage of fulfilment of the 2014 Annual Training Plan.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Reinforcing the internal communication system to give occasional and updated information to our employees on matters of their interest in the Industrial Complex.</b>
<b>DESCRIPTION</b>	We shall reinforce the already existing communication plans of the Industrial Complex, to occasionally inform our employees of different matters of their interest through the different existing channels, like the `“Canal de Refino” (Refining Channel) and the `Repsol Química’ Channel , the Tarragona digital notice board, the website of the Complex and preventive programs. We also plan to launch the Industrial Complex magazine.
<b>INDICATOR</b>	Number of news published in the “Refino and Química” channels. Number of news published in the digital advertisement. Magazine published.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Strengthening the internal communication systems to promote corporate culture.</b>
<b>DESCRIPTION</b>	We shall promote the internal communication and awareness formats and channels in matters related to Safety and Environment through videos, stories, cases, internal releases, presentations in forums and meeting and shift training, among others.
<b>INDICATOR</b>	Number of videos, releases and presentations performed.
<b>YEAR OF EXECUTION</b>	2014
<b>ACTION</b>	<b>Maintaining a continuous dialogue with the Company's trade unions associations.</b>
<b>DESCRIPTION</b>	We shall maintain periodical meetings with the different trade union organizations which represent employees, in which we will not only address labour issues, but matters related to safety and health in the facilities of the Industrial Complex.
<b>INDICATOR</b>	Percentage of programmed actions performed.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Preventing and mitigating the impact of our general activities thanks to an annual Health and Safety Plan.</b>
<b>DESCRIPTION</b>	We shall ensure the compliance of the annual health surveillance plans, preventive activity of the Industrial Complex with periodical medical reviews of the staff, the development of psycho-social risk surveys and preventive programs. We shall also carry out emergency drills (internal, general and operational emergencies) to ensure the correct and effectiveness use of the systems as well as a proper training staff to respond with a good risks management
<b>INDICATOR</b>	Number of simulations completed. Percentage of fulfilment of the health surveillance plans. Percentage of fulfilment of the preventive activities program. Percentage of fulfilment of fire-fighting training hours.
<b>YEAR OF EXECUTION</b>	2014
<b>ACTION</b>	<b>Training our staff in risk analysis and control.</b>
<b>DESCRIPTION</b>	We shall train our own staff in different risk identification, analysis and control methodologies.
<b>INDICATOR</b>	Number of individuals trained.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Orienting the workers´ behaviour to influence risk perception and avoid unsafe practices.</b>
<b>DESCRIPTION</b>	<p>We shall execute different training and awareness actions to improve the behaviour of the workers, both direct and indirect staff, in safety matters to prevent unsafe behaviour like:</p> <ul style="list-style-type: none"> <li>- During shutdowns, "Safety Briefings" on site in small groups, prior to the beginning of daily tasks, to remind and reinforce the main safety messages.</li> <li>- Continuous Preventive Safety Observations, working permits field audits, field pre-analysis before initiating tasks [ASEGURA2], with the aim of continuous improvement, focused on in situ behaviour corrections.</li> </ul>
<b>INDICATOR</b>	Percentage of fulfilment of the annual preventive observation plans during shutdowns and normal operation.
<b>YEAR OF EXECUTION</b>	2014
<b>ACTION</b>	<b>Preventing and mitigating the impact generated by our activity with an Annual Safety Plan.</b>
<b>DESCRIPTION</b>	<p>We shall comply with the Annual Safety Plan of the Industrial Complex. This plan includes a management systems audit; reliability tests of the risk prevention and mitigation equipments; implementation of improvement actions; drills and continuous updating of the emergency plans.</p>
<b>INDICATOR</b>	Percentage of fulfilment of the plan.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Reinforcing the safety systems of our facilities to prevent the potential risks of our activity.</b>
<b>DESCRIPTION</b>	We shall reinforce the safety and environment systems of our facilities by means of an annual investment plan, including the continuous improvement and adjustment of the facilities to new external regulations or internal requirements.
<b>INDICATOR</b>	Investment [M] / year.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Preventing the potential risks of our activity in the maritime terminal to protect the marine environment.</b>
<b>DESCRIPTION</b>	We shall carry out annual simulations and tests to ensure an optimal use and effectiveness of the safety measures installed in the Maritime Terminal. We shall comply with the surveillance and control plan.
<b>INDICATOR</b>	Percentage of fulfilment.
<b>YEAR OF EXECUTION</b>	2014

## Program 4:

# Environment.

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

## ENVIRONMENT PROGRAM

**Expectation:**

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

**Expectation:**

To establish and maintain an appropriate environment management system.

**Expectation:**

To implement energy savings where possible and create emission reduction strategies.

**Expectation:**

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

**Expectation:**

To identify the sources of pollution and waste and implement measures to prevent them.

**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. Including environmental matters in the Annual Training Plan of the Industrial Complex.
3. Cooperating with public institutions for the protection and development of the Environment.
4. Reducing the emissions with the increased use of clean energies and the reduction of energy consumption at our facilities and improving the combustion processes.
5. Reducing the CO<sub>2</sub> emissions in the activities at the Industrial Complex.
6. Improving the energy efficiency of the activities at the Industrial Complex.
7. Preventing impacts on the maritime terminals with a surveillance and control plan.
8. Controlling and reducing water consumption in the activities at the Industrial Complex.
9. Elaborating the Water Management Map of the Industrial Complex.
10. Preventing and controlling the potential impact of the activity of the Industrial Complex on soil and groundwater
11. Releasing the ecological flow of the Gaià River.
12. Elaborating the map of the waste generated by the activities of the Industrial Complex to set the waste reduction targets.

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

From an integral perspective, the Company *shall comply with the Annual Environment Plan to prevent and mitigate the impacts of our general activity*. Likewise, we shall include environmental matters in the Annual Training Plan of the Industrial Complex.

Likewise, we propose another action to *cooperate with public institutions on the protection and development of the Environment* with the aim of applying the regulation in matters regarding environmental prevention and activity control, as well as the programs and policies to improve air and groundwater quality.

- **Expectation: To implement energy savings where possible and create emission reduction strategies.**

The implementation of energy savings and the reduction of greenhouse gas emissions, are both environmental priorities for the oil industry. For this reason, the Tarragona Industrial Complex shall *reduce the emissions with the increased use of clean energies and the reduction of energy consumption at our facilities and improving the burning combustion processes* with the progressive replacement of any kind of fuel used in our furnaces and boilers by a cleaner, more efficient fuel.

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

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

For this reason, in addition to the specific initiatives already implemented during recent years, the Company has included in this Plan a specific action focused on the objective of *reducing the CO<sub>2</sub> emissions in the activities of the Industrial Complex*.

Likewise, we have included in this Plan an action that will consist in *improving the energy efficiency of the activities of the Industrial Complex*.

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

The Tarragona Industrial Complex shall progress in *the prevention of impacts in the maritime terminals with a surveillance and control plan.*

This action shall start a series of actions for improving infrastructures in the maritime terminals, making it possible to prevent and mitigate eventual impacts.

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

The responsible management of water resources is the major environmental issue in the refining activities of the Company. For this reason, the Tarragona Industrial Complex has included six actions to satisfy this expectation in this Sustainability Plan.

The first action is focused on *controlling and reducing water consumption in the activities at the Industrial Complex.*

Similarly, we shall *elaborate the Water Management Map of the Industrial Complex*, which will allow the Tarragona Industrial Complex to diagnose the current situation of water management and the assessment of the associated risks.

Finally, we propose two actions to *prevent and control the potential impacts of the activity of the Industrial Complex on soil and groundwater and to release the ecological flow of the Gaià River.*

- **Expectation: To identify the sources of pollution and waste and implement measures to prevent them.**

In 2014, the Tarragona Industrial Complex shall *elaborate the map of the waste generated by the activities of the Industrial Complex to set waste reduction targets*, which will satisfy the need of identifying the sources of waste as a preliminary step for implementing preventive actions.

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	<b>Preventing and mitigating the impact of our general activity through an Annual Environment Plan.</b>
DESCRIPTION	<p>We shall comply with the Annual Environment Plan of the Industrial Complex. This Plan includes audits of the management systems and the improvement of managements mechanisms like:</p> <ul style="list-style-type: none"> <li>- Taskboard.</li> <li>- Optimization of norms.</li> <li>- Reporting transparency.</li> <li>- Supplier management.</li> <li>- Safety and Environment function.</li> <li>- Orientation towards systematic risk management.</li> <li>- New approaches to water and biodiversity.</li> <li>- Promotion of waste management.</li> </ul> <p>Likewise, the Plan shall include improvement actions, simulations and the continuous updating of emergency plans.</p>
INDICATOR	Percentage of fulfilment.
YEAR OF EXECUTION	2014

ACTION	<b>Including environmental matters in the Annual Training Plan of the Industrial Complex.</b>
DESCRIPTION	We shall include matters to minimize the environmental impact of our activity in the Annual Training Plan.
INDICATOR	<p>Number of training sessions completed.          Percentage of fulfilment of training actions.</p>
YEAR OF EXECUTION	2014

ACTION	<b>Cooperating with public institutions on the protection and development of the Environment.</b>
DESCRIPTION	<p>We shall continue voluntarily cooperating through AEQT – Association of Chemical Companies of Tarragona-with the Department of Territory and Sustainability (DTES). The purpose of the agreement is to reach with the sustainable approach, the efficiency in the protection of the environment through the cooperation between AEQT and DTES, and cover matters like:</p> <ul style="list-style-type: none"> <li>- Cooperation on the application of regulation regarding environmental prevention and control of the activities.</li> <li>- Cooperation in the application of programs and policies for improving air and groundwater quality in accordance with Available Best Technics.</li> </ul> <p>The Agreement was signed on September13th 2012. Its validity is indefinite, and contemplates a five-year revision.</p>
INDICATOR	<p>Percentage of biannual joint follow-up meetings attended by the coordinators of the sub-commissions, which are in charge of environmental matters among AEQT member companies, together with the individuals in charge of the different environmental vectors of the Department of Territory and Sustainability of the Catalonian Government.</p>
YEAR OF EXECUTION	2014

ACTION	<b>Reducing the emissions with the increased use of clean energies and the reduction of energy consumption at our facilities and improving the combustion processes.</b>
DESCRIPTION	<p>We shall execute a progressive replacement of the fuel used in our furnaces and boilers with cleaner and more efficient ones. The replacement plan contemplates a 100% replacement of burners in our facilities.</p>
INDICATOR	<p>Percentage of improvement in emissions compared to 2012. Percentage of burners replaced.</p>
YEAR OF EXECUTION	2014

ACTION	<b>Reducing the CO<sub>2</sub> emissions of the activities at the Industrial Complex.</b>
DESCRIPTION	We shall continue implementing the CO <sub>2</sub> Emissions Reduction Plan at the Tarragona Industrial Complex, consisting in new investments to improve energy efficiency and operation and maintenance of the facilities.
INDICATOR	Percentage of CO <sub>2</sub> reduction compared to 2010.
YEAR OF EXECUTION	2014
<b>ACTION</b>	<b>Improving the energy efficiency of the activities at the Industrial Complex.</b>
DESCRIPTION	We shall implement the energy efficiency management system in accordance with the international ISO 50001 standard to contribute to a more efficient use of available energy sources, improving competitiveness and reducing the greenhouse gases and other environmental impacts related to the activities of the Industrial Complex.
INDICATOR	Management system implemented.
YEAR OF EXECUTION	2014

ACTION	<b>Preventing impacts on the maritime terminals with a surveillance and control plan.</b>
DESCRIPTION	<p>We shall comply with the Surveillance and Control Plan of the maritime terminals, which includes such diverse actions as:</p> <ul style="list-style-type: none"> <li>- Implementation of our internal marine emergency plan supporting the Internal Plan of the Port.</li> <li>- Continuing the remodelling plan of structural elements of the jetty.</li> <li>- Implementing technological improvements in the jetty.</li> <li>- Replacement of the current loading arms with others endowed with PERC (Powered Emergency Release Coupling)* technology.</li> <li>- Implementation of the early leaks detection system in the jetty.</li> </ul> <p>*Emergency arms decoupling system.</p>
INDICATOR	Percentage of fulfilled actions.
YEAR OF EXECUTION	2014

ACTION	<b>Controlling and reducing water consumption in the activities at the Industrial Complex.</b>
DESCRIPTION	<p>We shall carry out a monthly control of water consumption; monitoring consumption compared to the water concession by the Tarragona Water Consortium (CAT) and the availability of other sources, like water coming from the Gaià reservoir or regenerated water coming from urban sewage treatment plants.</p>
INDICATOR	Monitoring of consumption as compared to water concessions.
YEAR OF EXECUTION	2014

ACTION	<b>Elaborating the Water Management Map of the Industrial Complex.</b>
DESCRIPTION	We shall elaborate a water management map for the Refining and Chemistry activities allowing a diagnosis of the situation of the Industrial Complex with regard to water management and assessment of possible associated risks.
INDICATOR	Water management map completed.
YEAR OF EXECUTION	2014

ACTION	<b>Preventing and controlling the potential impact of the activity of the Industrial Complex on soil and groundwater.</b>
DESCRIPTION	<p>We shall take care of the tightness of the drainage systems and the buried product pipeline networks of the Industrial Complex, promoting good operational practices and have a wide piezometric*network strategically designed for the detection of leaks. Weekly, monthly or quarterly analytical controls will be carried out, depending on the criticality of the installation.</p> <p><small>*This Network consists of piezometers, which are small diameter drillings probes for measuring the water level of the subsoil (known as piezometric level) as well as for taking water samples for analysis.</small></p>
INDICATOR	Percentage of actions carried out or Percentage of impacts on spoils and groundwater.
YEAR OF EXECUTION	2014

ACTION	<b>Releasing the ecological flow of the Gaià River.</b>
DESCRIPTION	We shall cooperate with l'Agència Catalana de l'Aigua [the Catalanian Water Agency] to work on the environmental flow recovery of the Gaià River. The scope of the agreement lies in the surroundings of the lower course of the Gaià River. This typically mediterranean river is dammed in the Gaià reservoir and Repsol owns the concession for the usage of the dam.
INDICATOR	Percentage of actions implemented for the recovery of the flow of the Gaià River.
YEAR OF EXECUTION	2014
ACTION	<b>Elaborating the map of the waste generated by the activities of the Industrial Complex to set waste reduction targets.</b>
DESCRIPTION	We shall elaborate the waste map of the Industrial Complex, which shall be used to define the baseline from which waste reduction targets will be set for the Industrial Complex. The first phase of this project was implemented in 2013. It will be complemented with the existing information, collecting the costs associated with waste, amount of waste, hazardous characteristics, final waste management and significance for the activity of the Industrial Complex.
INDICATOR	Baseline study 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 integrate 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. Contributing to higher social and environmental standards of our suppliers and contractors.
2. Ensuring transparency in the assessment and recruiting processes of our suppliers and contractors.
3. Disseminating and checking that the code of Ethics and Conduct is applied by our suppliers.
4. Reinforcing the communication with suppliers to contribute to higher ethical, social and environmental standards among our suppliers and contractors.
5. Elaborating and disseminating the Good Environmental Practices Guide for suppliers and contractors.
6. Reinforcing communication with suppliers, periodically informing them about management matters related to the environment, safety, energy efficiency and the corporate social responsibility of the Company.

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

This Sustainability Plan includes two actions focused on enhancing responsible behaviours in its value chain, integrating specific requirements in its purchasing policies and practices. This will *contribute to higher social and environmental standards among our suppliers and contractors*. To achieve this target, we shall include several aspects related to corporate responsibility in the qualification and assessment process of suppliers and contractors.

Likewise, we shall implement another action to *ensure transparency in the assessment and recruiting processes of suppliers and contractors*.

Finally, we propose an action to *disseminate and check that the Code of Ethics and Conduct is applied by our suppliers*.

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

The Tarragona Industrial Complex shall work during 2014 to increase awareness of the organizations that are part of its value chain by means of initiatives related to training, awareness or recognition of good practices by them. To do so, the Company has included three specific actions in this Plan.

The first action consists in *reinforcing the communication with suppliers to contribute to higher ethical, social and environmental standards among our suppliers and contractors* by means of various actions informing about the management systems that rule aspects related to the corporate responsibility of the Company.

Likewise, the Tarragona Industrial Complex shall *elaborate and disseminate the Good Environmental Practices Guide for suppliers and contractors*, including the basic patterns for minimizing waste generation and other environmental and energy impacts.

The third action aims at *reinforcing communication with suppliers, periodically informing them about management matters related to the environment, safety, energy efficiency and the corporate social responsibility of the Company*. With this purpose, we shall share information with contractor companies on the energy efficiency management system in accordance with the ISO 50001 standard, the Company's Report on Corporate Responsibility and this sustainability plan.

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 higher social and environmental standards among our suppliers and contractors.</b>
<b>DESCRIPTION</b>	We shall assess suppliers and contractors depending on their performance in ethical, social and environmental matters with a specific assessment questionnaire developing these aspects.
<b>INDICATOR</b>	Percentage of fulfilment of the assessment plan.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Ensuring transparency in the assessment and recruiting processes of our suppliers and contractors.</b>
<b>DESCRIPTION</b>	We shall carry out all qualification, assessment and recruitment processes of suppliers of goods and services in accordance with the Company’s procedures, with the maximum transparency.
<b>INDICATOR</b>	Percentage of number of offer requests made via SRM.
<b>YEAR OF EXECUTION</b>	2014

<b>ACTION</b>	<b>Disseminating and checking that the the Code of Ethics and Conduct is applied by our suppliers.</b>
<b>DESCRIPTION</b>	We shall disseminate the code of conduct for suppliers and contractors, developed by the Company and containing the expected ethical and behavioural principles. Likewise, we shall check the application of the Code of Ethics and Conduct for Suppliers and Contractors.
<b>INDICATOR</b>	Percentage of suppliers and contractors to which the Code has been submitted. Percentage of actions vs. complaints of non-compliances.
<b>YEAR OF EXECUTION</b>	2014
<b>ACTION</b>	<b>Reinforcing communication with suppliers to contribute to higher ethical, social and environmental standards among our suppliers and contractors.</b>
<b>DESCRIPTION</b>	We shall confer with those company managers that we regularly deal with, to inform them about the company's actions in regards with the environment, safety, energy efficiency and corporate responsibility. Likewise, we shall submit the Corporate Responsibility Report and the sustainability plans, as well as the Report of the Industrial Complex, for information. We shall continue recognizing the best safety practices among suppliers and contractors with awards.
<b>INDICATOR</b>	Number of actions implemented.
<b>YEAR OF EXECUTION</b>	2014

ACTION	<b>Elaborating and disseminating the Good Environmental Practices Guide for suppliers and contractors.</b>
DESCRIPTION	We shall elaborate the Good Environmental Practices Guide to disseminate the basic guidelines among our suppliers for minimizing waste generation and other environmental and energy impacts during their work at the industrial complex.
INDICATOR	Guide completed.
YEAR OF EXECUTION	2014

ACTION	<b>Reinforcing communication with suppliers, periodically inform them about management matters related to the environment, safety, energy efficiency and the corporate social responsibility of the Company.</b>
DESCRIPTION	We shall hold periodical meetings focused on service companies, during which we shall share information of common interest on matters related to safety and the environment, as well as other issues related to corporate responsibility.
INDICATOR	Number of meetings celebrated.
YEAR OF EXECUTION	2014

## Program 6:

# Community involvement and development.

-Actions included in the 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 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 develop good relationships with research institutions.

**Expectation:**

To contribute to the economic development of local communities. To maintain their commitment to the territory they operate in during times of crisis.

**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 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 to tenders for offering external goods and services.
2. Contributing to the local economic development with an annual investment plan and programmed shutdowns involving the hiring of local workforce for its execution.
3. Updating of contingency plans for operational accidents.
4. Enhancing the Public Advisory Panel – a forum for citizens’ participation- acting as a bridge between the Company and the society in Tarragona.
5. Responding to the information requests and concerns of society regarding our activity to improve communication.
6. Establishing fluid relations with the agents of the Administration in order to gather social, environmental and safety concerns.
7. Performing periodical perception surveys to know and monitor the society concerns.
8. Cooperating in educational actions for students to as a complement to the regulated educational activity.
9. Collaborating in educational actions for students to complete their education with practices at the Industrial Complex by means of agreements with the public academic institutions.
10. Establishing transparent and fluid relations with the university and the local research centres.
11. Contributing on the social, cultural, educational and sportive initiatives of the community with institutions and organizations from Camp de Tarragona.

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

Repsol is aware of the importance its activities may have as the driving force for development in the areas where the Company operates in. For this reason, we have included an action in this Plan to support the development of the local socio-economic issue, *facilitating the access of local companies to tenders for offering external goods and services*. We shall analyze which services and goods can be supplied by local suppliers and shall identify which companies are able to supply them, inviting them to take part in tenders.

- **Expectation: To contribute to the economic development of local communities. To maintain their commitment to the territory they operate in times of crisis.**

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

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

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

The Tarragona Industrial Complex shall start an action to update *the contingency plans for operational accidents*.

Given the implications this kind of accidents could cause on the local environment, this action contemplates adapting the contingency plans to the new Self-Protection Plans and shall train the staff in emergency management.

- **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 presence of the Company in the area generates added value for the local communities.

Therefore, to improve communication with local communities and inform them about the benefits associated with the activity as well as the measures taken to avoid risks, Repsol's Sustainability Plan includes an action to enhance *the Public Advisory Panel, a forum for citizens' participation, acting as a bridge between the Company and the society in Tarragona*.

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

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

In addition to these, Repsol has included in this Plan a new action to *respond to the information requests and concerns of society regarding our activity to improve communication.*

With this purpose, the Tarragona Industrial Complex shall develop an External Communication Plan including different mechanisms to maintain transparent and proactive information with society via press releases, the website of the Industrial Complex and a guided visits agenda.

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

Within the Sustainability Plan, Repsol has included an action to *establish fluid relations with the agents of the Administration in order to gather the social, environmental and safety local concerns.*

In relation with this action, we shall *perform a periodical perception surveys to know and monitor society concerns* and focus on evaluating the social and labour concerns as well as all those related to the safety of the local populations during the visits organized to the 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 *cooperating on educational actions for students as a complement to the regulated educational activity.* This aims to improve the practical education of young individuals living in the surroundings of the Industrial Complex so that students of the different grades can complement their theoretical and practical education at our facilities.

In close relation to the previous action, we shall also *collaborate in educational actions for students to complete their education with practices at the Industrial Complex by means of agreements with public academic institutions.*

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

In the area of creating and maintaining good relationships with research institutions, in 2014 Repsol shall initiate an action to *establish transparent and fluid relations with the university and local research centres.*

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

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

We have included an action in this Plan to *contribute on the social, cultural, educational and sportive initiatives of the community with institutions and organizations from Camp de Tarragona* by means of implementing different programs along with local institutions and collectives.

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

ACTION	<b>Facilitating the access of local companies to tenders and offer external goods and services.</b>
DESCRIPTION	We shall promote the inclusion of qualified local companies in the tenders for offering goods and services, maintaining proactive communication and informing in advance of future negotiation rounds to allow them to participate from the beginning and complying with the requirements demanded by the Company.
INDICATOR	Percentage of qualified local companies participating in tender processes.
YEAR OF EXECUTION	2014

ACTION	<b>Contributing to the local economic development with an annual investment plan and programmed shutdowns involving the hiring of local workforce for its execution.</b>
DESCRIPTION	<p>We shall cooperate on actions supporting training for workers from contractor companies to improve their professional qualification, including these actions in the annual investment and programmed shutdowns plan during 2014.</p> <ul style="list-style-type: none"> <li>- Annual Investment and programmed shutdowns plan. Establishing an annual investment and planned shutdown plans, recruiting workforce for its construction.</li> <li>- Support to the training of workers from contractor companies and cooperation with demanded external training actions. Participation of Repsol's technicians in training actions promoted by external organisms (COIIM, SEPECAM, Professional Training Centres, etc.) to train workers from contractor companies.</li> </ul>
INDICATOR	Figure of annual investment. Number of technicians taking part in training activities.
YEAR OF EXECUTION	2014

ACTION	<b>Updating of contingency plans for operational accidents.</b>
DESCRIPTION	We shall adapt our contingency plans to the new Self-Protection Plan (PAU); these plans foresee potential emergencies happening as a consequence of the activity of the Industrial Complex and the measures to respond to risk situations. Likewise, we shall train the staff in emergency management and shall disseminate the plans for their information.
INDICATOR	Adjustment of the PAU to the requirements of the administration. Number of individuals trained in PAU (Internal Course) and Emergency Management (External Course).
YEAR OF EXECUTION	2014

ACTION	<b>Enhancing the Public Advisory Panel – a forum for citizens' participation- acting as a bridge between the Company and the society in Tarragona.</b>
DESCRIPTION	We shall promote the role of the Public Advisory Panel constituted in 2012 at the initiative of the Tarragona Industrial Complex as a channel for permanent dialogue between society and Repsol, contributing to the objectives of transparency of information of the Industrial Complex, helping to give people better information on industrial reality. With the Panel, we plan to promote activities for a better understanding of industrial activity, with its benefits and disadvantages in the different areas of society.
INDICATOR	Number of meetings of the Public Advisory Panel. Number of dissemination activities carried out by the Public Advisory Panel.
YEAR OF EXECUTION	2014

ACTION	<b>Responding to the information requests and concerns of society regarding our activity to improve communication.</b>
DESCRIPTION	<p>We shall elaborate an External Communication Plan including the different mechanisms to maintain transparent and proactive communication with society, informing about matters of interest to the citizenship via different communication tools:</p> <ul style="list-style-type: none"> <li>- Press releases.</li> <li>- Updating of the Industrial Complex website.</li> <li>- Agenda of visits to the Industrial Complex.</li> </ul>
INDICATOR	<p>Number of press releases submitted vs. total (50).          Number of website updates of the Industrial Complex (70).          Number of visits (1,500 individuals).</p>
YEAR OF EXECUTION	2014
ACTION	<b>Establishing fluid relations with the agents of the Administration in order to gather the social, environmental and safety local concerns.</b>
DESCRIPTION	<p>We shall invite the stakeholders of the Petrochemical Complex, such as the Technicians of the Operational Coordination Centre of Catalonia (CECAT), the `Mossos d'esquadra´ (Local Police) or "Bombers de la Generalitat" - the Fireguards of the Catalanian Government-, among others, to visit our facilities to learn about our risk prevention and mitigation systems. These visits will also allow the identification of concerns regarding these matters.</p>
INDICATOR	Number of annual visitors.
YEAR OF EXECUTION	2014

ACTION	<b>Performing periodical perception surveys to know and monitor the society concerns.</b>
DESCRIPTION	We shall carry out a perception survey to assess the concerns of the people of Tarragona with regard to the activity of the Industrial Complex on social, labour and safety matters, among others.
INDICATOR	Perception survey completed.
YEAR OF EXECUTION	2014

ACTION	<b>Cooperating in educational actions for students as a complement to the regulated educational activity.</b>
DESCRIPTION	<p>Our objective is to contribute to improving the practical education of young individuals living in the surroundings of the Industrial Complex, cooperating in educational actions proposed by third parties, or, when applicable, proposing them, so that the students of different educational levels may complement their theoretical and practical training at our facilities.</p> <p>The activities planned are:</p> <ul style="list-style-type: none"> <li>- Implementation of the cooperation agreement with the Board of Education to implant the FP (Vocational Education) Dual Project in the Tarragona Industrial Complex.</li> <li>- Summer scholarships for university students.</li> <li>- Practices in Job Centres, for FP (Vocational Education) students, in cooperation with Professional Training Institutes of Tarragona.</li> </ul>
INDICATOR	<p>Number of students participating in the FP (Vocational Education) Dual Project.</p> <p>Number of students participating in summer scholarships.</p> <p>Number of participating FP (Vocational Education) students.</p>
YEAR OF EXECUTION	2014

ACTION	<b>Collaborating in educational actions for students to complete their education with practices at the Industrial Complex by means of agreements with the public academic institutions.</b>
DESCRIPTION	We shall sign new agreements with public educational institutions to educate and help young professionals living close to the Industrial Complex through a Job Bank, a FP Dual [Vocational Education] scholarship program, a summer scholarship program for university students and training courses in job centres for FP [Vocational Education] students in cooperation with the professional educational institutes of Tarragona.
INDICATOR	Percentage of fulfilment of the actions planned. Number of students participating.
YEAR OF EXECUTION	2014
ACTION	<b>Establishing transparent and fluid relations with the university and the local research centres.</b>
DESCRIPTION	We shall establish and maintain different cooperation lines focused on: Renewing the agreement to economically endow the Cátedra de Excelencia en Comunicación [Excellence in Communication Professorship]. - Dissemination among the university community of the scholarships available through Repsol and the Repsol Foundation. - Development of a cooperation program with the university, generating synergies between the industrial activity of Repsol and the academic and research activity of the university.
INDICATOR	Number of students with scholarships. Number of activities carried out by the Cátedra de Excelencia en Comunicación.
YEAR OF EXECUTION	2014

ACTION	<b>Contributing on the social, cultural, educational and sportive initiatives of the community with institutions and organizations from Camp de Tarragona.</b>
DESCRIPTION	<p>In keeping with Repsol's commitment to the area of influence of the Tarragona Industrial Complex, we shall maintain several cooperation programs with local institutions and collectives:</p> <ul style="list-style-type: none"> <li>- Cooperation with the local City Councils for the sponsorship of the culture program of these towns.</li> <li>- Cooperation with cultural, social, sportive and educational associations from Camp de Tarragona.</li> <li>- Cooperation with local educational centres and collectives: donation of excess hardware equipment from substitution processes.</li> </ul>
INDICATOR	Investment in cooperation agreements with local City Councils. Number of collaborations and investments in cultural, social, sportive and educational associations.
YEAR OF EXECUTION	2014

