

G4-10

Appendix C

Social dimension

Percentage change in number of employees by region

Percentage change in number of employees by region	2014	2013	2012
Spain	2.72	(1.92)	3.36
Europe	20.45	7.23	10.08
US	18.58	27.24	19.90
Latin America	(9.11)	0.47	31.78
Africa	(6.71)	106.49	(10.79)
Asia	54.04	27.80	52.53
Oceania	(55.56)	157.14	133.33

Number of Abengoa employees by country in 2014

Country	Number of employees
Spain	6,871
Brazil	4,558
Peru	3,892
US	1,800
Uruguay	1,689
Mexico	1,461
Chile	1,226
India	739

Country	Number of employees
Poland	280
Argentina	230
South Africa	226
Morocco	215
Algeria	189
Colombia	163
Israel	152
France	108
China	104
Holland	89
Costa Rica	88
Saudi Arabia	66
United Arab Emirates	47
United Kingdom	18
Turkey	17
Ukraine	16
Ghana	12
Kenya	11
Singapore	9
Australia	8
Oman	7
Germany	4
Guatemala	3
Denmark	2
Italy	2
Nicaragua	2
Korea	1
Kuwait	1

G4-10, G4-EC6

Abengoa workforce gender distribution by region

Category	Group	Men			Women			Total		
		2014	2013	2012	2014	2013	2012	2014	2013	2012
Location	Spain	5,105	4,950	5,184	1,766	1,739	1,636	6,871	6,689	6820
	Europe	381	310	281	155	135	134	536	445	415
	US	1,472	1,148	892	328	370	301	1,800	1,518	1193
	Latin America	11,719	13,199	13,340	1,593	1,448	1,239	13,312	14,647	14579
	Africa	546	629	290	107	71	49	653	700	339
	Asia	1,007	618	494	119	113	78	1,126	731	572
	Oceania	7	13	4	1	5	3	8	18	7

Locally-based managers vs. total managers by region

Region	2014			2013			2012		
	Total managers	Locally-based managers	% of locally-based managers	Total managers	Locally-based managers	% of locally-based managers	Total managers	Locally-based managers	% of locally-based managers
Africa	8	6	75.00	11	11	100.00	7	6	85.71
Asia-Pacific	14	12	85.71	20	17	85.00	15	12	80.00
Spain	321	303	94.39	360	333	92.50	357	317	88.80
Latin America	138	115	83.33	107	89	83.18	146	113	77.40
US	69	50	72.46	69	48	69.57	55	37	67.27
Rest of Europe	18	17	94.44	14	12	85.71	16	16	100.00

G4-LA1, G4-LA6

Critical staff turnover by region and change

Region	2014	2013 (%)	2012 (%)
Spain	1.13 %	0.63	0.64
Europe	0.51 %	0.24	0.6
US	1.22 %	1.32	0.97
Latin America	0.45 %	0.82	0.37
Africa	0.74 %	0.82	0.5
Asia-Pacific	0.89 %	0	0

Staff contracting by region

Region	2014
Spain	10.81 %
Europe	9.64 %
US	24.84 %
Latin America	16.63 %
Africa	35.03 %
Asia-Pacific	20.93 %

Absenteeism by region

Region	Total absenteeism 2014 (%)	Total absenteeism 2013 (%)	Total absenteeism 2012 (%)
Africa	1.62	2.70	1.44
Asia-Pacific	5.30	2.30	2.95
Spain	2.26	2.05	2.03
Europe	2.97	2.76	3.12
Latin America	2.15	2.86	2.55
US	3.52	4.44	3.12

Abengoa communication channels with its social partners

From Abengoa to suppliers:

- › Corporate website.
- › Structured process for measuring supplier efficiency.
- › Tool from the security management system.
- › Periodic visits paid to suppliers.
- › Annual report.
- › Social networks.

From suppliers to Abengoa:

- › Satisfaction surveys.
- › Structured process for receiving information and opinions from suppliers.
- › Abengoa Easy Management (AEM) computer application to manage company decision-making and action plans.
- › Tool from the security management system.
- › Stakeholder mailbox.
- › External whistleblower channel.
- › Opinion poll from the Annual Report.
- › Interviews.
- › CSR mailbox.
- › Social networks.

From Abengoa to society:

- › Corporate website.
- › Annual report.
- › Website of the Focus-Abengoa Foundation.
- › Press releases.
- › Corporate Social Responsibility Department.
- › Meetings with NGOs and educational institutions.
- › Open days.
- › Trade shows, forums and conferences.
- › Corporate blog.
- › Social networks.

From society to Abengoa:

- › Press releases.
- › Communication Department.
- › Corporate Social Responsibility Department.
- › Meetings with NGOs, the press and educational institutions.
- › Open days.
- › Trade shows, forums and conferences.
- › Stakeholder mailbox.
- › Corporate blog.
- › CSR mailbox.
- › External whistleblower channel.
- › Opinion poll from the Annual Report.
- › Opinion poll.
- › Interviews.
- › Social networks.

From Abengoa to the local community:

- › Corporate website.
- › Annual report.
- › Website of the Focus-Abengoa Foundation.
- › Press releases.
- › Corporate Social Responsibility Department.
- › Meetings with NGOs and educational institutions.
- › Open days.
- › Trade shows, forums and conferences.
- › Corporate blog.
- › Social networks.

From the local community to Abengoa:

- › Communication Department.
- › Corporate Social Responsibility Department.
- › Meetings with NGOs and educational institutions.
- › Open days.
- › Trade shows, forums and conferences.
- › Corporate blog.
- › CSR mailbox.
- › Assessment of beneficiaries of social programs and initiatives.
- › External whistleblower channel.
- › Opinion poll from the Annual Report.
- › Interviews.
- › Stakeholder mailbox.
- › Social networks.

From Abengoa to clients:

- › Corporate website.
- › Focus groups with customers.
- › Tool from the security management system.
- › Publicity and marketing.
- › Trade shows, forums and conferences.
- › Periodic visits paid to customers.
- › Annual report.
- › Social networks.

From clients to Abengoa:

- › Focus groups with customers.
- › Satisfaction surveys.
- › IT troubleshooting application.
- › Abengoa Easy Management (AEM) computer application to manage company decision-making and action plans.
- › Various tools from the security management system.
- › Stakeholder mailbox.
- › CSR mailbox.
- › Training sessions on products.
- › External whistleblower channel.
- › Opinion poll from the Annual Report.
- › Interviews.
- › Social networks.

G4-DMA, G4-4

Products and services offered by the company in 2014

		Sector						
		Energy			Environment		Other	
Areas of activity		Renewables.	Conventional power generation.	Transmission & distribution.	Energy storage systems.	Bioenergy.	Water.	
	Engineering and construction.	Solar thermal plants (power tower, parabolic trough, photovoltaic and integrated solar-gas).	Combined cycles.	AC ⁽³⁾ and DC ⁽³⁾ power transmission lines.	Electricity and heat storage systems.	First- and second-generation biofuel production plants, and waste to biofuel (W2B).	Desalination plants.	Rail electrification.
		Wind farms.	Cogeneration plants.	Electrical substations.			Water treatment and reuse plants.	Telecommunications, electrical and mechanical installations, industrial plants, custom buildings, marketing and auxiliary production.
		Hydro power plants.	Other thermal power plants.				Water transportation and distribution (pipelines, aqueducts, etc.).	
	Infrastructure under concession.	Power generation at solar thermal plants (power tower, parabolic trough and photovoltaic, integrated solar-gas).	Electrical power generation at cogeneration plants (heat + steam).	⁽²⁾ O&M of large-scale AC ⁽³⁾ and DC ⁽³⁾ power transmission systems (transmission lines and substations).	Management of electricity and heat storage systems.		Production of drinking water and water for industrial use through seawater and brackish water desalination.	Custom buildings (hospitals, jails, cultural centers, courthouses).
		Power generation at wind farms.					Management of hydro resources in drainage basins.	
		Power generation at hydro power plants.					Treatment, purification and regeneration of industrial and municipal wastewater.	
								Water purification fit for human consumption.

		Sector		
		Energy	Environment	Other
Industrial production	Marketing and sale of components for solar plants, O&M ⁽²⁾ equipment and industrial applications		Production of biofuels and bioproducts from: biomass (grains and vegetable oils, among others) and cellulosic biomass.	Production of sugar by grinding sugar cane.
	Solar energy-based industrial applications		Production of DGS for animal feeds.	

Technology Licensing⁽¹⁾ of proprietary technology to third parties

- (1) Licensing means the technology in question continues to be owned by the company but a third party is granted the right to use it under specific terms and conditions.
- (2) Operation and maintenance.
- (3) Alternating current and direct current.

Product and service labeling






Products	Description	Information required	
Technological equipment		EC Declaration of Conformity and EC labeling. ⁽¹⁾	
Biofuel production	Products based on labeling		
	Bioethanol	European product	Information on product safety and quality specifications, as well as degree of sustainability of both product and the raw materials used to make it. Safety sheet and consignment note. ⁽²⁾ Sustainability declaration. ⁽³⁾
	DDGS	Product shipped bulk	Information on the shipper and head of sales, authorized manufacturer registration number, technical name of the product, GMO declaration (genetically modified organism), product content of protein, fat, fiber and humidity (as a percentage) and batch traceability. Guaranteed quality systems for the processes used to manufacture the product.
	Sugar	Product produced at bioethanol plants in Brazil	Laboratory analysis showing compliance with contractually agreed specifications: polarization, color, humidity and cash, as well as the invoice showing the volume transported and its cost.

- (1) For products shipped by Abengoa within the European Union.
- (2) Container identification is carried out in accordance with the ADR (European Agreement Concerning the International Carriage of Dangerous Goods by Road), or the RID, in the case of rail carriage.
- (3) The sustainability declaration states the origin of the raw materials, as well as greenhouse gas savings values and the traceability systems used from raw material through to bioethanol, among others aspects.

G4-SO2

Negative impacts detected and measures taken in response in 2014

Project	Asset type	Country	Activity with real or potential negative impact	Action carried out to prevent or mitigate the negative impact	Affected parties
Nacozari - Hermosillo 5	Power transmission line.	Mexico	Ecological impact of exploring forest areas during the power line construction phase.	Program to rescue flora and fauna during construction. After carefully monitoring all the species previously identified, the survival rate stands at over 70 %.	Flora and fauna of the area where the line is constructed.
Porto Velho - Araraquara	Power transmission line.	Brazil	Ecological impact of exploring forest areas during the power line construction phase.	Use of new, more sustainable techniques to help protect the environment in forested areas. By modernizing and applying these techniques, which include the use of native forest species, Abengoa's business has become considerably more sustainable.	Flora and fauna of the area where the line is constructed.
Solaben 1,3,4 and 6	Solar thermal plant featuring parabolic trough technology.	Spain	Visual impact due to the chromatic distortion between the plant equipment and the natural environment.	Visual impact reduced through reforestation actions: plant screen set up and trees planted between the ridge and the enclosure. The work was completed in 2014 and maintenance work is ongoing (pruning, watering, etc.). If it proves necessary, areas in which the planting was not successful will be repopulated in 2015.	Local community.
Solana	Solar thermal plant featuring parabolic trough technology.	United States	Visibility reduced on the road adjacent to the site due to the dust generated from the plant life having been cleared from the land.	The company plans to acquire a water truck to spray the ground and prevent the dust from rising. This action is part of a control plan implemented to comply with air quality control regulations. The plan has been approved by the Department of Air Quality Control for Maricopa County.	Community neighboring the plant and local traffic.
			Reflected light from certain mirrors. The reflection is visible from the closest road when the mirrors are pointed east at dawn.	It was decided to keep the problem mirrors at a different position until 11:00 am, by which time the sun is sufficiently high in the sky to prevent any dazzling.	
Solacor	Solar thermal plant featuring parabolic trough technology.	Spain	Access to the platform crosses a 600-meter stretch of the highway service road and this road is commonly used by the local community as a walking area. Due to the increased traffic, the risk of people getting run over is higher and the road surface will deteriorate more quickly.	Actions undertaken by the local government (access and signposting improved).	Local residents.
Palmatir	Wind technology.	Uruguay	Visual impact of the Palmatir wind farm.	Visit paid to the rural school lying close to the site to explain to students important aspects relating to the construction and installation of the wind turbines in the areas close to the school and the benefits of wind power.	College close to the site.

<p>M05-ATE XVII Transmissora de Energia S/A</p> 	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Opening of the service road and right of way over the private properties expropriated to build the transmission line.</p>	<p>The developer has conducted an environmental study in relation to the affected forest areas (flora and fauna); provided compensation to the owners of the expropriated properties; requested and will continue to request authorization to access the expropriated properties; and will regularly report to the local community and residents of the site access roads on the work being carried out.</p>	<p>Rural communities Quilombo communities</p>
<p>M05-ATE XVII Transmissora de Energia S/A</p> 	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Productive area of the affected properties (including the local community and private owners) reduced due to the expropriation of their land.</p>	<p>Information shared with the affected communities and owners on the activities that can be carried out on the land subject to the right of way through a social communication program. Actions also undertaken to raise local awareness of the project and the compensation that may be paid for the properties affected by the service roads and right of way.</p>	<p>Rural communities Quilombo communities</p>
<p>M05-ATE XVII Transmissora de Energia S/A</p> 	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Expropriation of land used for production and improvement work (private owners), as well as places of historical, cultural, archaeological, speleological and paleontological interest.</p>	<p>Actions undertaken to raise awareness of the project and of the compensation payable for the expropriated land (by analyzing the productive and improvement areas expropriated in each property); alternative routes for the transmission line also analyzed to avoid having to expropriate areas of historical, cultural, archaeological, speleological and paleontological interest. In addition to raising awareness, dialog is maintained with residents through the social communication program.</p>	<p>Rural communities Quilombo communities</p>
<p>M05-ATE XVII Transmissora de Energia S/A</p> 	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Vehicle traffic (equipment and project partners).</p>	<p>The developer shall provide training for drivers, set up signposts and speed checks for site vehicles, and also offer training on occupational risk prevention for its own personnel and subcontractors. The developer will also inform the communities located along the access routes of the safety measures in place and of how they can contact the developer.</p>	<p>Rural communities Quilombo communities</p>
<p>M06-ATE XVI Transmissora de Energia S.A.</p> 	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Vehicle traffic (equipment and project partners).</p>	<p>The developer shall provide training for drivers, set up signposts and speed checks for site vehicles, and also offer training on occupational risk prevention for its own personnel and subcontractors. The developer will also inform the communities located along the access routes of the safety measures in place and of how they can contact the developer.</p>	<p>Comunidades rurales Comunidades Quilombolas Projetos de asentamiento rural</p>
<p>M06-ATE XVI Transmissora de Energia S.A.</p> 	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Productive area of the affected properties (including the local community and private owners) reduced due to the expropriation of their land.</p>	<p>Information shared with the affected communities and owners on the activities that can be carried out on the land subject to the right of way through a social communication program. Actions also undertaken to raise local awareness of the project and the compensation that may be paid for the properties affected by the service roads and right of way.</p>	<p>Rural communities Quilombo communities Rural settlement projects</p>

<p>M06-ATE XVI Transmissora de Energia S.A.</p>	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Expropriation of land used for production and improvement work (private owners), as well as places of historical, cultural, archaeological, speleological and paleontological interest.</p>	<p>Actions undertaken to raise awareness of the project and of the compensation payable for the expropriated land (by analyzing the productive and improvement areas expropriated in each property); alternative routes for the transmission line also analyzed to avoid having to expropriate areas of historical, cultural, archaeological, speleological and paleontological interest. In addition to raising awareness, dialog is maintained with residents through the social communication program.</p>	<p>Rural communities Quilombo communities Rural settlement projects</p>
					
<p>M06-ATE XVI Transmissora de Energia S.A.</p>	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Increase in the local population due to the arrival of workers.</p>	<p>The developer must roll out measures to provide compensation and correct the situation, such as the Municipal Infrastructure Support Program and the Malaria and Health Program. It shall also ensure that the area has basic health and prevention services in place.</p>	<p>Rural communities Quilombo communities Rural settlement projects</p>
					
<p>M06-ATE XVI Transmissora de Energia S.A.</p>	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Opening of the service road and right of way over the private properties expropriated to build the transmission line.</p>	<p>The developer has conducted an environmental study in relation to the affected forest areas (flora and fauna); provided compensation to the owners of the expropriated properties; requested and will continue to request authorization to access the expropriated properties; and will regularly report to the local community and residents of the site access roads on the work being carried out.</p>	<p>Rural communities Quilombo communities Rural settlement projects</p>
					
<p>M06-ATE XVI Transmissora de Energia S.A.</p>	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Risk of false expectations and interference in the daily lives of the surrounding communities and of the affected municipalities.</p>	<p>The developer shall use the two channels of communication included in the social communication program to report and liaise with the local communities and residents when necessary, and provide important information so as not to generate false expectations, confusion, or a general lack of information. A communication channel will also be made available to defend their rights.</p>	<p>Rural communities Quilombo communities Rural settlement projects</p>
					
<p>M08-ATE XIX Transmissora de Energia S.A.</p>	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Expropriation of land used for production and improvement work (private owners), as well as places of historical, cultural, archaeological, speleological and paleontological interest.</p>	<p>Actions undertaken to raise awareness of the project and of the compensation payable for the expropriated land (by analyzing the productive and improvement areas expropriated in each property); alternative routes for the transmission line also analyzed to avoid having to expropriate areas of historical, cultural, archaeological, speleological and paleontological interest. In addition to raising awareness, dialog is maintained with residents through the social communication program.</p>	<p>Rural communities. Quilombo communities. Indigenous land.</p>
					
<p>M08-ATE XIX Transmissora de Energia S.A.</p>	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Service area and right of way set up on the private land taken over by the transmission line.</p>	<p>The developer has conducted an environmental study in relation to the affected forest areas (flora and fauna); provided compensation to the owners of the expropriated properties; requested and will continue to request authorization to access the expropriated properties; and will regularly report to the local community and residents of the site access roads on the work being carried out.</p>	<p>Rural communities. Quilombo communities. Indigenous land.</p>
					

<p>M53-ATE XX Transmissora de Energia S.A</p>	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Expropriation of land used for production and improvement work (private owners), as well as places of historical, cultural, archaeological, speleological and paleontological interest.</p>	<p>Actions undertaken to raise awareness of the project and of the compensation payable for the expropriated land (by analyzing the productive and improvement areas expropriated in each property); alternative routes for the transmission line also analyzed to avoid having to expropriate areas of historical, cultural, archaeological, speleological and paleontological interest. In addition to raising awareness, dialog is maintained with residents through the social communication program.</p>	<p>Rural communities. Districts. Municipal urban area.</p>
					
<p>M53-ATE XX Transmissora de Energia S.A</p>	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Opening of the service road and right of way over the private properties expropriated to build the transmission line.</p>	<p>The developer has conducted an environmental study in relation to the affected forest areas (flora and fauna); provided compensation to the owners of the expropriated properties; requested and will continue to request authorization to access the expropriated properties; and will regularly report to the local community and residents of the site access roads on the work being carried out.</p>	<p>Rural communities. Districts. Municipal urban area.</p>
					
<p>M53-ATE XX Transmissora de Energia S.A</p>	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Vehicle traffic (equipment and project partners).</p>	<p>The developer shall provide training for drivers, set up signposts and speed checks for site vehicles, and also offer training on occupational risk prevention for its own personnel and subcontractors. The developer will also inform the communities located along the access routes of the safety measures in place and of how they can contact the developer.</p>	<p>Rural communities. Districts. Municipal urban area.</p>
					
<p>M53-ATE XX Transmissora de Energia S.A</p>	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Opening and increased use of the main and neighboring roads providing access to the transmission towers and the work sites.</p>	<p>The opening and maintenance of the access routes to the towers must be signposted and communicated to the communities and the neighboring population before the work gets under way. While the work is being carried out, the access routes must also be signposted with warning signs of the work on the roads, among other measures. Access to the routes under construction must be prohibited and warning signs erected. Speed checks for construction vehicles will also be set up and training provided on occupational risk prevention.</p>	<p>Rural communities. Districts. Municipal urban area.</p>
					
<p>M54-ATE XXI Transmissora de Energia S.A.</p>	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Expropriation of land used for production and improvement work (private owners), as well as places of historical, cultural, archaeological, speleological and paleontological interest.</p>	<p>Actions undertaken to raise awareness of the project and of the compensation payable for the expropriated land (by analyzing the productive and improvement areas expropriated in each property); alternative routes for the transmission line also analyzed to avoid having to expropriate areas of historical, cultural, archaeological, speleological and paleontological interest. In addition to raising awareness, dialog is maintained with residents through the social communication program.</p>	<p>Rural communities</p>
					
<p>M54-ATE XXI Transmissora de Energia S.A.4</p>	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Vehicle traffic (equipment and project partners).</p>	<p>The developer shall provide training for drivers, set up signposts and speed checks for site vehicles, and also offer training on occupational risk prevention for its own personnel and subcontractors. The developer will also inform the communities located along the access routes of the safety measures in place and of how they can contact the developer.</p>	<p>Rural communities</p>
					

<p>M54-ATE XXI Transmissora de Energia S.A.</p>	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Operation and maintenance of the service area and right of way for the transmission line and substation.</p>	<p>The developer must provide information on the maintenance services and allow owners access to the expropriated properties. The neighboring communities must also be warned in advance. The local population of the neighboring communities must be given guidance and information on the associated risks and prohibited activities; on the functioning of the transmission line and on the need to carry out maintenance on the service roads and right of way for the transmission line and substations. A toll-free contact number must also be provided.</p>	<p>Rural communities</p>
<p>M54-ATE XXI Transmissora de Energia S.A.</p>	<p>Power transmission line.</p>	<p>Brazil</p>	<p>Opening and increased use of the main and neighboring roads providing access to the transmission towers and the work sites.</p>	<p>The opening and maintenance of the access routes to the towers must be signposted and communicated to the communities and the neighboring population before the work gets under way. While the work is being carried out, the access routes must also be signposted with warning signs of the work on the roads, among other measures. Access to the routes under construction must be prohibited and warning signs erected. Speed checks for construction vehicles will also be set up and training provided on occupational risk prevention.</p>	<p>Rural communities</p>
<p>Abent 3T</p>	<p>Combined cycle plant</p>	<p>Mexico</p>	<p>Land use changed from agricultural to industrial.</p>	<p>Commitment project 2017. Reforestation plan. Clearing of forest and plant species present before the work got under way. Three trees then planted for every one cut down. The area to be reforested lies to the north of the site and spans 1.49 ha.</p>	<p>Rural communities</p>