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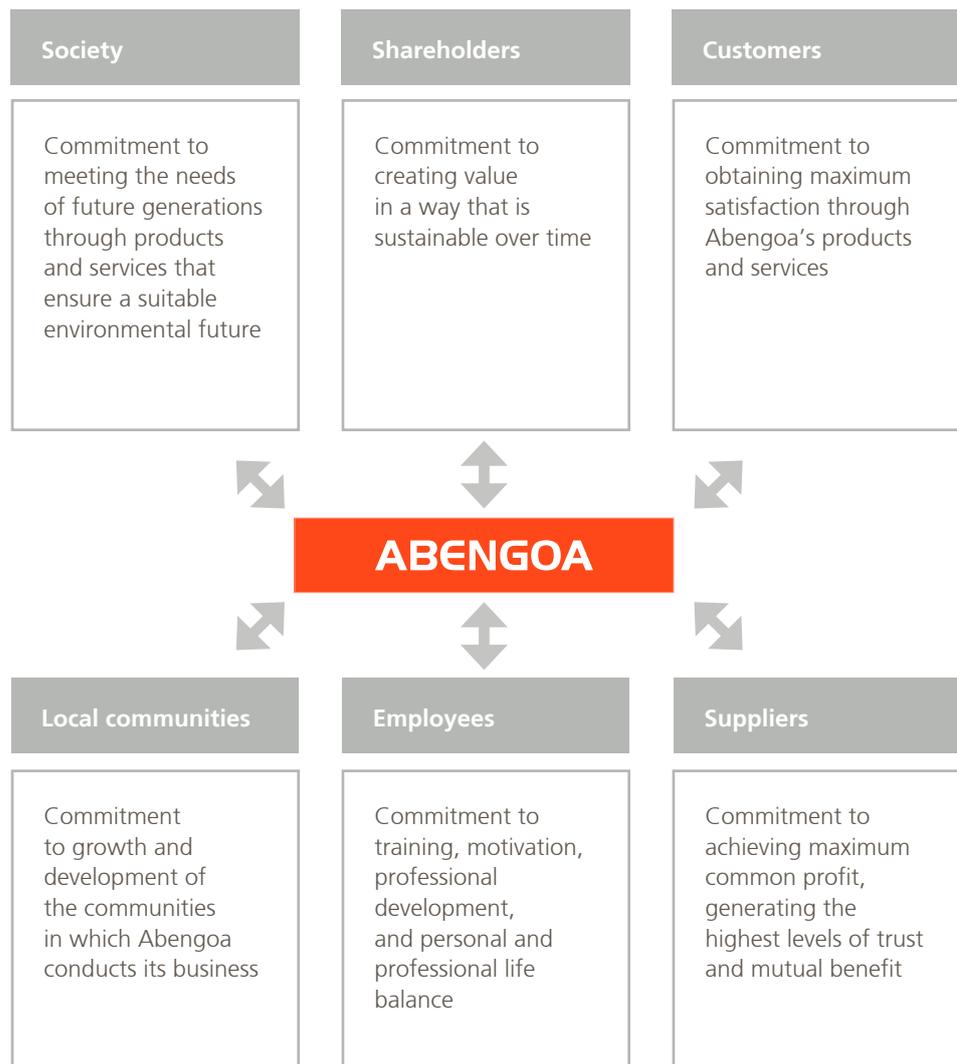
People

For Abengoa, the ongoing **trust and support of its stakeholders** is key to **overcoming** the challenges facing it and **crucial** to its **success**. Employees, customers, suppliers, shareholders and the communities where the organization conducts its different lines of business all underpin the company's structure.

Establishing **sturdy relations** between Abengoa and its different stakeholders **holds** the company together and stands it in better stead to tackle the challenges facing a company in constant flux.

Relationships between the company and its different stakeholders are based on **dialog**, meaning communication that remains **two-way**, continuous, **truthful, accurate** and **transparent** at all times. The various communication channels that the company has in place articulate and shape this process.

To ensure **efficient** and **effective** communication with stakeholders, Abengoa must tailor its different channels of communication to the specific characteristics of each stakeholder, or otherwise create **new channels** to meet the **communication needs** of its stakeholders. Abengoa therefore strives to maintain and improve the channels in place, while seeking out new means of communication to provide it with a more complete picture of the expectations of its stakeholders, the ultimate aim being to provide the best possible response in relation to the commitments assumed with them.



Channels of dialog

The type of dialog changes for every communication process, depending on the characteristics and nature of the parties involved. For this reason, the communication channels must also change accordingly. Abengoa is fully aware of the specific characteristics of each of its stakeholders and of their needs, and therefore establishes different channels of dialog.

With its main stakeholders **stakeholders** (employees, customers, suppliers, local communities and society at large), the company relies on the following channels:

Stakeholder	Company-stakeholder dialog channels	Stakeholder-company dialog channels
Shareholders	<ul style="list-style-type: none"> ■ Corporate website. ■ Information on relevant corporate actions. ■ Investor Relations Department. ■ Public presentations -roadshows. ■ Meetings with analysts and investors. ■ Analyst and Investor Day. ■ General Shareholders' Meeting. ■ Publication of quarterly reports. ■ Quarterly presentation of results via audio and visual systems accessible from the Abengoa website. ■ Q&A session following results presentations. ■ Annual report. ■ Press releases. 	<ul style="list-style-type: none"> ■ Investor Relations Department. ■ Stakeholder mailbox. ■ Satisfaction surveys. ■ Public presentations -roadshows. ■ Meetings with analysts and investors. ■ Analyst and Investor Day. ■ General Shareholders' Meeting. ■ Quarterly presentation of results via audio and visual systems accessible from the Abengoa website. ■ Q&A session following results presentations. ■ Tours of the company's facilities for investors. ■ External whistleblower channel. ■ Annual report. Opinion survey. ■ CSR mailbox (rsc@abengoa.com).
Employees	<ul style="list-style-type: none"> ■ Corporate website. ■ Corporate Intranet: Connect@. ■ Employee self-service. ■ Welcome manual. ■ Two-monthly gazette. ■ Spokespeople from Human Resources. ■ Health and Safety Committee. ■ Workers Committee. ■ Equal Treatment and Opportunities Committee. ■ Departmental seminars and talks. ■ Mailings. ■ People Center: IT tool for employees. ■ On-line training through the Abengoa Campus. ■ Annual report. 	<ul style="list-style-type: none"> ■ Corporate website and websites of the different business groups. ■ Stakeholder mailbox. ■ Corporate Intranet: Connect@. ■ Suggestion box. ■ Employee self-service. ■ Surveys on satisfaction and working environment. ■ IT troubleshooting application. ■ Improvement actions (IA) IT tool. ■ On-line training. ■ Assessment surveys. ■ 360 ° leadership feedback program. ■ Social welfare for employees. ■ Spokesperson from Human Resources. ■ Internal whistleblower channel. ■ Health and Safety Committee. ■ Workers Committee. ■ Equal Treatment and Opportunities Committee. ■ Open days. ■ Annual report. Opinion survey. ■ CSR mailbox (rsc@abengoa.com).
Customers	<ul style="list-style-type: none"> ■ 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. 	<ul style="list-style-type: none"> ■ Focus groups with customers. ■ Satisfaction surveys. ■ IT troubleshooting application. ■ Improvement action (IA) IT tool. ■ Various tools from the security management system. ■ Stakeholder mailbox. ■ CSR mailbox (rsc@abengoa.com). ■ Training sessions on products. ■ External whistleblower channel. ■ Annual report. Opinion survey.

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Stakeholder	Company-stakeholder dialog channels	Stakeholder-company dialog channels
Suppliers	<ul style="list-style-type: none"> ■ Corporate website. ■ Structured process for measuring supplier effectiveness. ■ Tool from the security management system. ■ Periodic visits paid to suppliers. ■ Annual report. 	<ul style="list-style-type: none"> ■ Satisfaction surveys. ■ Structured process for receiving information and opinions from suppliers. ■ IT troubleshooting application. ■ Improvement action (IA) IT tool. ■ Tool from the security management system. ■ Stakeholder mailbox. ■ External whistleblower channel. ■ Annual report. Opinion survey. ■ CSR mailbox (rsc@abengoa.com).
Local communities	<ul style="list-style-type: none"> ■ 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. 	<ul style="list-style-type: none"> ■ Communication Department. ■ Corporate Social Responsibility Department. ■ Meetings with NGOs and educational institutions. ■ Open days. ■ Trade shows, forums and conferences. ■ Corporate blog. ■ CSR mailbox (rsc@abengoa.com). ■ Assessment of beneficiaries of social programs and initiatives. ■ External whistleblower channel. ■ Annual report. Opinion survey. ■ Stakeholder mailbox.
Society	<ul style="list-style-type: none"> ■ Corporate website. ■ Annual report. ■ Communication Department. ■ Corporate Social Responsibility Department. ■ Website of the Focus-Abengoa Foundation. ■ Meetings with NGOs, the press and educational institutions. ■ Open days. ■ Trade shows, forums and conferences. ■ Corporate blog. ■ Press releases. 	<ul style="list-style-type: none"> ■ 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 (rsc@abengoa.com). ■ External whistleblower channel. ■ Annual report. Opinion survey.

Abengoa also takes part in any scheduled scientific, technological or cultural events that may interest it in the cities or regions where it operates. Generally speaking, any activity considered lobbying is only undertaken with the backing of the different professional associations for the sectors of activity of Abengoa's various business groups. In the USA, the company engages in lobbying through the following professional associations: Cornerstone Government Affairs, Renewable Fuels Association, Association of Nebraska Ethanol Producers, Association of Missouri Ethanol Producers and the Kansas Association of Ethanol Producers.

In 2011, no contributions were made to political parties or related institutions.