

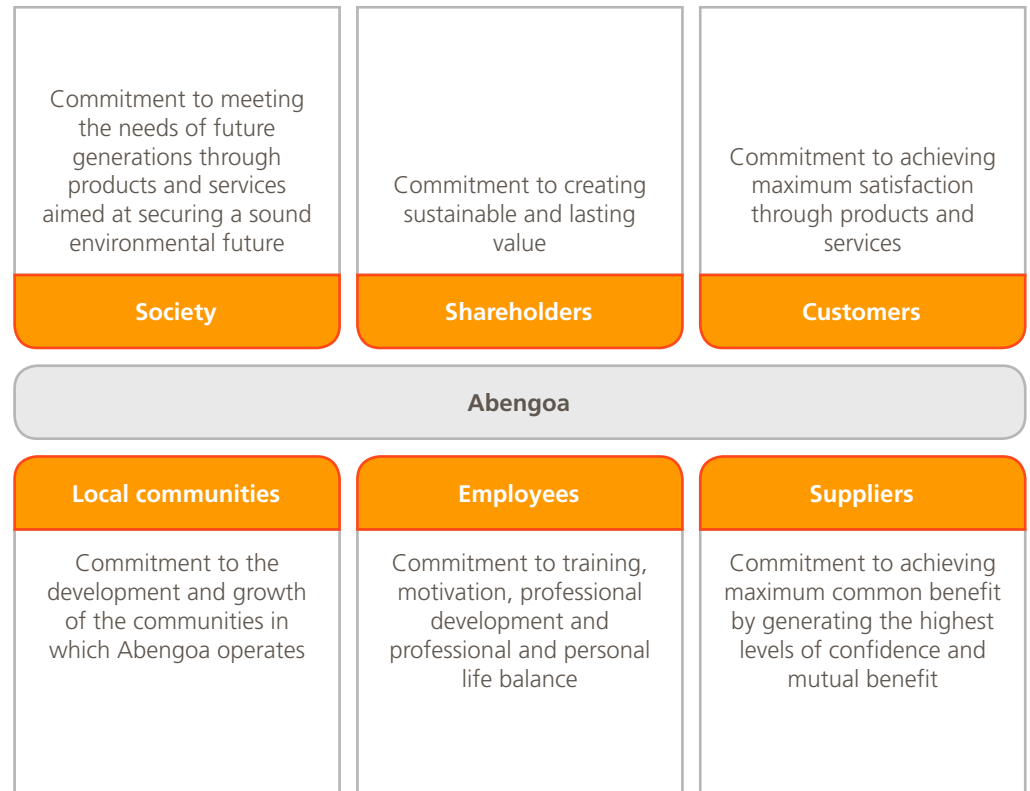
08

People



Dialog is the basis for our stakeholder relationships

Abengoa's relationship with its stakeholders (employees, customers, suppliers, society, shareholders and the communities where the company conducts its activities) is brought to bear within a context of **transparency** and **trust** based on ongoing and honest two-way **communication**.



Communication is key to engaging stakeholders as participants in company performance and its commitment to sustainable development.

The primary aim of this communication is to **strengthen** the company's relationships with all of its stakeholders, and to uphold the **commitments undertaken** with each one of them. Achieving unity of effort in pursuing common interests is an essential part of addressing the present and future challenges facing the company.

Talking to our stakeholders

Abengoa, aware of the particularities of each type of stakeholder, establishes both generic and **specific dialog channels for communicating** with each stakeholder.

Stakeholder	Dialog channels from the company to stakeholders	Dialog channels from stakeholders to the company
Shareholders	<ul style="list-style-type: none"> ▪ Corporate website. ▪ Information on relevant events. ▪ Investor Relations Department. ▪ Roadshows. ▪ Gatherings with analysts and investors. ▪ Investor Day. ▪ General Shareholders Meeting. ▪ Publication of quarterly reports. ▪ Quarterly presentation of results using audio and video systems that can be accessed through the Abengoa website. ▪ Question and answer session following the presentation of results. ▪ Annual report. ▪ Press releases. ▪ LinkedIn, and Twitter. 	<ul style="list-style-type: none"> ▪ Investor Relations Department. ▪ Shareholder assistance mailbox. ▪ Satisfaction surveys. ▪ Roadshows. ▪ Gatherings with analysts and investors. ▪ Investor Day. ▪ General Shareholders Meeting. ▪ Quarterly presentation of results using audio and video systems that can be accessed through the Abengoa website. ▪ Question and answer session following the presentation of results. ▪ Investor visit to company facilities. ▪ External Whistleblower Channel. ▪ Opinion survey of the annual report. ▪ Interviews. ▪ IR mailbox (ir@abengoa.com). ▪ LinkedIn, and Twitter.
Employees	<ul style="list-style-type: none"> ▪ Corporate website. ▪ Corporate intranet: Connect@. ▪ Employee self-service. ▪ Welcome manual. ▪ Bimonthly newsletter. ▪ Human Resource contacts. ▪ Health and Safety Committee. ▪ Works Committee. ▪ Committee on Equal Treatment and Opportunities. ▪ Departmental sessions. ▪ Mailings. ▪ People Center: computer application for employees. ▪ Online training through Campus Abengoa. ▪ Annual report. ▪ LinkedIn, and Twitter. 	<ul style="list-style-type: none"> ▪ Corporate and business unit websites. ▪ Stakeholder mailbox. ▪ Corporate intranet: Connect@. ▪ Employee self-service. ▪ Work climate and satisfaction surveys. ▪ Computer application for troubleshooting problems. ▪ Computer application for improvement action. ▪ Online training. ▪ Assessment surveys. ▪ Executive 360° feedback program. ▪ Employee social assistance. ▪ Human Resource contact. ▪ Internal Whistleblower Channel. ▪ Health and Safety Committee. ▪ Works Committee. ▪ Committee on Equal Treatment and Opportunities. ▪ Open house days. ▪ Opinion survey of the annual report. ▪ Interviews. ▪ CSR mailbox (rsc@abengoa.com). ▪ LinkedIn, and Twitter.
Customers	<ul style="list-style-type: none"> ▪ Corporate website. ▪ Customer focus groups. ▪ Security Management System Tool. ▪ Advertising and marketing. ▪ Trade fairs, forums and conferences. ▪ Periodic customer visits. ▪ Annual report. ▪ LinkedIn, and Twitter. 	<ul style="list-style-type: none"> ▪ Customer focus groups. ▪ Satisfaction surveys. ▪ Computer application for troubleshooting problems. ▪ Computer application for improvement action. ▪ Security Management System tool. ▪ Stakeholder mailbox. ▪ CSR mailbox (rsc@abengoa.com). ▪ Product-related training sessions. ▪ External Whistleblower Channel. ▪ Opinion survey of the annual report. ▪ Interviews. ▪ LinkedIn, and Twitter.

Stakeholder	Dialog channels from the company to stakeholders	Dialog channels from stakeholders to the company
Suppliers	<ul style="list-style-type: none"> ▪ Corporate website. ▪ Structured procedure for measuring supplier effectiveness. ▪ Security Management System Tool. ▪ Periodic supplier visits. ▪ Annual report. ▪ LinkedIn, and Twitter. 	<ul style="list-style-type: none"> ▪ Satisfaction surveys. ▪ Structured procedure for collecting supplier information and opinions. ▪ Computer application for troubleshooting problems. ▪ Computer application for improvement action. ▪ Security Management System Tool. ▪ Stakeholder mailbox. ▪ External Whistleblower Channel. ▪ Opinion survey of the annual report. ▪ Interviews. ▪ CSR mailbox (rsc@abengoa.com). ▪ LinkedIn, and Twitter.
Local communities	<ul style="list-style-type: none"> ▪ Corporate website. ▪ Annual report. ▪ Focus-Abengoa Foundation website. ▪ Press releases. ▪ Corporate Social Responsibility Department. ▪ Gatherings with NGOs and academic institutions. ▪ Open house days. ▪ Trade fairs, forums and conferences. ▪ Corporate blog. ▪ LinkedIn, and Twitter. 	<ul style="list-style-type: none"> ▪ Communications Department. ▪ Corporate Social Responsibility Department. ▪ Gatherings with NGOs and academic institutions. ▪ Open house days. ▪ Trade fairs, forums and conferences. ▪ Corporate blog. ▪ CSR mailbox (rsc@abengoa.com). ▪ Assessment of the beneficiaries of social engagement programs. ▪ External Whistleblower Channel. ▪ Opinion survey of the annual report. ▪ Interviews. ▪ Stakeholder mailbox. ▪ LinkedIn, and Twitter.
Society	<ul style="list-style-type: none"> ▪ Corporate website. ▪ Annual report. ▪ Communications Department. ▪ Corporate Social Responsibility Department. ▪ Focus-Abengoa Foundation website. ▪ Gatherings with NGOs, the media and academic institutions. ▪ Open house days. ▪ Trade fairs, forums and conferences. ▪ Corporate blog. ▪ LinkedIn, and Twitter. 	<ul style="list-style-type: none"> ▪ Press releases. ▪ Communications Department. ▪ Corporate Social Responsibility Department. ▪ Gatherings with NGOs, the media and academic institutions. ▪ Open house days. ▪ Trade fairs, forums and conferences. ▪ Stakeholder mailbox. ▪ Corporate blog. ▪ CSR mailbox (rsc@abengoa.com). ▪ External Whistleblower Channel. ▪ Interviews. ▪ Opinion survey of the annual report. ▪ LinkedIn, and Twitter.

A total of 24 individual interviews with different representatives of the company's stakeholders were held in 2012. As the result of the materiality analysis conducted each year by the company. These interviews enabled in-depth examination of issues of relevance to the company, including the following: promoting diversity, non-discrimination, development of policies and practices to foment labor stability, inclusion of risks related with sustainability in risk management, definition of a specific climate change policy or strategy, and identification and assessment of the CO₂ footprint.

The interviews served to support and enhance the Procedure for Determining Relevant Issues¹ carried out for the purpose of preparing this report. This procedure is intended to help identify aspects, whether or not related to the company, of importance to Abengoa's stakeholders.

Note 1: The Procedure for Determining Relevant Issues and the results obtained in 2012 are included in the chapter titled About this Report.