

**05.** About  
this report



Abengoa has been publishing its Corporate Social Responsibility Report (CSRR) every year for the past 16 years. This is the fourth year the company publishes this report together with the Activity Report, combining business and sustainability information, making progress towards the integrated report model.

The report describes the company's main activities and impacts, including its strategy, business model, goals and challenges, as well as the changes in its perimeter and organisational structure.

Abengoa conducts a **materiality analysis** once a year to assess the most relevant aspects for its stakeholders and their needs and expectations in relation to the company. The information included in the report is structured according to the results of this analysis, with the purpose of providing a response to the most relevant aspects for Abengoa's stakeholders.

Complementary to this report, and for the second year in a row, Abengoa has published the **Non-Financial Information Statement (NFIS)** in the Management Report included with the Financial Statements, in compliance with Law 11/2018 on disclosing non-financial and diversity information, which is a transposition of European Directive 2014/95 into Spanish law and which is prepared in compliance with official international frameworks and those established in the law, as in the case of the Integrated Report.

## Principles governing this report

*102-1, 102-50, 102-51, 102-52 y 102-54*

The **Integrated Report** includes all information published in the Activity Report and the Corporate Social Responsibility Report, as a means to make progress towards the full adoption of the guidelines and contents of the framework published by the International Integrated Reporting Council (IIRC). Likewise, the report has been prepared in accordance with the most comprehensive option of the Sustainability Reporting Standards of the Global Reporting Initiative (GRI Standards).

Furthermore, Abengoa follows the principles of the AA1000 APS (2008) Accountability standard and provides a response on the progress to observing the ten principles of the UN Global Compact that govern the company's actions, activity and strategy.

### CSR reports timeline



102-40, 102-41, 102-42, 102-43, 102-44

Principle	Standard of reference	Definition	Application at Abengoa
<b>Principles governing the contents of the report</b>			
Inclusion / Engagement of stakeholders	AA1000 (APS) / GRI Standard / IR (Integrated Reporting)	The company must identify its own stakeholders and explain how it has responded to their expectations and interests	Abengoa considers that the participation of its stakeholders in the definition of its strategy is vital across its activities, using the available communication channels. To respond to the demands of its stakeholders, the company has analysed the internal and external information demands required across the organisation. These include communications through the communication mailboxes, interviews with relevant members of the organisation and the information gathered by analysing press releases, as well as internal memos.
Sustainability context / Strategic approach and future orientation	GRI Standard / IR (Integrated Reporting)	The report must provide information about the reporting organisation's performance in the broadest context of sustainability and allow others to understand its strategy and relationship with the capacity to create value in the short, medium and long-run better, as well as how it uses its capital and its impact.	Abengoa focuses its report on providing a response about the company's performance to global challenges and its current situation in relation to sustainability. Likewise, this report describes how the organisation tries to minimise the negative impacts and maximise the positive impacts through its activity and performance.
Materiality / Relevance	AA1000 (APS) / GRI Standard / IR (Integrated Reporting)	The report must address all matters that have a significant economic, environmental and social impact on the reporting organisation, and which have a substantial impact on the assessments and decisions of stakeholders and an effect on their business.	Abengoa uses its communication channels and external sources (press release analysis, benchmarking, request for information) to analyse the most relevant aspects concerning its stakeholders. In addition, the company has a comprehensive materiality assessment procedure for the analysis of internal and external information, aimed at providing a clear and concise response about all aspects concerning its stakeholders.
Completeness	GRI Standard	The report must include the achievement of all material aspects and their levels of coverage, which must be sufficient to reflect all significant economic, environmental and social impacts and allow stakeholders to assess the reporting organisation's performance during the period.	Abengoa has identified its most relevant aspects and how they are covered since 2012, considering each one of these impacts throughout its value chain.
Responsiveness	AA1000 (APS)	This refers to an organisation's response to stakeholder issues affecting their performance in relation to sustainability.	In addition to the responses offered to its stakeholders through the different available channels, Abengoa uses its Integrated Report as a key channel for dialogue in addressing stakeholder concerns. This report covers the most relevant aspects for its stakeholders and includes the Responsible Management Balance Sheet (RMBS), which contains the most relevant indicators.

Principle	Standard of reference	Definition	Application at Abengoa
<b>Principles governing the quality of the report</b>			
Accuracy	GRI Standard	The information reported must be accurate and detailed enough for the stakeholders to assess the performance of the reporting organisation.	The report will be reviewed by an independent third-party to guarantee the accuracy of the qualitative and quantitative data.
Balance	GRI Standard	All information reported must reflect the positive and negative aspects of the reporting organisation's performance, as required to conduct a reasoned assessment of the overall performance.	The information in this report is a transparent and truthful reflection of the company's management practices throughout the year. This report has tried to provide in-depth information about the current situation of the company and its changes to achieve the solidity indexes enjoyed in recent years.
Clarity	GRI Standard	The reporting organisation must present the available information in a way it can be easily understood and accessed by the stakeholders that need to use such information.	The company has directed efforts at describing its activities using charts and in a clear, simple and easy to understand language. In addition, the report includes a glossary of definitions with technical terms or other specific terms with which its readers might not be acquainted.
Comparability and consistency	GRI Standard / IR (Integrated Reporting)	The reporting organisation must select, gather and communicate all information coherently. The information reported must be presented in such a way that its stakeholders can analyse the changes in the organisation's performance and support the analysis in relation to other organisations.	This Report includes the company's most relevant indicators with the aim of ensuring its information can be compared with that of other companies. In addition, information of the last two years (2017 and 2016) is provided, so the reader can have historical information about the company's performance.
Reliability and completeness	GRI Standard / IR (Integrated Reporting)	The reporting organisation must gather, record, compile, analyse and report the information and processes used to prepare the report, so these can be reviewed and the information quality and materiality levels can be established.	The company has established a CSR management system that brings together all regulations, policies and performance regarding non-financial information.
Timeliness	GRI Standard / IR (Integrated Reporting)	The reporting organisation must prepare the reports according to a regular schedule, so the information is available to the stakeholders on time and as required to take informed decisions.	Abengoa has been publishing its Annual Report every year since 2002, providing CSR (CSR Report), annual accounts and corporate governance information. Likewise, by publishing relevant facts and other information in a specific section on its website, it provides relevant information about the company to its stakeholders.
Connectivity of information	IR (Integrated Reporting)	The report must show the interrelation and dependence between the factors affecting the organisation's capacity to create value over time.	The report shows how different social, environmental and economic aspects increase the company's capacity to generate value over time.
Conciseness	IR (Integrated Reporting)	The report must be concise.	During the year, a special effort was made to publish the report contents as transparently and concisely as possible.

## Scope of the information *102-10, 102-45, 102-46, 102-48*

Unless otherwise stated, all performance indicators and information included in this report refer to the **activities carried out by the companies under the control of Abengoa during 2018** (as stated in Appendices I, II and III of the Financial Statements Report) **and which have a social, environmental, economic and governance impact both inside and outside the organisation's perimeter**. Likewise, the Temporary Joint Ventures and Permanent Establishments in which one of Abengoa's companies controls the management structure and has an impact on any of the above-mentioned areas will be included.

Finally, data of the two previous years (2016 and 2017) will be included so it can be compared with the information reported.

This report is aimed at providing a response to the expectations of its stakeholders and to all matters affecting society through its materiality analysis, from an internal and external point of view.

The consolidation perimeter differs from that of 2017 due to the divestitures carried out throughout the year. The main differences lie in the sale of the company's stake in Atlantica Yield and subsidiaries, Cogeneración Villaricos, S.A. (Spain), and in the sale of the transmission lines in operation in Brazil, all part of the strategic divestment process established in Abengoa's Viability Plan.

## Focusing the Report on materiality

*102-47, 102-49, 103-2*

Abengoa conducts an annual **materiality analysis**, which allows the company to identify and delve into the most important aspects for its stakeholders, used as the base for the design and development of its corporate responsibility strategy.

A year on, this process allows the company to observe the principles mentioned above: inclusiveness, relevance and responsiveness, as stated in the AA1000 standard. Likewise, it observes the materiality principle of the Sustainability Reporting Standards of Global Reporting Initiative (GRI Standards). To this end, the report reflects the significant environmental, social and governance impacts and those aspects that have a substantial effect on the assessments and decisions of stakeholders.

The materiality analysis was conducted in three phases:

**Phase I:** identification of relevant issues. The starting point is the materiality study of the previous year, including the matters defined in the Strategic Plan of CSR (SPCSR), the GRI standard, the requirements of Law 11/2018 on Non-Financial Information and Diversity, the indicators defined by the SASB and those obtained during Phase II of the analysis.

- › Financial restructuring process.
- › Attracting and retaining talent.
- › Situation of key suppliers in the organisation.
- › Managing the organisation's risks.
- › Transparency and good governance.

**Phase II:** external assessment of relevant issues. This phase involved the analysis of the press releases during the period and the different communication channels used by the company to communicate with its stakeholders, with the purpose of analysing the volume of information requests received, the visitors, themes, as well as the feedback provided by the managers supervising these channels:

- › Communication Department // Communication mailbox.
- › Investor Relations Department // IR Mailbox.
- › Company website (Spanish and English).
- › Analysis of articles on press in which the company is mentioned (analysis of press clippings, key daily information and follow-up of press releases).

**Phase III:** internal prioritisation of relevant issues. This phase involves the identification of the issues classified as relevant to the organisation and its stakeholders by the heads of the different areas of the company.

In 2018, the company analysed the potential impact of the global mega-trends on Abengoa's businesses in the short, medium and long-term with all members of the Management Committee, with the purpose of identifying the possible risks and opportunities, in addition to the most important sustainability aspects, the main challenges and expectations associated with the CSR strategy.

The following relevant aspects were obtained as a result of the process, which are similar to the 2017 results, due to the duration of the restructuring process.

Relevant issues 2018	Why are they considered as material?
Financial restructuring process	The financial restructuring process is one of the priorities for all stakeholders. This process has continued during 2018 after signing new liquidity agreements with creditors, recovering the trust from the market and guaranteeing financial sustainability and viability in the short and medium-term.
Attracting and retaining talent	Abengoa is aware of the fact that the company's future and the international prestige of its projects are the result of its daily work and the commitment of its team. Human capital is one of the main levers required to generate growth expectations and new business opportunities, which will require committed and skilled professionals who can focus on the market demands.
Equal opportunities/Diversity/Joint responsibility	Any organisation needs talented individuals for its success, regardless of their skills. Therefore, according to the guidelines of the main associated indexes, standards and codes, the organisation has rolled out new mechanisms this year to continue making progress towards total inclusion and non-discrimination, especially in relation to gender.
Managing the organisation's risks	The company considers that the integration of a robust risk management system in its businesses is a competitive advantage that will help it achieve its goals, as well as comply with the quality standards required by its clients, while minimising any risks that may arise.
Transparency and good governance	Abengoa considers that it is essential to transmit exacting and truthful information in an on-going dialogue with its stakeholders, providing a response to the needs in our environment. The compliance policies and programmes establish the guidelines of our business strategy and guarantee compliance with the law and respect for business ethics.

## Relationship with stakeholders

Abengoa defines its **stakeholders** as the individuals, entities or **groups that can be directly or indirectly affected** by the company's activities, products and services and **whose decisions can have an impact on the company**.

Therefore, the company considers that the involvement of its stakeholders is key across all levels through the different consultation channels to assess their needs and expectations and include them in the company's strategy.

Abengoa's relations with its stakeholders are developed in a **context of transparency and trust, based on two-directional, on-going and transparent communications**. The main goal of this is to strengthen the organisation's relations with all stakeholders, as well as to maintain the commitments acquired with each one of them.

Some of Abengoa's main stakeholders include those participating in the value chain and other external stakeholders, whose decisions and actions also have an impact on the company's business.



## Communication channels *102-40, 102-43*

Abengoa is aware of the diversity of its business and of the specific characteristics of each one of its stakeholders and has thus established the most suitable dialogue channels with each group.

Society	Employees	Suppliers	Clients	Shareholders	Local communities	Media	Public Administrations
<ul style="list-style-type: none"> <li>› <a href="#">Corporate website</a></li> <li>› <a href="#">Annual report</a></li> <li>› <a href="#">Press releases</a></li> <li>› Trade fairs, forums and conferences</li> <li>› Corporate blog</li> <li>› Interviews and media information requests</li> <li>› Meetings with NGOs</li> <li>› Meetings with educational institutions</li> <li>› <a href="#">CSR mailbox</a></li> <li>› <a href="#">Communication mailbox</a></li> <li>› External whistleblowing channel</li> <li>› Stakeholder mailbox</li> <li>› Offices / Sales agents</li> <li>› Social media: LinkedIn, Twitter, Facebook, Google Plus, YouTube, SlideShare and Instagram</li> </ul>	<ul style="list-style-type: none"> <li>› <a href="#">Corporate website</a></li> <li>› Connect@ Corporate intranet</li> <li>› Internal newsletter</li> <li>› Climate and satisfaction survey</li> <li>› Informative emails from the Chairman's Office and corporate mailboxes (CSR, OHP and Communication).</li> <li>› Internal whistleblowing channel</li> <li>› Employee self-service</li> <li>› Manual for new hires</li> <li>› HR Spokespersons</li> <li>› Department days</li> <li>› Suggestions box</li> <li>› Health and Safety Committees</li> <li>› Employee self-service</li> <li>› Appraisal surveys</li> <li>› Executive Communication Programme</li> <li>› Open days</li> <li>› Social media: LinkedIn, Twitter, Facebook, Google Plus, YouTube, SlideShare and Instagram</li> </ul>	<ul style="list-style-type: none"> <li>› <a href="#">Corporate website</a></li> <li>› Regular meetings</li> <li>› Email</li> <li>› Trade fairs, forums and conferences</li> <li>› External whistleblowing channel</li> <li>› Satisfaction surveys</li> <li>› <a href="#">Corporate purchases mailbox</a></li> <li>› <a href="#">CSR mailbox</a></li> <li>› Social media: LinkedIn, Twitter, Facebook, Google Plus, YouTube, SlideShare and Instagram</li> </ul>	<ul style="list-style-type: none"> <li>› <a href="#">Corporate website</a></li> <li>› Commercial branches</li> <li>› Sales agents</li> <li>› Telephone assistance</li> <li>› Individual meetings</li> <li>› Satisfaction surveys</li> <li>› Trade fairs, forums and conferences</li> <li>› Open days</li> <li>› External whistleblowing channel</li> <li>› Social media: LinkedIn, Twitter, Facebook, Google Plus, YouTube, SlideShare and Instagram</li> </ul>	<ul style="list-style-type: none"> <li>› <a href="#">Corporate website</a></li> <li>› Shareholder's website</li> <li>› <a href="#">Annual/Quarterly reports</a></li> <li>› Telephone conferences</li> <li>› <a href="#">General Shareholders' Meeting</a></li> <li>› Shareholder's mailbox</li> <li>› Meetings with investors</li> <li>› <a href="#">Relevant facts</a></li> <li>› Investor Relations Department</li> <li>› Meetings with analysts and investors</li> <li>› Presentation of results with audiovisual systems, accessible from Abengoa's website</li> <li>› Consultation space after the presentation of results</li> <li>› <a href="#">Press releases</a></li> <li>› External whistleblowing channel</li> <li>› Social media: LinkedIn, Twitter, Facebook, Google Plus, YouTube, SlideShare and Instagram</li> </ul>	<ul style="list-style-type: none"> <li>› <a href="#">Corporate website</a></li> <li>› <a href="#">Annual report</a></li> <li>› Web page of Focus Foundation</li> <li>› <a href="#">CSR mailbox</a></li> <li>› CSR Department</li> <li>› Communication Department</li> <li>› Meetings with project managers</li> <li>› Meetings with NGOs and educational institutions</li> <li>› Open days</li> <li>› Trade fairs, forums and conferences</li> <li>› <a href="#">Corporate blog</a></li> <li>› External whistleblowing channel</li> <li>› Interviews</li> <li>› Social media: LinkedIn, Twitter, Facebook, Google Plus, YouTube, SlideShare and Instagram</li> </ul>	<ul style="list-style-type: none"> <li>› <a href="#">Corporate website</a></li> <li>› <a href="#">Press releases</a></li> <li>› Meetings with the media</li> <li>› Trade fairs, forums and conferences</li> <li>› Interviews and media information requests</li> <li>› Communication Department</li> <li>› <a href="#">Communication mailbox</a></li> <li>› Social media: LinkedIn, Twitter, Facebook, Google Plus, YouTube, SlideShare and Instagram</li> </ul>	<ul style="list-style-type: none"> <li>› <a href="#">Corporate website</a></li> <li>› Regular meetings</li> <li>› Email</li> <li>› Forums and conferences</li> <li>› Work groups</li> <li>› Institutional Relations Department</li> <li>› Social media: LinkedIn, Twitter, Facebook, Google Plus, YouTube, SlideShare and Instagram</li> </ul>

## Presence of Abengoa on social media

Abengoa has grown significantly in all social networks over the last few years. It is currently present through the following channels:



**Twitter:** first social network of which Abengoa became a member. With almost 20,000 followers, users can find the main corporate information in Spanish and English here. Focus Foundation, through which the company rolls out its main social and cultural actions, is also on Twitter and has almost 2,000 followers.



**Facebook:** in a lighter tone, Abengoa uses this social network to publish corporate information of interest, images, pictures, videos and the main articles published on the company's blog: The Energy of Change. Account with 16,000 followers. The daily work of Focus Foundation can also be followed on its Facebook page, which already has 1,200 fans.



**LinkedIn:** Abengoa has more than 214,000 followers on the professional social network par excellence. Its posts in Spanish and English provide information about the company's latest activities and its day-to-day work.



**Instagram:** Abengoa's best images can be found on this social network, with Abengoa's projects across the world, as well as its social and cultural actions, thanks to the account of Focus Foundation. Both accounts have over 4,000 followers.



**Youtube:** Abengoa's Youtube channel allows the user to find out more about the main projects and presence of the company across the globe in its videos. It has over 1,000 subscribers and its videos have over 290,000 views.



**SlideShare:** Abengoa publishes presentations and brochures on this LinkedIn network, which has already received 190,000 visits.

## How does Abengoa ensure information quality?

In accordance with the above-mentioned **principles** associated with **accuracy, reliability and completeness, and with the new requirements set forth in the Non-Financial Information and Diversity Law**, Abengoa has established a series of **internal controls as part of its CSR management system**, created with the purpose of assessing the impact of its activities as accurately as possible. These controls apply to different tools used by the company to report and consolidate non-financial information.

The CSR department has conducted **internal non-financial information audits** since 2009, **aimed at reviewing the information of the three CSR dimensions** and focusing on the main associated risks, as well as on the efficacy of the controls implemented by the company to mitigate them. The purpose of the audits is to guarantee the reliability and quality of non-financial information.

Moreover, Abengoa's Integrated Report is assessed by an **external independent certification** body with a limited level of assurance on specific indicators of the Responsible Management Balance Sheet or included in the index of compliance with the ISAE 3000 Standard, Assurance Engagements other than Audits or Reviews of Historical Financial Information, with the ISAE 3410 Standard, Assurance Engagements on Greenhouse Gas Statements, issued by the International Auditing and Assurance Standard Board (IAASB); and with the Action Guide for Corporate Responsibility Report review work issued by the Spanish Institute of Chartered Accountants. **102-56**

Likewise, and in compliance with the current mercantile regulations, **the Non-Financial Information Statement has been reviewed** by KPMG Asesores, S.L. The independent inspection report is attached to the Non-Financial Information Statement in section 04 of Volume II: Legal and Economic-Financial Information. **102-56**