

To: THE ENTIRE ORGANISATION

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From ORGANISATION, PROCUREMENT, HUMAN RESOURCES AND IT  
DEPARTMENT

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Date: 1 September 2014

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Reference: **APPOINTMENT OF HEAD OF PEOPLE DEVELOPMENT**

At the proposal of the Organisation Department, and following a favourable report from the Appointments and Remuneration Committee, the following appointment has been made:

**Cristina Rodríguez**, Head of People Development, reporting to Ana Villacañas Beades, General Director of Organisation.

Cristina graduated in psychology from the Autonomous University of Madrid. Previously she worked at consulting company AGUDÍN&NISTAL as Head of Management and Development.

She has extensive professional experience in talent management in a range of sectors and companies.

She was a Senior Manager in Talent and Organisation Performance at the consulting company ACCENTURE.

Her primary goal will be to design key people management policies and processes in connection with hiring, training and development.

Her principal functions are as follows:

- Key hiring policies and processes.
- Internal mobility.
- Training policies and plans.
- Potential and succession management.
- Training and development of executives.
- Developing tools which facilitate global internal mobility.
- Standardising recruitment processes.

I am confident that Ms. Rodríguez will receive all possible support to enable her to succeed in her new professional endeavour.

Yours,

Ana Villacañas Beades  
General Director of Organisation, Procurements, Human Resources and IT