Annual Report
1 Letter from the President
PAGE 6

2 Director General’s Report
PAGE 8

3 UNE in 2018
PAGE 10

4 UNE members
PAGE 16
Contribution from our members
PAGE 17
Testimonials
PAGE 18
Benefits of being a UNE member
PAGE 19

5 Solutions to major challenges facing organisations
PAGE 20
Exports
PAGE 21
Innovation
PAGE 27
Digitisation
PAGE 28
Training and education
PAGE 30
Social responsibility
PAGE 32
Implementation of public policies
PAGE 34
UNE’s commitment towards the Sustainable Development Goals (SDG)
PAGE 38

Corporate activity
PAGE 44
People
PAGE 45
CSR
PAGE 46
Communication and Information Systems
PAGE 48
Dissemination
PAGE 48

Governing bodies
PAGE 50

Subsidiaries
PAGE 56
AENOR
PAGE 57
CEIS (Test, Innovation and Services Centre)
PAGE 61
I am pleased to present this 2018 Annual Report, which includes the activity carried out by the Spanish Association for Standardization (UNE), as well as the most noteworthy actions from our subsidiaries: AENOR Internacional S.A.U. and CEIS (Test, Innovation and Services Centre).

The 2018 fiscal year has been marked by the consolidation of our new model launched at the beginning of 2017, showing with results its viability and ability to provide a unique service to Spain’s economic sectors. The following pages, which I encourage you to read, present in detail the wide variety and usefulness of our services available to public and private sector organisations. An action that has provided a positive outcome.

UNE’s delivery of beneficial results is a key element in guaranteeing in the long term that the different economic sectors are provided with normative documents that foster their competitiveness. To that end, UNE is undertaking necessary initiatives, such as advancing the protection of intellectual property rights in UNE standards or proposing the co-financing of essential Standardization costs when there is a request to develop standards that are to significantly facilitate the implementation of public procurement. This model is already widely used at a European level.

The development of our 2019-2021 Strategic Plan, launched earlier this year, was initiated in 2018. Such document is the result of an in-depth analysis carried out with valuable contributions from all stakeholders in UNE universe. It clearly defines the lines of work to focus on during the next three years, so that our Association can efficiently fulfil the role it was created for, fostering the competitiveness of all sectors and the overall economic fabric.

Furthermore, significant progress was made this year regarding the governance of our Association, reviewing UNE’s by-laws and regulations to further adapt them to our new environment and best practices in Good Governance. Along this line, the UNE Group has prepared a Progress Report in relation to our compliance with and progress in the Ten Principles of the UN Global Compact in 2016 and 2017.

UNE members have been fully and positively involved in this work. They have provided a consistent dedication since the Association’s inception, constituting its foundation and guide. I sincerely believe that UNE members should be given greater recognition for their vision and essential role in making the entire economic fabric benefit from the availability of standards matching their needs.

Spanish companies and government organisations have in UNE the ideal organisation to develop and foster, in Spanish, the implementation of the technical standards they require. Let us be reminded that the efforts invested by UNE towards removing language barriers in the use of standards is not common practice. Several Standardization bodies from other countries directly transpose standards to their catalogue in the original language.
In addition, UNE works towards Spanish organisations being active actors in all European and international Standardization processes. Economic movements are more and more globally interconnected, and documents discussed in these forums result in standards accepted worldwide, e.g. purely national standards only make up 15% of UNE’s catalogue. Our sectors need to efficiently voice their interests when addressing new standards or developing existing ones.

Another essential benefit of Standardization is its support in public policy-making and outreach, as mentioned above. In recent years, we have been noticing a growing involvement of government organisations in Standardization work; we must continue to provide resources to strengthen this trend. One way of doing so is to increase their understanding of the benefits of using standards. In this regard, in 2018 UNE prepared, together with ENAC, an informative guide on how to apply Standardization and accreditation in public procurement. In addition, we worked towards improving public servants’ access to information on and direct participation in UNE activities.

I would like to end this message by paying a few words of tribute to our Association’s technical body. Without these highly competent and dedicated experts, our country would not enjoy one of the most respected and efficient Standardization organisations worldwide. With a size suited to the tasks at hand, it is a united group proud of UNE’s work towards the well-being of society.

Carlos Esteban Portal
President
Spanish economic sectors and government organisations have taken the public-private partnership model embodied by UNE to record figures in 2018. This has thus shown the ability of the international cooperation and Standardization activities to address the major challenges facing society. During 2018, over 12,000 professionals from Spanish companies, relevant authorities, representatives from civil society and academia, among others, have collaborated in over 900 UNE technical committees to develop 1,883 new UNE standards, and are allocating resources to prepare 3,688 standard projects. For all this economic and intellectual investment effort to deliver a return and an adequate impact, UNE members reflected in 2018 on the purpose of UNE in the current economic and social scenario, defining the strategic lines for the 2019-2021 period.

In this new social and economic scenario, largely shaped by UN’s 2030 Agenda, both international cooperation and Standardization positively contribute to the ability of organisations to address their export, digitisation, innovation, professional competency and social responsibility strategies in a manner consistent with the Sustainable Development Goals (SDG).

One of the basic purposes of Standardization is supporting international trade. From the 32,930 standards comprising UNE’s catalogue, 75% are in turn European standards, while 35% are also international standards, which fosters the internationalisation of Spanish companies and organisations and their access to foreign markets. This is clearly the case in the EU market, since the harmonisation of standards and regulations is a reality we attach great importance to. In order to manage such harmonisation in accordance with the interests of the Spanish organisations, in 2018 I held the position of Vice-President of CENELEC. Additionally, in 2018 UNE signed collaboration agreements with its counterparts in Argentina, Brazil, Colombia, Cuba, El Salvador, Mexico, Peru and Uruguay, as well as with Mercosur, so that this harmonisation of standards applies to other target markets of Spanish exports and any technical barriers to trade are thus reduced.

Within the scope of digitisation, in 2018 UNE 0060 Specification on Industry 4.0 was published, the development of standards on cybersecurity was initiated and UNE 178501 on smart tourist destinations became available. All these are very topical issues where UNE is responding in a cutting-edge fashion.

As a means of supporting innovation activities carried out by Spanish organisations, UNE has collaborated in 30 R&D&I projects in 2018, mainly within the 2020 Horizon framework programme. This involved developing pre-standard solutions in areas as relevant as building energy management and efficiency, bionic design of aircraft metal parts, urban waste recovery, human-robot interaction, health and food, or the development of new materials.
People are the most important asset of any organization and managing talent appropriately to have the required and suitably qualified professionals is becoming increasingly important. By way of example, with regards to professional qualifications, UNE 200008 IN on Qualification of technical and management personnel in the field of Reliability and Safety Engineering (RAMS Engineer) was published. The three standards published last year on Human Resources Management (series UNE-ISO 30400) are also worth mentioning.

On the other hand, UNE also wishes to contribute to companies having professionals suitably qualified in Standardization with the aim of optimising their dedication to this activity. Therefore, we have been undertaking significant training efforts in Standardization.

Within the area of social responsibility, more specifically regarding the good corporate governance pillar, a new version of UNE-ISO 31000 was published in 2018, setting out the guidelines for an appropriate risk management. This is an increasingly relevant tool for the purposes of responsible management. In addition, regarding the social pillar, publication of UNE 153101 EX, on easy-to-read documents, and UNE 41531 IN, designed to facilitate accessibility to the immovable cultural heritage while respecting its values, should be highlighted. Within the environmental pillar, it is noteworthy the steel sector’s initiative on the requirements of iron and steel sustainability management systems, which resulted in UNE 36901.

Lastly, I would like to specifically mention our intensified efforts in furthering dissemination of and demand to use standards, as valuable elements of the return on investment in the processes of developing standards. During 2018, UNE signed collaboration agreements with the Spanish Ministry of Agriculture, Fisheries and Foodstuffs, National Library, Directorate-General of National Police – General Department of Forensic Science, and Ministry of Defence, aiming at developing Standardization programmes to support the implementation of public policies. Likewise, as a result of the entry into force of Act 9/2017, of 8 November, on Public Sector Contracts, reference is expressly made to the use of technical standards and accredited conformity assessment bodies as means for public procurement bodies to ensure that the design of awarding criteria allows for high-quality works, supplies and services, specifically by including qualitative, environmental, social and innovative aspects linked to the object of the contract.

I would like to end this glance at the year 2018 by recognising the strategic vision and leadership of UNE members, Spain’s economic sectors, which in this paradigm shift of the social and economic model continue to find in UNE a key partner in helping Spanish organisations overcome many of their challenges.

Javier García Díaz
Director General
1,883 new technical standards incorporated into the Spanish catalogue, reaching 32,930 standards available to everyone

26 new technical bodies created in fields such as Digital Industry 4.0, compliance, smart cities and surgical apparatus

Spanish experts led 127 international and European technical Standardization bodies, 7 more than in 2017

Publishing of ISO 45001, the first international standard on Occupational Health and Safety Management

Positions of responsibility held by UNE accredited experts
From the 32,930 standards comprising UNE’s catalogue, 75% are in turn European standards, while 35% are also international standards, which fosters the internationalisation of Spanish companies.

UNE led the publishing of official versions in Spanish of ISO and IEC standards aimed at facilitating trade exchange. In 2018 UNE published 22 new versions of ISO standards and over 100 IEC standards.

The Association signed 9 new agreements with Latin American Standardization bodies with the aim of encouraging technical harmonisation and facilitating trade exchange.

UNE 0060 Specification Industry 4.0. Management system for digitisation. Requirements, promoted by MINCOTUR was published.

In terms of international cooperation, UNE had 11 active projects worldwide and it was awarded an additional 4, at the end of 2018.

### SUMMARY

**Most noteworthy published standards**

<table>
<thead>
<tr>
<th>Standard</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNE 0060</td>
<td>Industry 4.0. Management system for digitisation. Requirements</td>
</tr>
<tr>
<td>UNE-EN ISO 50001</td>
<td>Energy management systems. Requirements with guidance for use</td>
</tr>
<tr>
<td>UNE-EN ISO 22000</td>
<td>Food safety management systems. Requirements for any organisation in the food chain</td>
</tr>
<tr>
<td>UNE-ISO 31000</td>
<td>Risk management. Guidelines</td>
</tr>
<tr>
<td>UNE 166006</td>
<td>R+D+I management. Monitoring and intelligence system</td>
</tr>
<tr>
<td>UNE-ISO 9004</td>
<td>Quality management. Quality of an organisation. Guidance to achieve sustained success</td>
</tr>
<tr>
<td>UNE 178501</td>
<td>Management system of smart tourist destinations. Requirements</td>
</tr>
<tr>
<td>UNE 216701</td>
<td>Classification of energy services providers</td>
</tr>
<tr>
<td>UNE 153101 EX</td>
<td>Easy to read. Guidelines and recommendations for the elaboration of documents</td>
</tr>
</tbody>
</table>
UNE is the Spanish body in:

- European Committee for Standardization (CEN)
- European Committee for Electrotechnical Standardization (CENELEC)
- European Telecommunications Standards Institute (ETSI)
- Pan American Standards Commission (COPANT)
- International Organisation for Standardization (ISO)
- International Electrotechnical Commission (IEC)

UNE Standards in the catalogue

![Bar chart showing European standards incorporated into the national catalogue from 2014 to 2018.]

Standards by sectors

![Pie chart showing the distribution of standards by sectors.]

<table>
<thead>
<tr>
<th>Sector</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foodstuffs</td>
<td>3.00%</td>
</tr>
<tr>
<td>Household goods, sport and leisure</td>
<td>2.00%</td>
</tr>
<tr>
<td>Heating, ventilation and air conditioning</td>
<td>1.10%</td>
</tr>
<tr>
<td>Construction and civil engineering</td>
<td>8.50%</td>
</tr>
<tr>
<td>Electronics</td>
<td>13.60%</td>
</tr>
<tr>
<td>Packaging</td>
<td>1.50%</td>
</tr>
<tr>
<td>Energy</td>
<td>2.20%</td>
</tr>
<tr>
<td>Electrical engineering</td>
<td>8.10%</td>
</tr>
<tr>
<td>Mechanical engineering</td>
<td>7.70%</td>
</tr>
<tr>
<td>Materials</td>
<td>14.00%</td>
</tr>
<tr>
<td>Environment</td>
<td>2.80%</td>
</tr>
<tr>
<td>Core standards</td>
<td>4.60%</td>
</tr>
<tr>
<td>Chemicals</td>
<td>5.10%</td>
</tr>
<tr>
<td>Healthcare</td>
<td>1.70%</td>
</tr>
<tr>
<td>Safety and hygiene</td>
<td>2.50%</td>
</tr>
<tr>
<td>Services</td>
<td>0.50%</td>
</tr>
<tr>
<td>Information technology</td>
<td>7.90%</td>
</tr>
<tr>
<td>Transport</td>
<td>13.20%</td>
</tr>
</tbody>
</table>
Standardization helps organisations successfully face their major challenges in digitisation and Industry 4.0, cybersecurity, exports, compliance and social responsibility or in the efficient implementation of public policies.

Spain is the world leader in accessibility Standardization, acting as the secretariat of European technical bodies for built environment accessibility and ICT accessibility and of International technical bodies for accessibility in construction and accessible tourism.

### Technical bodies set up

<table>
<thead>
<tr>
<th>Technical Body</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTN 165/SC 1</td>
<td>Governance and whistleblowing</td>
</tr>
<tr>
<td>CTN 165/SC 2</td>
<td>Ethics and social responsibility</td>
</tr>
<tr>
<td>CTN 165/SC 3</td>
<td>Compliance and anti-corruption management systems</td>
</tr>
<tr>
<td>CTN 165/SC 3/GT 1</td>
<td>Requirements for entities certificating UNE 19601</td>
</tr>
<tr>
<td>CTN 165/SC 4</td>
<td>Tax compliance</td>
</tr>
<tr>
<td>CTN 27/GT 3</td>
<td>Boarding bridges</td>
</tr>
<tr>
<td>CTN 209/SC 110</td>
<td>Flat panel display device</td>
</tr>
<tr>
<td>CTN 26/SC 5</td>
<td>Motorcycles and mopeds</td>
</tr>
<tr>
<td>CTN 178/GT 2</td>
<td>Smart cities. Smart building</td>
</tr>
<tr>
<td>CTN 178/GT 1</td>
<td>Smart cities. Virtual laboratory</td>
</tr>
<tr>
<td>GET 24</td>
<td>Transformation processes for Industry 4.0</td>
</tr>
<tr>
<td>CTN 50/SC 2</td>
<td>Digital preservation of cinematographic works</td>
</tr>
<tr>
<td>CTN 60/SC 3/GT 14</td>
<td>Gaseous fuels and gas appliances and installations Use. Microgeneration</td>
</tr>
<tr>
<td>CTN 318/GT 71</td>
<td>Project management for irrigation work</td>
</tr>
<tr>
<td>CTN 58/SC 7/GT 4</td>
<td>Lift maintenance</td>
</tr>
<tr>
<td>CTN 173/SC 2</td>
<td>Marine aquaculture</td>
</tr>
<tr>
<td>CTN 135/SC 9</td>
<td>Urban road equipment</td>
</tr>
<tr>
<td>CTN 320</td>
<td>Cybersecurity and personal data protection</td>
</tr>
<tr>
<td>CTN 68/SC 3</td>
<td>Agricultural and forestry tractors and machinery. Road safety</td>
</tr>
<tr>
<td>CTN 68/SC 4</td>
<td>Agricultural and forestry tractors and machinery. Occupational safety and health</td>
</tr>
<tr>
<td>CTN 68/SC 5</td>
<td>Agricultural and forestry tractors and machinery. Equipment for crop protection</td>
</tr>
<tr>
<td>CTN 68/SC 6</td>
<td>Agricultural and forestry tractors and machinery. R&amp;D</td>
</tr>
<tr>
<td>CTN 53/SC 2/GT 17</td>
<td>Plastic and rubber. Plastic pipes and fittings Mechanical calculation of hoses cured onsite</td>
</tr>
<tr>
<td>CTN 111/GT 1</td>
<td>Medical and surgical devices and apparatus. Closed systems</td>
</tr>
<tr>
<td>CTN 60/SC 4/GT 1</td>
<td>Gaseous fuels and gas appliances and installations. Installations and equipment for LPG Storage, transfer and filling installations for LPG</td>
</tr>
<tr>
<td>CTN 192/SC 12</td>
<td>Regulatory inspection. Storage of chemical products</td>
</tr>
</tbody>
</table>
12% of UNE standards are quoted in national legislation, simplifying regulatory compliance

Published the Guidelines on the use of standards and accreditation in public procurement in collaboration with ENAC

A study carried out in 2018 based on a survey conducted on 32 European Standardization national bodies placed UNE at the top of the European Standardization entities engaging in R&D&I activities

Within the scope of Smart Cities, 5 new standards were published, such as UNE 178501 Management system of smart tourist destinations.

More than 12,000 experts from 6,000 organisations participated in the preparation of standards within UNE

UNE’s Director General took over the Technical Vice-Presidency of CENELEC last year and was elected to continue as member of the ISO Council until 2021
UNE members

Contribution from our members

Testimonials

Benefits of being a UNE member
UNE’s 500+ members are the driving force and foundation of the Spanish Standardization process. They include 140 sector associations at national level.

At the end of 2018, UNE’s membership comprised 534 members, representing virtually all of Spain’s production sectors. They are the driving force and foundation of the Standardization system.

Due to its nature as an association, any body and public or private individual or legal entity interested in developing its Standardization can become a member of UNE. These include the main business associations, approximately 140 sector companies at national level, relevant companies in Spain and a significant representation of government organisations from all levels.

The following organisations became UNE members in 2018: Agrupación Nacional de Asociaciones de Alquiladores e Instaladores de Grúas-Torre y Maquinaria para la Construcción (FANAGRUMAC), Asociación Española de Productos para la Infancia (ASEPRI), Federación Española de Asociaciones de Pequeñas y Medianas Empresas de Ascensores (FEPYMA), Federación Española de Asociaciones y de Empresas Distribuidoras de GLP (FEDGLP), IFMA - Sociedad Española de Facility Management (IFMA España), Asociación de Profesionales de Lengua Española para la Gestión del Riesgo y la Incertidumbre (APEGRI), Asociación itSMF España (itSMF) and Colegio Oficial de Ingenieros de Telecomunicación (COIT).

UNE members are especially committed to the development of Standardization. Since the Association’s inception, they have played a strategic role, becoming its foundation and guide, so the entire economic fabric can benefit from the standards it needs.

Being a member of UNE means belonging to the largest network of influence and decision-making in the field of Standardization, efficiently contributing to the following:

- Defending the interests of Spanish industry at European and international level
- Increasing the credibility and professionalism of each sector by developing recognised standards as a result of technological advances and innovation
- The generation of employment and wealth in Spain
- A visible commitment to Social Responsibility
UNE members fall within the following categories:

- **Corporate Members**: professional business organisations representing economic and industrial sectors, as well as consumer associations and state-wide users.
- **Members Attached from Institutions**: public institutions, entities and bodies; territorial confederations, federations and associations; associations and councils of professionals; and foundations and boards of trustees.
- **Members Attached from Companies**: companies that have decided to firmly work towards Standardization as an activity that provides their business added value.
- **Other members**: Individuals and Honorary Members.

**Breakdown**
The breakdown of members by type has been practically stable for several years. 25% are corporate members (sector associations), 66% are attached from companies and institutions and 9% are individual members.

**TESTIMONIALS**

**Raúl Blanco**
Secretary General for Industry and SMEs. Ministry of Industry Trade and Tourism

“In Spain we have a national Standardization body that matches up to the challenges in society, where sectors and government organisations find the way to develop documents that, among other properties, simplify the implementation of public policies.”

**Pilar Budí**
Director General of the AFEC (Association of Climate Control Equipment Manufacturers)

“AFEC’s commitment to Standardization dates back to 1979 and is consolidated in 1985, when the association acts as the secretariat of the CTN 100 Climate Control. Since then, we encourage participation in Standardization work, because standards guarantee the quality and safety of products and improve competitiveness, reinforcing the progress of industry and economic growth.”

**Rocío Pérez**
Regulated Service and Certifications Manager of Telefónica España

“Standardization is a driving force for economic growth in our markets, technical advancement, continuous improvement of quality and efficiency of the business fabric. Telefónica has been absolutely committed to UNE from its outset. Standardization involves a consensus among all the interested parties and it is a genuine luxury as well as a great responsibility.”
BENEFITS OF BEING AN UNE MEMBER

UNE members firmly work towards the quality of their sectors’ products and services, with the following benefits:

- They improve their organisations’ positions thanks to their participation and influence on Standardization trends
- They belong to a large network of multisector contacts at a national, European and international level, encouraging the building of collaborations of mutual interest
- They have the right to vote at UNE’s General Assembly and can participate in their governing bodies
- They enjoy preferential conditions when participating in sector-related technical Standardization bodies.
- Being an UNE member carries the right to discounts on the participation costs relating to Committees under UNE secretariat
- They enjoy special conditions in acquiring informative products and standards
- They enjoy special conditions in training courses

UNE is including additional benefits for its corporate members and members attached from institutions.

Acknowledgements

In continuation with the acknowledgements awarded to members for their commitment to UNE’s activity, and which will continue in following years, the following entities were given commemorative plates throughout 2018:

- **AES** - Spanish Association of Security Companies
- **ANEFHOP** - National Insulating Ready-mixed Concrete Manufacturers’ Association
- **ANFALUM** - Spanish Association of Lighting Manufacturers
- **BEQUINOR** - National Association for the Standardization of Equipment and Industrial Safety
- **FEEDA** - Spanish Federation of Lift Businesses

On the other hand, in 2018 UNE became an honorary member in two relevant Spanish entities:

- Spanish National Accreditation Body, **ENAC** and UNE are strategic members, as part of the quality structure in Spain
- **AFEC**, Association of Climate Control Equipment Manufacturers, as a testament of the climate control manufacturer association’s commitment to UNE’s work and support to developing standards
Solutions to major challenges facing organisations

Exports
Innovation
Digitisation
Training and Education
Social responsibility
Implementation of public policies
Standards are the language spoken in markets worldwide and the key to access exports and internationalisation. 80% of global trade is subject to them.

The Spanish Association for Standardization, UNE, represents our country in European and international Standardization bodies and is therefore a platform that provides access to the global technical standards development system. UNE helps experts in Spanish companies and organisations be involved in and decide on key standards, allowing them to compete and access markets in the best possible conditions.

Technical standards are the language spoken in markets worldwide and the key to access exports and the internationalisation of Spanish companies. In fact, 80% of global trade is subject to standards.

UNE contributes to the business climate of Spanish companies in the countries to which it exports, supporting the 2017-2018 Action Plan of the Internationalisation Strategy of the Spanish Economy.

Standards have economic benefits, constituting up to 5% of a company’s sales revenue, according to a study carried out by ISO. For the Spanish economy, they account for 1% of GDP.

From the 32,930 standards comprising UNE’s catalogue, more than 75% are in turn European standards, while nearly 35% are also international standards, which fosters the internationalisation of Spanish companies and organisations and their access to foreign markets. Moreover, 73% of the standards in UNE’s catalogue are in Spanish, creating a common resource for the Spanish-speaking world.
UNE carries out hard work in making Spanish the trading language. In fact, it acts as the secretariat of the ISO/STMG Spanish Translation Management Group, which oversees the official Spanish version of relevant ISO (International Organisation for Standardization) standards, with the aim of increasing their dissemination and use in Latin America. In 2018, 22 of these documents were published, among which stand out:

**Notable ISO standards translated into Spanish, led by UNE**

<table>
<thead>
<tr>
<th>ISO Standard</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO 9004</td>
<td>Quality management. Quality of an organisation. Guidance to achieve sustained success</td>
</tr>
<tr>
<td>ISO 50001</td>
<td>Energy management systems. Requirements with guidance for use</td>
</tr>
<tr>
<td>ISO 31000</td>
<td>Risk management. Guidelines</td>
</tr>
<tr>
<td>ISO 45001</td>
<td>Occupational health and safety management systems. Requirements with guidance for use</td>
</tr>
</tbody>
</table>

By incorporating these standards, there are now 127 ISO standards with an official Spanish version. In addition, UNE has published over 100 IEC (International Electrotechnical Commission) standards in Spanish in 2018, bringing the total to 4,892.

**Agreements entered with Standardization bodies in Latin America**

Note: agreements signed in 2018 in **bold**

<table>
<thead>
<tr>
<th>Country</th>
<th>Standardization Body</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>IRAM - Argentine Institute for Standardization and Certification</td>
</tr>
<tr>
<td>Bolivia</td>
<td>IBNORCA - Bolivian Institute of Standards and Quality</td>
</tr>
<tr>
<td>Brazil</td>
<td>ABNT - Brazilian Association of Technical Standards</td>
</tr>
<tr>
<td>Colombia</td>
<td>ICONTEC - Colombian Institute of Technical Standards and Certification</td>
</tr>
<tr>
<td>Costa Rica</td>
<td>INTECO - Costa Rica Institute of Technical Standards</td>
</tr>
<tr>
<td>Cuba</td>
<td>NC - National Standardization Office of Cuba</td>
</tr>
<tr>
<td>Ecuador</td>
<td>INEN - Ecuadorian Standardization Service</td>
</tr>
<tr>
<td>El Salvador</td>
<td>OSN - Salvadoran Standardization Organisation</td>
</tr>
<tr>
<td>Mercosur</td>
<td>AMN - Mercosur Association for Standardization</td>
</tr>
<tr>
<td>Mexico</td>
<td>DGN - Directorate General of Standards</td>
</tr>
<tr>
<td>Peru</td>
<td>INACAL - National Quality Institute</td>
</tr>
<tr>
<td>Dominican Republic</td>
<td>INOCAL - Dominican Institute for Quality</td>
</tr>
<tr>
<td>Uruguay</td>
<td>UNIT - Uruguayan Institute of Technical Standards</td>
</tr>
</tbody>
</table>

**Agreements with Latin American countries**

2018 has been a significant year in the signing of bilateral agreements with counterparts in Latin American countries, and these agreements promote technical Standardization and trade exchange. As a result, nine agreements were entered, making it now a total of 13.
International relationships

Global presence

UNE has continued to strengthen its institutional presence in the governing bodies of European (CEN and CENELEC), Latin American (COPANT) and international (ISO and IEC) Standardization organisations. This has benefited the Spanish economic sectors.

UNE’s Director General took over the Technical Vice-Presidency of CENELEC last year and was elected to extend his membership in the ISO Council until 2021. In addition, he is a member of CEN’s and CENELEC’s Board of Directors and he chairs the European strategic group for Standardization in the service sector in CEN.

At the end of 2018, Spanish experts also managed a total of 127 international and European technical Standardization bodies, having taken on seven new positions of responsibility, which shows the Spanish experts’ commitment towards global Standardization.

New international responsibilities assumed by Spanish experts in 2018

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>CENELEC</td>
<td>Technical Vice-Presidency</td>
</tr>
<tr>
<td>ISO/TC 261/JWG 7 Additive manufacturing for plastics</td>
<td>Coordination</td>
</tr>
<tr>
<td>CEN/TC 455/WG 1 Plant biostimulants and agricultural micro-organisms. Sampling</td>
<td>Secretariat and Coordination</td>
</tr>
<tr>
<td>CENELEC/TC 205 Home and building electronic systems</td>
<td>Presidency</td>
</tr>
<tr>
<td>ISO/TC 46/SC 11/AHG 5 Risk management</td>
<td>Coordination</td>
</tr>
<tr>
<td>ISO/TC 262/STTF Spanish Translation Task Force for ISO/TC 262 Risk management</td>
<td>Secretariat</td>
</tr>
<tr>
<td>ISO/TC 283/STTF Spanish Translation Task Force for ISO/TC 283 Occupational health and safety management system</td>
<td>Secretariat</td>
</tr>
</tbody>
</table>

Under the slogan Smart cities and sustainable societies, the IEC held its 85th General Meeting in Busán (South Korea), which focused on meeting the UN’s Sustainable Development Goals (SDG). UNE contributes to improving different governance and operational aspects in the IEC by participating in the Secretariat Forum for National Committees.
CEN’s and CENELEC’s General Assemblies were held in Bled (Slovenia), where the strategy for upcoming years, Ambitions 2020, was approved. This strategy focuses on ensuring the relevance of standards at an international and European level, the digitisation of standards and the processes involved in their development, the intense collaboration in research activities and the continuous improvement of a system that guarantees a quality development of standards.

ISO’s General Assembly was held in Geneva (Switzerland), where the challenges of international trade and the key role of ISO standards to harmonise the markets and stimulate trade were addressed. It was noted at this meeting that standards are a key tool for the government organisations, the industry, consumers, innovation and SDG compliance. Furthermore, UNE was elected to extend its membership in the ISO Council until 2021. Only 20 countries in the world are part of this governance body, which works on, among other things, defining its strategy beyond 2020.

Several other international technical bodies also held meetings in Spain, among which particularly stand out the CEN-CENELEC Focus Group on Blockchain and Distributed Ledger Technologies, at UNE’s headquarters, and the CENELEC/TC 79 Alarm systems, at the National Police’s facilities.

At COPANT’s General Assembly, UNE presented the activities carried out to support the region, and it shared its experiences and good practices on twinning agreements, especially in the ISO/TC 228 Committee on tourism and related services. The role of secretariat of this committee is co-led by the Spanish Standardization Organisation. Similarly, the 15th meeting of the ISO/TMB/STMG was held. This group coordinates UNE and works on the translation of ISO standards into Spanish.
New standards aimed at boosting export

In 2018 UNE published a series of standards that aid in international trade in different scopes.

New standards supporting export

<table>
<thead>
<tr>
<th>Standard</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNE-EN ISO 22000</td>
<td>Food safety management systems. Requirements for any organisation in the food chain</td>
</tr>
<tr>
<td>UNE-EN 716-1 and 2</td>
<td>Furniture. Children's cots and folding cots for domestic use. Safety requirements and test methods</td>
</tr>
<tr>
<td>UNE-EN 16890</td>
<td>Children's furniture. Mattresses for cots and cribs. Safety requirements and test methods</td>
</tr>
<tr>
<td>UNE-EN 50126-1 and 2</td>
<td>Railway applications. The specification and demonstration of Reliability, Availability, Maintainability and Safety (RAMS)</td>
</tr>
<tr>
<td>UNE EN 50380</td>
<td>Marking and documentation requirements for photovoltaic modules</td>
</tr>
<tr>
<td>UNE-EN 61400-121</td>
<td>Power performance measurements of electricity producing wind turbines</td>
</tr>
<tr>
<td>UNE-EN 63044-1</td>
<td>Home and building electronic systems (HBES) and Building Automation and Control Systems (BACS). Part 1: General requirements</td>
</tr>
</tbody>
</table>

Likewise, UNE organised several Conferences to present standards or new work areas that aid Spanish companies in their export activity. It also participated in sessions held by key partners and members.

Conferences

1st National Conference of Small and Medium Lift Companies organised by FEPYMA

2nd Sectoral Conference on Lifts, organised by FEEDA

Conference on the current developments in the construction sector, held at UNE’s headquarters

Eurovent Summit 2018, co-organised by AFEC and AEFYT

Spanish Nuclear Society course on Standardization

As the main Standardization expert centre, UNE published in 2018 several reports to support export.

Reports

Support of Standardization to the climate control sector

Support of Standardization to construction and infrastructures

Support of Standardization to the thermosolar industry

Support of Standardization to the electricity sector

International cooperation

In terms of international cooperation, UNE had **11 active projects** worldwide and it was **awarded an additional 4 at the end of 2018**.

The international cooperation activity carried out in 2018 by UNE has followed the strategy of promoting European and domestic policies beyond the borders of the EU to provide Spanish companies access to foreign trade, removing the technical barriers that may appear when entering international markets.

### International cooperation projects

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<tbody>
<tr>
<td>Awarded projects</td>
<td>4</td>
</tr>
<tr>
<td>Active projects</td>
<td>11</td>
</tr>
<tr>
<td>Experts Conferences</td>
<td>1,202</td>
</tr>
</tbody>
</table>

Central American Region, through the MADIGEP (Support measures for institutional development and management of public policies), UNE has continued its missions in Honduras, focusing on reinforcing the skills of civil servants in the region with the aim of optimally planning and implementing public policies.

Within the framework of ADESEP (Regional support programme for the development of the private sector in Central America’s Regional Programme, UNE has carried out further activities in this project, strengthening the value chains, especially in the fisheries sector, where several market studies and diagnoses were conducted to identify any possible technical obstacles for trade, as well as any related to labelling, quality and phytosanitary requirements.

**African Atlantic Façade region** (Gabon, Cote d’Ivoire, Liberia, Mauritania, Morocco, Senegal, Togo and Tunisia). The EU CBRN CoE P35 project was completed in 2018. This project is part of the EU programme on Excellency Centres in the prevention, preparation and response to NBCR (nuclear, biological, chemical and radiological) disasters. The Entity has developed over 100 training activities aimed at promoting the implementation of testing laboratory management systems according to the ISO/IEC 17025 standard and bringing awareness towards the best practices in managing hazardous waste.
In Algeria constant support has been given to the Institut Algérien de Normalisation (IANOR) to implement the ISO 26000 Standard, providing training on social responsibility to experts in the country. Thanks to this project, which was completed in 2018 with great success, a first network of Algerian experts on the ISO 26000 standard was created. UNE has also worked on the PASSEM project, reinforcing the capacities of the Algerian authorities to deal with market surveillance and consumer protection.

Balkans (Serbia, FYROM, Montenegro, Bosnia and Herzegovina, Albania and Kosovo), where UNE has been a key actor, focusing its efforts on strengthening the capacity of institutions to establish the foundation of economic integration with the EU and EFTA and the development of a market economy.

Ukraine. In 2018 UNE was included in the European Commission’s list of entities appointed to participate in twinning projects. Thanks to this new status, UNE has started to implement the twinning project with the Ukrainian Standardization entity. The aim is to establish a Standardization system that is compatible with the European system in order to support the implementation of the AA/DCFTA (Association Agreement / Deep and Comprehensive Free Trade Area) between the EU and Ukraine by applying the trade- and economy-related provisions (removal of technical barriers).

Other activities. UNE’s Director General participated in the workshop on the AIN (Standard Impact Analysis) organised by PTB (Physikalisch - Technische Bundesanstalt Institute Berlin), together with the Government of Colombia and SICAL (National Quality Subsytem), in Bogota (Colombia), with the aim of implementing an improvement in regulations.

In addition, UNE received several visits related to quality infrastructure during 2018. The visit by the Cyprus Organisation for Standardization (CYS) within the framework of the ERASMUS+ Project is particularly noteworthy, as so is the visit by the Delegation of the Directorate for Promoting Technical Quality and Conformance of the Ministry of Production of Argentina.

**INNOVATION**

A study carried out based on a survey conducted on 32 European Standardization national bodies places UNE at the top of the European Standardization entities engaged in R&D&I activities. UNE is a reference in R&D&I. A study included in the BRIDGIT2 European project and carried out in 2018 based on a survey conducted on 32 European Standardization national bodies places UNE at the top of the European entities engaged in innovation activities.
Standardization is strategic in the success of digital transformation. In 2018 the GET 24 Transformation Processes for Industry 4.0 was created with the aim of standardising the digital transformation processes of industrial organisations and the associated conformity assessment mechanisms.

At the Ministry of Industry, Trade and Tourism (MINCOTUR)’s initiative, **UNE 0060 Industry 4.0. Management system for digitisation. Requirements** was published in 2018 to promote digitisation in the Spanish industry. Prepared by UNE, it was developed and agreed by a group of experts from a government department (MINCOTUR), sectoral associations (AMETIC, ANFALUM, CEPCO, FIAB, OFICEMEN and SERNAUTO), large companies and SMEs (AENOR, Telefónica, Indra, Contazara and Logitek). The detailed planning of how to apply UNE 0060 requirements is included in UNE 0061 Specification published in 2019.

UNE participated in defining the CEN’s and CENELEC’s Innovation Action Plan, which includes 9 actions aimed at bringing together and achieving the collaboration of Standardization, research and innovation. UNE will have a leading role in this plan due to its experience and commitment. Along the same line, it also participated in the BRIDGIT2 project, financed by the EU and EFTA, together with several European Standardization bodies.

In 2018 the EC published the drafts of new regulations on the Horizon Europe - the 9th research and innovation framework programme. UNE published a position paper vindicating the Standardization role in these programmes. In addition, UNE organised, together with DIN, a conference with members of the European Parliament. As a result, the presence of Standardization on the current proposal is much greater.

Regarding the still current 2020 Horizon, UNE participated in 45 proposals of new projects in 2018, coordinated by or with a significant participation of Spanish entities. Of all these, 9 were financed, which is a success rate close to double the European average. At 2018 year-end, UNE was participating in 30 active projects.

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UNE participated in several UNE 0060 dissemination conferences. For example, the 32nd Meeting on Digital Economy and Telecommunications and the 2nd Conference on Connected Industry 4.0.

On the other hand, a new version of standard UNE-ISO/IEC 20000-1 Information technology Service management. Part 1: Service Management System Requirements was published.

The CTN 320 Cybersecurity and personal data protection was also created.

**Notable published R&D&I standards**

<table>
<thead>
<tr>
<th>Standard</th>
<th>Description</th>
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<tbody>
<tr>
<td>UNE 166006</td>
<td>R&amp;D&amp;I management: Monitoring and intelligence</td>
</tr>
<tr>
<td>UNE-CWA 17145-1 and 2</td>
<td>Ethics assessment for research and innovation</td>
</tr>
</tbody>
</table>
Smart Cities

Standardization also contributes to other scopes of digitisation, such as smart cities and public services, BIM or healthcare. Therefore, it is one of the strategic pillars of the National Plan of Smart Cities, and the CTN 178 is an example of public-private collaboration. In 2018 five new standards were published, among of which UNE 178501 Management system of smart tourist destinations. Requirements and UNE 178502 Indicators and tools of smart tourist destinations, promoted by SEGITURR (National Corporation for Innovation and Tourism Technology Management), stand out.

Other notable published digitisation standards

<table>
<thead>
<tr>
<th>Standard</th>
<th>Description</th>
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<tbody>
<tr>
<td>UNE 178405</td>
<td>Smart cities. Environmental sensoring. Smart irrigation system</td>
</tr>
<tr>
<td>UNE 178109</td>
<td>UNE 178109 Smart cities. Smart station and connection to the Smart City platform</td>
</tr>
<tr>
<td>UNE EN ISO 11615</td>
<td>Health informatics. Identification of medicinal products. Data elements and structures for the unique identification and exchange of regulated medicinal product information</td>
</tr>
</tbody>
</table>
Standards contribute to organisations successfully facing their educational challenges. In 2018 the publishing of the standard UNE-ISO21001 Educational organisations. Management systems for educational organisations Requirements with guidance for use was particularly noteworthy. It is expected to be a very useful tool for entities that provide educational services.

Standards for professional qualifications were also published, such as the standard UNE 200008 IN Qualification of technical and management personnel in the field of Dependability and Industrial Safety engineering (RAMS Engineer). The three standards published last year on Human Resources Management (series UNE-ISO 30400) are also worth mentioning.

In 2018 the third edition of the Spanish Association for Standardization awards for academic work related to Standardization was held, extending to other scopes.

**TRAINING AND EDUCATION**

On the other hand, UNE’s activities on education about Standardization are highly relevant. These focus on disseminating the use of Standardization as a tool to achieve greater competitiveness. In this regard, the recipients of this activity in 2018 were the government organisations, professionals and universities.

**Government organisations**

After Act 9/2017 on Public Sector Contracts was published at the end of 2017, UNE has catered the demand in training on the use of technical standards through:

- Publishing the Guidelines on the use of standards and accreditation in public procurement, prepared in collaboration with ENAC (the Spanish National Accreditation Body)
- Course on the infrastructure of quality as a tool for public procurement, delivered by the INAP (National Institute of Public Administration), also together with ENAC

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Both the guidelines and course had a high impact, as they were used as the basis for a similar publication by the European Commission and for developing similar courses in other countries.

**Professionals**

UNE delivered two courses on standardization aimed at professionals. They addressed the general knowledge about standardization and the development and use of standards, making the most of standards and experts on standards.

The offering for professionals was complemented with a series of free webinars and online seminars. Eight webinars were presented in 2018 as part of the 2018/2019 academic year, and they are open to all members of standardization committees. Webinars are recorded and made available to the members, becoming a growing educational resource.

In addition, UNE launched a course for committee secretariats in 2018, combining face-to-face and online training. It also delivered tailored courses for recently created committees, which greatly facilitates the development of standards by these committees.

**Universities - 3rd UNE Awards**

The activities aimed at universities are coordinated through the UNE Forum of University Education on Standardization (EUE), among of which stand out in 2018 the 3rd edition of the UNE Awards for academic work related to standardization, which recognises the contribution to standardization from different scopes.

These Awards were created three years ago, and their objective is to promote interest and awareness among university students regarding the importance of technical standards in the professional world, trade and legislation.

The following are other noteworthy activities carried out with universities:

- 4th International Congress on Standardization, Standards and University Quality Assurance (CINECU)
- Acknowledgement of the standardization’s academic merit to value six-year terms in the transfer section
- Awareness-raising talks on standardization to 300 students
- Creation of a repository of educational material on standardization, available on the website, and development of proprietary educational material

**International activities**

UNE has been integrated into several international networks, in which it actively participates. Among them, the following are particularly noteworthy:

- Participation in Action 3 Education of the Joint Initiative for Standardization, as well as two related actions, Action 4 Awareness and Action 11 Public Procurement
- Participation in the Standards Education Conference, coinciding with the IEC’s General Assembly
- Participation in the Boosting ICT Business and Innovation Conference: A Comprehensive Approach to Standardization Education in Europe, organised by ETSI
- Member of the Society for Standards Professionals (SES)

The amount of academic studies conducted on Standardization are growing. The Spanish Association for Standardization has supported some of this work, and one of them has been awarded a prize in an international competition organised by the IEC.
Standardization contributes to organisations successfully facing their challenges in social responsibility, for example, within the scope of accessibility.

Spain is the world leader in this field, with the ONCE Foundation as a key partner. UNE acts as the secretariat of European technical bodies for built environment accessibility (CEN-CENELEC JTC 11) and ICT accessibility (CEN-CENELEC-ETSI JWG eAccessibility). UNE leads the international technical bodies relating to accessibility within the scope of construction (ISO/TC 59/SC 16) and of accessible tourism (ISO/TC 228/WG 14), and it actively participates in the CEN’s Strategic Advisory Board on Accessibility (CEN/BTWG 213, SAGA).

The standards UNE 153101 EX Easy to read Guidelines and recommendations for drawing up documents and UNE 153101 EX Guide in Easy-to-read for validators of documents were published in 2018. In addition, UNE 41531 IN was approved with the aim of facilitating accessibility to the immovable cultural heritage, respecting its values.

In 2018, review work was initiated on UNE 170002, which establishes the accessibility requirements for signs. The aim is to update it and incorporate cognitive accessibility criteria.

A new version of the standard EN 301549 Accessibility requirements for ICT products and services, which is the result of the work carried out by three European Standardization bodies (CEN, CENELEC and ETSI) through a joint Work group, where UNE acted as the secretariat, was approved. This document meets mandates M/376 and M/554 of the European Commission.

Besides this, the ICTE (Institute for Spanish Tourism Quality) and UNE presented the standard UNE 302002 Museums. Requirements for the visit service provision, which is a partnership that is committed to quality in the world of culture and tourism.

Compliance

Standards provide solutions in the field of governance of organisations and risk management. An illustrative example is the publishing of UNE-ISO 31000, which establishes the guidelines for an appropriate risk management.

In this regard, UNE 165019 sets the requirements for organisations that audit and certify management systems for criminal compliance in accordance with UNE 19601.
Environment

Within the scope of environment, UNE 216701 on the classification of energy services providers, a pioneering national standard in this field, was approved. This document meets a sectoral demand, and it serves as a tool to strengthen the energy services market by providing information to the client on the type of existing energy services providers and the most suitable one for their needs.

In addition, 18 standards on energy efficiency in buildings were published.

Other notable published sustainability standards

<table>
<thead>
<tr>
<th>Standard</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNE-EN 15643-5</td>
<td>Sustainability of construction work. Sustainability assessment of buildings and civil engineering works. Part 5: Framework on specific principles and requirement for civil engineering works</td>
</tr>
<tr>
<td>UNE 36901</td>
<td>Iron and steel sustainability management systems. Requirements</td>
</tr>
<tr>
<td>UNE-EN ISO 14024</td>
<td>Environmental labels and declarations. Type I environmental labelling. Principles</td>
</tr>
<tr>
<td>PNE-EN ISO 52000-1</td>
<td>Overarching EPB assessment. Part 1: General framework and procedures (ISO 52000-1)</td>
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</table>

Conferences

UNE-ISO 31000 dissemination conference carried out together with the AGERS (Spanish Association of Risk and Insurance Management)

Information Conference on the Circular Economy

World Health Day organised by the AEC (Spanish Association for Quality)

Conference on the Accessibility to the Immovable Cultural Heritage, in which UNE 41531 IN was presented

Conference on ISO 45001 organised by the ISSGA (Galician Institute for Occupational Safety and Health)

On the other hand, UNE collaborated in the Diccionario Voces - Vocabulario de Gestión del Riesgo (Voces Dictionary - Risk Management Vocabulary) edited by AGERS.
12% of UNE standards are quoted in national legislation. These standards, which are voluntary, provide effective support for regulations and for the implementation of public policies.

Government organisations have a solid partner in Standardization when it comes to implementing public policies and support for regulation. In fact, 12% of UNE standards are quoted in national legislation. These standards, which are voluntary, provide effective support to government organisations and national and European regulations. Indirect references to standards in legislation is one of the best practices in the development and implementation of Smart Regulation. With the aim of consolidating collaboration relations with government organisations, UNE signed several agreements in 2018.

Agreements with Government Organisations

Ministry of Agriculture, Fisheries and Foodstuffs
The aim is to develop UNE Standardization documents on fishing and aquaculture in matters such as traceability, consumer information, labour conditions, food safety and health, and the marketing of products.

Spanish National Library
It ensures the sustainability of CTN 50 Documentation, which oversees UNE standards related to processes and services within the scope of information, documentation, files, libraries and museums.

Spanish National Police - General Department of Forensic Science
Aimed at fostering Standardization in the scope of forensic sciences through the working group CTN197/GT3 Forensic Science Processes, which is coordinated by the General Police Directorate.

Ministry of Defence
The purpose is to exchange knowledge about the existing technical standards in the civil and military scopes, as well as to jointly collaborate in the promotion, implementation and dissemination of Standardization.
Spanish legislation

Several standards that provide key support to Spanish legislation were published in 2018. To guarantee market unity, the role played by CTN 192 Regulatory inspection was essential, as it developed standards and projects of standards in scopes such as low-voltage installations, fire protection installations, pressure equipment, construction and installation of lifts, and metal tanks, among others.

As a result, the CTN 192/SC5 Regulatory inspection. Firefighting was reactivated to prepare a new standard (PNE 192005-2) within the framework established by Royal Decree 513/2017. This project was initiated at the request of several Autonomous Regions and the MINCOTUR.

On the other hand, standard UNE 23500 Water supplies systems for firefighting was reviewed to comply with Royal Decree 513/2017 on the regulation of fire protection installations.

Furthermore, visits made by UNE to government organisations have intensified, with the aim of presenting the Standardization activity carried out in the administration’s areas of competence and possible collaboration projects. Among them stand out the visits made by the Subdirector General for Waste; the Director General for Quality and Environmental Assessment; the Subdirector General for Architecture and Building; the Director for Roads; the Director General of the Institute of Social Services and the Elderly (Instituto de Mayores y Servicios Sociales - IMSERSO); and the Director General for State Assets.

In addition, UNE held the annual meeting of presidents and secretaries at MINCOTUR under the slogan Support of standards to the implementation of public policies, where the benefits of standards as an aid to legislation were analysed.

<table>
<thead>
<tr>
<th>Other notable published standards supporting Spanish legislation</th>
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<tbody>
<tr>
<td><strong>UNE 21538-1</strong></td>
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<tr>
<td><strong>UNE 20209-29-2 IN</strong></td>
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<tr>
<td><strong>UNE 192007-2-12</strong></td>
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<tr>
<td><strong>Serie UNE 192011</strong></td>
</tr>
<tr>
<td><strong>UNE 53991 IN</strong></td>
</tr>
<tr>
<td><strong>UNE HD 60364-4-41</strong></td>
</tr>
</tbody>
</table>

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Reports

Several Standardization reports have been published with the aim of bringing awareness towards Standardization development in different sectors relating to public policies: Support of Standardization to public policies within the scope of architecture and building, as well as in roads, construction and infrastructures.

In addition, UNE organised several conferences presenting standards or new initiatives on public policies and participated in UNE partners and members sessions.

Europe

The European Standardization bodies CEN and CENELEC have worked towards maintaining the support to developing European policies through the quoting of harmonised standards. UNE has participated in Actions 5 and 8 of the Joint Initiative for European Standardization, which intend to establish procedures and criteria to facilitate the quoting of standards by the European Commission.

Conferences

- Conference at the Ministry of Industry on standard UNE-EN 16742 Fuel labelling
- 1st National Conference of Small and Medium Lift Companies organised by FEPYMA
- 2nd Sectoral Conference on Lifts, organised by FEEDA
- Conference on the current developments in the construction sector, held at UNE’s headquarters
- 2nd Conference on Industrial Safety, organised by FEDAOC
- Course for CAM inspectors on legionella and pest control standards
**Guide on the use of the standards and accreditation in public procurement**

As part of Action 11 of the Joint Initiative for Standardization (JIS), the new *Guide on the use of standards and accreditation in public procurement* in Europe was published. Funded by the EC, it seeks to simplify the use of these standards by those responsible for public procurement in Europe.

This document is based on the *Guide on the use of the standards and accreditation in public procurement* published by UNE and ENAC and a document drafted by the Danish Standardization body.

Those participating in the Joint Initiative for Standardization are working on the findings, which will be presented at the Conference on European Standardization - Standards advance and deepen the Single Market on 7 June 2019 in Bucharest during Romania’s Presidency of the European Union. It will be an opportunity to celebrate the completion of this initiative and to exchange information on strategic matters and openly discuss the next political priorities for 2020 and beyond.

**Standards supporting European legislation**

Several standards within the scopes of Eurocodes, safety of electrical installations, lifts, electric cables, railway and airspace quality management, and alternative automotive fuels were published in 2018.

For example, several parts of the series of Eurocodes for building were published, including the national annexes, such as series UNE-EN 1991 and UNE-EN 1998 or UNE-EN 13369, which sets the common rules for precast concrete products. New parts of the series UNE-EN 81 Lifts were published.
UNE’s commitment to the Sustainable Development Goals (SDG)
Standards help organisations achieve the SDGs, as they provide a common language and measurable criteria based on the knowledge, consensus and collaboration required by this global challenge.

The 17 Sustainable Development Goals (SDG) comprising the 2030 Agenda pursue the objective of countries and its societies leading a path that improves everyone’s life. Organisations with a vocation for leadership are directing their strategies towards achieving these objectives. Standardization is a strategic partnership in achieving the SDGs, as they provide the knowledge, consensus and collaboration required by this global challenge to attain sustainable development. It is a new example in which standards efficiently respond to the challenges of companies.

The SDGs include a complex range of social, economic and environmental challenges. In this context, in which partnerships and collaborations are key, Standardization helps companies achieve the SDGs thanks to its nature and principles. The technical standards are drawn up with the participation of all parties involved and contain the consensus on what is considered as good practices.

Standards provide a common language that organisations use to communicate more efficiently their activity to their groups of interest, setting practical guidelines and criteria to achieve the SDGs.

UNE has identified which standards support the achievement of each SDG. In addition, an educational effort is being carried out to explain its benefits for organisations, e.g. each issue of the magazine analyses the standards that help achieve each SDG.

Through its cooperation and technical support projects implemented in countries with emerging economies, UNE contributes to developing the SDGs related to decent work and economic growth; industry, innovation and infrastructure; production and responsible consumption; no poverty; reduced inequalities; climate action; peace, justice and strong institutions; and partnerships for the goals.

Below are some of the standards that UNE has identified and that help achieve each SDG.

**SUSTAINABLE DEVELOPMENT GOALS**

**NO POVERTY**

There are twenty UNE standards in the Spanish catalogue that help achieve SDG 1, which seeks to eradicate extreme poverty for all people everywhere.

Among them particularly stand out standards *UNE-ISO 20400 Sustainable procurement. Guidance* and *UNE-ISO 37001 Anti-bribery management systems. Requirements with guidance for use*. They contribute to guaranteeing a fair trade and ethical supply chains.

On the other hand, *UNE 153101 EX Easy to read. Guidelines and recommendations for the elaboration of documents* sets an aid for disadvantaged people in society. In addition, UNE 165011 EX pursues an ethical management of NGOs.
GOOD HEALTH AND WELL-BEING

UNE has identified approximately 950 technical standards in the Spanish catalogue that help achieve this SDG, which seeks to ensure a universal healthcare coverage and the well-being of the world population.

The work carried out in the CTN 81 Occupational health and safety, which prepared over 1,000 standards, and ISO 45001 Occupational health and safety management systems are particularly noteworthy.

There are several standards that ensure the safety of patients, such as UNE 179003 Health services. Risk management for patient safety and UNE 179008 Quality management system for liver transplantation units.

QUALITY EDUCATION

There are more than twenty UNE standards in the Spanish catalogue that help achieve SDG 4, which aims to ensure an inclusive and equitable quality education, as well as promote lifelong learning opportunities.

Among them stand out UNE-ISO 21001, which establishes the requirements for management systems for educational organisations, and UNE 66181 Quality management. Quality in virtual training.

GENDER EQUALITY

A dozen UNE standards contribute to achieving the gender equality goal.

Among them stands out UNE-ISO 26000 Guidance on social responsibility. This standard provides guidance to all types of organisations, regardless of their size, regarding responsibility, such as gender equality.

CLEAN WATER AND SANITATION

UNE has identified approximately 900 standards in the Spanish catalogue that help achieve this SDG, which seeks to ensure availability and sustainable management of water and sanitation.

There are several series of standards that ensure the quality and safety of water, such as UNE-EN 15975 Safety of drinking water supply.

UNE 149002 Acceptance criteria for disposable products via toilet effectively responds to the issue of blockages in the sewage network.
AFFORDABLE AND CLEAN ENERGY

There are more than 250 UNE standards that contribute to achieving SDG 7, which seeks to ensure access to affordable, reliable, sustainable and modern energy for all.

For example, UNE-EN ISO 50001 Energy management systems is the global reference for correct energy efficiency. It helps organisations implement an energy policy and appropriately manage energy aspects deriving from their activity.

DECENT WORK AND ECONOMIC GROWTH

There are nearly 250 standards that contribute to achieving SDG 8, which seeks to remote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. Examples of these standards are ISO 45001 Occupational health and safety management systems - Requirements with guidance for use; UNE-ISO 37001 Anti-bribery management systems; and EA 0047 Requirements of an innovative SME.

REDUCED INEQUALITY

There are approximately 250 standards in UNE’s catalogue that contribute to achieving SDG 10, which seeks to reduce inequalities, such as UNE-ISO 26000 Social Responsibility. UNE 170001 Universal Accessibility guarantees equal accessibility opportunities, use and enjoyment of the area and its services.

Other examples are UNE 41500 Accessibility in building and urbanism and UNE 158101 Services for the promotion of the personal autonomy.

SUSTAINABLE CITIES AND COMMUNITIES

More than 500 UNE standards help organisations meet this SDG, which seeks to make cities and human settlements inclusive, safe, resilient and sustainable.

Standardization is one of the strategic pillars of the National Plan of Smart Cities, and the CTN 178 is an example of public-private collaboration. In 2018 five new standards were published, among of which UNE 178501 Management system of smart tourist destinations. Requirements is particularly noteworthy.

Another example is UNE 0060 Specification Industry 4.0. Management system for digitisation. Requirements, which helps in the Spanish industry’s digital transformation.
RESPONSIBLE CONSUMPTION AND PRODUCTION

There are more than 300 UNE standards that contribute to achieving this SDG, which ensure sustainable consumption and production patterns, such as UNE-EN ISO 14001 Environmental management systems. It is the most widespread and environmental management tool in the world, and it helps prevent environmental damage by using the necessary means to avoid, reduce or control it.

Other examples are standards UNE-ISO 20400 Sustainable procurement. Guidance and UNE-EN ISO 14006 Environmental management systems. Guidelines for incorporating ecodesign.

CLIMATE ACTION

Organisations have available more than 750 standards in UNE’s catalogue that help them meet this SDG, which intends to take urgent action to combat climate change and its impact.

As a result, there are several standards within this scope, such as UNE-EN ISO 14001 Environmental management systems. Requirements with guidance for use. Within climate change, UNE-EN ISO 14064, which allows measuring greenhouse gases in an organisation, stands out.

LIFE ON LAND

Organisations have available more than 220 standards in UNE’s catalogue that help them meet this SDG, which seeks to protect the sustainable use of terrestrial ecosystems or sustainably manage forests.

Standards for sustainable forestry are particularly noteworthy in this field, such as UNE 162001 and UNE-ISO 14055 with guidelines for combating land degradation.

LIFE BELOW WATER

There are nearly 120 standards that contribute to achieving SDG 14, which seeks to conserve and sustainably use the oceans, seas and marine resources for sustainable development.

UNE 195006 Tuna from responsible fishing. Purse seine freezer vessels is a pioneering standard in the global fisheries sector. It guarantees the best practices in the control of fishing, for a responsible fishing and the social and safety conditions in the workplace. Another example is UNE-EN ISO 20519 Ships and marine technology Specification for bunkering of liquefied natural gas fuelled vessels.
This SDG aims to strengthen the global partnership for sustainable development. Therefore, standards are strategic allies of organisations in their journey to success, as they include the know-how, consensus and participation of all the parties involved in each case.

There are also specific standards, such as UNE-ISO 44001 Collaborative business relationship management systems. Requirements and framework.
Corporate activity

People

CSR

Communication and Information Systems

Dissemination
UNE ended the year 2018 with a workforce of 58 employees, and it continued its commitment towards quality employment, with 98% of employees holding a permanent contract.

At the end of 2018, women accounted for a larger percentage of the workforce, standing at 64% of the total.

The Association continues to work towards ensuring equal opportunities by monitoring its Equality Plan and its indicators: access to employment; professional classification; promotion and training; remuneration; work-life balance; communication; image and language; and harassment and discrimination.

Internal Training

Following the line of action of previous years, in 2018 training focused on technical staff and middle management, mainly due to the need of concentrating the training efforts on employees most closely involved in the development and execution of our main work in promoting and developing Standardization.

A total of 47 training actions; 1,023 training hours; 172 students; and an average of 17 hours of training per employee were managed.

The content of the Annual training plan is the result of compiling the training needs identified by managers and directors, and its content is made known to the entire workforce by publishing it on the corporate intranet.

People management model

Throughout 2018, UNE prepared the people management model based on the employee’s life-cycle. It relies on identifying the different stages or moments of truth that employees experience in their relationship with the organisation they are part of.

Retention is the most important stage in this relationship, and it is the one on which the Association focuses and invests its efforts by implementing management systems, procedures and policies that reinforce the person’s commitment and retain talent.

Within this block of actions, the updating of the organisation’s Posts Handbook stands out, which is carried out by reviewing each of the posts’ descriptions and identifying new ones.

The skills management model was implemented when updating the posts’ descriptions. This model consists in identifying the skills and the level of each skill required for each post.

This has enabled the design of UNE’s Skill Dictionary, which gathers all the skills required in the organisation’s posts. There are 3 types: corporate, specific and management skills.

This model helps manage people, from adjusting their skills to the profile required in their post to identifying the areas for improvement, by yearly assessing their performance and including the proposal of training and/or development actions until the detected gap is reduced.
In 2018 UNE, as an organisation that is part of the Spanish network of the United Nations Global Compact, has continued to comply with all 10 UN Principles in the framework of its Corporate Social Responsibility, which has been gradually improved thanks to the commitment to contribute to the SDGs and the GRI (Global Reporting Initiative) standards tool. In fact, UNE is highly committed to the SDGs, e.g. its employees have been trained on this subject, in collaboration with the Global Compact.

**Health actions**

In 2018 several initiatives aimed at encouraging lifestyle habits were carried out as part of the management system for Occupational Risk Prevention:

- **Mediterranean diet.** Publishing information about its health benefits on the intranet
- **World No Tobacco Day.** Publishing information on the intranet
- **Talk about skin cancer** delivered by the AECC (Spanish Association Against Cancer)

**CSR**

In 2018 UNE, as an organisation that is part of the Spanish network of the United Nations Global Compact, has continued to comply with all 10 UN Principles in the framework of its Corporate Social Responsibility, which has been gradually improved thanks to the commitment to contribute to the SDGs and the GRI (Global Reporting Initiative) standards tool. In fact, UNE is highly committed to the SDGs, e.g. its employees have been trained on this subject, in collaboration with the Global Compact.

**Major milestones:**

- **Sustainable use of resources.** Energy consumption has been reduced, and thus the carbon footprint, thanks to the development of several measures. Among these stand out the use of presence detectors in offices and meeting rooms or the updating of printing equipment, reducing paper and toner consumption.
• **Accessibility.** A series of reforms and measures have been implemented to facilitate the universal accessibility of disabled people.

• **Equality and diversity management.** The updating of key documents, such as the regulation for the functioning of the Conciliation and Equality Commission and the Protocol for Workplace Harassment and Violence.

• **Good governance.** For UNE, Good governance is a primary line of action and therefore, great progress has been made in this scope in 2018. Several documents have been reviewed, such as the document that establishes the behavioural guidelines in competition regulation; the regulation developed by the system to prevent criminal activity and to fight against fraud in UNE and its Group companies; the protocol for processing sensitive or reserved commercial information; the regulation for the functioning of the Corporate Responsibility Committee; and the criminal risk map.

Among the actions carried out in 2018 to advance in the functional separation of UNE and AENOR, the creation of new websites is particularly noteworthy.

On the other hand, the Corporate Responsibility Committee held several meetings in 2018.

• **Commitment towards culture.** UNE remains committed to the dissemination of culture, as a member of Fundación Amigos del Museo del Prado.

• **Personal data protection.** UNE has carried out several actions to adapt to the new personal data protection regulation, such as providing training to its workforce on the processing of personal data and information security.
COMMUNICATION AND INFORMATION SYSTEMS

Within the scope of Information and Communication Technologies (ICT), UNE has engaged in an ambitious Information systems plan. The Entity started implementing cutting-edge technological solutions, optimising and improving its processes by integrating different technological tools in a single platform on the cloud, such as OneDrive.

Among other projects in 2018, the following stand out:

- **New website.** UNE launched a new website www.une.org, which is designed to simplify browsing among users

- **New intranet.** The Association also launched a project that was completed in early 2019 with a new intranet. This contributes to improving the collaboration between the team’s members, increasing business’ productivity and optimising their profitability

DISSEMINATION

In 2018 UNE enhanced its function of creating and distributing content of interest through its own channels, directly reaching its groups of interest. UNE is an opinion maker, actively encouraging the creation of content of interest about Standardization and cooperation activities.

UNE plays an active role in the dissemination and communication of its activities, both internally and externally, for the specialised and general media and for information channels belonging to other organisations, such as those that are members of UNE.

**Our own and external channels**

In terms of internal communication, UNE developed a new intranet in 2018, which was launched in early 2019. This is the main channel used to inform UNE professionals about the Association’s relevant activities, as well as about other organisational matters.
Through our own channels, shared channels and others belonging to third parties, messages have been sent out highlighting the advantages of Standardization for their groups of interest.

The main task of our communication strategies is to emphasise the activity of UNE, especially the contribution of Standardization to the essential challenges of business activity.

In 2018 because of this intense relationship between UNE and the media, both proactive and reactive, 1,236 items were published in which UNE was the focal point. They reached a cumulative audience of 234,576,940 recipients/readers, almost 60% more than in 2017.

In social networks

UNE has its own profiles on social networks, used predominantly to give information. There is a high level of activity in social networks and the profile of UNE has gained considerable influence for both the quality of its messages and their impact.

In social networks, UNE is one of the most active national agencies in international campaigns organised by ISO, for example when there are World Days. At the end of 2018, UNE already occupied a solid position in social networks with:

- **Linkedin:** 1,281 followers
- **Twitter:** 1,854 followers
- **YouTube:** Over 5,472 views of videos

New magazine

In March 2018 the Association launched its first issue of the UNE magazine, which is published in digital and paper formats. Notification on the availability of each issue published in digital format is sent to a database of 12,000 contacts, mainly in Latin America and Spain. 1,670 copies of the paper version are printed, and these are sent to members, subscribers, government organisations and the media.

New website

On 27 June 2018, UNE launched its new website, www.une.org, which accumulated 471,805 sessions in just six months. It has been created with the aim of becoming the reference website when it comes to being informed about the initiatives and developments in Spanish and worldwide Standardization, as well as about international cooperation projects.
Governing Bodies
UNE is governed by the General Assembly, the Board of Directors, the latter’s Standing Committee and the Chairman of the Association, whose respective functions are established in the Statutes and the Rules of Procedure. In 2018 Carlos Esteban was re-elected President of UNE by the Board of Directors. Esteban represents AFME. In addition, Alfredo Berges, who represents ANFALUM, was appointed Vice-President of the Association.

The General Assembly is the Association’s supreme body, whereas as the Board of Directors is the governing body to which the Association’s representation and management responds. Furthermore, the Standing Committee oversees and supervises the compliance and execution, by the Association’s General Management, of all the guidelines and objectives set by the Board of Directors.

In 2018 Carlos Esteban was re-elected President of UNE by the Board of Directors. In addition, Alfredo Berges, who represents ANFALUM, was appointed Vice-President of the Association. As a result of the voting, the Board of Directors renewed five members of the Committee.

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### Standing Committee

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<tr>
<th>Role</th>
<th>Name</th>
<th>Organization</th>
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<tr>
<td>President</td>
<td>Mr. Carlos ESTEBAN PORTAL</td>
<td>AFME</td>
<td>Asociación de Fabricantes de Material Eléctrico</td>
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<tr>
<td>Vice-President</td>
<td>Mr. Luis RODULFO ZABALA</td>
<td>CEPCO</td>
<td>Confederación Española de Asociaciones de Fabricantes de Productos de Construcción</td>
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<td></td>
<td>Mr. Alfredo BERGES VALDECANTOS</td>
<td>ANFALUM</td>
<td>Asociación Española de Fabricantes de Iluminación</td>
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<tr>
<td>Secretary</td>
<td>Mr. Javier GARCÍA DÍAZ</td>
<td>UNE</td>
<td>Asociación Española de Normalización</td>
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<tr>
<td>Treasurer</td>
<td>Mr. Edmundo FERNÁNDEZ PUÉRTOLAS</td>
<td>AMETIC</td>
<td>Asociación de Empresas de la Electrónica, Tecnologías de la Información, Telecomunicaciones y Contenidos Digitales</td>
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<td>Members</td>
<td>Mr. José Manuel PRIETO BARRIO</td>
<td>MINCOTUR</td>
<td>Ministerio de Industria, Comercio y Turismo</td>
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<td>Mrs. Rocío PÉREZ DIESTRO</td>
<td>AEST</td>
<td>Asociación de Empresas de Servicios de Telecomunicaciones</td>
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<tr>
<td>Mr. Segundo DE PABLO ALONSO</td>
<td>Asociación Española de Fabricantes</td>
<td>Asociación Española de Fabricantes de Cables y Conductores Eléctricos y de Fibra Óptica</td>
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<tr>
<td>Mr. Fernando FRAILE GARCÍA</td>
<td>ICTE</td>
<td>Instituto para la Calidad Turística Española</td>
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<td>Mr. Aniceto ZARAGOZA RAMÍREZ</td>
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<td>Agrupación de Fabricantes de Cemento de España</td>
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<td>Mr. Ricardo CORTÉS SÁNCHEZ</td>
<td>SEOPAN</td>
<td>Asociación de Empresas Constructoras y Concesionarias de Infraestructuras</td>
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<td>Mr. Juan Ramón DURÁN PUEBLA</td>
<td>SERCOBE</td>
<td>Asociación Nacional de Fabricantes de Bienes de Equipo</td>
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**Board of Directors**

**President**

Mr. Carlos ESTEBAN PORTAL  
AFME  
Asociación de Fabricantes de Material Eléctrico

**Vice-President**

Mr. Luis RODULFO ZABALA  
CEPCO  
Confederación Española de Asociaciones de Fabricantes de Productos de Construcción

Mr. Alfredo BERGES VALDECANTOS  
ANFALUM  
Asociación Española de Fabricantes de Iluminación

**Secretary**

Mr. Javier GARCÍA DÍAZ  
UNE  
Asociación Española de Normalización

**Representatives of Corporate Members**

Mrs. Pilar ESPINA MANCHÓN  
ADELMA  
Asociación de Empresas de Detergentes y Productos de Limpieza, Mantenimiento y Afines

Mr. Julio NIETO DE LA CIerva  
ADEMI  
Asociación de Empresas de Montajes y Mantenimientos Industriales

Mr. José RUBIÓ BOSCH  
AEAS  
Asociación Española de Abastecimientos de Agua y Saneamiento

Mrs. Marta VILLANUEVA FERNÁNDEZ  
AEC  
Asociación Española para la Calidad

Mr. Manuel CARBÓ MARTÍNEZ  
AECOSAN  
Agencia Española de Consumo, Seguridad Alimentaria y Nutrición. Centro de Investigación y Control de Calidad
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<tr>
<td>Mrs. Cristina MIRÓ LLINARES</td>
<td>AEFJ, Asociación Española de Fabricantes de Juguetes</td>
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<tr>
<td>Mr. Ángel Luis VIVAR RODRÍGUEZ</td>
<td>AELÉC, Asociación de Empresas de Energía Eléctrica</td>
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<td>Mrs. Paloma SEVILLA GARCÍA</td>
<td>AELÉC, Asociación de Empresas de Energía Eléctrica</td>
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<tr>
<td>Mr. Miquel SERIOLA RODAS</td>
<td>AER-ATP, Asociación Española de Robótica y Automatización Tecnologías de la Producción</td>
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<td>Mrs. Rocío PÉREZ DIESTRO</td>
<td>AEST, Asociación de Empresas de Servicios de Telecomunicaciones</td>
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<td>Mrs. María Pilar BUDÍ HURTADO</td>
<td>AFEC, Asociación de Fabricantes de Equipos de Climatización</td>
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<td>Mrs. Mónica HERRANZ MÉNDEZ</td>
<td>AFELMA, Asociación de Fabricantes Españoles de Lanas Minerales Aislantes</td>
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<td>Mr. Carlos ESTEBAN PORTAL</td>
<td>AFME, Asociación de Fabricantes de Material Eléctrico</td>
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<tr>
<td>Mr. Mariano PÉREZ CAMPOS</td>
<td>AIDIMME, Instituto Tecnológico Metalmeccánico, Mueble, Madera, Embalaje y Afines</td>
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<td>Mr. Joan TRISTANY CLARET</td>
<td>AMEC, Asociación Multisectorial de Empresas</td>
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<td>Mr. Luis CEDIEL BLANCO</td>
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<td>Mr. Antonio TOVAR TORRES</td>
<td>ANEFHOP, Asociación Nacional Española de Fabricantes de Hormigón Preparado</td>
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<td>Mr. Francisco SANTAMARÍA DE LAS CUEVAS</td>
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<td>Mr. Fernando MAÑAS ARTECHE</td>
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<td>Mr. Manuel VALCÁRCEL FONTAO</td>
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<td>Mr. Segundo DE PABLO ALONSO</td>
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<td>Mr. Jesús SEVIL OLLE</td>
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<td>Mr. César LUACES FRADES</td>
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<td>AFYC CyM</td>
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<td>Mr. Sebastián AMENGUAL MATAS</td>
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<td>Mrs. Esther VIYUELA ILLERA</td>
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<td>Mrs. Rocío PÉREZ DIESTRO</td>
<td>TELEFONICA</td>
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**Representatives of Attached Members**

**Representatives of Individual Members**

Mr. Manuel MARTÍNEZ PÉREZ

**Representatives of Government Organisations**

Mr. Jose Carlos MEDERO RAMÍREZ  Ciudad Autónoma de Melilla

Mr. Tomás CRIADO MARTÍN  Comunidad de Madrid

Mrs. Lucía Belén PITARCH MAMPEL  Ministerio de Agricultura, Pesca y Alimentación

Mrs. Lucía ACEDO PEQUE  Ministerio de Defensa
9

Subsidiaries

AENOR

CEIS (Test, Innovation and Services Centre)
In 2018 AENOR continued to perform its prominent role, supporting the bridging of competitiveness gaps in society and, particularly, in sectors and organisations.

In order to maintain and increase this contribution throughout time, AENOR has six differential advantages. The first is based on the development of the conformity evaluation service, through expert auditors who are long-standing, loyal in-house staff. This enables us to work efficiently and uphold a consistently high level of quality, which ultimately brings more value to our clients.

The second advantage is its active management of the considerable accumulated knowledge. AENOR’s auditors apply their know-how and expertise in the organisations they audit. AENOR is made up of 746 professionals.

The third advantage consists in AENOR’s proximity to the know-how generating sources, which enables it to innovate in the definition and resolution of new competitiveness gaps.

The fourth advantage is AENOR’s high level of geographical and sectoral capillarity. Its purpose is to continuously improve the responsiveness to clients, thanks to the proximity.

The last two differential aspects are to a large extent a consequence of the above. These are consistent and efficient work to ensure accuracy and quality, which defines our brand and results in AENOR being recognised by 100% of the B2B segment, according to a study carried out by a leader in the field of public opinion research. In this regard, AENOR is the brand capable of generating trust among the public and in particular among consumers, as it is the only brand with a broad knowledge of the segment, reaching 70%.

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**AENOR throughout the world**

![Map of AENOR's operations](image)

- Permanent offices
- Countries in which AENOR carries out operations
The new Strategic Plan is launched

Following intense work on developing a Strategic Plan, in which AENOR professionals at different levels and from different territories participated, its implementation was initiated in January 2018. It is a Plan aimed at consolidating AENOR’s position in the long term in order to efficiently meet the sectors’ needs, providing services that contribute to their competitiveness and transmit further confidence.

On this new course of action, AENOR established in 2018 a set of priorities, among of which stand out:

- Making the region the main element of these operations, in both managing the portfolio of previously-launched products and the resources
- Analysing the processes required for the businesses, creating a process map and an integrated management manual
- Assessing the clients’ satisfaction, with a comprehensive approach that covers all the services and the stages in which they are provided
- Fostering the cultural transformation required by AENOR’s new strategic focus
- Developing an ambitious systems plan so the organisation can achieve a considerable digital leap that covers its core processes. This is an essential foundation that helps achieve a fast and efficient development of all AENOR’s priorities
- Assessing all the investments in terms of their contribution to the efficiency of the services provided by AENOR
- Reviewing or defining the Entity’s Good Governance policies and objectives
- Establishing a new Brand Strategy aligned to AENOR’s transformation and aimed at reinforcing the significant competitive advantage involved

These priorities were implemented in a significant package of initiatives. With regard to cultural transformation, the different TRANSFORMAENOR workshops were highly relevant in 2018. Their aim was to align employees with AENOR’s values and purpose, to bring awareness towards the strategic plan and to consolidate trust among colleagues. Over 400 employees participated in the eight TRANSFORMAENOR workshops, which will continue in 2019. In these workshops several ideas were shared that resulted in highly valuable contributions in matters such as the operations and service provided to our clients.

Within the scope of cultural transformation, a new intranet was launched in 2018 and was completed in 2019.

The power of the AENOR brand is one of the Entity’s main assets, which is made available to clients. As a result, work was carried out towards defining, structuring and standardising its management. This led to developing the essence of AENOR, which consists in “contributing to the transformation of society by creating trust
among people and organisations.” AENOR’s key competences and the personality it wishes to project to the market were identified. The competences are developed around five pillars: putting the clients in the centre of our actions; building the future while anticipating our clients’ and their markets’ needs; fulfilling our commitments and processes with integrity; making knowledge a differential value in our offering; and carrying out work passionately and with an open mind towards improvements, with the aim of discovering new opportunities for clients.

The aspects that help advance towards these competences include reliability, being alert to continuous improvement, proximity with clients and their markets, leadership in the scope of trust, always keeping a high technical competency and commitment, and flexibility in meeting the clients’ and markets’ needs.

With regards to Marketing Strategy, the appropriate tone and image has been defined, as well as the Brand architecture. This work will be completed and will begin to be implemented in 2019, internally first and then in all other interested parties.

With regard to financial performance, the AENOR Group’s revenue in 2018 increased to 75.1 million euros, an 8% growth, while EBITDA stood at 2.9 million euros, growing slightly above 70%. The net profit for operations stood at 1.576 million euros in 2018.

The AENOR Group is made up of AENOR companies in Spain, Brazil, Central America, Chile, Ecuador, Italy, Mexico, Peru, Poland, Portugal and the Dominican Republic.

With regard to the data relating to the different AENOR services, at the end of 2018 more than 82,000 work centres in 70 countries had AENOR certification, with 22,374 management system certificates in force and over 100,000 products and services certified.
In 2018 AENOR—and especially its auditors—significantly helped organisations certified in the standards ISO 9001 Quality Management Systems and ISO 14001 Environmental Management Systems meet the deadline to transition to the new versions of said standards. At 2018 year-end, 10,984 AENOR certificates supported the correct application of the ISO 9001 standard and 4,027 of the ISO 14001 standard.

In addition, AENOR granted its first certificate based on the new standard ISO 45001 Occupational health and safety management systems. Organisations certified with OHSAS 18001 have three years, until 2021, to migrate.

More and more certifications are linked to values instilled in society. Thus, in 2018 the first Gastro Quality Taste Certificates for consumer favourites; smart tourist destination certificates; and private banking advisory services certificates were awarded. In this regard, the great reception of the compliance, sustainability and animal well-being certificates are particularly noteworthy. This is a good example of how certain brands see in AENOR the ideal way of transmitting to society its commitment towards widely shared values, as did a company in the milk sector that based its leadership on the quality of its products being achieved thanks to its production system playing an essential role in the animal’s well-being. Many companies like this one are using the AENOR brand to transmit trustworthy messages to society.

Digital transformation is competitiveness’ current critical gap. With this in mind, AENOR launched in 2018 a digital ecosystem integrated by several certifications that help companies in their digital transformation, improving processes and generating the necessary trust among the agents.

In other fields of conformity assessment, AENOR carries out inspections aimed mainly at facilitating international trade, having conducted 5,332 such inspections. In addition, 699 environmental validations and verifications were conducted. In the scope of analysis, AENOR Laboratorio, which celebrated its 10th anniversary, conducted over 118,000 analyses for companies in the agri-food sector.

AENOR had 157 accreditations and authorisations in different countries at 2018 year-end, which involves carrying out over 150 annual auditing and monitoring sessions.

As a benchmark training centre, AENOR gave 731 courses to a total of 9,015 students in 2018. Over 113,000 students have now received training from AENOR. Among the most demanded courses in 2018 are courses on quality and the environment, on the ISO 45001 and on compliance. The Master’s degree in Integrated Systems and the Master’s degree in Business Management for the Agri-food Sector are also noteworthy.

In the area of sector information services, AENOR distributed, individually or as part of collections, 2.34 million technical standards. It also undertook 24 publishing projects in support of industrial sectors. Illustrative examples are the Guide for the integration of management systems ISO 9001, ISO 14001 and ISO 45001 and the book ISO/IEC 29110 for software processes in small enterprises.
The 2018 profit and loss account shows a turnover that exceeds in over 6.5% the amount reached the previous year. The revenue from testing stands at 7.5 million euros, up 7.8%. Auditing grew 9%, standing at approximately 0.5 million euros. Both activities exceed the estimates included in the annual budget. Similarly, training activities improve their result with respect to 2017, with a 57% increase.

However, the expenditure account before tax is approximately 5.9% higher than last year.

The profit before tax stands at 968,000 euros, which is 1.5% higher than that initially expected and 12.6% more than obtained in the previous year.

The profit obtained in this year thus reached 12.2%.

In general terms, all the products have contributed positively to these results, albeit not all of them in the same amount.

In terms of turnover and considering its distribution among the different sectors of activity, there has been a similar behaviour in the years 2017 and 2018, although in the latter energy efficiency has shown greater weight.

The activity carried out within the scope of energy efficiency was approximately 24% of the turnover in 2017, whereas in 2018 it represented over 30%, which has reduced the specific weight of the other four areas.

However, this does not involve a reduction in absolute values of the activity carried out in these four areas. The activity grew throughout the year in practically all the sectors in which the company is present, in some cases significantly.
New laboratory

The new heat pump laboratory, Rittinger, has helped in the considerable increase of testing. This centre was inaugurated in 2018 by the Mayor of Mostoles, Noelia Posse, and the President of CEIS, Carlos Esteban.

This laboratory involves a significant leap in the company’s capacity for testing and measuring the energy efficiency of climate control and air-conditioning equipment.

The capacity available beforehand allowed to test air-conditioning equipment and heat pumps of no more than 45 KW and only in some of the testing conditions among those required in the current energy and eco-design labelling directives. The new facilities, which now have the instruments required to test air-conditioning equipment that use either air or water as a source of heat, allow measuring the energy efficiency of systems with a heating capacity of up to 100 KW. As a result, all the testing requirements established in the aforementioned standards can be performed, including those in conditions of partial load and any in a wide range of temperatures (-22ºC to +54ºC).

In addition, the laboratory is designed to allow different and very diverse configurations of equipment. Among them are the multi-split systems with variable refrigerant flow (VRF), with a high versatility in the number of indoor units, whether conduit or cassette type, and Rooftop type units, with horizontal or vertical air outlet conduits.

These characteristics make the new laboratory a unique facility, not only in Europe, but also possibly in the entire world, and consequently the main focal point of the entire climate control and air-conditioning industry.

The inauguration event was also attended by the Director General for Industry and SMEs of the Ministry of Economy and Competitiveness, Mario Fernando Buisán; the Delegate Councillor for Economic Development, Employment and New Technologies of the City Hall of Mostoles, Jessica Antolín; the members of the CEIS’s Board of Directors; and several personalities representing the most important companies and associations in the climate control sector, both national -AFEC (Association of Climate Control Equipment Manufacturers), CNI (National Confederation of Installers and Maintainers), AECIM (Association of Metal Companies of Madrid)- and international -Eurovent AS (Eurovent European Industry Association), ECC (Euvovent Certita Certification) and EHPA (European Heat Pump Association)-, as well as several means of communications that echoed the news.

Breakdown of turnover by product (%)
SPANISH ASSOCIATION FOR STANDARDIZATION

Spanish Standardization body in: