Standardization, Firm Steps

Annual Report 2019
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I am pleased to present the activities of the Spanish Association for Standardization (UNE), as well as the most noteworthy actions by AENOR International S.A.U. and the Testing, Innovation and Services Center (CEIS). These three organizations have provided the Spanish economy, and Spanish society as a whole, with a unique added value that is highly appreciated by all sectors of the economy. This is clearly demonstrated by the engagement of these sectors in the three organizations’ work.

UNE, AENOR, and CEIS all achieved positive earnings in 2019, which is essential for them to continue to provide the high-quality services needed by our country’s organizations.

In the case of UNE, these services included 1,860 new standards in 2019, for a total of 33,345 in its catalogue. Eighty-five percent of these standards are European or international in origin, revealing that standardization is increasingly global work. In this sense, Spain can rest assured that its standardization body is at the forefront of international and European organizations, in terms of both its ability to bring the positions of our country’s economic sectors to discussions on standards that are crucial for their competitiveness, and its presence in these organizations’ governing bodies. This is consistent with UNE’s strong focus on making standards an effective tool to support companies in their international activities.

Since its founding, the central pillar of the Spanish Association for Standardization has been its members. At the end of 2019, there were 531 members, including the trade associations for many of Spain’s key economic sectors. More and more areas of activity are seeing standardization as an effective engine for their development, leading 15 new members to join this year.

Through their valuable, active involvement in UNE’s development, our members have made major contributions to two of the Association’s most important achievements during this period: The 2019-2021 Strategic Plan and the creation of Advisory Committees.

With its Strategic Plan, UNE has acquired an essential tool for bringing focus and transparency to its efforts over the next three years. The first of its five Strategic Goals could be considered a summary of its ambitions: Respond effectively to the major challenges facing society through the development of standards and cooperation. This objective needs participation from many quarters. I would therefore like to thank the Ministry of Industry, Trade, and Tourism for supporting the goals of the Association. Its extensive, indispensable, and transparent support has been exceptional in terms of both the individuals involved and the caliber of their ideas.

Our members have been vital to the development of the Strategic Plan. Members are the backbone of the Advisory Committees that were created in 2019, based on their needs, with enormous potential to promote public-private collaboration.

In conclusion, I have only praise for the work being done by the Association’s technical staff. They are carrying out a positive and much-needed transformation of the Association, without losing sight of the essence of the Spanish Association for Standardization that makes its contributions to society possible.
2019 was the first year of implementation of UNE’s 2019-2021 Strategic Plan. Under this Plan, directed by UNE members and prepared with the collaboration and approval of the government agencies participating in the Association’s governing bodies, UNE has focused its work on the following goals for the future:

• Support Spanish organizations and government agencies in developing and promoting the application of the standards they need;

• Become an opinion leader at the institutional level, based on the knowledge generated by thousands of Spanish professionals and their counterparts in other countries, who contribute to the standardization process in numerous social and economic fields at the Spanish, European, and international levels; and

• Consolidate its role in the multi-sector network made up of UNE members and government agencies, in an exemplary model of public-private collaboration.

Under this Strategic Plan, 2019 was marked by the emerging relationship between UNE’s activities and the United Nations 2030 Agenda.

During the year, special efforts were made to report on how international cooperation and standardization help organizations direct their strategies toward compliance with the SDGs.

In times like this, April 2020, when I am writing these lines, it makes more sense than ever to point our organizations’ compass towards the 2030 Agenda. In 2019, aware of the importance of the 2030 Agenda, we carried out numerous awareness-raising and communication actions with the firm belief that organizations that focus their strategies and actions on the SDGs will be the winners in the race for sustainability. This UNE strategy, aiming to provide economic sectors with standards for achieving the SDGs, is urgently needed. It will be even more necessary to help Spanish businesses emerge from the COVID-19 crisis stronger than ever.

That is why an event was held at the CEOE offices as part of World Standards Day, with participation by the Secretary-General of ISO, on the role of standards as the key to compliance with the SDGs. The event also featured participation by a representative of the High Commissioner for the 2030 Agenda and representatives from essential Spanish economic sectors, who presented their experiences developing UNE standards that contribute to the SDGs.

Another outstanding accomplishment in 2019 was the strengthening of channels for UNE members’ participation in the association and in the determination of its areas of action. Three Advisory Committees to the Board of Directors were formed: Construction, Electrical Engineering, and Circular Economy. These have become forums for discussion between UNE members and government agencies, making UNE’s activities and decision-making processes richer and more influential.

2019 was also a remarkable year in terms of strengthening relations between UNE and the Ministry of Industry, Trade, and Tourism. The framework agreement for collaboration between the Ministry and UNE was signed under Royal Decree 2200/1995, symbolizing the excellent cooperative relationship that currently exists. Agreements were also signed with the Spanish Metrology Center, a vital institution for Quality Infrastructure, as well as with the School of Industrial Organization.

In short, with these international cooperation and standardization activities, 2019 was a year in which all of us at UNE continued to promote corporate competitiveness and social development through standards that generate trust.
### UNE in 2019 at a Glance

<table>
<thead>
<tr>
<th>Category</th>
<th>New in 2019</th>
<th>Cumulative total as of the end of 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standards UNE</td>
<td>1,860</td>
<td>33,345</td>
</tr>
<tr>
<td>European standards adopted</td>
<td>1,752</td>
<td>26,508</td>
</tr>
<tr>
<td>Technical standardization bodies</td>
<td>25</td>
<td>945</td>
</tr>
<tr>
<td>Members</td>
<td>15</td>
<td>531</td>
</tr>
</tbody>
</table>
### Origin of standards in the catalogue

1. Spanish 14.60 %
2. International ISO 4.80 %
3. International IEC 1.10 %
4. European CEN 32.00 %
5. European CEN-ISO 17.10 %
6. European CLC 5.00 %
7. European CLC-IEC 17.50 %
8. ETSI 7.90 %

### Standards by Sectors

**Creation of the Advisory Committees on Construction, Electrical Engineering, and Circular Economy**

1. Foodstuffs 2.90 %
2. Household goods, sport and leisure 2.00 %
3. Household goods, sport and leisure 1.10 %
4. Construction and civil engineering 8.50 %
5. Electronics 13.70 %
6. Packaging 1.50 %
7. Energy 2.20 %
8. Electrical engineering 8.20 %
9. Mechanical engineering 7.50 %
10. Materials 13.60 %
11. Environment 2.80 %
12. Fundamental standards 4.70 %
13. Chemicals 5.10 %
14. Healthcare 1.70 %
15. Safety and hygiene 2.40 %
16. Services 0.50 %
17. Information technology 8.20 %
18. Transport 13.40 %

### Active international cooperation projects

- **14** Standards harmonization
- **127** International responsibilities
- **33** Active R&D&I projects
Introduction to UNE’s 2019-2021 Strategic Plan

In 2019, the Spanish Association for Standardization, UNE, approved its Strategic Plan for 2019-2021.

It aims to help companies and government agencies implement the standards they need to meet their greatest challenges.
UNE’s Strategic Plan is based on **five Strategic Objectives**

- Respond effectively to the major challenges facing business and society through the development of standards and cooperation.
- Intensify dialogue with government agencies to increase the use of standards in support of public policies and legislation.
- Integrate standardization and innovation to help innovative products and services reach the market.
- Harmonize standards and processes with the organizations that make up other countries’ quality infrastructure in order to boost exports and internationalization for Spanish companies.
- Strengthen UNE’s multi-sector membership model to increase the relevance of standardization and cooperation activities.
Supporting Companies in their Challenges

Respond effectively to the major challenges facing business and society through the development of standards and cooperation.

Standing with companies to achieve their goals

New standards published

Good governance and business management

- UNE 19602 Tax compliance management systems. Requirements and guidance.
- UNE-ISO 10001 Quality management – Customer satisfaction – Guidelines for codes of conduct for organizations.
Creation of three Advisory Committees

To respond to members’ needs and strengthen public-private collaboration:

- Construction
- Electrical engineering
- Circular Economy

Digitization


This points the way toward a digital industry. It has been promoted by the Ministry of Industry, Trade, and Tourism, along with UNE 0060, under the Connected Industry 4.0 Initiative.

UNE has participated in various events and conferences to disseminate these specifications:

- Habitat Conference, organized by AIDIMME
- ItsMF Spain Conference
- EOI Industry 4.0 Program

2,600
UNE standards on ICT bring confidence to the digital marketplace Leading innovative technologies

In Europe, UNE has promoted the creation of a new committee that will develop standards for the new Hyperloop transport systems (1,100 Km/h)
**Sustainability**

- UNE 149002 *Acceptance criteria for disposable products via toilet.*
- Creation of NTC 323 – *Circular Economy.* To enhance Spanish influence on global standards and the development of national standards.

**Accessibility**

- UNE 158401 *Services for the promotion of the personal autonomy. Management of the telecare service. Requirements.*
- UNE-EN 17161 on Design for All – Accessibility following a Design for All approach in products, goods and services.

**SDG Allies**

UNE standards help organizations achieve the 17 SPGs in the UN 2030 Agenda. They reflect the consensus, collaboration, and best practices required by this global challenge.

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In 2019, UNE promoted the SDGs:

- Analysis and identification of more than 4,000 standards in the Spanish catalogue that contribute to achieving the SDGs
- Publication of monthly articles in the magazine (continued in 2020)
- Creation of a specific section on the website
- Employee training in this area
- Event at the CEOE headquarters, with ISO Secretary-General Sergio Mujica
- 2020 Calendar
Tourism

In 2019, two world-leading standards on smart tourism destinations were published:

- UNE 178503 *Smart tourism destinations. Semantics applied to tourism.*

- UNE 178504 on smart digital connected hotels.

Creation of UNETUR

UNETUR seeks to be a national leader in tourism standards and certifications, through the development of a comprehensive quality and competitiveness model.

UNE also joined the Spanish Network of Smart Tourism Destinations (Red DTI) as an institutional member.

5,500

UNE standards promote safety and legality in construction

Construction

- UNE-EN ISO 19650-1 and -2 on the organization and digitization of information about buildings and civil engineering works, including building information modelling (BIM) – Information management using building information modelling:

Industrial safety

In 2019, UNE standards were published or worked on in areas such as:

- Fire prevention
- Regulatory inspection
- Elevator maintenance
- Metal shelving for storage
- Plastic recycling
- Toys
- Agricultural machinery
- Furniture
Generating knowledge

New Reports:
• Standardization Support for the Digital Economy
• Standardization Support for the Wind Energy Sector
• Standardization Support for Universal Accessibility
• Standardization Support for the Tourism Sector

Main events and sessions

New standards for the Sharing Economy, organized by UNE

Electric vehicles for urban mobility, organized by UNE

International standards to support active aging, organized by UNE

Unmanned aerial systems, organized by UNE

Presentation of the UNE 149002, organized by UNE along with its members ADELMA, AEAS, AITEX, ASPAPEL, and STANPA

“Compliance and best tax practices” conference, organized by LEFEBVRE

“Management of Sustainable Mining, Mineralogy, and Metallurgy III.” New Standards: UNE 22470 and UNE 22480

Fourth UNE Awards

In 2019, the fourth edition of the UNE Awards was held to recognize the outstanding contributions to standardization made by individuals and organizations:

• **NTC 36 Iron and Steel**, whose Secretariat is held by Calsider—Calidad Siderúrgica (Eugenio Garcia).

• **Presidency:** Concepción García, President of NTC 201, Low-voltage switchgear, controlgear and accessories.

• **Member:** Delfín Jiménez, from the Architecture Team (EQAR), for NTC 170, Accessibility.

• **Integration of standardization and innovation:** Joan Guasch, from the EURECAT Foundation technology center.
Government Agencies

Intensify dialogue with government agencies to increase the use of standards to support public policies and legislation at both the national and the European level.

Effective support for regulation and the deployment of public policies

Strategic ally of government agencies

By the end of 2019, UNE had signed 13 agreements and numerous collaborations with government agencies:

- Ministry of Industry, Trade, and Tourism (MINCOTUR) To boost industrial competitiveness in Spain.
- Ministry of Economic Affairs and Digital Transformation (MINECO)—through the former SEAD Development of standards for digitization.
- Ministry for the Ecological Transition and the Demographic Challenge (MITECO) Promotion of standardization for the circular economy.
Meeting with the Minister of Industry, Trade, and Tourism

The Secretary-General of ISO and the President and Director General of UNE informed the Minister of the significant role of ISO and UNE standards in supporting the competitiveness of Spanish companies.

Industry digitization, the circular economy, exports, tourism, SDGs, and regulatory inspections are examples of areas where standards are strengthening the productive infrastructure.

UNE, ENAC, and CEM are the three fundamental pillars of Quality Infrastructure in Spain

European Standardization Summit

Bilbao hosted the meetings of the Technical Boards of the European standardization bodies CEN and CENELEC:

✔ More than 100 European experts from the European Commission, European associations, and standardization bodies in 34 countries.

✔ The summit highlighted the indispensable role of standards in helping Europe to successfully meet its challenges.

✔ Single market: standards create value for Europe by demonstrating products’ compliance with legislation.
Benefiting Spanish economic sectors
UNE deepened its influence in the governing bodies of European and international standardization bodies, to the benefit of Spanish productive sectors.

The Director General of UNE was re-elected Technical Vice President of CENELEC. He is also a member of the ISO Council.

Participation in the General Assemblies of:

**Under the slogan Standards build trust**, CEN and CENELEC reaffirmed the importance of standards for the EU Single Market and the competitiveness of European companies.

The cybersecurity session discussed the urgency of developing standards for the implementation of effective measures in digital environments.

**Under the slogan On the road to 2030**, ISO presented its strategy for the future: strengthening the world economy, developing technology and digital transformation, and promoting sustainability.

UNE held bilateral meetings with its counterparts in Japan, South Africa, India, Morocco, Russia, and South Korea to promote Spanish exports.

**Under the slogan Better quality of life. Resilience, safety, and efficacy**, IEC presented the progress made in incorporating the SDGs into standards, as well as in the digitization of standardization processes, services, and products.

UNE signed a Memorandum of Understanding (MoU) with the Chinese Standardization Agency SAC for the harmonization of standards and the facilitation of trade.

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UNE participated in several best practices panel discussions on the use of standards in innovation and as the basis for free trade agreements.

UNE held meetings with the standardization bodies for the Latin American
UNE participated in numerous events with government agencies and in training courses for civil servants:

- Ecodesign regulations, organized by UNE in collaboration with MINCOTUR
- Product conformity and market surveillance regulations, jointly with the Ministry of Consumer Affairs
- Training of public servants:
  - More than 15 training days with the participation of civil servants
  - Courses for government agencies, in collaboration with ENAC ENAC, along with CEM and UNE, is one of the pillars of Quality Infrastructure in Spain
  - Participation in course given by the National Institute of Toxicology and Forensic Sciences
Innovation

Integrate standardization and innovation to help innovative products and services reach the market.

Accelerating access to markets

Horizon 2020 R&D&I projects

UNE has participated in 48 proposals for European R&D&I projects in the Horizon 2020 program. Of these, 10 new projects have received funding.

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<tr>
<th>R&amp;D&amp;I projects</th>
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<tr>
<td>Proposals submitted</td>
<td>48</td>
</tr>
<tr>
<td>Proposals accepted</td>
<td>10</td>
</tr>
<tr>
<td>Active projects</td>
<td>33</td>
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</table>
Leaders in Technological Innovation
UNE, the European Standardization Organization with the most RDI projects in Horizon 2020

Cutting-edge knowledge

- Industry transformation
- Sustainable industry
- Renewable energies
- Security
- Industry of the future
- Energy Efficiency
- Batteries
- Green vehicles
- TIC
- Biotechnology
- Nanotechnology
- Safe and sustainable food

- Relevant events:
  - Conference on innovation at the Center for the Development of Industrial Technology (CDTI)
  - Standards+Innovation: Your gateway to the market Conference in Brussels, with over 350 participants

- Contribution to the European Standards+Innovation initiative.

- Conversion of R&D&I project documents into European standards.
Internationalization and Exports

Harmonize standards and processes with the organizations that make up other countries’ quality infrastructure in order to boost exports and internationalization for Spanish companies.

Standards, the key to access to exports and international trade

80% of world trade is subject to standards
Opening markets for Spanish companies

UNE has 14 agreements in force with the standardization bodies of Latin American countries, as well as with the Mercosur Association for Standardization.

Standards are a catalyst for bringing markets closer together and removing trade barriers:

• 2,163 UNE standards exchanged in just three years.
• 83% of standards are adopted from European standards.

Collaboration with ICEX

• Passport to Internationalization Conference for the food and agriculture sector.
Harmonizing export requirements

As of the end of 2019, UNE had 14 active international cooperation and technical assistance projects.

To enhance the capacities of quality infrastructure entities and to harmonize requirements with the destination countries for Spanish exports.

Cutting-edge fields

✔ These projects promote regional integration, support for free trade agreements, market surveillance, regulatory harmonization in tourism, climate change, and support for public policies and the private sector.

✔ The main donors were the European Commission and AECID.

✔ Featured countries and regions: Algeria, Argentina, Albania, Central America, Colombia, Cuba, Peru, Ukraine, Kosovo, Nicaragua, Madagascar, Cambodia, and Sudan.

Cooperation projects

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<th>Projects bid on</th>
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<tr>
<td>Projects awarded</td>
<td>8</td>
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<tr>
<td>Active projects</td>
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<tr>
<td>Expert events</td>
<td>1,260</td>
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20 years of Spanish in ISO

• 2019 marked 20 years since the creation of the first group for Spanish translations of ISO international standards, with the goal of producing a single version for Spanish-speaking countries.

• More than 100 ISO standards are already in Spanish. UNE, the Spanish member of ISO, is leading this work.

75% of electrical standards are international
Institutional and Good Governance

Strengthen UNE’s multi-sector membership model to increase the relevance of standardization and cooperation activities.

UNE is a model for public-private collaboration between its members and government agencies

Members

UNE had 531 members as of the end of 2019, representing practically all of Spain’s productive sectors.
New members

- 8 major trade associations: AMI, ANAGRUAL, ASFARES, AUTELSI, COMINROC, CONFEDEM, FELAB, and FNP
- 4 prestigious organizations:: AIMPLAS, AIMPLAS, COITT, ENAIRE, and GBCe
- 3 representative companies from economic sectors: JUUL Labs, Quality Consulting, and Re-Ma

Recognition of commitment

In 2019, UNE continued to work to recognize its members’ accomplishments:

- ADEMI
- ANDECE
- FENIN
- TECNIFUEGO

Advantages of being an UNE member

- Committing to the quality of your products and services
- Deepening your organizations’ influence on global standardization
- Belonging to a large multi-sector network of Spanish, European, and international contacts
- Support to facilitate your presence at international standardization forums
- Voting rights at the UNE General Assembly and the ability to participate in its governing bodies
- Preferential conditions for participation in TNCs
- Discounts on the costs of participation in committees under the UNE secretariat
- Special benefits for purchasing standards and information products
- Training benefits

UNE Meetings

In 2019, the first “UNE Meeting” was held, focused on the application of blockchain to economic sectors.

In addition, NTC 84/SC 1 on essential oils was awarded by the Academy of Perfume for its leadership in ISO standards.

30

Actions to promote UNE activities and its brand at members’ events

In addition, NTC 84/SC 1 on essential oils was awarded by the Academy of Perfume for its leadership in ISO standards.
Good Governance
UNE is at the forefront of Corporate Governance, carrying out its activities with impartiality, rigor, and independence.

New Bylaws and Internal Regulations
• Restructuring of the representation of corporate members on the Board of Directors to adjust to new economic and social conditions, recognizing the weight of sectors such as health and the environment.
• Elimination of the link between corporate members’ fees and the net sales of all of their affiliates.
• All of the members of the Board of Directors and the Standing Committee will be replaced every four years, rather than replacing half of the members every two years, starting in 2022.

New CRC Regulation
• The Corporate Responsibility Committee (CRC) began to operate under new regulations.
• This modification is based on the approval by UNE governing bodies of the document General Principles Guaranteeing the Functional Separation of Standardization and Conformity Assessment Activities.

It establishes a commitment to functional separation of UNE, AENOR, and CEIS and establishes this CRC as the fundamental oversight body in the UNE Group.

New Code of Ethics
• Review of the Code of Ethics of UNE and its Group Companies.
• More information on how to deal with potential conflicts of interest, the functional separation between standardization and conformity assessment activities, and best practices for taxes.

Global Compact Report
• UNE showed its firm commitment to sustainable development by presenting its Progress Report on compliance and progress toward the Ten Principles of the Global Compact.

Gender perspective
• UNE signed the UN Declaration on the Mainstreaming the Gender Perspective into Standards.
People

The Association’s greatest asset
A team of highly qualified professionals, recognized by all.

Staff
✓ 64 people as of the end of 2019.
✓ Quality employment: 100 % have a permanent contract.
✓ Equality Plan.

Staff breakdown

Staff Training

Training actions in corporate fields (health and safety at work, code of ethics, values, data protection, or information security), technical knowledge, ICT, and languages.

- Hours of training
  - Total: 1,241
  - Per employee: 20

Personnel management model

In 2019, we confirmed the effectiveness of the Performance Management System implemented for 100 % of employees. Its goals are:

- Identify, measure, and manage professionals’ performance based objective criteria.
- Encourage and bolster organizational performance by managing professionals’ results and competencies.

Healthy Actions

Initiatives and campaigns to promote healthy living habits, as part of the occupational risk prevention:

- Overcoming fatigue
- Allergy treatment
- Quitting smoking
- Colon cancer (AECC)
- Healthy eating
- Flu campaign
- Headquarters emergencies
- Road safety
Information and Communication Systems

In the ICT field, UNE began its digital transformation in 2019 by designing a Systems Plan, in accordance with European and international standardization bodies.

New IT projects:

- **Email 365**: Migration of corporate email to Microsoft’s cloud-based service Exchange 365.
- **New ERP**: Shift to a new financial planning and management system.
- **VoIP**: Migration to a Telefonica cloud-based voice service.
- **Printing**: New printing system, optimizing use and cutting costs.
- **OneDrive**: Microsoft’s cloud platform that allows access to content from any device, anywhere.
- **App Parking**: Application for managing parking spaces.
- **New Intranet**: UNE launched a new intranet, using Sharepoint 365 technology in the Microsoft cloud. This has improved collaboration and productivity.

Dissemination

The Association has a very active role in the dissemination and communication of its activities, both internally and externally. It is also working on the visibility and recognition of the UNE brand.

Internal communication

**Intranet**

- Launch of UNE’s new intranet, the main channel for internal communication with its employees.
External communication

UNE implemented its communication plan with numerous actions to establish the Association as the leading source of information on standardization and to boost its brand awareness.

Media relations
- 35 press releases.
- 2,010 news featuring UNE.
- Audience of 317 million people.

“Firm Steps”
- “Firm Steps” advertising and communication campaign, with the goal of highlighting the advantages of using standards for economic sectors and the economy.
- Focus on relevant sectors of the Spanish economy, which exemplify the advantages of standards.
- SEM (search engine marketing) advertising campaign.
- Numerous contents shared (videos, posts, press releases, infographics, and podcasts).
- Materials available on the website www.pasosfirmes.es

Positive results

Over 4 million views
120,000 video views

Website
In 2019, http://www.une.org had a total of 1,968,713 visits, compared to 379,679 in 2018 (it was launched on June 27).

Media relations
- 35 press releases.
- 2,010 news featuring UNE.
- Audience of 317 million people.

Social Media
- LinkedIn 3,139 followers
- Twitter 3,032 followers
- YouTube 132,559 video views

Print version | 1,500 recipients
Digital version | 11,300 recipients

2019 Figures*

*Monthly data
Governing Bodies

The Spanish Association for Standardization, UNE, is governed by the General Assembly, Board of Directors, Standing Committee, and President of the Association.
## Standing Committee

### President

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. Carlos ESTEBAN PORTAL</td>
<td>AFME</td>
<td>Association of Manufacturers of Electrical Material</td>
</tr>
</tbody>
</table>

### Vice President

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. Alfredo BERGES VALDECANTOS</td>
<td>ANFALUM</td>
<td>Spanish Association of Lighting Manufacturers</td>
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### Treasurer

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Role</th>
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<tbody>
<tr>
<td>Mr. Edmundo FERNÁNDEZ PUÉRTOLAS</td>
<td>AMETIC</td>
<td>Association of Electronics, Information Technology, Telecommunications, and Digital Content Companies</td>
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### Members

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<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Role</th>
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<tbody>
<tr>
<td>Mr. José Manuel PRIETO BARRIO</td>
<td>MINCOTUR</td>
<td>Ministry of Industry, Trade, and Tourism</td>
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<tr>
<td>Mr. Luis RODULFO ZABALA</td>
<td>CEPCO</td>
<td>Spanish Federation of Associations of Construction Product Manufacturers</td>
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<tbody>
<tr>
<td>Mr. Segundo DE PABLO ALONSO</td>
<td>FACEL</td>
<td>Spanish Association of Manufacturers of Electrical and Fiber Optic Cables and Conductors</td>
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<tr>
<td>Mr. Fernando FRAILE GARCÍA</td>
<td>ICTE</td>
<td>Institute for Quality in Spanish Tourism</td>
</tr>
<tr>
<td>Mr. Ricardo CORTÉS SÁNCHEZ</td>
<td>SEOPAN</td>
<td>Association of Construction Companies and Infrastructure Concessionaires</td>
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<tr>
<td>Mr. Juan Ramón DURÁN PUEBLA</td>
<td>SERCOBE</td>
<td>National Association of Capital Goods Manufacturers</td>
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<tr>
<td>Mrs. Rocío PÉREZ DIESTRO</td>
<td>TELEFÓNICA</td>
<td>TELEFÓNICA S.A.</td>
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### Director General of UNE

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<tr>
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<tr>
<td>Mr. Javier GARCÍA DÍAZ</td>
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Board of Directors

President

Mr. Carlos ESTEBAN PORTAL  AFME  Association of Manufacturers of Electrical Material

Vice President

Mr. Alfredo BERGES VALDECANTOS  ANFALUM  Spanish Association of Lighting Manufacturers

Representatives from Corporate Members

Mrs. Pilar ESPINA MANCHÓN  ADELMA  Association of Detergent Companies and Cleaning, Maintenance, and Related Products Companies

Mr. Julio NIETO DE LA CIERVA  ADEMI  Association of Industrial Assembly and Maintenance Companies

Mr. José RUBIÓ BOSCH  AEAS  Spanish Water Supply and Sanitation Association

Mrs. Marta VILLANUEVA FERNÁNDEZ  AEC  Spanish Association for Quality

Mrs. Pilar ESPINA MANCHÓN  ADELMAR  Association of Detergent Companies and Cleaning, Maintenance, and Related Products Companies

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Mr. Carlos ESTEBAN PORTAL  AFME  Association of Manufacturers of Electrical Material
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<th>Name</th>
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</table>
| Mr. Alfredo BERGES VALDECANTOS | ANFALUM  
Spanish Association of Lighting Manufacturers                                         |
| Mr. Alberto ZAPATERO OCHOA  | ANFEL  
National Association of Manufacturers of Major Household Appliances                   |
| Mr. José Luis DÍEZ GUÍO     | ASEFAPI  
Spanish Association of Paint and Printing Ink Manufacturers                            |
| Mr. Ignacio CORTÉS MOREIRA | CALSIDER  
Calidad Siderúrgica, S.L.                                                              |
| Mr. Óscar QUEROL LEÓN       | CEDOM  
Spanish Home Automation Association                                                     |
| Mr. Luis RODULFO ZABALA     | CEPCO  
Spanish Federation of Associations of Construction Product Manufacturers              |
| Mr. Fernando MAÑAS ARTECHE  | CESOL  
Spanish Association of Welding and Bonding Technologies                                  |
| Mr. Manuel VALCÁRCEL FONTAO | F2I2  
Foundation for the Promotion of Industrial Innovation                                    |
| Mr. Segundo DE PABLO ALONSO | FACEL  
Spanish Association of Manufacturers of Electrical and Fiber Optic Cables and Conductors |
| Mr. Jesús SEVIL OLLÉ        | FAPE  
Spanish Association of Manufacturers of Small Household Appliances                       |
| Mr. César LUACES FRADES     | FdA  
Construction Aggregates Federation                                                      |
| Mrs. Sonia POMAR PÉREZ      | FEGECA  
Association of Manufacturers of Boilers and Radiators                                     |
| Mr. José María DE SIMÓN GOYANES | FEM-AEM  
Spanish Material Handling Equipment Association                                         |
| Mrs. Alicia GARCÍA-FRANCO ZÚÑIGA |  
FER  
Spanish Association of Recovery and Recycling                                              |
| Mr. Pedro VALENTÍN-GAMAZO DE CÁRDENAS |  
FIAB  
Spanish Federation of Food and Drink Industries                                             |
| Mrs. Elena SANTIAGO MONEDERO | HISPALYT  
Spanish Association of Manufacturers of Bricks and Clay Roof Tiles                      |
| Mr. Miguel MIRONES DÍEZ     | ICTE  
Institute for Quality in Spanish Tourism                                                   |
| Mr. Miguel Ángel MARTÍNEZ SÁNCHEZ | INESCOP  
Spanish Institute of Footwear and Related Products                                         |
| Mr. Ricardo LÓPEZ PERONA    | OFICEMEN  
Association of Cement Manufacturers of Spain                                             |
| Mr. Raúl GARCÍA POSADA      | PROTERMOSOLAR  
Spanish Association for the Promotion of the Thermosolar Industry                        |
| Mr. Manuel DOMÍNGUEZ DOMÍNGUEZ |  
REPCAR  
Spanish Association of Paper and Cardboard Recyclers                                       |
| Mr. Francisco José SICHAR MORENO |  
SEDIGAS  
Spanish Gas Association                                                                     |
| Mr. Ricardo CORTÉS SÁNCHEZ | SEOPAN  
Association of National Construction Companies Agronomists of Andalusia                  |
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<tr>
<th>Representatives from Associate Members</th>
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<tr>
<td>Mr. José Mª RONCERO GÓMEZ DE BONILLA</td>
<td>AECIM</td>
<td>Association of Metal Companies of Madrid</td>
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<tr>
<td>Mr. José Manuel BERNABÉ SANCHEZ</td>
<td>CEM</td>
<td>Spanish Metrology Center</td>
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<tr>
<td>Mr. Daniel PIZARRO CAMACHO</td>
<td>COIAA</td>
<td>Official Association of Engineers</td>
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<tr>
<td>Mr. Francisco GUTIÉRREZ LÓPEZ</td>
<td>COITIM</td>
<td>Official Association of Industrial Technical Engineers of Madrid</td>
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<tr>
<td>Mr. Juan CARO LÓPEZ</td>
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<td>Until February 2019</td>
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<tr>
<td>Mr. Fernando GORDILLO GUTIÉRREZ</td>
<td>PRYSMA</td>
<td>PRYSMA Calidad y Medio Ambiente, S.A.</td>
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<tr>
<td>Mrs. Esther VIYUELA ILLERA</td>
<td>SIEMENS</td>
<td>Siemens, S.A.</td>
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<td>Until June 2019</td>
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<tr>
<td>Mrs. Victoria PÉREZ CAÑO</td>
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<td>Mr. Antonio TORTOSA MARTÍNEZ</td>
<td>TECNIFUEGO-AESPI</td>
<td>Spanish Association of Fire Fighting Companies</td>
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<tr>
<td>Mr. Andrés BARCELÓ DELGADO</td>
<td>UNESID</td>
<td>Association of Steelmaking Companies</td>
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<tr>
<td>Mr. Manuel MARTÍNEZ PÉREZ</td>
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<th>Representatives from Government Agencies</th>
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<tr>
<td>Mr. Jose Carlos MEDERO RAMÍRE</td>
<td></td>
<td>Autonomous City of Melilla</td>
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<tr>
<td>Mr. Tomás CRIADO MARTÍN</td>
<td></td>
<td>Madrid Region</td>
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<tr>
<td>Mrs. Lucia Belén PITARCH MAMPEL</td>
<td></td>
<td>Ministry of Agriculture, Fisheries, and Food</td>
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<tr>
<td>Coronel Mr. José Ángel MADRONA MÉNDEZ</td>
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<td>Ministry of Defense</td>
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<tr>
<td>Dª Ana Cristina TRIFÓN ARÉVALO</td>
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<td>Ministry of Public Works</td>
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<tr>
<td>Mr. José Antonio DELGADO-ECHAGÜE SELL</td>
<td></td>
<td>Ministry of Industry, Trade, and Tourism</td>
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<tr>
<td>Mr. Joaquín ABENZA MORENO</td>
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<td>Region of Murcia</td>
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Subsidiaries

AENOR

CEIS (Testing, Innovation and Services Center)
AENOR’s Strategic Plan experienced strong momentum in 2019, as expected. The Strategic Plan has strengthened AENOR’s ability to deliver the long-term value for which it is so well-respected: to contribute to the transformation of society by building trust between organizations and individuals. AENOR’s transformation is taking place primarily at three levels:

- **Digital transformation.** Launch in 2019 of the Technology Systems Plan to make AENOR more dynamic and allow it to respond effectively to organizations’ needs.

- **Brand Strategy.** Deployment of the new Strategy as a symbol of transformation for all stakeholders. Its renewed brand supports the messages that AENOR’s clients want to transmit to society, with the trust in their verification and traceability that only AENOR can provide.

- **Cultural evolution.** A powerful range of actions taken to ensure that all professionals bring to their everyday work the AENOR values that are essential for it to continue to fulfill its purpose over the long term.

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### Main figures

- **Staff of 788** professionals around the world.
- **54%** of AENOR staff are women.
- **Over 75,400** certified workplaces in 67 countries.
- **Portfolio with more than 500** trusted solutions.
- **Over 3 million** audit hours per year.
- **163** accreditations and authorizations in numerous countries / **Over 160** annual audit and supervision sessions conducted by AENOR.
- **Overall customer satisfaction of 4.18** out of 5.
- **120,000** students have taken part in our training programs.
**Evolution of AENOR’s activity**

In 2019, AENOR maintained its growth of recent years, closing the year with more than 75,400 certified workplaces in 67 countries.

**Conformity assessment**

- Over 32,000 ISO 9001 Quality Management certificates in force, as well as over 14,000 certificates in ISO 14001 Environmental Management.
- The greatest growth came in projects that respond to society’s prevailing values:
  - Certifications in criminal compliance, anti-bribery, and the new tax compliance certification.
  - Digital ecosystem (ISO 27001, ISO 20001, and ENS).
  - Certifications to support SDG compliance.
  - Verification of non-financial information statements.
  - ISO 45001:2018. 2019 marked the first year since its publication and, therefore, for migration from OHSAS 18001.

The deadline set by the International Accreditation Forum (IAF) is September 2021.

**Sectoral Information Services**

- Over 2.5 million technical standards distributed.
- 17 new publishing projects in support of industrial sectors.

The best-selling publications:

- Guidelines for the application of ISO 45001.
- Practical guide for the integration of management systems: wlISO 9001, ISO 14001, and ISO 45001.

**Training**

- 765 courses
- 6,187 new students (120,000 total students to date). Most noteworthy courses:
  - Master’s degree in integrated quality, environmental, and occupational health and safety management systems.
  - Management of companies in the food and agriculture sector.
  - Transition to ISO 45001.
• The sales of the consolidated AENOR Group grew by 7%, to EUR 80.3 million

• Profit of 1.464 million euros (*)

• The entirety of the profit was reinvested in actions to further AENOR’s activities, in line with the measures established in the Strategic Plan

(*) This represents a slight fall due to higher depreciation and amortization resulting from the investments made in the Systems Plan, higher allowances for doubtful accounts, and higher corporate income tax.
Transforming society

AENOR is committed to strengthening the societies where it operates, constantly striving to move forward in fields such as good governance, equality, and sustainability.

Reporting in accordance with recognized frameworks

- United Nations Global Compact
- Global Reporting Initiative (GRI) standards
- Sustainable Development Goals (SDGs)

Environment and sustainability

As an organization, AENOR improved its impact on the environment in 2019:

- Reduction of consumption
- Circular economy and waste management
- Enhanced water use management

Helping organizations to demonstrate their commitment. Some examples:

- Responsible Tuna Fishing
- Animal Welfare
- Operation Clean Sweep
- Zero Waste
- SDG: first Spanish company accredited to certify projects

8% Reduction of electricity consumption

97.2% Employees with permanent contracts

Human Resources

- Each professional is a leader in Cultural Transformation
- 15% increase in telework
- 100% of workplaces and workstations are subject to risk assessment
- 100% of employees are trained in OSH
- Active program of healthy living habits
- 25% increase in average training hours

Occupational safety and health

- Supporting organizations with certifications such as:
  - ISO 45001, Occupational Health and Safety
  - Healthy Company

Source: Notes to the 2019 non-financial information statement.

20% Reduction in paper and cardboard
50% Reduction in toner
In 2019, CEIS celebrated its 20th Anniversary, consolidating its position as a leading testing laboratory in the field of conformity assessment.

In 2019, the Testing, Innovation and Services Center (CEIS) celebrated 20 years since its creation, consolidating its position as a leading testing laboratory in the field of conformity assessment. Throughout the year, it held a series of commemorative events and communications activities, including on social media with the hashtag #CEIS20.

2019-2021 Strategic Plan

- Significant growth in activity is expected, both in domestic markets and, primarily, in international markets.
- Modernization of organizational systems in order to boost competitiveness and enhance brand image.

Main financial figures:

- The Company’s net sales grew by just over 7% over the previous year.
- Two important facts in sales:
  - Growth of 27% in the energy business area.
  - Growth of 25.8% in overseas sales.

Overseas sales represented 40% total sales in 2019. Just over 90% of these were with EU Member States, with France being the largest, followed by Germany and Portugal.

Sales in the Middle East and Asia represented 4% of total sales and sales in the Americas accounted for another 4%.

The number of customers increased by 4.3% in 2019, while the number of customers from the EU or third countries rose by 19.6%.

Expenses

Expenses before taxes during the year were 3.8% more than the budgeted amount. The most significant differences occurred in supply costs, which deviated from the budget by just over 25%, largely due to the increase in testing activity resulting from updated tests.

Profit before tax

Profit before tax was EUR 842,086, while EBIDTA was slightly more than 1.7 million euros. After deducting income tax, the profit margin was 9.9%.
Breakdown of 2019 sales

Business units

1. Metallic materials ..........0.8 %
2. Projects and audits ..........6.9 %
3. Electric ..................31.8 %
4. Plastics ..................23.7 %
5. Energy ..................36.8 %

Overseas market

1. France ..................69.6 %
2. Germany ..................6.9 %
3. Portugal .................4.4 %
4. Rest of Europe ..........10.2 %
5. Rest of the world ......8.9 %