2020 Annual Report

Standardization
By your side. Now and always.
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**/ Letter from the President /**

I would like to present the report summarizing the activities of the Spanish Association for Standardization (UNE), as well as the most noteworthy actions by its subsidiaries AENOR International S.A.U. and the Testing, Innovation and Services Center (CEIS).

2020 has gone down in history as one of the most challenging years we have ever faced, due to the global pandemic caused by COVID-19. The Spanish Association for Standardization (UNE) worked from the very start to continue its activities remotely and efficiently, in order to contribute to overcoming the health and economic emergency. And we did it the best way we know: with public-private partnerships.

A few days after the state of emergency was declared on March 14, the Association took the exceptional step of providing access to more than 55,000 UNE standards for the production of materials that were essential in medical professionals’ fight against the coronavirus.

This facilitated a quality, safe and speedy production of personal protective equipment. This action was recognized by the Spanish Network of the UN Global Compact.

In addition, we developed numerous business management and product quality and safety standards for coronavirus risk reduction, alongside relevant industry associations that are UNE members. These included standards for medical masks, tourism, funeral facilities, and ultraviolet radiation equipment. For example, Specifications UNE 0064 and UNE 0065 for hygienic masks, prepared in record time, are a perfect example of a public-private partnership.

All these actions are consistent with UNE’s mission to support the well-being of Spanish society and Spanish economic sectors by contributing to the country’s economic recovery. The continuation of this contribution is laid out in the annual standardization work programme for 2021, in line with the Spanish Recovery, Transition, and Resilience Plan.

This contribution by UNE required involvement by many parties, including the Association’s members. That is why I want to highlight their initiative, determination, and responsibility. At the end of 2020, there were 528 UNE members, representing nearly every sector of the Spanish economy.

They all have one thing in common: an overarching strategic vision of their value contribution to their sector and to the entire Spanish economy. They are aware that their economic sectors need to be provided with technical standards that meet their needs.

This spirit is clearly reflected in the first point of UNE’s 2019-2021 Strategic Plan: respond to the major challenges facing business and society. Last year, the second year in which this Plan was implemented, was remarkably successful, as UNE effectively responded to the challenges facing business and government agencies. This unique value provided by UNE to Spain’s economic sectors was demonstrated last year by 1,999 new standards, a 7.5% increase, which is quite telling.

I would also like to thank the government agencies for their role in overcoming this crisis and for their confidence in UNE once again, especially at such a critical time. They have confirmed the strength of the ties that bind the economic sectors and government agencies in this common project called UNE.

Finally, I would like to conclude by expressing my gratitude and recognition to the people who work at the Association: a big, united family that is proud of UNE’s role in society.
2020 has been a year that we will undoubtedly never forget.

In this context, if there is one thing that defined UNE’s actions in 2020, it was its ability to ensure the continuity of its activities. By applying UNE-EN ISO 22301, Business Continuity Management System, UNE led by example and managed to continue to provide its services with dynamism and flexibility, beyond the minimum feasible service established in this standard.

2020 was a record year for the publication of standards, with a total of 1,999 new UNE standards, demonstrating that standardization continues to be a key tool for providing solutions to the challenges faced by society. Since March, all activities by UNE’s technical committees and governing bodies were carried out online. Not a single technical body suspended its activities.

UNE, the European organizations CEN and CENELEC, and the international organizations ISO and IEC, in which UNE is the Spanish member, have all shown an exemplary ability to immediately adapt to the environment created by the pandemic, while providing our customers with the tools needed to continue their activities.

All this work followed the indications given by business sectors and government agencies to contribute to Spain’s economic recovery. In terms of both Green Transition and Digital Transformation, UNE intensified its role promoting the deployment of public policies in these areas and facilitating organizations’ application of technical solutions.

Moreover, UNE participated in more than 40 innovation projects in the European Horizon 2020 programme, as a European leader in this field, and helped accelerate market access for the new products and services resulting from these projects.

All this investment in standardization by both the private and public sectors brings clear benefits, as society grows increasingly aware of the importance of ensuring that products and services on the market are safe; i.e., that they comply with standards, thus reducing unfair competition. In order to contribute to this goal and help the relevant authorities meet their obligations, the Market Surveillance Observatory was set up in 2020, as a forum seeking to deepen public-private partnerships in this area in line with Regulation (EU) 2019/1020 on Market Surveillance.

All the activity described in this annual report has the value and credibility provided by UNE’s reputation, based on its exemplary corporate governance. In 2020, UNE was the first association to adhere to the Code of Best Tax Practices established by the Spanish Tax Agency (AEAT). Along the same lines, following directions by the Council for Transparency and Good Governance and the National Commission for Markets and Competition, both the Transparency Portal and access to certain relevant information on UNE were improved. This helped to bolster trust and strengthen the values and principles guiding our activity.

In essence, UNE made a qualitative leap forward in 2020 to continue to bolster its capacity to respond to society’s needs and to boost companies’ competitiveness with standards that build confidence.
## UNE in 2020 at a Glance

<table>
<thead>
<tr>
<th>Category</th>
<th>2020 Data</th>
<th>Cumulative Total at Year-End 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNE Standards</td>
<td>1,999</td>
<td>33,970</td>
</tr>
<tr>
<td>European standards adopted</td>
<td>1,881</td>
<td>27,190</td>
</tr>
<tr>
<td>Technical standardization bodies</td>
<td>31</td>
<td>942</td>
</tr>
<tr>
<td>Members</td>
<td>25</td>
<td>528</td>
</tr>
</tbody>
</table>
Origin of the standards in the catalogue

- National: 14.20%
- International ISO: 4.70%
- International IEC: 1.10%
- European CEN: 31.80%
- European CEN-ISO: 17.13%
- European CLC: 5.60%
- European CLC-IEC: 16.90%
- European ETSI: 8.40%
- European ETSI
- 7. European CEN-ISO: 16.90%
- 6. European CLC: 5.60%
- 5. European CEN-ISO: 17.13%
- 4. European CEN: 31.80%
- 3. International IEC: 1.10%
- 2. International ISO: 4.70%
- 1. National: 14.20%

Standards by Sectors

- Foodstuffs: 2.90%
- Household goods, sport and leisure: 2.00%
- Heating, ventilation, and air conditioning: 1.10%
- Construction and civil engineering: 8.50%
- Electronics: 13.70%
- Packaging: 1.50%
- Energy: 2.20%
- Electrical engineering: 8.20%
- Mechanical engineering: 7.50%
- Materials: 13.60%
- Environment: 2.80%
- Fundamental standards: 4.70%
- Chemicals: 5.10%
- Healthcare: 1.70%
- Safety and hygiene: 2.40%
- Services: 0.50%
- Information technology: 8.20%
- Transport: 13.40%

1. National
2. International ISO
3. International IEC
4. European CEN
5. European CEN-ISO
6. European CLC
7. European CLC-IEC
8. European ETSI
9. Mechanical engineering
10. Materials
11. Environment
12. Fundamental standards
13. Chemicals
14. Healthcare
15. Safety and hygiene
16. Services
17. Information technology
18. Transport

Advisory Committees, after the creation of the Market Surveillance Observatory. These are in addition to the Construction, Electrical Engineering, and Circular Economy Committees.

Active agreements with government agencies

Active R&D&I projects

Active international cooperation projects

UNE 2020 Annual Report

Standards harmonization agreements with Latin America

UNE in 2020 at a Glance
/ Implementation of UNE’s 2019-2021 Strategic Plan

2020 marked the second year of implementation of UNE’s 2019-2021 Strategic Plan, with positive results.

It was prepared by UNE members and reflects the Association’s aspirations for its future: to help organizations respond to their greatest challenges and to strengthen UNE’s multi-sectoral membership model.

<table>
<thead>
<tr>
<th>79%</th>
<th>Compliance rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>52%</td>
<td>Actions implemented</td>
</tr>
<tr>
<td>27%</td>
<td>Actions in progress</td>
</tr>
</tbody>
</table>

Cumulative total as of the end of 2020
UNE’s Strategic Plan is Based on Five Strategic Objectives

- Respond effectively to the major challenges facing businesses 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.
Helping Companies Achieve their Goals

“Respond effectively to the major challenges facing businesses and society through the development of standards and cooperation”

In 2020, the Association focused its efforts on alleviating the health emergency and reactivating the Spanish economy.

These actions are consistent with UNE’s mission: contributing to social well-being, the protection of people, and the competitiveness of companies.

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Standards in the Catalogue</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>32,930</td>
</tr>
<tr>
<td>2019</td>
<td>33,345</td>
</tr>
<tr>
<td>2020</td>
<td>33,970</td>
</tr>
</tbody>
</table>
5.1 / UNE’s Contribution to Defeating COVID-19 and Supporting Economic Recovery

Free access to essential medical equipment standards
To facilitate the quality, safe and speedy production of medical equipment and personal protective equipment.

Specifications UNE 0064 and UNE 0065 on hygienic masks
Developed in record time, these are an example of public-private partnership, involving four ministries and private companies.

- UNE 0064-1 Non-reusable hygienic masks for adult use
- UNE 0064-2 Non-reusable hygienic masks for children use
- UNE 0065 Reusable hygienic masks for adult and children

Specifications UNE 0066 to reduce risks in tourism
Developed jointly with ICTE and supported by the Tourism Agency, these establish guidelines and recommendations to reduce the spread of the SARS-CoV-2 coronavirus in the tourism sector and to bolster confidence.

At the global forefront
These specifications provided the basis for preparing the international ISO standard for safe tourism, ISO/PAS 5643, thereby exporting Spanish experience and knowledge to the entire world. ISO and UNE presented this initiative at a webinar held in November 2020.
Safety and hygiene at funeral facilities

In collaboration with UNE, PANASEF promoted Specification UNE 0069, which establishes the hygiene and health requirements and recommendations for mortuaries, crematories, and funeral parlors.

The objective is to prevent the risk of the spread of SARS-CoV-2 in funeral facilities and to bolster confidence.

It contributed to a return to activity under safe conditions at a crucial time.

Safety of ultraviolet radiation equipment

Promoted by ANFALUM, Specification UNE 0068 establishes the safety requirements for UV-C equipment used for the disinfection of room air and surfaces.

It was presented at the webinar Ultraviolet Radiation Equipment: Safety and Use, organized jointly with ANFALUM.

It is a key tool for reducing uncertainties about these devices and promoting their safe use.

Public presentation: COVID Special in SICUR

- UNE presented its standards to defeat COVID-19 at SICUR COVID, IFEMA’s new platform to help companies adapt to the new situation.
- Through various videos, experts from the Association explained why these standards are important for economic recovery.

Close collaboration with government agencies

- Industry Resolution on PPE: Joint work with INSST and MINCOTUR.
- Support in comparing European standards with standards from other regions of the world.
- Objective: facilitating the import of PPE into Spain, as an alternative to the European conformity CE marking, through the recognition of non-European standards.
Risk management, business continuity, and resilience

Standards are strategic tools for managing crises like the current one and for economic recovery.


Spain Can Plan

- UNE has joined projects that are part of the Recovery, Transformation, and Resilience Plan for the Spanish economy, alongside its members.
- Standardization is a strategic ally for success in these projects.

Series of UNE Meetings

To explain how UNE and ISO business management standards have helped deal with crisis situations, digitalization, and cybersecurity.

2nd May 20. How to ensure business continuity
3rd May 27. Organizational and social resilience
4th June 3. The importance of the digitalization of industry in the current situation
5th June 10. Cybersecurity I: A sectoral need
6th June 17. Cybersecurity II: The role of cybersecurity standards in the European regulatory environment

Main Technical Bodies Established

<table>
<thead>
<tr>
<th>Body</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTN 165/GT 8</td>
<td>Protection from violence against children and people living in vulnerable situations</td>
</tr>
<tr>
<td>CTN 192/SC 15</td>
<td>Regulatory inspection / heating installations in buildings</td>
</tr>
<tr>
<td>CTN 201/SC 37AB</td>
<td>Surge arresters. Insulation coordination for low-voltage equipment</td>
</tr>
<tr>
<td>CTN 219</td>
<td>Electric vehicles for urban mobility</td>
</tr>
<tr>
<td>CTN 324</td>
<td>Additive manufacturing</td>
</tr>
<tr>
<td>CTN 325</td>
<td>Appliances, solid biofuels and firelighters for barbecuing</td>
</tr>
<tr>
<td>CTN 326</td>
<td>Hyperloop</td>
</tr>
</tbody>
</table>

Experts attended these Meetings
5.2 / Green Transition

The *Standardization Support for the Green Transition Report* lays out the central role of standards in driving the green transition, harmonizing best practices, and providing reliable and negotiated tools.

It resulted from the work of the Circular Economy Advisory Committee.

World Standards Day: UNE analyzed standards’ contribution to the green transition before an audience of more than 200 attendees.

- UNE-EN ISO 14090 *Adaptation to climate change. Principles, requirements and guidelines.*
- UNE-EN 45554 on methods for the assessment of the ability to repair, reuse, and upgrade energy-related products.
- UNE-EN 45555 on methods for assessing the recyclability and recoverability of energy-related products.

5.3 / Digital Transformation

The *Standardization Support for the Digital Transformation Report* reveals the key support provided by standards in achieving success in the digitalization of Spain.

- UNE-EN 301549 *Accessibility requirements for ICT products and services.*
- EN 16234-1 *e-Competence Framework (e-CF) - A common European Framework for ICT Professionals in all sectors.*
- UNE 41316 *Digital Declaration of Performance for construction products (smart CE marking).*
- UNE-EN ISO 19650-5 on information management in BIM, focused on safety.

UNE NTC 320 actively participates in the European standardization technical committee CEN/CLC JTC 13, which is responsible for the development of cybersecurity and data protection standards.
5.4 / Industry


Presented at a webinar organized by SEDIGAS and UNE

- UNE 58720 Preventive maintenance of lifting appliances.
- UNE 27800 Passenger boarding bridges for cruises and ferries.

OTHER RELEVANT EVENTS

- Sixth International Congress on Normalization, Standards, and University Quality (CINECU), together with UNED
- The present and future of heating and DHW in the face of regulatory changes
- Second Indoor Air Quality Congress

5.5 / Advanced Technologies

- Created a pre-normative group on quantum technologies.
- Created the NTC 326 Hyperloop.
- Spanish chair of the CEN TC Hyperloop.

New reports:

- Standardization Support for the Digital Transformation
- Standardization Support for the Green Transition
- The Circular Economy and Standardization
- Standardization Support for Medical Devices and Services
- BIM: Standardization of digital information for projects, construction, and management of civil engineering works and buildings
Creation of the Market Surveillance Observatory

Fundamental objective: strengthening public-private partnership between government agencies and sectoral associations, and contributing to compliance with technical standards, given that such standards:
• provide credibility in markets,
• promote industrial activities, and
• represent a guarantee for consumers.

Members of the UNE Market Surveillance Observatory at the end of 2020

UNE AWARDS

Fifth edition of the UNE Awards, which recognize outstanding contributions to standardization by individuals and organizations.

• Integration of standardization and innovation: Tecnalia, represented by its CEO Iñaki San Sebastian

• NTC 211 Electric energy cables: whose Secretariat is led by FACEL (Xavier Cesari)

• Chair of a Committee: Manuel Carbó, Chairman of NTC 118 Tobacco and tobacco products

• Membership in a Committee: Roberto Arias and Susana Rodriguez, from the company Zitrón, for their membership in NTC 100 Air conditioning

It took place during the Annual Meeting of Chairs and Secretaries, attended by more than 200 chairs and secretaries.

4 ADVISORY COMMITTEES

• Market Surveillance Observatory
• Construction
• Electrical Engineering
• Circular Economy

In 2020, they continued to work as mechanisms for dialogue to identify the challenges facing businesses and society.
• Ministry of Economic Affairs and Digital Transformation
  Coordinating committees supporting the Digital Transformation of organizations.
• Ministry for the Green Transition and the Demographic Challenge
  Working hand in hand.
• Ministry of Transport, Mobility, and the Urban Agenda
  Establishing the basis for an Action Protocol and cooperating with the interministerial
  BIM Commission.

6.1 Partnership with Government Agencies

In 2020, UNE especially intensified its partnership with government agencies.
"Intensify dialogue with government agencies to increase the use of standards in support of public policies and legislation"

Facilitating compliance with legislation and the deployment of public policies.

In 2020, UNE especially intensified its partnership with government agencies.

6.1 / Partnership with Government Agencies

- Ministry of Economic Affairs and Digital Transformation
  Coordinating committees supporting the Digital Transformation of organizations.

- Ministry for the Green Transition and the Demographic Challenge
  Working hand in hand.

- Ministry of Transport, Mobility, and the Urban Agenda
  Establishing the basis for an Action Protocol and cooperating with the interministerial BIM Commission.

13

Agreements in force with government agencies

9,285

UNE standards cited in Spanish legislation
6.2  / Pillars of Quality Infrastructure in Spain

In 2020, UNE promoted cooperation with ENAC and CEM in order to help bring attention to the importance of Quality Infrastructure in the current situation.

✔ Standardization, Certification, and Metrology play an essential role in supporting organizations’ industrial development and the deployment of the policies and regulatory frameworks established by government agencies.

✔ They provide organizations with the tools needed to ensure compliance with safety, quality, or environmental requirements.

Events and training for government officials

• Engagement in numerous events with government agencies and in training for government officials.

• UNE provided training to government officials on public procurement, through the webinar Quick Guide to Using Technical Standards in Tenders, attended by 150 professionals from government agencies.
"Integrate standardization and innovation to help innovative products and services reach the market faster"

Incorporating standardization into R&D&I projects increases their impact on industry, society, and government agencies.

R&D&I projects:
- 57 proposals submitted
- 13 projects funded
- 41 active projects
Although many projects (41) will continue to be carried out until 2025, the provisional closing data for the final year of the programme (2014-2020) are as follows:

- 270 proposals submitted
- 59 projects funded
- 22% success rate (European average: 12%)

Results obtained:
- 6 CEN-CENELEC Workshop Agreements (CWA) published, plus 10 under preparation
- 1 CEN/TR published
- 2 amended ISO standards

CEN-CENELEC Standards+Innovation 2020 Award: NEXTOWER
This R&D&I project with participation by UNE won the prestigious European standardization and innovation award from CEN and CENELEC.
“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 are the language spoken by international markets, thus facilitating exports.

80% of world trade is subject to standards, according to the OECD

85.8% of UNE standards have an international or European origin

Standards have economic benefits that represent:

5% of companies’ annual sales

1% of the Spanish GDP
8.1 / Access to New Markets

2020 highlighted the importance of agreements for the exchange of standards and information. Cooperation with Latin American and Chinese standardization bodies is particularly noteworthy. UNE monitored the progress of future free trade agreements between the EU and various countries and regions, highlighting the role of standards in technical harmonization and trade exchanges.

Promoting Spanish

- UNE continues to promote the use of Spanish in ISO and IEC by leading the work of the Spanish translation group for ISO international standards (STMG).
- With 117 standards available in an official Spanish version for the entire Spanish-speaking community.
- Sectors: quality management, environment, innovation, assets, energy, or risks.

14

Agreements in force with standardization bodies of Latin American countries, as well as with the Mercosur Association for Standardization

More than 2,000

UNE standards exchanged with Latin America

This underscores Latin America’s interest in the export requirements of the Spanish and European market.
8.2 / Advocacy for Spanish Interests around the World

The Association brings the voice of Spanish experts to global forums where key standards for the competitiveness of our industry are discussed.

UNE’s Director General participates in:
- The ISO Board of Directors
- The CEN and CENELEC Boards of Directors, and as Vice-President Technical of CENELEC

In the General Assemblies of:

ISO
- Through its participation in the ISO Council, UNE contributed to the development of the new ISO 2030 Strategy.
- This seeks to ensure that standards are used globally, that they respond to the needs of all, and that they do so through an inclusive drafting process.

CEN and CENELEC
- Development of the 2030 Strategy, which aims to build a safer, more competitive, and sustainable Europe through standardization.
- Consensus-based standards will be developed to bolster confidence and facilitate market access and innovation.
- In the Crisis Management Network, UNE worked to continue standardization activities and to share global actions in the fight against COVID-19.

IEC
- Spain has strengthened its commitment to IEC governance by renewing Oscar Querol as a member of the technical management body, the IEC SMB.
- This will allow it to maintain the influence and contributions of Spanish industry in IEC, thereby ensuring that its interests are taken into account.

COPANT
- UNE has shared best practices in standardization, resilience, and business continuity with the NSBs in this region.
In 2020, UNE deepened its influence in the technical bodies of the international and European standardization bodies, to the benefit of Spanish economic sectors.

**International responsibilities**

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>127</td>
<td>127</td>
<td>144</td>
<td></td>
</tr>
</tbody>
</table>

17 New international responsibilities taken on in 2020

- Spanish participation in thematic groups and events organized under the UN’s United 4 Smart Sustainable Cities (U4SSC) initiative, coordinated by ITU, UNECE, and UN-Habitat.

- Participation in other international events:
  - Annual plenary meeting of IECRE, the IEC conformity assessment system for renewable energy equipment and systems.
  - Annual plenary meeting of IECEE, the IEC System for Conformity Assessment of Electrotechnical Equipment and Components.

**U4SSC**
A UNE expert was appointed vice-chair of the UN Smart and Sustainable Cities Initiative

<table>
<thead>
<tr>
<th>Technical Body</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEN/TC 281/WG 5</td>
<td>Solid fuels and firelighters for barbecuing and single-use-barbecues</td>
</tr>
<tr>
<td>CEN/WS 111</td>
<td>Guidelines for Micro-SMEs on GDPR Compliance</td>
</tr>
<tr>
<td>CEN/WS 113</td>
<td>Framework linking dismantled parts with new design components for the automotive industry in a circular economy model</td>
</tr>
<tr>
<td>CLC/SR 97</td>
<td>Electrical installations for lighting and beaconing of aerodromes</td>
</tr>
<tr>
<td>CLC/SR 117</td>
<td>Solar thermal electric plants</td>
</tr>
<tr>
<td>CLC/T 59X/WG 05</td>
<td>Induction cooking</td>
</tr>
<tr>
<td>CLC/T 59X/WG 10</td>
<td>Surface cooking appliances</td>
</tr>
<tr>
<td>IEC/TC 17/SC 17 C/M 40 IEC 62271-212-2016</td>
<td>High-voltage switchgear and controlgear. Part 212: Compact equipment assembly for distribution substation (CEADS)</td>
</tr>
<tr>
<td>IEC/TC 17/SC 17 C/WG 38</td>
<td>Guidance for the transferability of type tests</td>
</tr>
<tr>
<td>IEC/TC 23E</td>
<td>Circuit-breakers and similar equipment for household use</td>
</tr>
<tr>
<td>ISO/TC 46/SC 8/WG 12</td>
<td>International archive statistics</td>
</tr>
<tr>
<td>ISO/TC 46/SC 11/WG 19</td>
<td>Risk assessment for records processes and systems</td>
</tr>
<tr>
<td>ISO/TC 89/SC 3</td>
<td>Plywood</td>
</tr>
<tr>
<td>ISO/TC 228/AG 1</td>
<td>Tourism and related services. Communication advisory group</td>
</tr>
<tr>
<td>ISO/TC 228/WG 17</td>
<td>Tourist visits</td>
</tr>
<tr>
<td>ISO/TC 228/WG 18</td>
<td>Measures to reduce the spread of Covid-19 in the tourism industry</td>
</tr>
<tr>
<td>ISO/TC 309/STTF</td>
<td>Governance of organizations</td>
</tr>
</tbody>
</table>
14 Active international cooperation projects

Cooperation projects
Bid on 12
Awarded 4
Active 14
Expert events 1,063

✔️ Driving key areas:
• Market harmonization
• Institutional strengthening
• Deployment of public policies
• Regional integration
• Free trade agreements
• Quality infrastructure
• Market surveillance
• Fight against climate change
• Best practices
• Support for the private sector

✔️ Projects carried out with two main donors: The European Commission and PTB.

✔️ Projects in: Albania, Algeria, Azerbaijan, Cambodia, Central America, Indonesia, Kosovo, Madagascar, Mali, Mercosur, Nicaragua, Peru, Senegal, Sudan, and Ukraine.

EU: STANDARDS DRIVE ECONOMIC RECOVERY

The Council of the European Union (EU) underlined the essential role of standardization for moving forward in Europe’s ongoing economic recovery, achieving a more competitive industry, and ensuring the effective functioning of the single market.
On the Forefront of Good Governance and Organizational Development

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

9.1 Members

- Associate members
- Corporate members
- Individual and honorary members

UNE had 528 members as of the end of 2020, representing practically all of Spain’s economic sectors.
/ 09 / On the Forefront of Good Governance and Organizational Development

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

UNE had **528 members** as of the end of 2020, representing practically all of Spain’s economic sectors.

**9.1 Members**

- **Associate members**: 8%
- **Corporate members**: 28%
- **Individual and honorary members**: 64%
25 New members joined UNE

<table>
<thead>
<tr>
<th>Major trade associations</th>
<th>11</th>
</tr>
</thead>
<tbody>
<tr>
<td>• AEE</td>
<td>ADINE</td>
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<tr>
<td>• AQUA ESPAÑA</td>
<td>ANFACA</td>
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<td>• AEFA</td>
<td>UNEMADERA</td>
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<tr>
<td>• AERCE</td>
<td>UNESPA</td>
</tr>
<tr>
<td>• AIFIM</td>
<td>UNEF</td>
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<table>
<thead>
<tr>
<th>Prestigious organizations</th>
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<td>• ASEPAU</td>
<td>ICAB</td>
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<td>• AMPIMEX</td>
<td>ITI</td>
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<td>• ATECYR</td>
<td>UCLM</td>
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<td>• CICYTEX</td>
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<td>• Wall Box Chargers</td>
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<td>• UFD Distribucion Electricidad</td>
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<table>
<thead>
<tr>
<th>Individual professional</th>
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</table>

25 New members joined UNE

Major trade associations
• AEE
• AQUA ESPAÑA
• AEFA
• AERCE
• AIFIM
• ANDIGAS

Prestigious organizations
• APGP
• ASEPAU
• AMPIMEX
• ATECYR
• CICYTEX

Representative companies from economic sectors
• EICON Estanterias Industriales
• Wall Box Chargers
• UFD Distribucion Electricidad

Individual professional

Welcoming new UNE members
On November 6, UNE welcomed the new members who joined the Association since the 2019 General Assembly at an online event.

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

Benefits

- Belonging to the UNE’s large multisectoral network of contacts
- Being part of the standardization system
- Participating in UNE’s decisions and having the possibility of contributing to its strategies
- Leading the work of the NTCs
- Preferential conditions for participation in NTCs
- Special benefits in purchasing standards and training sessions

• Event with members from the machinery sector.
9.2 / Good Governance
UNE is committed to the development of a positive framework for Good Governance, Compliance, and Transparency.

Social Responsibility
As planned and in fulfilment of its commitment, training activities on the Code of Ethics were held at the UNE Group entities in order to share Good Governance policies with 100% of the staff.

In line with their goal of promoting social well-being and helping build the trust that is essential for the development of the economic sectors and the economy, the three Entities that make up the UNE Group formalized their adherence to the Code of Best Practices of the Spanish Tax Agency (AEAT). UNE is the first Association to adhere to this Code.

Regulatory Compliance
Following directions from the Transparency and Good Governance Council, UNE’s Transparency Portal was improved.

90.3% Rating received in the assessment carried out

The hallmarks of our identity
TRANSPARENCY

IMPARTIALITY

DATA PROTECTION
- Creation of the UNE Information Security and Data Protection Committee, which updated the policies, procedures, protocols, and manuals on the subject.

- Communication of the updated regulations and their publication on the intranet, informing people that the documentation is available and encouraging them to read and understand it.

- In 2020, the focus was on compliance with data protection regulations and the recommendations of the Spanish Data Protection Agency (AEPD).

- Adaptation of the cookies banner to AEPD guidelines, within the timeframes established by the AEPD.
9.3 / 2030 Agenda

The 2030 Agenda is gaining increasing prominence and the Sustainable Development Goals (SDGs) are informing the strategies and actions of more and more sectors and entities.

UNE’s actions involving the 2030 Agenda are focused on three main areas:

1. UNE’s special role in establishing Partnerships to achieve the SDGs (SDG 17)
2. Our activities’ significant contribution toward helping achieve the SDGs:
   a. Standards
   b. R&D&I projects
   c. International Cooperation
3. The direct social and environmental impacts of our activity

Activities in each of these three areas were carried out, and are included in the Progress Report to be submitted to the Global Compact in 2021.

Actions in the SDGs

- Analysis and quantification of the standards in the Spanish catalogue that contribute to achieving the SDGs
- Publication of 18 articles in the UNE magazine (from 2019 to 2020)
- Specific section on the website
- Linking UNE events to the SDGs to which they contribute
- In the organization’s activities, consideration of the SDGs in:
  - Promoting equal opportunity and gender equality
  - Training the workforce
  - Improving waste management through informational posters, etc.
- Promoting the 2030 Agenda and the SDGs in our environment

More than 4,000 standards in UNE’s catalogue help society achieve the SDGs
9.4 / People

A team of qualified professionals who are proud to be part of the UNE Family and its role in society.

**Workforce**

- **70 people** as of the end of 2020
- In 2020, the company continued its efforts to generate quality employment by bringing nine people onto UNE’s workforce.

The following table shows that women represent 58.60% of the workforce, compared to 41.40% for men.

<table>
<thead>
<tr>
<th>DISTRIBUTION</th>
<th>MEN</th>
<th>WOMEN</th>
<th>TOTAL</th>
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<tr>
<td>Executives and middle management</td>
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<td>9</td>
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<tr>
<td>Qualified technicians</td>
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<tr>
<td>Administrative and support staff</td>
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<td>13</td>
<td>16</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>29</strong></td>
<td><strong>41</strong></td>
<td><strong>70</strong></td>
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There is significant equality in the positions with greater responsibilities: 53% women and 47% men.

**Age distribution**

![Age distribution chart]

**Training**

- **51 training activities**
  - 1,624 hours of training
  - 22.87 average hours of training per employee
- **100% of the workforce has received some kind of training**

**COVID Policies**

Intense work to ensure the safety of the workforce:

- **May**: Telework Survey
- **May**: Risk Assessment of the building at Calle de Génova 6
- **June**: Return Protocol
- **September/October**: “RETO” Coaching Sessions, “Working for the TRUST of UNE and its team”
- **November**: Introduction to the concept of voluntarism

Constant communication with the workforce to ensure their safety and peace of mind.

Anonymous, free psychological care for any UNE staff who need it.
9.5 / Digital Transformation of UNE

Technology is changing the way things are done. In 2020, UNE deepened its digital transformation in order to help Spanish experts participate in developing standards and their subsequent implementation, by offering quality products that meet end-users’ digital needs.

This is why UNE is developing its Systems Plan, as part of the digital transformation taking place in European and international standardization organizations. In 2020, it focused on:

- The separation of AENOR and UNE infrastructures to ensure appropriate functional separation.
- The implementation of a new ERP (Enterprise Resource Planning) for UNE’s financial management, in line with the Association’s reality and characteristics.
- Improvement of contact databases as a prior step to implementing CRM (Customer Relationship Management). This seeks to achieve a 360 degree vision of our members and stakeholders for appropriate, comprehensive management of our relationships and activities with them.
- Preparation of APIs to download European and international standardization programmes to optimize the processing and adoption of standards.
- Deployment of IndexUNE to offer government agencies and UNE members a simple tool for consulting and monitoring the standards cited in legislation, as a comprehensive service.

To achieve this, the following has been necessary:

- the replacement of a number of stationary equipment with laptops;
- the installation of computer telephony tools (Flexapp);
- the consolidation of connection to the remote virtual private network (VPN);
- the implementation of numerous tools for online meetings and events (Teams, Teams Live, GoToMeeting, Zoom, etc.) for both technical and governing bodies. In this area, it is worth mentioning the selection and use of an online tool (EleccionesOnline) to carry out the electoral process for this year.
9.6 / Communication

UNE works hard to disseminate and communicate its activities. The Association plays a very active role in the visibility and recognition of the UNE Brand.

**Internal communication**

**“Values that UNiTE” Campaign**

About our Purpose and our Values, aimed at employees. This revolved around the five UNE values:

- vision for the future
- people
- commitment
- results-oriented
- excellence

A monthly contest where employees discuss a value in their videos or other content. One winner and two runners-up were chosen each month.

It was a major success, with numerous videos and materials submitted to the contest. The videos were shared on the intranet. These affirm the pride of belonging to the UNE Family.

**External communication**

UNE carried out numerous actions to establish the Association as the leading source of information on standardization.

- **Media relations**
  - 28 press releases
  - 2,645 news items featuring UNE
  - 7,15 million euros of equivalent advertising value from news items highlighting the UNE Specifications for face masks

- **Website**
  - 2,182,807 visits

- **Social Media**
  - LinkedIn: 6,509 followers, 3,370 new followers
  - Twitter: 4,219 followers, 1,187 new followers
  - YouTube: 6,308 video views
## Governing Bodies

### STANDING COMMITTEE

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>President</td>
<td>Mr. Carlos ESTEBAN PORTAL</td>
<td>AFME Association of Manufacturers of Electrical Material</td>
</tr>
<tr>
<td>Vice-President</td>
<td>Mr. Alfredo BERGES VALDECANTOS</td>
<td>ANFALUM Spanish Association of Lighting Manufacturers</td>
</tr>
<tr>
<td>Treasurer</td>
<td>Mr. Edmundo FERNÁNDEZ PUÉRTOLAS</td>
<td>AMETIC Association of Electronics, Information Technology, Telecommunications, and Digital Content Companies</td>
</tr>
<tr>
<td>Members</td>
<td>Mr. José Manuel PRIETO BARRIO</td>
<td>MINCOTUR Ministry of Industry, Trade, and Tourism</td>
</tr>
<tr>
<td></td>
<td>Mr. Luis RODULFO ZABALA</td>
<td>CEPCO Spanish Federation of Associations of Construction Product Manufacturers</td>
</tr>
<tr>
<td></td>
<td>Mr. Segundo DE PABLO ALONSO</td>
<td>FACEL Spanish Association of Manufacturers of Electrical and Fiber Optic Cables and Conductors</td>
</tr>
<tr>
<td></td>
<td>Mr. Fernando FRAILE GARCÍA</td>
<td>ICTE Institute for Quality in Spanish Tourism</td>
</tr>
<tr>
<td></td>
<td>Mr. Ricardo CORTÉS SÁNCHEZ</td>
<td>SEOPAN Association of Construction Companies and Infrastructure Concessionaires</td>
</tr>
<tr>
<td></td>
<td>Ms. María MORENO LÓPEZ DE AYALA</td>
<td>Since July 2020</td>
</tr>
<tr>
<td></td>
<td>Mr. Juan Ramón DURÁN PUEBLA</td>
<td>SERCOBE National Association of Capital Goods Manufacturers</td>
</tr>
<tr>
<td></td>
<td>Mr. Raúl MEGÍA RODRÍGUEZ</td>
<td>TELEFÓNICA Telefónica de España, S.A.U.</td>
</tr>
<tr>
<td><strong>Director General of UNE</strong></td>
<td>Mr. Javier GARCÍA DÍAZ</td>
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## JUNTA DIRECTIVA

### President

<table>
<thead>
<tr>
<th>Name</th>
<th>Association/Description</th>
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<tbody>
<tr>
<td>Mr. Carlos ESTEBAN PORTAL</td>
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### Vice-President

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<thead>
<tr>
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<tbody>
<tr>
<td>Mr. Alfredo BERGES VALDECANTOS</td>
<td>ANFALUM Spanish Association of Lighting Manufacturers</td>
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</table>

### Representatives from Corporate Members

<table>
<thead>
<tr>
<th>Name</th>
<th>Association/Description</th>
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</thead>
<tbody>
<tr>
<td>Ms. Pilar ESPINA MANCHÓN</td>
<td>ADELMA Association of Detergent Companies and Cleaning, Maintenance, and Related Products Companies</td>
</tr>
<tr>
<td>Mr. Julio NIETO DE LA CIERVA</td>
<td>ADEMI Association of Industrial Engineering, Assembly, Maintenance and Service Companies</td>
</tr>
<tr>
<td>Mr. José RUBIÓ BOSCH</td>
<td>AEAS Spanish Water Supply and Sanitation Association</td>
</tr>
<tr>
<td>Mr. Arturo GÓMEZ MARTÍNEZ</td>
<td>AEAS Spanish Water Supply and Sanitation Association</td>
</tr>
<tr>
<td>Mr. Jacobo DÍAZ PINEDA</td>
<td>AEC Spanish Road Association</td>
</tr>
<tr>
<td>Mr. Avelino BRITO MARQUINA</td>
<td>AEC Spanish Association for Quality</td>
</tr>
<tr>
<td>Ms. Cristina MIRÓ LLINARES</td>
<td>AEFI Spanish Association of Toy Manufacturers</td>
</tr>
<tr>
<td>Ms. Paloma SEVILLA GARCÍA</td>
<td>AELÉC Association of Electricity Companies</td>
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### Members

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<thead>
<tr>
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<tr>
<td>Ms. María Pilar BUDÍ HURTADO</td>
<td>AFEC Manufacturers Conditioning Equipment Association of Air</td>
</tr>
<tr>
<td>Ms. Mónica HERRANZ MÉNDEZ</td>
<td>AFELMA Association of Spanish Manufacturers of Mineral Wool Insulation</td>
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<tr>
<td>Mr. Carlos ESTEBAN PORTAL</td>
<td>AFME Association of Manufacturers of Electrical Material</td>
</tr>
<tr>
<td>Mr. Mariano PÉREZ CAMPOS</td>
<td>AIDIMME Institute of Metalworking, Furniture, Wood, Packaging, and Related Areas</td>
</tr>
<tr>
<td>Mr. Joan TRISTANY CLARET</td>
<td>AMEC Multi-Sector Association of Companies</td>
</tr>
<tr>
<td>Mr. Edmundo FERNÁNDEZ PUÉRTOLAS</td>
<td>AMETIC Association of Electronics, Information Technology, Telecommunications, and Digital Content Companies</td>
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<tr>
<td>Mr. Luis CEDIEL BLANCO</td>
<td>ANAIP Spanish Association of Plastics Manufacturers</td>
</tr>
<tr>
<td>Mr. Luis MATEO MONTOYA</td>
<td>ANDIMAT National Association of Manufacturers of Insulation Materials</td>
</tr>
<tr>
<td>Mr. Carlos PERAITA GÓMEZ DE AGÜERO</td>
<td>ANEFHOP National Spanish Association of Manufacturers of Ready-Mixed Concrete</td>
</tr>
<tr>
<td>Ms. Aránzazu GARCÍA HERMO</td>
<td>ANFAC Spanish Association of Car and Truck Manufacturers</td>
</tr>
<tr>
<td>Mr. Alfredo BERGES VALDECANTOS</td>
<td>ANFALUM Spanish Association of Lighting Manufacturers</td>
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<tr>
<td>Mr. Alberto ZAPATERO OCHOA</td>
<td>ANFEL</td>
<td>National Association of Manufacturers and Importers of Household Appliances</td>
</tr>
<tr>
<td>Mr. Jorge CUARTERO DASTOS</td>
<td>ANMOPYC</td>
<td>Spanish Federation of Manufacturers of Construction Public Works, and Mining Machinery</td>
</tr>
<tr>
<td>Mr. Carlos MARTÍN MARTÍNEZ</td>
<td>AOP</td>
<td>Spanish Association of Petroleum Product Operators</td>
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<tr>
<td>Mr. José Luis DÍEZ GUÍO</td>
<td>ASEFAPI</td>
<td>Spanish Association of Paint and Printing Ink Manufacturers</td>
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<tr>
<td>Ms. Rosa SÁNCHEZ TORRES</td>
<td>BEQUINOR</td>
<td>National Association of Standardization of Capital Goods and Industrial Safety</td>
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<tr>
<td>Mr. Ignacio CORTÉS MOREIRA</td>
<td>CALSIDER</td>
<td>Calidad Siderúrgica, S.L.</td>
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<tr>
<td>Mr. Óscar QUEROL LEÓN</td>
<td>CEDOM</td>
<td>Spanish Home Automation Association</td>
</tr>
<tr>
<td>Mr. Luis RODULFO ZABALA</td>
<td>CEPCO</td>
<td>Spanish Federation of Associations of Construction Product Manufacturers</td>
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<tr>
<td>Mr. Fernando MAÑAS ARTECHE</td>
<td>CESOL</td>
<td>Spanish Association of Welding and Bonding Technologies</td>
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<tr>
<td>Mr. Pedro MORA PERIS</td>
<td>COMINROC</td>
<td>Spanish Federation of Extractive Industries of Industrial Rocks and Minerals</td>
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<tr>
<td>Mr. Francisco ALONSO GIMENO</td>
<td>CONAIF</td>
<td>National Federation of Associations of Installers and Fluids</td>
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<tr>
<td>Mr. Manuel CARBÓ MARTÍNEZ</td>
<td>DG CONSUMO</td>
<td>General Directorate of Consumer Affairs</td>
</tr>
<tr>
<td>Mr. Manuel VALCÁRCEL FONTAO</td>
<td>F2I2</td>
<td>Foundation for the Promotion of Industrial Innovation</td>
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<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. Jesús SEVIL OLLÉ</td>
<td>FAPE</td>
<td>Spanish Association of Manufacturers of Small Household Appliances</td>
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<tr>
<td>Mr. César LUACES FRADES</td>
<td>FdA</td>
<td>Construction Aggregates Federation</td>
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<tr>
<td>Ms. Sonia POMAR PÉREZ</td>
<td>FEGECA</td>
<td>Association of Manufacturers of Boilers and Radiators</td>
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<tr>
<td>Mr. José María DE SIMÓN GOYANES</td>
<td>FEM-AEM</td>
<td>Spanish Material Handling Equipment Association</td>
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<tr>
<td>Ms. Ana MUÑOZ GONZÁLEZ</td>
<td>FENIE</td>
<td>National Federation of Facilities Companies of Spain</td>
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<tr>
<td>Ms. Margarita ALFONSEL JAÉN</td>
<td>FENIN</td>
<td>Federación Española de Empresas de Tecnología Sanitaria</td>
</tr>
<tr>
<td>Ms. Alicia GARCÍA-FRANCO ZÚÑIGA</td>
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<td>Spanish Association of Recovery and Recycling</td>
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<tr>
<td>Mr. Pedro VALENTÍN-GAMAZO DE CÁRDENAS</td>
<td>FIAB</td>
<td>Spanish Federation of Food and Drink Industries</td>
</tr>
<tr>
<td>Ms. Elena SANTIAGO MONEDERO</td>
<td>HISPALYT</td>
<td>Spanish Association of Manufacturers of Bricks and Clay Roof Tiles</td>
</tr>
<tr>
<td>Mr. Miguel MIRONES DÍEZ</td>
<td>ICTE</td>
<td>Institute for Quality in Spanish Tourism</td>
</tr>
<tr>
<td>Mr. Miguel Ángel MARTÍNEZ SÁNCHEZ</td>
<td>INESCOP</td>
<td>Spanish Institute of Footwear and Related Products</td>
</tr>
<tr>
<td>Mr. Ricardo LÓPEZ PERONA</td>
<td>OFICEMEN</td>
<td>Association of Cement Manufacturers of Spain</td>
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Since December 2020
<table>
<thead>
<tr>
<th>Name</th>
<th>Position/Role</th>
<th>Company/Association</th>
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<tbody>
<tr>
<td>Mr. Raúl GARCÍA POSADA</td>
<td>PROTERMOSOLAR</td>
<td>Spanish Association for the Promotion of the Thermosolar Industry</td>
</tr>
<tr>
<td>Mr. Gonzalo MARTÍN BARRERA</td>
<td></td>
<td>PROTERMOSOLAR Spanish Association for the Promotion of the Thermosolar Industry</td>
</tr>
<tr>
<td>Mr. Manuel DOMÍNGUEZ DOMÍNGUEZ</td>
<td>REPCAR</td>
<td>Cardboard Recyclers of Paper and Spanish Association</td>
</tr>
<tr>
<td>Mr. Francisco José SICHAR MORENO</td>
<td>SEDIGAS</td>
<td>Spanish Gas Association</td>
</tr>
<tr>
<td>Mr. Ricardo CORTÉS SÁNCHEZ</td>
<td>SEOPAN</td>
<td>Association of National Construction Companies</td>
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<td>Ms. María MORENO LÓPEZ DE AYALA</td>
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<td>Mr. Juan Ramón DURÁN PUEBLA</td>
<td>SERCobe</td>
<td>National Association of Capital Goods Manufacturers</td>
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<tr>
<td>Mr. Antonio TORTOSA MARTÍNEZ</td>
<td>TECNIFUEGO</td>
<td>Spanish Association of Fire Fighting Companies</td>
</tr>
<tr>
<td>Mr. Andrés BARCELÓ DELGADO</td>
<td>UNESID</td>
<td>Association of Steelmaking Companies</td>
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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>
</tr>
<tr>
<td>Ms. Eva BEJARANO WIESELER</td>
<td>AIMPILAS</td>
<td>Association of research for Plastics and Related Materials</td>
</tr>
<tr>
<td>Mr. José Manuel BERNABÉ SÁNCHEZ</td>
<td>CEM</td>
<td>Spanish Metrology Center</td>
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<tr>
<td>Ms. María MORENO LÓPEZ DE AYALA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mr. Daniel PIZARRO CAMACHO</td>
<td>COIAA</td>
<td>Official Association of Agronomists of Andalusia</td>
</tr>
<tr>
<td>Mr. Juan CARO LÓPEZ</td>
<td></td>
<td>COIGTIM Official Association of Industrial Technical Engineers of Madrid</td>
</tr>
<tr>
<td>Mr. Fernando GORDILLO GUTIÉRREZ</td>
<td>PRYSMA</td>
<td>PRYSMA Vic y Medio Ambiente, S.A.</td>
</tr>
<tr>
<td>Ms. Victoria PÉREZ CAÑO</td>
<td>SIEMENS</td>
<td>Siemens, S.A.</td>
</tr>
<tr>
<td>Mr. Raúl MEGÍA RODRÍGUEZ</td>
<td>TELEFÓNICA</td>
<td>Telefónica de España, S.A.U.</td>
</tr>
<tr>
<td>Mr. Manuel MARTÍNEZ PÉREZ</td>
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<tr>
<td>Mr. Jose Carlos MEDERO RAMÍREZ</td>
<td></td>
<td>Autonomous City of Melilla</td>
</tr>
<tr>
<td>Mr. Tomás CRIADO MARTÍN</td>
<td></td>
<td>Madrid Region</td>
</tr>
<tr>
<td>Ms. Lucía Belén PITARCH MAMPEL</td>
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<td>Ministry of Agriculture, Fisheries, and Food</td>
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<tr>
<td>Coronel Mr. José Ángel MADRONA MÉNDEZ</td>
<td>Ministry of Defense</td>
<td></td>
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<tr>
<td>Ms. Ana Cristina TRIFÓN ARÉVALO</td>
<td></td>
<td>Ministry of Transport, Mobility, and the Urban Agenda</td>
</tr>
<tr>
<td>Mr. José Antonio DELGADO-ECHAGÜE SELL</td>
<td>Ministry of Industry, Trade, and Tourism</td>
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<tr>
<td>Mr. Joaquín ABENZA MORENO</td>
<td></td>
<td>Region of Murcia</td>
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</table>

**Representatives from Government Agencies**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Agency</th>
</tr>
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<tbody>
<tr>
<td>Mr. José Carlos MEDERO RAMÍREZ</td>
<td>Autonomous City of Melilla</td>
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<td>Ministry of Defense</td>
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Thanks to the ambitious transformation project launched in 2018, AENOR has the capabilities it needs to provide organizations with added value to deal with the pandemic.

**Testing, Innovation, and Services Center (CEIS)**

In 2020, CEIS effectively responded to the uncertainty in the global economy caused by COVID-19, consolidating its role as a leading testing laboratory in the conformity assessment field.
Responding to COVID-19 together with society

The situation that the pandemic has created for the entire planet has required the utmost effort from everyone. That is why we expanded and consolidated AENOR’s capabilities in already existing services—such as inspection in China—while developing solutions that organizations urgently needed to address the new reality.

This focus led to the creation of the “Defeating COVID-19” Trust Platform.

Its most outstanding solution has been the certification of COVID-19 Protocols, developed and marketed in record time, which represents the greatest success in AENOR’s history in a short period of time. Within days of leaving their work sites, most of the organization was very effectively working remotely, ensuring that the services provided digitally were never interrupted. Remote audits were consolidated as an effective option, which was well-received by clients.

But in the hardest part of the lockdown, AENOR also had its unsung heroes: the auditors and laboratory personnel who maintained their on-site activity because they were working for sectors that were essential to society.

In just a few weeks, there was a new situation in terms of revenues, and the facts have shown that AENOR made the right choice.

In addition to the immediate information technology measures that made it possible and secure for large numbers of employees to work remotely, a package of cost-cutting measures was designed to meet the demands of the moment.

The global organization’s efforts resulted in revenues of 77 million euros during the year. These revenues, along with a series of measures to drastically reduce investment and contain costs, organizational actions, and flexible management to take full advantage of all market opportunities, reduced the impact of the crisis.
Taking care of our people

One of the main keys to the success of AENOR’s transformation has been the active involvement of its professionals. For AENOR, their safety comes first.

- An average of 860 active users of remote work tools.
- A significant package of measures against COVID at all AENOR work sites.
- 31,509 PPE items delivered and 321 tests performed (PCR, serology, and antigens).
- 100% of workplaces and workstations were subject to risk assessment.
- 100% of employees trained in OSH.
- 15,778 hours of training.

Main figures and earnings

Earnings

- In 2020, EBITDA was 1.9 million euros, with a net loss of 459,000 euros, mostly as a result of the global pandemic.
- However, these losses do not represent a significant deterioration in AENOR’s equity. The balance sheet at the end of the year was solid, guaranteeing the sustainability of AENOR’s operations.
2018-2020 Strategic Plan

2020 was also the third year of the Strategic Plan that began in 2018. Its successful deployment entailed substantial steps forward in fields underpinning AENOR’s current and future competitiveness.

- **Optimizing operations**
- **Capturing growth**
- **ONE Marketing at AENOR**
- **Orienting AENOR to its customers**
- **Ensuring excellence at AENOR: AENOR at AENOR**

Conformity assessment

Nearly 34,000 workplaces are certified in ISO 9001 Quality Management and more than 14,000 are certified in ISO 14001 Environmental Management. However, it should be noted that the percentage represented by these certifications decreases each year, as more recently launched certifications and verifications increase their percentage.

The greatest growth came in projects that respond to society’s core values.

- Certification of COVID-19 protocols
- Certifications of sustainability and contribution to the SDGs
- Certifications in criminal compliance and anti-bribery, as well as the new tax compliance certification
- Verification of reports on non-financial information
- Digital ecosystem (ISO 27001, ISO 20001, and ENS)

Sectoral Information Services

- In 2020, more than 40 UNE standards were made available free of charge, describing essential processes for the manufacture of protective material and equipment for the pandemic.
- In addition, eight new publishing projects in support of industrial sectors were launched.

More than 2.5 million technical standards distributed

- **1,009** organized courses
- **30** countries
- **9,192** students
Contributions to society

Environment and sustainability

AENOR is committed to strengthening the societies where it operates, constantly striving to move forward in fields such as:

- good governance
- equality
- and sustainability

In addition, as an organization, in 2020 AENOR improved its impact on the environment in the areas of prevention, waste management, and water consumption:

- in 2020 we reduced paper use by 3.5%
- water use by 47.5%
- energy use by 31%

Reporting in accordance with recognized frameworks

AENOR’s 2020 Non-Financial Information Statement (EINF) met the requirements of Law 11/2018 on Non-Financial Information and Diversity and was prepared in accordance with recognized frameworks, such as:

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

Helping organizations show their commitment

- COVID-19 protocols
- Responsible Tuna Fishing
- Animal Welfare
- Operation Clean Sweep
- Zero Waste
- SDGs: first Spanish company accredited to certify projects
In 2020, the Testing, Innovation, and Services Center (CEIS) effectively responded to the high level of uncertainty in the global economy caused by the COVID-19 pandemic, achieving significantly better results than in the previous year.

**Response to the COVID-19 crisis**

The economic crisis caused by COVID-19 prompted CEIS to implement new ways of organizing its production:

- using teleworking for many everyday functions;
- exploring new mechanisms to maintain and, as much as possible, strengthen its commercial relationships with customers;
- temporarily modifying, where possible, the labor relationship between the company and its employees.

In 2020, the initially established financial objectives were not achieved, due to the COVID-19 crisis. Nevertheless, CEIS’s rapid reaction, the implementation of strong preventive measures in the workplace to create the healthiest and safest conditions possible, and the exceptional responsibility and professionalism of its employees allowed CEIS to achieve significantly better results than those obtained in the previous year.
Main financial figures

- **Revenues**: 1.5% higher than in 2019
- **Profit before tax**: over 16.8% greater
- The company’s after-tax **profit margin was 10.5%**

Activities

- **Testing**
- Activities related to conformity assessment and technical assistance
- **Other areas**:
  - Pre-normative research and development (Plastic Europe, Réseau de Transport d’Electricité)
  - Technical cooperation (Gulf Standardization Organization, Centre Technique de Plasturgie et de Caoutchouc, TRAGSA)
  - Certification (AENOR, INGCER, SABS, etc.)

Good Governance

Reinforcement of Good Governance policies, in coordination with UNE and AENOR:

- **Regulatory compliance and crime prevention system**, with the **Code of Ethics** at its core.
  - Guidelines on social responsibility, good governance, respect for human rights, and equal opportunities in the workplace.
  - Requirements regarding best practices, money laundering, environmental and labor responsibility, and acts of bribery and corruption. CEIS adhered to the Code of Best Tax Practices, in coordination with the Group’s Entities.
  - Creation of a whistleblower channel.

CEIS specialists at the El Soplao Tourist Complex, performing technical assistance work.
Annual Report / 2020

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