WE FULLFILLED OUR STRATEGIC PLAN
2019-2021
## 2021 ANNUAL REPORT

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LETTER FROM THE PRESIDENT

It is an honor for me to present the report on the activities of the Spanish Association for Standardization (UNE), as well as the most noteworthy actions of the subsidiaries AENOR Internacional S.A.U. and the Testing, Innovation, and Services Center (CEIS). (CEIS). These three organizations have been providing unique value to our society and economy.

In 2021, UNE directed all of its efforts toward the recovery of the economy, in response to the lingering effects of the crisis caused by the COVID-19 pandemic. Among other actions, we presented the report UNE Standards for Economic Recovery at a joint event with the Spanish Confederation of Business Organizations (CEOE). (CEOE). The report concludes that technical standards will be one of the pillars for recovery and for the proper use of funds from the Next Generation EU fund. Standards are companies’ strategic allies in the projects of the Recovery, Transformation, and Resilience Plan.

The Association also carried out important work in the shared fight against coronavirus last year, following its efforts begun in 2020. For example, the ISO international standard for the reduction of COVID-19 in tourism was published, led by Spain, through UNE and the Spanish Institute for Tourism Quality (ICTE), with support of the Tourism Division of the Ministry of Industry, Trade and Tourism.

Another good example is the UNE-ISO Specification to reduce COVID-19 risks in the workplace, protecting the health, safety, and welfare of Spaniards. These and other actions once again firmly established UNE as a social and economic leader, as well as earning it greater recognition.

In 2021, 2,451 new UNE standards were published, providing an effective response to organizations’ greatest challenges in areas such as sustainability, digital transformation, good governance, and exports. These standards were developed in the 234 UNE Committees. In these neutral spaces for dialogue and collaboration, more than 13,000 experts from Spanish organizations share their knowledge, through dialogue and consensus, to develop standards that protect society’s interests and that bring together those with a commitment to business excellence and social conscience.

The noteworthy milestones include the appointment of Javier García, Director General of UNE, as vice president of the International Organization for Standardization (ISO). This is an accomplishment that speaks volumes about the enormous influence and prestige that Spain has achieved in international and European standardization in recent years. It certainly opens a door for our economic and business organizations to lead the global standards that will provide an effective response to their challenges. Congratulations, Javier!

I would also like to thank UNE Members, the pillar and engine of the Association. These include more than 150 prominent national industry associations. In addition, I would like to highlight the support and trust received by Spanish government agencies. This support has demonstrated the strong bond uniting productive sectors and government agencies in the successful model of public-private partnership represented by UNE.

In recent years, we have experienced remarkable progress in good corporate governance, based on a solid compliance model, transparency, and best practices. In 2021, we deepened our commitment to the United Nations Global Compact with our Fourth Progress Report.

I would like to conclude with a word of thanks to the people working at this great family, who are proud of UNE’s unique role in society.
2021 has been a very important year for UNE. In addition to the completion of UNE’s first strategic plan, which covered 2019 to 2021, the General Assembly approved the UNE Strategy 2025.

The Strategic Plan 2019-2021 was a key tool for UNE’s evolution during this new stage of its activities as the Spanish standards body, begun in 2017, as well as a stable guide for the organization’s management during these difficult years. At year-end, out of a total of 62 actions, 50 (80%) were completed, 8 (13.5%) were at an advanced stage of development, pending minor details, and only 6.5% of the actions had not begun.

On the other hand, the UNE Strategy 2025 focuses on the evolution of UNE’s role as a public-private mechanism providing consensus-based solutions to society’s greatest challenges. The business community and government agencies, along with the academic and research community and other actors in our society, are asking UNE to generate standards and agreements on issues involving the challenge of climate change, the energy transition, the digitalization of society, efficient and responsible management of resources, etc.

2021 also demonstrated UNE’s role both nationally and beyond our borders, in the European market and internationally. Actions such as those carried out by the Market Surveillance Observatory, as an Advisory Committee to the Board of Directors, have helped bring public and private sector actors together at the UNE table, with special expertise and competence in this area. UNE is evolving as an impartial, respected platform for dialogue and consensus, contributing to essential collaboration between key players in market surveillance in our country.

Meanwhile, Spain’s much-needed capacity to influence the international arena, where many of the standards relevant to our country are developed, was bolstered in 2021 with my appointment as vice president of ISO until 2024. In addition to the personal and institutional pride this brings, it represents an opportunity to highlight the global reach of UNE’s activities.

In the information society in which we live, one could say that whatever is not communicated does not exist. We are aware of the need to bring attention to the impact of efforts by UNE Members and the thousands of organizations whose exceptional professionals, with all their knowledge and experience, work to promote shared progress for all. That is why special emphasis was placed on strengthening UNE’s communications capabilities in 2021.

We have reinforced our messages on the value of standardization and the importance of compliance with standards, in order to raise awareness on this issue in Spanish society. To do so, we have taken advantage of the presence in all areas of Spanish society and economy of the communications network comprised by UNE Members.

To close, I would like to thank UNE Members and government agencies for their trust in UNE. Their strategic vision of UNE’s potential contribution to the progress of our society is, without a doubt, what makes this association special and what convinces me that UNE’s contribution to our country will grow even more significant between now and 2025.
<table>
<thead>
<tr>
<th>Category</th>
<th>2021 Data</th>
<th>Cumulative Total As of the End of 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNE Standards</td>
<td>2,451</td>
<td>34,958</td>
</tr>
<tr>
<td>European Standards Adopted</td>
<td>2,272</td>
<td>28,260</td>
</tr>
<tr>
<td>Technical Standardization Bodies</td>
<td>38</td>
<td>980</td>
</tr>
<tr>
<td>Members</td>
<td>31</td>
<td>531</td>
</tr>
</tbody>
</table>
Approval of the First Annual Report of the Market Surveillance Observatory, which analyzes the market situation with respect to compliance with legislation and standards

Agreements in force with government agencies

1. National 13.5%
2. European CEN 30.9%
3. European CENELEC 5.6%
4. ETSI 9.7%
5. International ISO (CEN) 22.3%
6. IEC (CENELEC) 18% (16.9%)

ORIGIN OF STANDARDS IN THE CATALOGUE

STANDARDS BY SECTORS

1. Foodstuffs 2.90%
2. Household goods, sports and leisure 1.90%
3. Heating, ventilation, and air conditioning 1.10%
4. Construction and civil engineering 8.20%
5. Electronics 13.40%
6. Packaging 1.40%
7. Energy 1.40%
8. Electrical engineering 8.30%
9. Mechanical engineering 7.10%
10. Materials 13.10%
11. Environment 2.90%
12. Fundamental standards 4.50%
13. Chemicals 4.90%
14. Healthcare 1.70%
15. Safety and hygiene 2.40%
16. Services 0.60%
17. Information technology 10.00%
18. Transport 13.20%
2021 was the last year of implementation of UNE’s three-year strategic plan, with positive results

✔ We fulfilled our Strategic Plan, which was created with the goal of helping companies and government agencies implement the standards they need to meet their greatest challenges.

✔ Very satisfactory implementation of planned actions, in a context of economic crisis and the COVID-19 pandemic.

Over 90% Actions completed or at an advanced stage of development, pending minor details.

MILESTONES

OBJECTIVE 1
Creation of 4 Advisory Committees

OBJECTIVE 2
10 Agreements signed with Government Agencies

OBJECTIVE 3
Over 48% growth in R&D&I Project Portfolio

OBJECTIVE 4
Over 1,500 standards provided to Latin American Countries

OBJECTIVE 5
Over 73 new members
UNE’S STRATEGIC PLAN IS BASED ON FIVE MAIN OBJECTIVES

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

2. Intensify dialogue with government agencies to increase the use of standards in support of public policies and legislation.

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

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

5. Strengthen UNE’s multi-sector membership model to increase the relevance of standardization and cooperation activities.
It is based on three objectives:
- Provide solutions to the challenges faced by society.
- Carry out its digital transformation.
- Be recognized as an exemplary organization.

These objectives reflect UNE’s aspiration to continue providing unique value to Spanish economic sectors and government agencies.
PRIORITIES OF THE STRATEGIC OBJECTIVES

1. UNE PROVIDES SOLUTIONS TO THE CHALLENGES FACING SOCIETY

• Make Spain a more resilient country.
• Support the Ecological and Energy Transition and the Digital Transformation of Spanish businesses.
• Contribute to responding to social challenges.
• Accelerate market access to the results of innovation projects.
• Strengthen the multilateral system of international trade, especially the EU Internal Market.

2. UNE CARRIES OUT ITS DIGITAL TRANSFORMATION

• Produce standards that are suitable for the digital economy.
• Transform the standards development process.
• Transform UNE’s financing model for the digital era.
• Support UNE’s professionals and ensure that they receive digital training.

3. UNE IS RECOGNIZED AS AN EXEMPLARY ORGANIZATION IN ITS ECOSYSTEM

• Implement best practices in Good Corporate Governance.
• Strengthen communication on the benefits of standardization for Spanish society.
• Promote Market Unity through the use of and compliance with standards, in collaboration with government agencies.
• Attract leading Spanish companies to become members of UNE.
• Strengthen Spanish quality infrastructure.

UNE PROVIDES SOLUTIONS TO THE CHALLENGES FACING SOCIETY

• In line with the 2030 strategies of the European standardization organizations (CEN and CENELEC) and international standardization organizations (ISO and IEC).
• Includes UNE’s contribution to the fulfillment of the 2030 Agenda and the SDGs.
In 2021, UNE directed all of its efforts to supporting economic recovery, in response to the lingering effects of the COVID-19 crisis.

UNE contributes to building a safer, more sustainable, and more competitive world, promoting Shared Progress.
4.1 _ UNE’S CONTRIBUTION TO SUPPORTING ECONOMIC RECOVERY

Report on UNE Standards for Economic Recovery

It concludes that standards will play an essential role in the economic recovery and in the proper use of funds from the Next Generation EU fund, which includes 140,000 million euros for Spanish companies.

The report was presented at an event organized together with CEOE to commemorate World Standards Day in November 2021.

UNE standards, key to success in PERTE Strategic Projects.

STANDARDS HAVE ECONOMIC BENEFITS THAT REPRESENT

1% Spanish GDP

MAIN STANDARDS FOR RECOVERY

QUALITY
- UNE-EN ISO 9001 Quality

ECOLOGICAL TRANSFORMATION
- UNE-EN ISO 14001 Environment
- UNE-EN ISO 50001 Energy

DIGITAL TRANSFORMATION.
- UNE-EN ISO/IEC 27001 Cybersecurity
- UNE 0060 and UNE 0061 Digitization
- UNE-ISO/IEC 2000-1 IT services

RESILIENCE
- UNE-EN ISO 22301 Business continuity

INNOVATION
- UNE 166002 Innovation

GOOD GOVERNANCE
- UNE-ISO 37301 Compliance
- UNE 19601 Criminal Compliance
- UNE-ISO 37001 Anti-bribery
- ISO 45001 Occupational health and safety
- UNE-ISO/PAS 45005 General guidelines for safe working during the COVID-19 pandemic

THE 5 ESSENTIAL RULES OF THE YEAR

- UNE-ISO/TS 14092 Adaptation to climate change. Requirements and guidance on adaptation planning for local governments and communities
- UNE 133100 Series Frameworks for telecommunications networks
- UNE-ISO 37301 Requirements for compliance management systems
- UNE-ISO/PAS Specification 5643 Tourism and related services. Requirements and guidelines to reduce the spread of Covid-19 in the tourism industry
4.2 EFFECTIVE RESPONSE IN THE FIGHT AGAINST COVID-19

Global standard to respond to COVID-19 in the workplace

New versions of the Specifications for Hygienic Masks

Updated UNE Specifications:
- UNE 0064-1 Non-reusable hygienic masks for adults
- UNE 0064-2 Non-reusable hygienic masks for children
- UNE 0065 Reusable hygienic masks for adults and children

Leading the international ISO standard for safe tourism

UNE-ISO/PAS Specification 5643 establishes the requirements to reduce the spread of COVID-19 in tourism.

Led by Spain, through UNE and ICTE, with the support of the Tourism Division of the Ministry of Industry, Trade, and Tourism.

Presentation of UNE-ISO/PAS Specification 45005, the worldwide standard to reduce risks from COVID-19 in the workplace.

Objective: to protect health, safety, and welfare at the workplace.

Additions were made to the standards developed in 2020 for:
- Hygienic masks
- Tourism
- Funeral facilities
- Ultraviolet radiation equipment, etc.

New awards for UNE’s work

FER presented UNE with the “Mother Earth” award for its essential response for defeating COVID-19. This was in addition to other awards, such as that given by the Spanish Network for the United Nations Global Compact in 2020.
4.3 _ ECOLOGICAL TRANSITION

A new report reveals how standards are driving the green transition by harmonizing best practices and providing reliable, negotiated tools.

Main standards published
- UNE-EN ISO 14090 Adaptation to climate change. Principles, requirements, and guidelines
- UNE-EN 45552 General method for the assessment of the durability of energy-related products
- UNE-EN IEC 61400-3-1 Wind energy generation systems. Part 3-1: Design requirements for fixed offshore wind turbines
- UNE-EN IEC 61215-2 Terrestrial photovoltaic (PV) modules. Design qualification and type approval. Part 2: Test procedures
- UNE-EN 45557 General method for assessing the proportion of recycled material content in energy-related products

UNE Conferences driving the green transition

February 2021
With experts from MITECO, MITMA, and private organizations (AFEC, AFME, ANDIMAT, ANFALUM, APPA, ASEFAVE, CEPCO, FEGECA, and UNEF).

June 2021
Experts underlined the fundamental role of standardization in competitiveness and the global leadership of the Spanish wind power industry.

25 UNE Conferences organized:
- UNE-ISO/PAS Specification 45005
- Standards and the National Digital Competence Plan
- Networks Directive
- Standardization in the geotechnical field
- UNE Standard 172020, inspection of playground areas
- UNE Standard 192012-0, the procedure for regulatory inspection (APQ)
- Lithium: a strategic metal for a sustainable future in Europe
- The present and future of machines: The new European Regulation
- Standards for Tractors and Towed Vehicles

Participation in 50 events:
- Air Conditioning and Refrigeration Fair
- Conference on Energy Efficiency and Safety in Thermal Installations in Buildings, organized by FENERCOM in collaboration with FEGECA
- CEIS Conference “Obligatory Nature of the Ecodesign Regulation for Biomass Boilers”
- World Refrigeration Day, organized by AEFYT-AFEC-AFAR
4.4 _ DIGITAL TRANSFORMATION

A new report identifies numerous UNE Committees that are developing key standards for digital transformation.

Main standards and actions

Communication frameworks
- UNE Series 133100 Common telecommunications frameworks

Cybersecurity
- UNE-EN ISO/IEC 27701 Information privacy
- UNE 320002 Trusted Architectures for the Exchange of Cyber-threat Intelligence

Digital competence
- UNE-EN 16234-1 E-Competence Framework (e-CF) for ICT Professionals

Smart cities
- UNE 178204 Smart cities and semantics applicable to building data

Advanced technologies
- Creation of NTC 71/SC 14 Quantum technologies

Fishing sector
- UNE 195007 Electronic monitoring in fishing vessels. Requirements

Electronic identification
- UNE Specification 0063 Labels on protective equipment for operation in electrical installations

Digitalization of tourist destinations
In 2021, seven projects for future standards began:
- PNE 178505 Framework for the creation of tourist destination websites
- PNE 178506 Search engine optimization (SEO) of websites
- PNE 178507 Wi-fi connection on beaches
- PNE 178508 Apps for mobile devices
- PNE 178509 IN Data collection, exploitation, and analysis
- PNE 178502 Indicators and tools
- PNE 178504 Digital smart hotel connected to platforms

Industrial process control
- UNE-EN ISO 52127-1 Energy performance of buildings. Building management system

Digitalization in process
- UNE 80000 Digital declaration of performance for cement according to EN 197-1

October 2021
CONFERENCE ON UNE STANDARDS FOR THE 2025 DIGITAL SPAIN AGENDA

Organized jointly with the Digitalization and Artificial Intelligence Division (SEDIA), it highlighted the relevance of UNE standards in the framework of the 2025 Digital Spain Agenda.
4.5 _ SUPPORTING SPANISH ECONOMIC SECTORS

New standards that provide solid support for companies were published in 2021.

Industry

- UNE 60620 Series Natural gas receiving installations with pressure supply over 5 bar
- UNE-EN 1175 Safety of industrial trucks. Electrical/electronic requirements
- UNE-EN 15227 Railway applications. Crashworthiness requirements for railway vehicle bodies
- UNE-EN ISO 11532 Aircraft ground equipment. Graphical symbols
- UNE-EN ISO 16122-5 Agricultural and forestry machines. Inspection of sprayers in use
- UNE-EN ISO/ASTM 52942 Additive manufacturing and qualifying aerospace machine operators
- UNE-EN 17394-2 Textiles and textile products
- UNE-EN 71-3:2020+A1 Safety of toys

New areas of standardization

<table>
<thead>
<tr>
<th>Standard Code</th>
<th>Standard Title</th>
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<tr>
<td>NTC 159</td>
<td>Smart transport systems</td>
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<tr>
<td>NTC 327</td>
<td>Beekeeping products</td>
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<tr>
<td>NTC 328</td>
<td>Biodiversity</td>
</tr>
<tr>
<td>GET 26</td>
<td>Hygienic masks. Community facial coverings</td>
</tr>
<tr>
<td>NTC 71/SC 14</td>
<td>Quantum technologies</td>
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<tr>
<td>NTC 165/SC 6</td>
<td>Compliance in competition matters</td>
</tr>
<tr>
<td>NTC 165/SC 7</td>
<td>Social/labor compliance</td>
</tr>
<tr>
<td>NTC 198/SC 4</td>
<td>Construction industry circular economy</td>
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<tr>
<td>NTC 195/GT 3</td>
<td>Extractive fishing. Electronic observation</td>
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<tr>
<td>NTC 170/GT 6</td>
<td>Cognitive accessibility</td>
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<tr>
<td>NTC 179/GT 17</td>
<td>Teleconsultation</td>
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<tr>
<td>NTC 309/GT 5</td>
<td>Online gaming</td>
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<tr>
<td>NTC 77/GT 1</td>
<td>Odor complaint mapping</td>
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<tr>
<td>NTC 71/SC 40/GT 3</td>
<td>IT-enabled services and business process outsourcing</td>
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<tr>
<td>NTC 71/SC 40/GT 4</td>
<td>Knowledge models in management systems</td>
</tr>
<tr>
<td>NTC 203/SC 21/GT 1</td>
<td>Second life of mobility batteries</td>
</tr>
</tbody>
</table>

Construction

- UNE-EN 1627 Pedestrian doorgates, windows, curtain walling, grilles and shutters. Burglar resistance
- UNE 74201 Acoustics. Buildings acoustic classification scheme

Conformity assessment

- UNE 17200 Playground areas. Requirements for the inspection of playground areas performed by an inspection body
- UNE 192012-0 Procedure for regulatory inspection. Storage of chemical products

Tourism

- UNE-ISO 21902 Tourism and related services. Accessible tourism for all. Requirements and recommendations

This is the first international standard on accessible tourism for all people; it was led by the UNWTO, the ONCE Foundation, and UNE.
Healthcare
• UNE-EN ISO 20417 Medical devices. Information to be supplied by the manufacturer

Food and agriculture
• UNE-EN 17444 Best practices for preventing doping in food intended for sportspeople and food supplements

**INTENSE ACTIVITY OF THE OTHER THREE ADVISORY COMMITTEES**

**CONSTRUCTION**
Progress in guidelines on the application of building standards to facilitate their use

**ELECTRICAL ENGINEERING**
Report on the use of standards to support regulation, public policy, and market surveillance.

**CIRCULAR ECONOMY**
Submissions to the First Circular Economy Action Plan 2021-2023

✔ The Market Vigilance Observatory (OVM) has become firmly established as a leader in compliance with technical standards and legislation, and in strengthening public-private partnerships.

✔ Approval of the first Annual Market Surveillance Report, to raise awareness and prevent the sale of unsafe products and services that harm the economy and consumers.

✔ UNE Conference on the new European Regulation on market surveillance and product conformity.
Good governance for organizations

- UNE-ISO 37002 Whistleblowing management systems. Guidelines
- UNE-ISO 37301 Compliance management systems. Requirements and guidance
- UNE-ISO 45003 with guidelines for the management of psychosocial risks at work

Social economy

- UNE-EN 17210 Accessibility of the built environment. Functional requirements
- UNE-EN 301549 Accessibility requirements for ICT products and services
- UNE SPECIFICATION 0071 Management system for tolerance in non-university educational centres
- UNE-IWA 34 Women's entrepreneurship. Key definitions and general criteria

New UNE reports

- Support of Standardization for the Cosmetic Sector
- National Digital Competence Plan
- Standards in support of social policy
- Support of standardization for geotechnical engineering
- UNE standards for economic recovery
- Standardization in Cybersecurity for the Connected and Automated Mobility of Vehicles and their Environment

UNE AWARDS

Sixth edition of the UNE Awards, which recognize the outstanding contributions made by individuals and organizations to standardization:

- NTC 53 Plastics and rubber: whose Secretariat is led by ANAIP (Sandra Correal)
- Chair: Javier Ruiz, Chair of NTC 108, Physical and Electronic Security. Protection and alarm systems
- Member: Pilar Cáceres, from INSST, for her membership in NTC 81, Occupational health and safety
- Integration of standardization and innovation: CONTACTICA, represented by its general manager Manuel Román

This took place during the Annual Meeting of UNE Committee Chairs and Secretaries.
INTENSIFYING DIALOGUE WITH GOVERNMENT AGENCIES TO INCREASE THE USE OF STANDARDS IN SUPPORT OF PUBLIC POLICY AND LEGISLATION

In 2021, UNE deepened its partnership with government agencies to contribute to the implementation of public policies and the development of regulations.

The Spanish standards body is a model of successful public-private partnership.

### MAIN FIGURES

<table>
<thead>
<tr>
<th>19</th>
<th>7</th>
<th>9,558</th>
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<tbody>
<tr>
<td>Agreements in force with government agencies at the end of 2021</td>
<td>Agreements in process</td>
<td>UNE standards cited in national legislation (BOE)</td>
<td>Meetings with representatives of government agencies in 2021</td>
</tr>
</tbody>
</table>

CEM, ENAC, AND UNE ARE THE THREE PILLARS OF QUALITY IN SPAIN

CREATION OF INDEXUNE AS A TOOL FOR GOVERNMENT AGENCIES ON STANDARDS CITED IN LEGISLATION
5.1 _ AGREEMENTS WITH GOVERNMENT AGENCIES

- Ministry of Industry, Trade, and Tourism
  - Secretariat of Industry and SMEs
  - Spanish Metrology Center (CEM)
  - Tourism Division - SEGITTUR (3 agreements)
- Ministry of Consumer Affairs
  - Department of Gaming Regulation
- Ministry of Culture and Sport
  - National Library of Spain
- Ministry of Agriculture, Fisheries, and Food
  - Department of Agricultural Production and Markets
  - Department of Fishing and Aquaculture Regulation
  - Agriculture and Food Secretariat
  - Agriculture and Food Arbitration Laboratory of Madrid
  - Secretariat of Food Oversight and Laboratories
  - Department of Rural Development, Innovation, and Agriculture and Food Training
- Ministry of Defense
  - Department of Weapons and Equipment
- Ministry of Finance
  - National Mint and Stamp Factory
- Ministry of Labor, Migration, and Social Security
  - National Institute for Occupational Safety and Health
- Ministry of the Interior
  - Department of Police
- Government of Catalunya
  - TERMCAT
- Government of Valenciana
  - Sustainable Economy Council
- Basque Government
  - Department of Culture and Language Policy

7 agreements in process
- Ministry of Transport, Mobility, and the Urban Agenda
  - Technical Secretariat
- Ministry of Economic Affairs and Digital Transformation
  - Digitalization and Artificial Intelligence Division
  - Telecommunications and Digital Infrastructure Division
- Ministry for the Ecological Transition and the Demographic Challenge
  - Technical Secretariat
- Ministry of Agriculture, Fisheries, and Food
  - Agriculture and Food Secretariat
- Ministry of Health
  - Department of Public Health
- Ministry of Industry, Trade, and Tourism
  - Tourism Division

5.2 _ UNE AND CEM: SUPPORTING QUALITY IN SPAIN

They have renewed their partnership to promote quality infrastructure in Spain through standardization and metrology.

5.3 _ MANAGEMENT TRAINING

Training actions:
- “Quality infrastructure as a tool in tenders,” with ENAC
- “UNE Standards as tools for the efficient management of Smart Tourism Destinations,” with SEGITTUR
- “Product Safety,” with the Community of Madrid.

5.4 _ UNIVERSITIES

Three strategic lines of action: teaching, research, and transfer, through:
- Sixth International Congress on Standardization, Standards, and University Quality (CINECU).
- Academic awards
- UNE’s participation in university classes

The game Norma (Standard) and the Mystery of the Missing Train
UNE, along with UNIR, has developed a pioneering free escape room game.
OBJECTIVE 3. STRATEGIC PLAN 2019-2021

INTEGRATE STANDARDIZATION AND INNOVATION TO HELP INNOVATIVE PRODUCTS AND SERVICES REACH THE MARKET FASTER.

- Incorporating standardization in R&D&I projects boosts the impact on industry, society, and government agencies.
- UNE is very active in the field of innovation, with extremely positive results.

### PROMOTING R&D&I

<table>
<thead>
<tr>
<th>Metric</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average increase in the number of proposals submitted annually, compared to 2018.</td>
<td>13%</td>
</tr>
<tr>
<td>Growth in the number of proposals submitted in 2019-2021 compared to 2016-2018.</td>
<td>27%</td>
</tr>
<tr>
<td>Average increase in the number of projects funded annually compared to 2018.</td>
<td>28%</td>
</tr>
<tr>
<td>Growth of the total project portfolio in 2019-2021, compared to 2012-2018.</td>
<td>48%</td>
</tr>
</tbody>
</table>
6.1 _ HORIZON EUROPE

The new European Framework Program for R&D&I funding begins: Horizon Europe (2021-2027). Standardization remains an important element for the implementation and valorization of project results.

6.2 _ PORTFOLIO OF ACTIVE R&D&I PROJECTS

UNE 2021 AWARD FOR THE INTEGRATION OF STANDARDIZATION IN INNOVATION: CONTACTICA

Consulting company, an example of use of standardization in many R&D&I projects, both its own and for third parties.
UNE facilitates market access for Spanish companies.

**MAIN FIGURES**

- 14 Standards harmonization agreements with Latin American countries
- Over 1,500 UNE standards provided to Latin American countries that promote Spanish exports
- 127 ISO standards in Spanish
- 13 Active international cooperation projects
- 140 International responsibilities in standardization

**SPAIN GAINS INFLUENCE IN INTERNATIONAL AND EUROPEAN STANDARDIZATION**

- UNE’s Director General, ISO vice president-elect
- UNE, permanent member of the boards of CEN-CENELEC
7.1 THE KEY TO INTERNATIONAL TRADE

In 2021, standards were high on the agenda of international summits and trade agreements.

- The G7 and G20 Summits encourage the use of standards to strengthen business competitiveness.
- Creation of the Technology and Trade Council (TTC) between the U.S. and the EU, with a focus on standardization.
- Standards and EU Market: UNE contributes to the European standardization system:
  - Thanks to close collaboration with MINCOTUR, Spain’s proposal to unblock the citation of standards in European regulations was presented.
  - UNE supports the review of the European Industrial Strategy.
  - UNE participates in CEN’s and CENELEC’s Strategy 2030.
7.2 _ DEFENDING SPANISH INTERESTS IN THE WORLD

UNE has conducted intense international activity, which is essential for the defense of our productive sector’s interests and the promotion of the Spain Brand.

More Spanish Influence
In policy and strategy aspects of international and European standardization organizations.

CEN-CENELEC
UNE, permanent member of the CEN and CENELEC Boards of Directors

Javier García, UNE Director General, appointed ISO Vice-President until 2024 at its General Assembly

✓ As the first Spaniard to achieve this, it is an unprecedented milestone.
✓ Opportunity for our business organizations to lead the global standards that will provide an effective response to their challenges.

Javier García, in his role as ISO Gender Champion for Europe and Central Asia, presented the results of the ISO Gender Action Plan (GAP) 2019-2021 in a webinar organized by ISO and UNE.

At their General Assemblies, they approved the new Bylaws and Internal Rules that give UNE a privileged position.

Spain’s Beatriz Novel (AFME) receives the prestigious European “Pin Award” from CENELEC for her standardization work.

UNE is leading the translation of international standards into Spanish to facilitate their use and promote international trade:
✓ 127 ISO standards in Spanish
✓ 5,238 IEC standards in Spanish

IEC
The IEC General Meeting endorsed the London Declaration and approved new Statutes and Rules to further increase the organization’s transparency, promoting inclusiveness and digitalization.

COPANT
The COPANT Assembly focused on standards and the SDGs.

15 New international responsibilities taken on by Spanish experts in 2021
In 2021, UNE strengthened its ties with its counterparts around the world

- Participation in events in China, Colombia, Honduras, and Mexico for World Standards Day, to share Spain’s perspective on standardization’s role supporting the challenges of society.

Main regions with active cooperation projects

Spain, leader in adopting international ISO standards

Spain is a world leader in adopting global standards, according to the ISO Survey.

- 5th country in Quality (UNE-EN ISO 9001)
- 5th in Environmental Management (UNE-EN ISO 14001)
- 5th in Anti-Bribery (UNE-ISO 37001)
- 4th in Occupational Health and Safety (ISO 45001)
- 2nd in Road Safety (UNE-ISO 39001)

Promoting International Cooperation

It has contributed to the development of quality infrastructure in regions that are relevant to Spanish business interests.

Support has been given to active participation of UNE Members in projects, the participation of quality infrastructure agents in Spain, and partnerships with European counterparts.

In 2021, UNE promoted project funding through donor diversification: European Commission, GIZ, PTB, IDB.

Projects were prioritized in areas related to

- Quality Infrastructure (QI)
- Digitalization
- Environment
- Energy Efficiency
- Sustainability
- Tourism
- Trade
- Market Surveillance
- Best practices in standardization

Projects and activities in

<table>
<thead>
<tr>
<th>Algeria</th>
<th>Cambodia</th>
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<td>Albania</td>
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<td>Sudan</td>
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<td>Ukraine</td>
<td>Uruguay</td>
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</table>

UNE STANDARDS EXCHANGED WITH LATIN AMERICAN COUNTRIES

Over 1,500
UNE has bolstered its membership with the incorporation of 73 new Members in the 2019-2021 period. UNE’s members represent practically the entire Spanish productive sector.

First Satisfaction Survey for UNE Members, with very positive results: the vast majority recommend that other organizations join UNE.

UNE is made up of its members, in an exemplary case of public-private partnership.
NEW MEMBERS JOINED UNE

Relevant associations
- AEC
- AFIBA
- CUMPLEN
- ASCOM
- TEDAE
- PETEC
- CNI
- FECOTEL
- ITS ESPAÑA
- WCA

Government Agencies
- Ministry of Agriculture, Fisheries, and Food
- Ministry of Defense
- Ministry of Health
- Ministry of Transport, Mobility, and the Urban Agenda
- Autonomous City of Melilla
- Region of Murcia
- Madrid Region

Universities
- Universidad de Cádiz
- Universidad de Málaga
- Universidad de Vigo
- Universidad Nacional de Educación a Distancia (UNED)
- Universitat Politècnica de Catalunya
- Universitat Politècnica de València

Prestigious organizations
- Official Psychology Association of Las Palmas
- ONCE Foundation
- Spanish Society of Medical Physics

Companies
- Gasib Sociedad Ibérica de Gas Licuado
- Mondragón Componentes
- Storequip Integral
- Green Capital Power

Individual professionals
- Gasib Sociedad Ibérica de Gas Licuado
- Mondragón Componentes

Welcome event
On December 14, UNE held a welcome event for new Members that joined the Association.

31 NEW MEMBERS JOINED UNE
10
7
6
3
4
1

First Satisfaction Survey for UNE Members

Carried out in 2021, as part of the implementation of the Quality Management System under the UNE-EN ISO 9001 standard.

Most valued aspects of UNE membership:
- UNE supports the interests of Spanish sectors through standardization.
- Improvements in the institutional perception of its organizations

NEARLY
100% RECOMMEND MEMBERSHIP IN UNE

Benefits of UNE Membership
- Being part of the standardization system
- Belonging to a large multisectoral network
- Participating in UNE’s decisions and having the ability to contribute to its strategic lines of action
- Leading the work of the UNE Committees
- Preferential conditions for participation in UNE Committees
- Special conditions for acquiring standards and for training courses

For more info, visit the following report
8.2 _ GOOD GOVERNANCE
UNE is committed to best practices for Good Governance, Compliance, and Transparency.

We enhanced and broadened the scope of the concept of Good Governance within the Association, with impact at the Group level.

Code of Ethics
Staff has been trained in the Code of Ethics.

Risk Map
Continuing with the crime prevention work, phase two of the Risk Map was completed:
- Adapting its content to Spanish Organic Act 1/2019, which amended the Penal Code.
- Listing the areas of action with the greatest potential for incurring in criminal acts.

RISK MAP CONCLUSIONS
2. Bring attention to existing control elements.
3. Strengthen data protection and privacy policies and systems.
4. Information crime risk affecting the market and consumers.

Competition Law
- Preparation of documentation on surprise inspections by competition authorities, including staff training.
- These issues were discussed at the 2021 Corporate Responsibility Committee meeting.

In terms of the bylaws, in 2021:
- Four directors were appointed to the AENOR Board of Directors representing UNE members.
- The Bylaws were amended to allow for remote meetings of the Governing Bodies.

Organizations’ Good Governance Report
- In 2021, UNE prepared this report, which highlights the significant role of standardization in good corporate governance.
- It identifies six key aspects: corporate, resilience, inter-organizational relationships, occupational health and safety, digital transformation, and sustainable activities.
8.3 _ 2030 AGENDA

The 2030 Agenda and the Sustainable Development Goals (SDGs) were integrated on a cross-cutting basis in the UNE strategy, linking each strategic objective to the SDGs and even the targets to which it contributes.

New actions have been launched:

☑ Training for the general public on Standards and the SDGs, supported by the Community of Madrid and the UNED
☑ New tool for recording and measuring the impact of UNE standards on the SDGs
☑ Membership in the CEN-CENELEC steering group on the SDGs
☑ Webinar on standards and the SDGs for board members, secretaries, and chairpersons
☑ World Standards Day puts the spotlight on the SDGs
Committed to the Global Compact

In late 2021, the Fourth Global Compact Progress Report was presented, which deepens UNE’s commitment to the UN initiative leading corporate sustainability in the world.

- It includes information from 2019 and 2020 and sets out the organization’s explicit commitment to the Ten Principles of the Global Compact.
- It compiles information from the entire UNE Group, including CEIS and AENOR, and quantifies progress in the environmental, human rights, labor standards, and anti-corruption areas.
- The UNE Strategy 2025 includes each strategic objectives’ contribution to the Sustainable Development Goals and its targets.

UNE, Influencer Partner

UNE became an Influencer Partner of the Spanish Global Compact Network in 2021, strengthening its close collaboration with this network. UNE applies the spirit of these social principles in every action and activity it carries out.

The Spanish Global Compact Network highlights UNE’s commitment to the 2030 Agenda. It brings attention to our contribution while allowing us to connect with other relevant organizations with which we share a vision of social responsibility.

Finally, training resources help bring the SDGs to the entire organization and multiply the positive impact of our efforts.
**8.4 PEOPLE**

The people who work at UNE are its greatest asset: a cohesive group that is proud of UNE’s role in society.

**STAFF**

- **75** People as of the end of 2021
- **97%** Permanent Contracts
- **29%** Increase in staff from 2018 to 2021

**2,772** PPEs delivered as a result of the pandemic

**CHANGES IN STAFFING**

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<thead>
<tr>
<th></th>
<th>FEMALE</th>
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<td>2018</td>
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<td>58</td>
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<td>2019</td>
<td>20</td>
<td>42</td>
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<td>2020</td>
<td>22</td>
<td>64</td>
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<tr>
<td>2021</td>
<td>41</td>
<td>71</td>
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</tbody>
</table>

**Equality Committee**

- Met 19 times in 2021.
- The main projects were:
  - ✔️ **UNE Hybrid Work Manual. UNE Hybrid Work Protocol.**
    For the first time, this provides UNE staff with a tool for work-life balance.
    100% of the staff has adhered to this protocol, which demonstrates that it has been well received.
  - ✔️ **Equality Plan.** Meetings to form the Negotiating Committee for UNE’s Equality Plan, following the guidelines of Royal Decrees 901 and 902/2020 on Equality and Equal Pay Plans.

On November 26, the Equality Plan Negotiating Committee was formed.
8.5 _ DIGITAL TRANSFORMATION AT UNE

The situation created by the COVID-19 pandemic led to changes in the way UNE works. These continued into 2021, with greater use of online meeting and collaboration tools.

To understand the scope of UNE’s digital transformation, we have to remember that the standardization system involves both UNE and the European and international bodies of which it is a member, and which are the source of most of the work program. The system also includes all of the organizations and experts participating in UNE Committees and supranational technical bodies.

Therefore, in 2021 efforts largely focused on participation and leadership at the European and international level. UNE’s membership in ITSAG (ISO’s IT Strategy Advisory Group) is noteworthy in this respect.

The digital objectives that were worked on in 2021 are:

- Facilitating the participation of a greater number of experts in standardization processes.
- Generating solutions that facilitate access to the content of the standards and their use by the greatest number of potential users.
- Optimizing the allocation of UNE resources to provide greater sustainability to the organization.

Technological infrastructure planning in 2021 focused on:

- Implementation of new ERP (Enterprise Resource Planning) for financial management.
- Implementation of CRM (Customer Relationship Management) to achieve a 360 degree vision of our Members and stakeholders for appropriate, comprehensive management.
- Implementation of APIs for downloading European and international standardization work programs, in order to optimize intellectual property control.
- Implementation and improvement of IndexUNE to allow government agencies and Members to easily consult and monitor the rules cited in legislation.
8.6 _ COMMUNICATIONS

In 2021, UNE strengthened its communications capabilities.

New Communications and Branding Strategy

Goals:
- To highlight the benefits that UNE brings to society.
- To consolidate the UNE Brand.

It was launched in April 2021 and was presented to UNE Members and teams. It sets out our objectives, messages, audiences, and communication channels.

EXTERNAL COMMUNICATION
UNE carried out numerous activities

MEDIA RELATIONS

33 PRESS RELEASES

Over 2,000 NEWS ITEMS FEATURING UNE

3.14 MILLION EUROS IN EQUIVALENTE ADVERTISING VALUE OF THESE NEWS ITEMS IN MEDIA OUTLETS

SOCIAL MEDIA

LINKEDIN
9,348 FOLLOWERS

TWITTER
4,849 TWITTER FOLLOWERS

YOUTUBE
8,874 VIDEO VIEWS

MAGAZINE

DIGITAL VERSION 13,185 RECEIPIENTS

WEBSITE
874,112 VISITS
### 9.1 STANDING COMMITTEE

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Organisation</th>
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</thead>
<tbody>
<tr>
<td><strong>PRESIDENT</strong></td>
<td>Mr. Carlos ESTEBAN PORTAL</td>
<td>AFME Association of Manufacturers of Electrical Material</td>
</tr>
<tr>
<td><strong>VICE PRESIDENT</strong></td>
<td>Mr. Alfredo BERGES VALDECANTOS</td>
<td>ANFALUM Spanish Association of Lighting Manufacturers</td>
</tr>
<tr>
<td><strong>TREASURER</strong></td>
<td>Mr. Edmundo FERNÁNDEZ PUÉRTOLAS</td>
<td>AMETIC Association of Electronics, Information Technology, Telecommunications, and Digital Content Companies</td>
</tr>
<tr>
<td><strong>MEMBERS</strong></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>Ms. María MORENO LÓPEZ DE AYALA</td>
<td>SEOPAN Association of Construction Companies and Infrastructure Concessionaires</td>
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<tr>
<td></td>
<td>Mr. Juan Ramón DURÁN PUEBLA</td>
<td>SERCOBE National Association of Capital Goods Manufacturers</td>
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<td></td>
<td>Mr. Raúl MEGÍA RODRÍGUEZ</td>
<td>TELEFÓNICA Telefónica de España, S.A.U.</td>
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**DIRECTOR GENERAL OF UNE**

Mr. Javier GARCÍA DÍAZ
## 9.2 _ BOARD OF DIRECTORS

### PRESIDENT

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

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<th>Name</th>
<th>Association</th>
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<tr>
<td>Mr. Alfredo BERGES VALDECANTOS</td>
<td>ANFALUM Spanish Association of Lighting Manufacturers</td>
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### REPRESENTATIVES FROM CORPORATE MEMBERS

<table>
<thead>
<tr>
<th>Name</th>
<th>Association</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 Engineering, Assembly, Maintenance, and Industrial Services Companies</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>AEFJ Spanish Association of Toy Manufacturers</td>
</tr>
<tr>
<td>Ms. Paloma SEVILLA GARCÍA</td>
<td>AELÉC Association of Electricity Companies</td>
</tr>
<tr>
<td>Ms. María Pilar BUDÍ HURTADO</td>
<td>AFEC Association of Air Conditioning Equipment Manufacturers</td>
</tr>
<tr>
<td>Ms. Mónica HERRANZ MÉNDEZ</td>
<td>AFELMA Association of Spanish Manufacturers of Mineral Wool Insulation</td>
</tr>
<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 Industries</td>
</tr>
<tr>
<td>Mr. Joan TRISTANY CLARET</td>
<td>AMEC Multi-sector Association of Companies</td>
</tr>
<tr>
<td>Mr. Edmundo FERNÁNDEZ PUERTOLAS</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 Insulating Materials Manufacturers Association</td>
</tr>
<tr>
<td>Mr. Carlos PERAITA GÓMEZ DE AGÚERO</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>
</tr>
<tr>
<td>Mr. Jorge CUARTERO DASTIS</td>
<td>ANMOPYC Spanish Association of Exporting Manufacturers of Construction, Public Works, and Mining Machinery</td>
</tr>
<tr>
<td>Mr. Carlos MARTÍN MARTÍNEZ</td>
<td>AOP Spanish Association of Petroleum Product Operators</td>
</tr>
<tr>
<td>Mr. Alberto ZAPATERO OCHOA</td>
<td>APPLiA España Spanish Association of Domestic Appliance Producers</td>
</tr>
<tr>
<td>Mr. José Luis DÍEZ GUÍO</td>
<td>ASEFAPI Spanish Association of Paint and Printing Ink Manufacturers</td>
</tr>
<tr>
<td>Ms. Rosa SANCHEZ TORRES</td>
<td>BEQUINOR National Association for the Standardization of Capital Goods and Industrial Safety</td>
</tr>
<tr>
<td>Mr. Ignacio CORTÉS MOREIRA</td>
<td>CALSIDER Calidad Siderúrgica, S.L.</td>
</tr>
<tr>
<td>Mr. Óscar QUEROL LEÓN</td>
<td>CEDOM Spanish Home Automation Association</td>
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### REPRESENTATIVES FROM CORPORATE MEMBERS

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<thead>
<tr>
<th>Name and Position</th>
<th>Company</th>
<th>Position</th>
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<tbody>
<tr>
<td>Mr. Luis RODULFO ZABALA</td>
<td>CEPCO</td>
<td>Spanish Federation of Associations of Construction Product Manufacturers</td>
</tr>
<tr>
<td>Mr. Fernando MAÑAS ARTECHE</td>
<td>CESOL</td>
<td>Spanish Association of Welding and Bonding Technologies</td>
</tr>
<tr>
<td>Mr. Pedro MORA PERIS</td>
<td>COMINROC</td>
<td>Spanish Federation of Extractive Industries of Industrial Minerals and Rocks</td>
</tr>
<tr>
<td>Mr. Francisco ALONSO GIMENO</td>
<td>CONAIF</td>
<td>National Federation of Installers and Fluids Associations</td>
</tr>
<tr>
<td>Ms. Bibiana MEDIALDEA GARCÍA</td>
<td>DG CONSUMO</td>
<td>Department of Consumer Affairs</td>
</tr>
<tr>
<td>Mr. Manuel CARBÓ MARTÍNEZ</td>
<td>F2I2</td>
<td>Foundation for the Promotion of Industrial Innovation</td>
</tr>
<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>
</tr>
<tr>
<td>Mr. Jesús SEVIL OLLÉ</td>
<td>FAPE</td>
<td>Spanish Association of Manufacturers of Small Household Appliances</td>
</tr>
<tr>
<td>Mr. César LUACES FRADES</td>
<td>FdA</td>
<td>Construction Aggregates Federation</td>
</tr>
<tr>
<td>Ms. Sonia POMAR PÉREZ</td>
<td>FEGECA</td>
<td>Association of Manufacturers of Boilers and Radiators</td>
</tr>
<tr>
<td>Mr. José María DE SIMÓN GOYANES</td>
<td>FEM-AEM</td>
<td>Spanish Material Handling Equipment Association</td>
</tr>
<tr>
<td>Ms. Ana MUÑOZ GONZÁLEZ</td>
<td>FENIE</td>
<td>National Federation of Installation Businesses of Spain</td>
</tr>
<tr>
<td>Ms. Margarita ALFONSEL JAÉN</td>
<td>FENIN</td>
<td>Spanish Federation of Healthcare Technology Companies</td>
</tr>
<tr>
<td>Ms. Alicia GARCÍA-FRANCO ZÚÑIGA</td>
<td>FER</td>
<td>Spanish Association of Recovery and Recycling</td>
</tr>
<tr>
<td>Mr. Enrico FRABETTI</td>
<td>FIAB</td>
<td>Spanish Federation of Food and Drink Industries</td>
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<tr>
<td>Mr. Pedro VALENTÍN-GAMAZO DE CÁRDERNAS</td>
<td>HISPALYT</td>
<td>Spanish Association of Manufacturers of Bricks and Clay Roof Tiles</td>
</tr>
<tr>
<td>Ms. Elena SANTIAGO MONEDERO</td>
<td>ICTE</td>
<td>Institute for Quality in Spanish Tourism</td>
</tr>
<tr>
<td>Ms. Elena ORGILÉS CALPENA</td>
<td>INESCOP</td>
<td>Spanish Institute of Footwear and Related Products</td>
</tr>
<tr>
<td>Mr. Miguel Ángel MARTÍNEZ SÁNCHEZ</td>
<td>OFICEMEN</td>
<td>Association of Cement Manufacturers of Spain</td>
</tr>
<tr>
<td>Mr. Gonzalo MARTÍN BARRERA</td>
<td>PROTERMOSOLAR</td>
<td>Spanish Association for the Promotion of the Thermosolar Industry</td>
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<td>Mr. Manuel DOMÍNGUEZ DOMÍNGUEZ</td>
<td>REPACAR</td>
<td>Spanish Association of Paper and Cardboard Recyclers</td>
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<tr>
<td>Mr. Francisco José SICHAR MORENO</td>
<td>SEDIGAS</td>
<td>Spanish Gas Association</td>
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<td>Association of Construction Companies and Infrastructure Concessionaires</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. 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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### REPRESENTATIVES FROM ASSOCIATE MEMBERS

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<tr>
<td>Mr. José María RONCERO GÓMEZ DE BONILLA</td>
<td>AECIM Association of Metal Companies of Madrid</td>
</tr>
<tr>
<td>Ms. Eva BEJARANO WIESELER</td>
<td>AIMPLAS Association for Research in Plastics and Related Materials</td>
</tr>
<tr>
<td>Mr. José Ángel ROBLES CARBONEL</td>
<td>CEM Spanish Metrology Center</td>
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<td>Mr. Daniel PIZARRO CAMACHO</td>
<td>COIAA Official Association of Agronomists of Andalusia</td>
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<td>Mr. Fernando GORDILLO GUTIÉRREZ</td>
<td>PRYSMA PRYSMA Calidad y Medio Ambiente, S.A.</td>
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<td>Mr. Luis ARCOS RODRÍGUEZ</td>
<td>SIEMENS Siemens, S.A.</td>
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<td>Ms. Victoria PÉREZ CAÑO</td>
<td>SIEMENS Siemens, S.A.</td>
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<tr>
<td>Mr. Raúl MEGÍA RODRÍGUEZ</td>
<td>TELEFÓNICA Telefónica de España, S.A.U.</td>
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### REPRESENTATIVES FROM GOVERNMENT AGENCIES

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<thead>
<tr>
<th>Name</th>
<th>Organization</th>
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<tbody>
<tr>
<td>Mr. Jose Carlos MEDERO RAMÍREZ</td>
<td>Autonomous City of Melilla</td>
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<tr>
<td>Mr. Tomás CRIADO MARTÍN</td>
<td>Madrid Region</td>
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<tr>
<td>Mr. Manuel DURÁN FERRER</td>
<td>Ministry of Agriculture, Fisheries, and Food (MAPA)</td>
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<td>Ms. Lucía Belén PITARCH MAMPEL</td>
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<td>Mr. José Antonio DELGADO-ECHAGÜE SELL</td>
<td>Ministry of Industry, Trade, and Tourism (MINCOTUR)</td>
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<tr>
<td>Ms. Pilar APARICIO AZCÁRRAGA</td>
<td>Ministry of Health</td>
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<tr>
<td>Mr. Miguel Ángel BERMÚDEZ ODRIOZOLA</td>
<td>Ministry of Transport, Mobility, and the Urban Agenda</td>
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<tr>
<td>Ms. Ana Cristina TRIFÓN ARÉVALO</td>
<td>Region of Murcia</td>
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<tr>
<td>Mr. Joaquín ABENZA MORENO</td>
<td>Ministry of Agriculture, Fisheries, and Food (MAPA)</td>
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### PERMANENT GUEST MEMBER

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<tr>
<th>Name</th>
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<tr>
<td>Mr. Agustín VELILLA SANZ</td>
<td>MINCOTUR Ministry of Industry, Trade, and Tourism. Trade Division</td>
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The main objective of society and companies in 2021 was to solve the economic and health crisis caused by COVID-19. AENOR contributed to meeting this crucial challenge in the same way it has done since its founding: by creating the necessary trust between organizations and individuals.

This went beyond solutions directly related to the fight to control the pandemic, such as the certification of Protocols against COVID-19, in which more than 13,000 workplaces have already been certified. In March 2021, UNE-ISO/PAS 45005 was published, with guidelines for safe work during the pandemic. AENOR quickly incorporated this as another solution in its “Beat COVID” Trust Platform.

Funds from the Next Generation EU fund are crucial for recovery. In order to support projects meeting Spanish and European requirements to obtain these funds, AENOR has
developed AENOR Project Trust, with solutions that add a layer of trust in the projects in the eyes of the authorities awarding the funds. It has also continued to innovate in solutions connected to the values that society demands of companies, because only organizations demonstrating commitment to these values will be competitive in the long term. In this area, the Good Corporate Governance certification was launched. Large corporations have already obtained this certification, with the highest rating.

The second three-year Strategic Plan was launched in 2021. During its execution, ten areas of development are being emphasized, as a result of integrating the objectives of priority sectors for AENOR with concerns expressed by society.

The intense work carried out during the year brought AENOR back to a situation of positive net income. AENOR’s goal in its medium and long-term growth is to continue to develop capabilities enabling it to fulfill its highly valued role for economic sectors. This growth has both organic and inorganic components. With respect to the latter, AENOR seeks to participate in market consolidation and fulfill its role as a leader. In this way, it helps maintain a crucial sector in building trust, which is essential for economic performance. A step in this direction was already taken in 2021 with the takeover of Cámara Certifica, which is already having positive effects on this organization’s performance.
In 2021, total revenues amounted to €88.19 million, with positive net income of €800,000. Its performance remained above expectations throughout the year. These results are primarily due to the organization’s ability to create opportunities in the conformity assessment market, as well as the various measures taken to improve EBITDA. Gradual progress was also made in 2021 in terms of both cash positions and collection and payment terms.

AENOR adds value by developing solutions that build trust. It identifies solutions that support our customers’ objectives by helping them demonstrate their commitment in relevant areas to their stakeholders. The solutions are organized into trust platforms, which bring together all of AENOR’s proposals in a specific field, including conformity assessment, training, and information services.

To organize the catalog, the more than 80 trust platforms have been grouped into seven themes. All of this is in addition to the areas in which we have traditionally provided services, which are included in the core platforms.
This form of organization by themes demonstrates that AENOR is promoting best practices for organizations under ESG (Environmental, Social, and Governance) criteria, through solutions in conformity assessment, training, and information services. For example, the “Environmental Sustainability” group includes certifications that recognize best practices for the environment, with a broad approach ranging from emissions management to issues such as the circular economy and food waste.

The “Social Sustainability” group includes certifications that help organizations with social aspects such as universal accessibility, gender equality, and equal pay, allowing these organizations to better meet their legal obligations and publicize their commitment.

And with the “Corporate Governance” Group solutions, we recognize organizations in areas such as anti-corruption and good governance practices with compliance, anti-bribery, and Good Corporate Governance certifications.

CONFORMITY ASSESSMENT

AENOR offers more than 500 certification solutions. The three most numerous certifications are still the most widely used certifications worldwide: ISO 9001 for quality management systems, with nearly 30,000 certified centers; ISO 14001 for environmental management systems, with 13,300 certified centers; and ISO 45001 for occupational health and safety, with 7,200 certified centers.

However, its percentage of total certification volume continues to decline, because AENOR’s growth is mainly driven by certifications related to values that are important to society, such as the Circular Economy, the Protocol against COVID-19, information security, animal welfare, and sustainable agriculture.

In terms of product certification, more than 106,000 products worldwide currently have the AENOR N Mark.
SECTORAL INFORMATION SERVICES

![Image of a tablet with a list of technical standards]

- Currently, half a million technical standards are available on the AENOR website. These are both UNE standards and standards from other regional and international organizations.
- The distribution of UNE standards abroad has increased by 120%.

▲20% Increase in customers with subscriptions to standards

TRAINING

- 1,116 Courses taught
- 13,000 Students
- 23 Countries with AENOR training

AENOR’s training area was renamed Campus AENOR in 2021. And beyond the change of name, its training portfolio has also been transformed. For example, greater emphasis has been given to Live Training; more current, innovative issues are addressed; and it has incorporated a global vision by including all AENOR offices.

THIRD EQUALITY PLAN

In 2021, AENOR registered its third Equality Plan, which was prepared by its Equality Committee, with the Ministry of Labor and Social Economy. It includes measures related to work-life balance and co-responsibility, as well as the selection of professionals to ensure gender equity and parity, among other issues.

The Plan includes a new Action Protocol for the prevention of sexual and sex-based harassment. It also includes measures to promote work-life balance, such as an expansion of a reduced working day for childcare through age 13, greater flexibility in the working day, and one paid day off to be chosen by employees.

MEMBERSHIP IN THE SPANISH UNITED NATIONS GLOBAL COMPACT NETWORK

In 2021, AENOR deepened its commitment to the 10 principles of the United Nations Global Compact by joining the Spanish Global Compact Network, with which it had already been working as a member of the UNE Group. This step also strengthens our support for the 17 Sustainable Development Goals (SDGs). Progress on these issues is reported in our annual non-financial information statements.

This action is consistent with the purpose guiding every AENOR activity: to contribute to the transformation of society by creating trust between organizations and people.
In 2021, CEIS achieved significantly better results than in previous years, primarily due to the involvement and commitment of its staff and its prestige as an independent laboratory, with extensive experience and technical expertise in the field of conformity assessment.

CEIS’s main activity, conformity assessment tests, comprises 93% of its activities. Meanwhile, activities related to technical assistance and other projects always tied to the main activity comprise the remaining 7%.

These projects highlight national and international organizations’ interest in working with our organization’s staff from to successfully meet their challenges, and it demonstrates the growing recognition of our specialists in the various strategic sectors in which we operate.

In 2021, these included:

- In collaboration with UNE, CEIS carried out various initiatives as part of the Mercosur project “Strengthening Quality Infrastructure to Promote Energy Efficiency,” financed by the National Metrology Institute of the Federal Republic of Germany (Physikalisch Technische Bundesanstalt, PTB).
- New technical collaboration with CLASP (Collaborative Labeling and Appliance Standards Program) for Brazil.
- For the Joint Research Centre (JRC), development of a homogeneity study on a new reference material for measuring thermal conductivity (EN 12667 / ISO 8301).

In 2021, the number of files managed by CEIS was:

- **Plastics Unit:** 1,030, 60 more than in 2020
- **Electrical Unit:** 1,108, 76 more than in 2020
- **Energy unit:** 393, 29 more than in 2020
- **Electrical Machines Unit:** 736 more than in 2020
GROWTH OF CUSTOMERS
In 2021, CEIS experienced significant growth in its number of customers, with a total of 581, 18% more than in 2020. 73 of these were from the domestic market and 26 from international markets, which have grown by 20.2% and 21.5%, respectively.

HUMAN CAPITAL
99 people as of the end of 2021
CEIS continues to grow by strengthening its staff, who have the high degree of specialization demanded by a range of sectors. At the end of the year, the CEIS team had grown by nine people, an increase of 6.5%.

Staff Training
31 actions of staff has received some form of training
63%

Implementation of teleworking
In 2021, teleworking was established through the Teleworking Policy. In accordance with current legislation, teleworking agreements have been signed and registered for a total of 26 workers, approximately 26% of the staff.

COMMITMENT TO TRAINING
“Futuro Talento” Project launched in 2021
This project consists of a process of management, onboarding, and tutoring of students to carry out their internships at CEIS. A total of six students from various vocational training centers have been trained at CEIS this year.

RECOGNITIONS AND ACCREDITATIONS
CEIS has the technical capacity, resources, and knowledge to guarantee the reliability of its reports for 1,105 tests, 62 more than in 2020, and 550 standards, 22 more than in 2020, which are included in the scope of the ENAC accreditation in accordance with UNE-EN-ISO/IEC 17025. Its new recognitions in 2021 include:

• Recognition from the International Electrotechnical Commission (IEC), for CEIS as a testing laboratory and for AENOR as a certification body, as the first partners worldwide to offer CB certificates for electric vehicle charging cables and low-smoke, halogen-free cables.
• Recognition by the IEC for issuing CB certificates for power cables for photovoltaic systems with a rated voltage of 1.5 kV.
• The acceptance by DEWA (Dubai Electricity & Water Authority) of CEIS as a recognized laboratory for testing low and medium voltage power cables according to IEC 60502-1 and IEC 60502-2.

COMMUNICATIONS AND PROMOTION
• Website visits: 31,296 visits, 8,477 more than in 2020.
• Highlighted social media platform: LinkedIn, with 1,643 followers (210 more than in 2020)
• 8 presentations at international forums
• 2 international trade fairs attended as an exhibitor
2021 ANNUAL REPORT

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Spanish standardization body in: