

Cepsa adapts its installations to the updated ISO standards 9001 and 14001

- **The Company underlines its commitment to excellence becoming one of the first energy companies in Spain to adapt its Quality and Environmental Management to the new versions of these international standards**
- **All the Company's production centers in Spain and Portugal have been certified under the ISO 9001 standard and those which have a greater environmental impact under ISO 14001**
- **AENOR auditors commended Cepsa's methodology for risk assessment related to customer satisfaction and the life cycle approach to environmental aspects across the production chain**

Cepsa has adapted its Quality Management and Environmental Management certificates to the new versions of the ISO 9001 and ISO 14001 international standards published in 2015 nine months ahead of regulatory requirements. AENOR awarded the certificates.

The Quality Management certificate for ISO Standard 9001 helps the Company to improve its processes in the pursuit of continuous improvement. For its part the new version of the ISO 14001 certification helps to reduce environmental impacts, as well as optimizing energy, raw materials and water consumption, and reducing legal risks.

The new versions of the standards represent an important and demanding change, which by incorporating new requirements will help companies to make improvements. Both certifications incorporate a risk based approach, which allows top management to understand and effectively address the company's risks and opportunities through the integration of quality and environmental management into its business priorities.

Cepsa's CEO, Pedro Miró Roig, received certificates from the CEO of AENOR, Rafael García Meiro, during an event that took place at the Cepsa Tower in Madrid. At the event, Pedro Miró Roig, said: "This adaptation to the highest standards is an example of our cross-business area approach commitment to quality and the environment. It is a continuous improvement process in which we want to keep working to offer the highest quality products and services with maximum respect for the environment."

Meanwhile Rafael García Meiro, stated: "Cepsa has made its quality system policies one of its strategic axes for many years. The successful adaptation ahead of time to the standards under ISO 9001 and 14001 is the proof of the maturity of the systems."

The scope of the ISO 9001 certificate adaptation covers all Cepsa production centers in Spain and Portugal, such as refineries and petrochemical plants, as well as other areas such as territorial delegations, supply centers for marine fuels and aviation, lubricant packaging plants, and the company's own headquarters (Cepsa Tower). Overall, this certificate, which Cepsa obtained in 1994 for the first time, covers 59 workplaces in Spain and Portugal.

For its part, the Environmental Management System certificate ISO 14001 includes refineries and petrochemical plants with the largest environmental impact, covers a total of 46 centers in Spain and Portugal.

In 2015, Cepsa developed a pioneering project to combine all the systems there were across its different subsidiaries and centers into a single Quality Management System. Subsequently, the Environmental Management ISO 14001 certificate was brought together under the Integrated Management System.

Following the evaluation of Cepsa's Quality Management, AENOR auditors highlighted the methodology established in the evaluation of the assessment of risks related to customer satisfaction and compliance with requirements, as well as the development, during 2017, of the 'Customer Experience' project, which aims to monitor the satisfaction and needs of the Company's customers.

In the audit of Environmental Management, AENOR experts highlighted the approach to the life cycle perspective of environmental aspects across Cepsa's production chain. This life cycle approach allows the Company to implement new environmental initiatives under its control and aspects where it has influence.

The Company has also renewed the ISO 50001 Energy Management standards for its refineries and petrochemical plants, the IATF 16494 to adapt its lubricants to the highest standards in the automotive sector, and PECAL 2110 to certify the quality of its aviation fuels, which is required by the Ministry of Defense, for its aircraft.

Improvements for businesses

In 2015 the new versions of ISO 9001 and ISO 14001 standards were published granting a three-year period until September 2018 for 1,106,356 organizations worldwide to make the transition to the new version of the ISO 9001 certificate, and 346,189 businesses who need to update their ISO 14001 certification.

The updating of the standards incorporates new requirements that entail improvements for organizations, such as the development of a greater alignment of management systems with companies' overall strategy, as well as finding out about and analyzing the context in which they operate.

In addition, the High-Level Structure, common to ISO management systems standards, facilitates the integration of different management systems.

About AENOR

Through certification and conformity assessments, AENOR helps to improve the quality and competitiveness of companies and their products and services. AENOR is the leading certification body in Spain, as its recognitions are the most highly valued, and it is one of the world's top 10 main certifying bodies.

Currently, more than 77,000 workplaces have one of the AENOR certificates that support organizations in fields such as Quality, Environmental Management, Innovation, Job Security and Social Responsibility.

AENOR is a global entity operating in 90 countries in the fields of certification, training, information services, inspection, analysis, validation, and verification of emission reduction projects, which accompanies companies in their expansion. In Spain, it has a complete network of 20 sites.

About Cepsa

Cepsa a global energy company with integrated operations across the entire hydrocarbon value chain, manufactures raw materials for the chemicals industry from natural sources, and has a renewables business. Its sole shareholder is Mubadala Investment Company, one of the largest sovereign wealth funds in the world.

The Company has over 85 years of experience and a team of close to 10,000 professionals, working with technical excellence and an ability to adapt. Cepsa operates across five continents through its Exploration and Production, Refining, Chemicals, Marketing, Gas & Power, and Trading business areas. For more information go to cepsa.com.

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