



Enagás is awarded ISO 9001:2000 certification for its Technical Management of the Spanish Gas System

- **Enagás' Management Model is based on Quality, Excellence and Sustainability.**

The Spanish Technical System Operator has obtained certification for all the processes of its Quality Management System. This award provides further proof of the Technical System Operator's transparency and impartiality in its dealings with all the Gas System agents.

Certification was awarded by the Lloyd's Register Quality Assurance, a prestigious international auditing body, and accredited by ENAC (Spanish Accreditation Body) and UKAS (*United Kingdom Accreditation Service*) in accordance with the UNE EN ISO 9001:2000 standard.

To obtain this certification Enagás carried out an exhaustive review of all the procedures of the Technical System Operator, meeting all the deadlines and milestones set in 2007 and 2008.

In obtaining this certification Enagás has demonstrated its commitment to implementing a Management Model based on three key concepts for the company: Quality, Excellence and Sustainability. Its commitment to these concepts permits the company to develop key areas such as customer satisfaction, social impact, process control and monitoring and employee satisfaction.

Enagás has also implemented this Management Model for Quality, Excellence and Sustainability in other essential areas of the business such as the Measurement Process.



Enagás will continue to develop its Management Model in 2009 based on the EFQM (*European Foundation for Quality Management*) Excellence Model and to monitor and implement the initiatives arising from its recent Sustainability Plan.

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