



Enagás wins the EFQM's Good Practice Competition

- **The company presented the good practice in its reloading operations and new services at its regasification plants**

Enagás has won the European Good Practice Award conferred by the European Foundation for Quality Management (EFQM), which this year focused on "Creative Customer Solutions." The good practice presented by the company is based on the reloading operations from its LNG terminals, a service that enables it to move beyond the traditional model for tanker unloading at regasification plants.

Since 2008, in anticipation of the new requirements of its customers, Enagás has been carrying out technical adaptations at its LNG terminals. Its tanker reloading service, and other new services on which Enagás is working, leverage Spain's gas infrastructure and the company's leadership and ability to adapt to the development of the market.

In reaching its decision, the EFQM's jury took into account Enagás' organisational flexibility, the positive change in the culture and working practices of its employees and the involvement of stakeholders in the project. Before conferring this award, the Foundation evaluated the presentation of each of the four finalists and the popular vote. As the winning company, Enagás will present its Good Practice on 21 October at the EFQM Forum in Brussels.

EFQM

The European Foundation for Quality Management (EFQM) is a 25-year-old foundation dedicated to inspiring organisations to achieve sustainable excellence. The foundation's members include around 500 European companies and organisations including 23 Spanish and 21 energy firms. In 2013, Enagás' management model was awarded the EFQM 500+ European Seal of Excellence, the highest accolade bestowed by the EFQM.

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