

## Cepsa develops an app for controlling and monitoring order distribution in real time

- **The company has developed an app that can perform real-time traceability of the distribution of orders of its lubricants and asphalts, and is now working to expand it to the marketing of other products.**
- **The system integrates of several independent tools, making it easier for customers, employees, and transporters to use. It also increases efficiency, sustainability and safety, thus furthering the digitalization of its processes.**

Cepsa has implemented a new real-time traceability system that improves the distribution process of its lubricants and asphalts. The service, which is already starting to be used in diesel marketing and will be extended next year to other company businesses, combines into a single platform several applications that were previously independent, thus improving the experience for customers, employees and transporters. Likewise, it also increases the efficiency, sustainability, and safety of operations owing to the digitalization of the process.

Susana Zumel, Cepsa's Director of Information Systems, stated: "Through this new traceability system, which is designed to improve the experience of our customers, employees and transporters, we are improving efficiency and, at the same time, strengthening the security and privacy of information. This innovative solution helps us to continue our drive towards a more sustainable and digitized model."

The company has carried out a unique customization based on a Fieldeas platform. It groups different functionalities into a single solution, thus centralizing all information on the traceability of an order and streamlining the management of any incidents in the service. This project also brings improvements in sustainability by eliminating the use of certain devices such as the mobile sales terminal (MST) for transporters, thus promoting process integration, reducing waste generation and decreasing energy consumption. This is achieved by decreasing the exchange of files for order tracking, which eliminates the need to store files on servers. In addition, it completely digitizes the documentation of these previously paper-based processes, in line with the company's goal of eliminating paper from all its procedures, and it fosters self-management by customers.

### **Better experience**

The project has three different lines of work: for customers, employees and transporters. First, the app allows customers to view the status of their order and provides them with an estimate of the product's arrival through a tracking link. Also, it enables distribution employees to have real-time quality control and service safety control. The application can also replace mobile sales terminals with an integrated application on transporters' mobile devices. It provides the driver with a guide with the different steps to follow in operations to ensure established procedures, validate technical factors and report

incidents, ultimately ensuring that the operation meets Cepsa's standards for quality and safety.

**Cepsa** is a leading international company committed to sustainable mobility and energy with a solid technical experience after more than 90 years of activity. The company also has a world-leading chemicals business with increasingly sustainable operations.

Under its *Positive Motion* strategic plan for 2030, Cepsa aims to be a leader in sustainable mobility, biofuels, and green hydrogen in Spain and Portugal, and to become a benchmark in the energy transition. The company places customers at the heart of its business and will work with them to help them achieve their decarbonization objectives.

ESG criteria inspire everything Cepsa does as it advances toward its net positive objective. Over the course of this decade, it will reduce Scope 1 and 2 CO<sub>2</sub> emissions by 55% and the carbon intensity index of energy products sold by 15-20% versus 2019, with the goal of achieving net zero emissions by 2050.

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