



STANDARDS CREATE

INNOVATION

CREATES GROWTH

ANNUAL REPORT 2013

## Imprint

Austrian Standards Annual Report 2013

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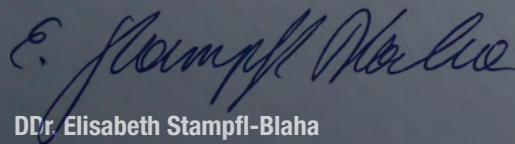
# INNOVATION CREATES ...

Consensus is one of the basic principles of standardization and comes at the end of a productive development process. If you want to get innovative solutions that are widely accepted, you first need a lively debate – in the committees and in the public interested.

Especially in recent months, there was an animated discussion on individual standards – just think of construction standards or the proposal on gender-neutral language made by a committee. This shows that the discussion on standardization finally outgrew issues related to screw sizes and has taken its proper place: in the midst of economic and social policy discussions. This also goes along with criticism of standardization – a criticism that, in no small measure, results from mistaken ideas and expectations and sometimes even from a search for a scapegoat.

## **What matters are the right values... and that they are filled with life.**

Therefore, Austrian Standards will further intensify its efforts to reduce information shortfalls and enter into a dialogue with its critics. We all have the task to achieve a broad understanding for standardization so that standards and specifications can fully develop their innovation potential and thereby promote growth. The foundation of this work is openness and transparency – key values that we apply at Austrian Standards day by day. I wish you an informative reading tour through the Annual Report 2013 on which you will be accompanied by part of the Austrian Standards team.



**Dr. Elisabeth Stampfl-Blahe**  
Managing Director

# GROWTH



Standards create innovation





## ... THROUGH STANDARDS

Today standards and specifications are more deeply rooted in public awareness than ever. For good reasons: Standards facilitate access to new markets, ensure an invaluable knowledge edge and create security. And what is more, they annually add around EUR 2.5 billion to the economic performance of Austria.

This requires a modern, strong standardization system that is impartial and not influenced by individual interests. Austrian Standards ensures this independence – also by covering more than 80 percent of funding from its own revenues. The new financing model that introduced fair participation fees in 2014 further raises efficiency and transparency. In times of budget consolidations, there is no way around such a performance-based contribution system.

### Giving Austria a strong voice

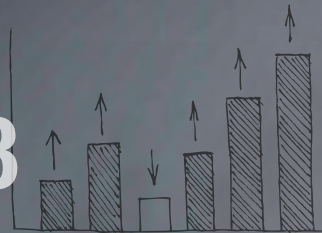
Austrian Standards did its homework and, by adopting the new Internal Regulations, created significant opportunities for gaining insight in the standardization process right from the start and for contributing to the development of standards. Thus, the recommendations that the EU addressed to national standardization bodies are already a well-established practice in Austria. In 2014, our joint efforts are dedicated to achieving a close alliance for a national standardization strategy to further strengthen Austria's competitiveness in Europe and all over the world.

**o. Univ.Prof. DDr. Walter Barfuß**  
President



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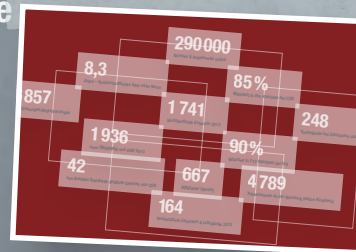
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Ing. Martin Lorenz  
The technical college  
graduate manages, for  
example, committees on  
mechanical fasteners,  
welding, fire protection  
and aerospace.

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Standards create innovation





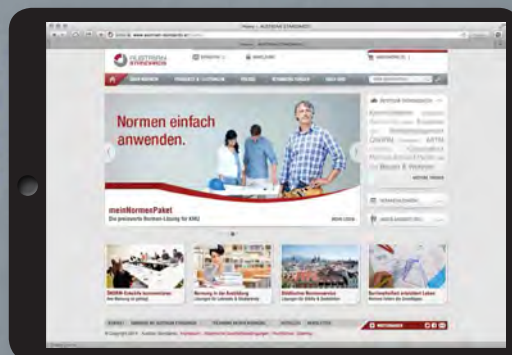
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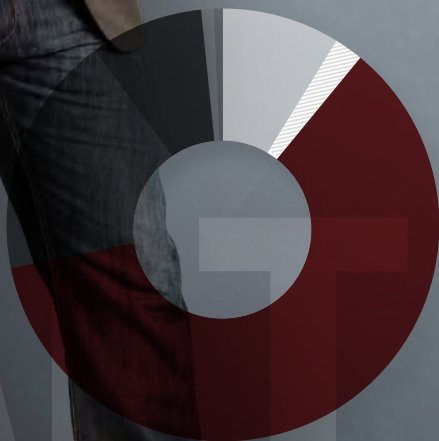
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# OUR VALUES. OUR STRENGTH.

The Austrian Standards Institute is the Austrian platform for developing standards and specifications that ensure that everything fits together perfectly and life runs more smoothly. Being an impartial and independent organization, Austrian Standards makes available to experts from industry, public administration, science and society the infrastructure they need for developing practicable specifications. The experts also have the opportunity to play a leading role in shaping European and International Standards. As a know-how company, Austrian Standards quickly distributes sound specialized knowledge in a target group-oriented way.

## INNOVATION

**Dr. Annette Altenpohl-Steurer**  
*Committee manager*

### About standards and specifications

Standards and specifications are confirmed specialized knowledge and are developed by practitioners for practical application. They document the current state of the art in technology and business. They are accessible for everybody and lay the foundation for innovation. As a prerequisite for tackling technical and economic tasks, standards and specifications form the basis for orderly processes in all fields of business and administration. On principle, their application is voluntary but makes sense. In special cases, legislators may declare standards or parts thereof “mandatory” by acts of parliament or regulations.

## SECURITY

**Mag. Erich Zeisl**  
*Head of the Standardization Support Unit*

### The value added by standards

Standards and specifications create security and trust. Be it at work, in business, during leisure or at home – people must be able to rely on generally recognized and sound standards. In Austria, standards add around EUR 2.5 billion to innovative economic performance every year and are an important key for growth-driving exports. Standards and specifications simplify information and communication – across all language barriers.

## PARTICIPATION

**Mag. (FH) Johanna Grabler, MA**  
*Online & Project Manager*

### Actively shaping standards

All those who are interested in or affected by a subject can directly contribute to shaping standards. The opportunities for participation are both manifold and uncomplicated. Anybody may propose the development or revision of specifications, comment on draft standards or personally participate in developing standards. The Draft Standard Portal ([www.austrian-standards.at/en/products-services/online-tools-software/draft-standard-portal/](http://www.austrian-standards.at/en/products-services/online-tools-software/draft-standard-portal/)), for example, allows you to submit comments on draft standards easily, quickly and free of charge.



Draft Standard Portal

**Dipl.-Ing. Stefan Wagmeister**

*The architect is committee manager and heads the team on construction physics, building services and energy engineering*

Standards create innovation



# INDEPENDENCE

Monika Domonkos  
Executive Assistant



## Independent & impartial

The development of standards and specifications requires a neutral basis, an independent environment and modern infrastructure. By providing an independent platform, Austrian Standards guarantees impartiality and makes sure that all stakeholders can participate as equal partners and that the process is transparent, efficient and in line with internationally recognized rules. Austrian Standards supports the experts by providing committee managers and making available the modern infrastructure they need for preparing or further developing the standards and specifications required.

# TRANSPARENCY

Dipl.-Ing. Dr. Heimo Ellmer  
Head of Construction and Procurement Standardization

## Transparent and open standardization



Being an impartial and independent platform for developing standards, Austrian Standards guarantees that this process is transparent, open to everybody and takes account of different positions. Anybody interested can have a say in the development of standards. After all, standards and specifications reflect a consensus of all stakeholders on how things should be and how they should work. Openness and transparency also require clear targets and plans. Each committee has to draw up a detailed business plan identifying in detail what the standardization project is about. This is also laid down in the new Internal Regulations adopted in 2013.

# BENEFITS

Regina Hangel  
Standards Assistant

## Standards that make sense



Standards and specifications are developed when there is a need for rules – for example, when requirements are not clear, procedures are inconsistent or test methods lead to diverging results. For each standardization project, the potential benefits of a standard are analyzed in detail. The contribution-oriented financing model demands that all those who develop standards bear part of the costs. This also ensures that standards are only issued when there are benefits. The impact of standards, including an analysis of costs and benefits, is assessed before work starts.

# MULTINATIONAL

Mag. Rüdiger Wanzenböck  
Marketing Director

## Austria's voice in Europe and the world



More than 90 percent of standards are European and International Standards. They facilitate international trade in goods and services and raise export potentials. Austrian experts are involved in developing precisely those European and International Standards and, as a result, give Austria an important voice in Europe and the world. Austrian Standards enables Austrian Standards to contribute their expertise.

# AUSTRIAN STANDARDS AT A GLANCE

2507

Committee and working group meetings

84 %

Contribution to funding of the standardization system

10

New technical books published per year

1920

Founded as a private, non-profit association

24 703

Total portfolio of ÖNORMs and ONRs in effect

123

Employees

7

ISO working bodies managed by Austrian Standards

2,5

Contribution to GDP in billion euro

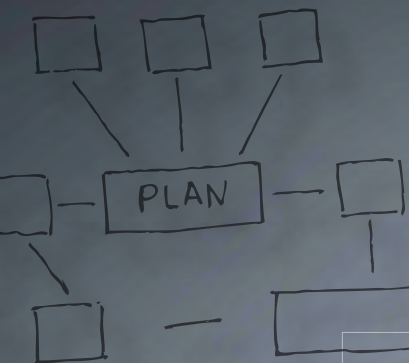
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Committee managers



Standards create innovation





**290 000**

Standards & specifications online

**8,3**

Average age of standards in years

**85 %**

Participation in CEN committees

**6 857**

Certifications/registrations

**1 741**

Drafts published in 2013

**248**

Speakers in seminars and courses

**1 936**

New ÖNORMs and ONRs 2013

**90 %**

Participation in ISO committees  
(including observers, i.e. 0-members)

**42**

CEN working bodies managed by Austrian Standards

**667**

Members (association)

**4 789**

Participants in standardization (active committees)

**164**

Seminars & courses organized in 2013

**Ivar Juvhaugen-Dehn, MSc**

*The graduate of the Norwegian School of Economics is responsible for marketing International Standards, IEEE standards and e-services.*

# PRESIDENTS GROUP AND MANAGEMENT

The supreme body of the Austrian Standards Institute is the Presidents Group. It lays down the principles of Austrian Standards' business and financial policy and controls its implementation and compliance with it. The Managing Director's Office supports the Presidents Group in fulfilling its tasks and conducts the day-to-day business of the association.

**Vice-President** *(since December 2013)*

**Dipl.-Ing. Harald Plöckinger**

*Member of the Board of KTM Sport-  
motorcycle AG as well as KTM AG*

**Vice-President**

**Sektionschef Dr. Manfred Matzka**

*Head of Division I "General Matters"  
of the Federal Chancellery*

**Vice-President**

**Dipl.-Ing. Walter Ruck**

*President of the Vienna Economic Chamber*

**President**

**o. Univ.Prof. DDr. Walter Barfuß**

*former Director General of the  
Federal Competition Authority*







#### Honorary President

**o. Univ.Prof. Dr. Dr.h.c. Karl Korinek**

*President of the Austrian Standards Institute from 1986 to 2002; former President of the Constitutional Court, former Professor at the Institute of Constitutional and Administrative Law of the University of Vienna*



#### Vice-President *(until December 2013)*

**KommR Dr. Bernd Vogl**

*former Member of the Board  
Voith Austria Holding AG*

**Vice-Director**  
**Mag. Wolfgang Steigenberger**



#### Managing Director *(since 1 February 2013)*

**DDr. Elisabeth Stampfl-Blaha**

*ISO Vice President Technical Management  
Member of the Administrative Board of CEN  
(until December 2013)*



#### Eastern Europe/Russia Officer of the Presidents Group 2013

**TR KommR Ing. Franz Bamberger**

*former Vice-President, Managing  
Director of Steinmetzbetriebe Franz  
Bamberger*



#### Managing Director

*(until 31 January 2013)*

**Ing. Dr. Gerhard Hartmann**

# MEMBERS OF THE PRESIDENTIAL COUNCIL

**Dr.-Ing. Torsten Bahke**

Chairman of the Executive Board of DIN  
– German Institute for Standardization

**Prof. Dipl.-Ing. Erwin Beidl**

Mechanical Engineer

**BIM Othmar Berner**

President of the Federal Trade Association of Roofers, Glaziers and Tinsmiths

**BIM KommR Ing. Josef Breiter**

President of the Federal Trade Association of Joiners

**Dr. Piet-Hein Daverveldt**

Managing Director of Nederlands Normalisatieinstituut (NEN)

**Ing. Peter Diatel**

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President of Austrolab

**Dipl.-Ing. Dr. techn. Eva Maria Eichinger-Vill**

Federal Ministry of Transport, Innovation and Technology

**Dr. Manfred Engelmann**

Director of the Industrial Section, Austrian Federal Economic Chamber

**Ing. Werner Fischer**

Head of Standardization & Regulation Management of Siemens AG Austria, Board Member of CENELEC

**SR Mag. Richard Gauss**

Head of Financial Management of the Executive Group for Public Health and Social Affairs, City of Vienna

**Stefan Georg Guggisberg**

CEO of the Swiss Association for Standardization (SNV)

**Dipl.-Ing. Dr. Joachim Haindl-Grutsch**

CEO of the Federation of Upper Austrian Industry

**Dr. Johannes Hajek**

Member of the Board of ERGO Versicherung Aktiengesellschaft

**Mag. Helmut Heindl**

Director of the Trade and Crafts Section, Austrian Federal Economic Chamber

**Dipl.-Ing. Günter Idinger**

General Manager and Vice President Sales Central and East Europe & Russia of EATON Industries (Austria) GmbH as well as member of the IEC Council Board

**KommR Brigitte Jank**

Member of Parliament

**Dipl.-Ing. Brigitte Jilka, MBA**

Director General of Urban Planning, Development and Construction, Executive Group for Construction and Technology, Chief Executive Office, City of Vienna

**Dipl.-Ing. Erich Kern**

Chartered consulting engineer for civil engineering, Kern + Ingenieure ZT GmbH, Member of the Executive Committee of the Chamber of Architects and Chartered Consulting Engineers for Vienna, Lower Austria & Burgenland

**ao. Univ.Prof. Ing.****Dr. Karl Kollmann**

Consumer Policy Department, Vienna Chamber of Labour

**Dipl.-Ing. Dr. Michael Kostjak**

Consulting engineer for technical chemistry

**em. Univ.Prof. Dr. Heinz Krejci**

former Head of the Institute of Company and Business Law, University of Vienna

**Dipl.-Ing. Gerald Landl**

Managing Director of LANDL & partner gmbh

**Ernst Leitgeb**

Virtual Working and Learning Software GmbH

**Mag. Dipl.-Ing.****DDr. Reinhard Mang**

Secretary-General of the Federal Ministry of Agriculture, Forestry, Environment and Water Management

**HR Dipl.-Ing. Peter Morwitzer**

Provincial Construction Director and Head of the Executive Group for Construction of Lower Austria

**Martina Paul, MBA**

General Secretary of CIE Central Bureau – International Commission on Illumination

**DDr. Alexander Petsche, MAES (Bruges)**

Chairman of Committee 265 "Compliance systems" (lawyer with Baker & McKenzie Diwok Hermann Petsche Rechtsanwälte GmbH)

**Konrad Scheiber**

Managing Director of Quality Austria, Trainings-, Zertifizierungs- und Begutachtungs GmbH







**BIM KommR Harald Schinnerl**

President of the Federal Metalworking Trade Association

**Ass.Prof. Dr. Christian R. Schweiger**

Specialist in medical and chemical laboratory diagnostics, Vienna General Hospital

**ao. Univ.Prof. Dipl.-Ing. Dr. Regina Sommer**

Head of the Division of Water Hygiene, Institute for Hygiene and Applied Immunology, Medical University of Vienna

**Dr. Karl Timmel**

Chairman of the Board of VBV Pensionskassen AG

**Dipl.-Ing. Mark Topal-Gökceli**

Group Co-ordinator for Research & Development, Interoperability & Standards of ÖBB Holding AG

**Mag. Walter Trezek**

Chairman of Committees 231 "Postal services" and 264 "Digital marketing" (Managing Director of Document Exchange Network GmbH)

**Dir. a.D. Dipl.-Ing. Heinz Wanda**

Study programme head at the University of Applied Sciences Technikum Wien, former President of CENELEC

**Mag. Dr. Lothar Wiltschek**

Law firm Wiltschek Rechtsanwälte

**Dipl.-Ing. Klaus Wittig**

AUVA (Austrian Workers' Compensation Board), Department for the Prevention of Accidents and Occupational Diseases

**Dr. Annette Altenpohl-Steur**

*The international relations graduate of Tufts University Massachusetts manages committees in the field of services.*

**Guests of the Presidential Council**

**Ing. Dr. Paul Rüb**

Member of the European Parliament

**Dipl.-Ing. Peter Reichel**

Secretary General of the Austrian Electrotechnical Association OVE

**Representative of the supervisory authority**

**Sektionschef Dr. Matthias Tschirf**

Federal Ministry of Science, Research and Economy

As per 2013-12-31

The Presidential Council of Austrian Standards is the main specialized consultative body of the association. The consultations primarily relate to economic policy and strategic issues, relevant specialized topics, future developments as well as changes in the environment and their potential impact on the Association's field of activities.

The Presidential Council set up platforms for the following themes:

- New Mobility
- Regulatory framework in building law and standardization
- European and international standardization
- Smart sustainable infra-structures



Up-to-date list of the Presidential Council members  
[www.austrian-standards.at/en/about-us/our-organization/members-presidential-council](http://www.austrian-standards.at/en/about-us/our-organization/members-presidential-council)

# NEW INTERNAL REGULATIONS OF AUSTRIAN STANDARDS

Changes in the environment in which standardization operates, a recent EU regulation on European standardization as well as experiences made in practice resulted in a revision of the Internal Regulations dating from 2006. Austrian Standards adopted two new Internal Regulations that became effective on 1 January 2014 and introduced significant changes and further improvements. While one document contains provisions on the development of ÖNORM standards and participation in European and international standardization, the other one governs the development of ONR rules (specifications).

## The objectives of the revision were:

- to place greater emphasis on the internationally recognized principles of standardization;
- to promote transparency both in the run-up to standards development and during standards preparation proper;
- to raise awareness of the fact that persons contributing to standardization do so in the interest of the organizations that nominated them;

The most important changes and improvements are:

## Free access to draft standards

Since 2013, Austrian Standards has offered the Draft Standard Portal on its website where anybody interested can study draft ÖNORMs for free and submit comments during the public enquiry procedure. This only requires registration on the website, which only takes a few minutes.

## New opportunities for having a say

Standards are created when there is a need for regulation or clarification. This need is assessed in a new consultation process. Thanks to the new Internal Regulations, comments can already be submitted on proposals for setting up a new committee as well as on proposals for the development or revision of an ÖNORM. When a new

committee is proposed, a preliminary business plan is drawn up first.

Thus, Austrian Standards also complies with Regulation (EU) No. 1025/2012 that states that “European standardisation organisations should facilitate accessible information on their activities through the promotion of the use of information and communication technologies (ICT) in their respective standardisation systems” – for example, by providing for the online submission of comments on draft standards.

In this context, the National Work Programme is made available on the website of Austrian Standards to disseminate information on national standardization projects currently in progress in Austria – in various stages of development – and on which of them are currently open for comments. Moreover, project proposals (new standard or revision of an existing one) can now also be submitted online. In addition, citizens may now comment on any effective standard

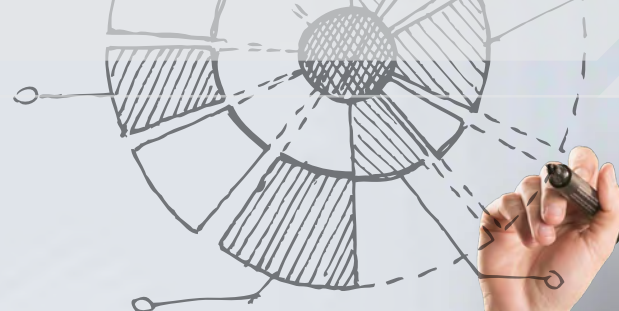
and suggest improvements on the website of Austrian Standards.

## Establishment of new committees

When a new committee is planned to be set up, all stakeholders that may be affected by a standard or its consequences are informed and asked to nominate persons for inclusion in the provisional list of participants.

Comments may also be submitted on the preliminary business plans of committees during the set-up process. After the end of this consultation period, the Presidents Group of the Austrian Standards Institute decides on the establishment of the committee taking into consideration the comments received.





***“In order to ensure the effectiveness of standards and standardisation as policy tools for the Union, it is necessary to have an effective and efficient standardisation system which provides a flexible and transparent platform for consensus building between all participants and which is financially viable.”***

*(Regulation (EU) No. 1025/2012 of the European Parliament and of the Council)*

## Overview of committee members

In future, the website of Austrian Standards will list the enterprises and organizations represented for each committee – in line with data protection legislation in effect. For individuals, the profession will be specified.

## Establishment of a conciliation board

The new Internal Regulations also provide for the establishment of a conciliation board. Disputes can be referred to this board, for example, when a stakeholder group opposes the establishment of a standardization committee, when a proposed standardization project is rejected or adopted, when the admission of a nominated member is refused or when a comment is rejected. The members of the conciliation board are independent and not bound by instructions. The Presidents Group of the Austrian Standards

Institute appoints the chairperson, his/her deputy as well as three further members and two substitutes for a term of three years with re-election being possible.

## Easier access to standards for SMEs

Regulation (EU) No. 1025/2012 of the European Parliament and of the Council specifically highlights the importance of standards for the competitiveness of SMEs. It was of special concern to Austrian Standards to facilitate access to standards and participation in standardization for Austria's SMEs through the new Internal Regulations and accompanying measures. On the website of Austrian Standards, for example, the Webshop offers abstracts of standards. Participation in standardization does not require membership in the association Austrian Standards Institute. Austrian Standards signed agreements with statutory professional associa-

tions to offer their members access to the standards of their field of activities at particularly favourable terms based on the service meinNormenPaket (myStandardsPackage).

## Web tips:

- [www.austrian-standards.at/en/about-standards/actively-shaping-standards/](http://www.austrian-standards.at/en/about-standards/actively-shaping-standards/)
- [www.austrian-standards.at/en/products-services/online-tools-software/meinnormenpaket/](http://www.austrian-standards.at/en/products-services/online-tools-software/meinnormenpaket/)



Actively shaping standards



meinNormenPaket

**Mag.(FH) Johanna Grabler, MA**  
The media and communication manager is responsible for the product marketing of national standards, technical literature, seminars, courses and certification.

# OUR MEMBERS

Standards and specifications ensure a knowledge edge, growth and security. The members of the Austrian Standards Institute form part of a successful network. With their moral and financial support, Austrian Standards can fulfil its responsibility for the Austrian standardization system even better.

The members of the association “Austrian Standards Institute” are companies – including a very high number of small and medium-sized enterprises – individuals, organizations and public authorities. In addition to those ordinary members, there are also extraordinary members. According to the Articles of Association 2010, these include the members of the Presidents Group and the Presidential Council, committee chairpersons, honorary members and the honorary president.

Those who decide to join the Austrian Standards Institute make a strategic investment in their own enterprise and send a clear signal for active economic development. Members provide moral and financial support for the development of sound technical knowledge and voluntary

recommendations created in a consensus of all stakeholders. At the same time they help Austrian Standards fulfil its responsibility for the Austrian standardization system.

## New benefit models

In 2013, the Austrian Standards Institute developed new benefit models for its members that add value. Since 1 January 2014, basic membership offers further advantages on top of existing ones such as discounts on ÖNORMs. For example, members can get a standards check-up examining whether their standards portfolio is up to date and reserve rooms at the Austrian Standards Meeting Center at reduced

rates. Basic membership can now be upgraded by two new packages (gold and platinum) that offer more benefits such as discounts on the standards management solution and utilization rights for ÖNORMs.



Thomas Meissner

*The Security Desk Manager ensures that customers and guests get a good first impression.*

**Standards create innovation**



## Members of the Austrian Standards Institute in figures:

Association members (ordinary) 667  
thereof new in 2013 3

As per 2013-12-31

## Overview of all the services included and optional packages

### Platin Package 2014 (upgrade)

- Standards check-up in the amount of EUR 2,000
- Seminar "Normung Insight"
- 10% discount on ÖNORM utilization rights

### Gold Package 2014 (upgrade)

- Standards check-up in the amount of EUR 1,000
- Industry letter
- Book "Normung – Herausforderung und Chance" (Standardization – challenge and opportunity)
- 5% discount on ÖNORM utilization rights
- 1 free license for meinNormenRadar (basic version) for your company
- 50% discount on standards management solution

### Basic membership 2014

- Participation in the General Assembly
- Annual report
- 30% discount on ÖNORM subscriptions
- 10% discount on individual ÖNORMs
- 10% discount on seminars

#### NEW in 2014:

- Membership folder
- Regular information
- Invitation to events
- Standards check-up in the amount of EUR 200
- Best practice web platform

- 20% discount on room reservations
- Privileged access to events

## Mag. Beate Köchler

*In her function as Human Resources Assistant, the cultural and social anthropologist ensures personnel management.*

# OUR PORTFOLIO

The portfolio of Austrian Standards covers a broad spectrum of services and products. It ranges from direct access to national, international and foreign standards and specifications to the provision of tailored solutions for efficient standards management and from certifications to a comprehensive seminar programme. Austrian Standards provides a modern infrastructure for the development of standards and offers uncomplicated possibilities for taking part in standardization and contributing to European and international standardization.

## Access to standards & specifications

Austrian Standards offers not only ÖNORMs – including all European Standards (in German and English) – but also all International Standards (ISO) as well as documents of foreign standardization bodies and other standard developers such as IEEE and ASTM. You can search for and buy these standards and specifications as well as documents issued by other national and international organizations in the Webshop of Austrian Standards.

Web tip: [www.austrian-standards.at/en/webshop](http://www.austrian-standards.at/en/webshop)

## Efficient standards management

To be able to optimally use standards and specifications in everyday work, enterprises and organizations need to manage their standards efficiently. Austrian Standards offers tailored online tools and software solutions that help to determine the need for standards and facilitate their use.

### Markus Preuner, BA

*In his function as Director Sales, the business graduate is responsible for the sale of standards and additional products.*

These include, for example:

- effects 2.0 – the professional standards management system for enterprises
- meinNormenRadar – an internationally unique tool visualizing the development of standards
- Reading Room – an online solution for viewing and searching, especially for educational institutions
- meinNormenPaket – a cost-efficient industry solution designed especially for small and medium-sized enterprises in co-operation with professional associations
- Draft Standard Portal – an opportunity for submitting comments on draft standards
- PACCO Online – industry package for SMEs and one-person companies
- Perinorm – Europe's biggest standards information database
- Compliance management solutions for technical legislation
- IBIS – a check as to whether a customer's collection of foreign standards is up to date
- Rechtskurier – an overview of changes in environmental law as well as legislation on industrial facilities and occupational safety and health
- Standards check-up – validity analysis upon request

## Know-how from the publishing house

Austrian Standards plus Publishing, the publishing house of Austrian Standards, delivers standard-related literature, practical inspection books and thematic standards collections of Austrian Standards promptly and free of shipping costs. The publications offered now also include nonfiction; the attractive first book is "Die Kommunikationsgesellschaft – Lackners Labor" on the communication society by the successful communication profiler Tatjana Lackner.

## Development of standards

In Austria, around 4,000 experts work on standards and specifications for the national, European and international market in 175 active committees. They represent the interests of industry, consumers, research, public administration and society. To support them, Austrian Standards provides an impartial and independent platform, ensures the smooth functioning of the standardization process through its committee managers and organizes Austria's involvement in European and international standardization (CEN and ISO).

Standards create innovation





Webshop

Taking part in the development of standards offers many advantages: for the participants as well as for the enterprises and organizations delegating them. They contribute to shaping the contents of standards resulting in an information and competitive edge and define tomorrow's standards today.

### Certification builds trust

With its competent experts, Austrian Standards is your primary contact for many issues of certification. Being an independent body, Austrian Standards certifies that products, services, systems or employees meet the requirements of standards.

The added value of certification by an independent body is obvious: With a valid certificate, enterprises and organizations demonstrate the quality of their products and services to customers and thereby build trust. Austrian Standards plus GmbH is accredited as an independent certification body by the Federal Ministry of Science, Research and Economy (BMWFW).

### Product certification

- "ÖNORM ... geprüft" is a certification scheme for domestic and foreign products that are primarily aimed at the Austrian but also at the international market. It is based on ÖNORM standards that provide for marking under Article 3(2) of the Austrian Standardization Act (Normengesetz 1971).
- In addition to the product certification scheme of "ÖNORM ... geprüft" that has proved its worth for decades, Austrian Standards also offers certification as a prerequisite for the CE marking of construction products.

### Personal certification (ON Certified Person), e.g.

- Risk manager according to ONR 49003
- Financial planner (ISO 22222)
- Indoor or outdoor lighting engineer according to ONR 151080 and ONR 151070, respectively
- Assistant to real estate agents and property managers (ONR 43001-1 and ONR 43002-1, respectively)
- Experts in air tightness testing according to EN 13829

### Service certification

- Sheltered housing (ÖNORM CEN/TS 16118)
- Call centre services (EN 15838)
- Translation services (EN 15038)
- International certification for training providers in the field of recreational scuba diving

### System certification

- Global Fair Business Compliance Certificate (FBCC) based on ONR 192050
- Certification of management systems based on ÖNORM S 2501 "Diversity management"



**Dipl.-Ing. Dr. Peter Jonas**

*In his function as Director Certification, the graduated technical physicist is responsible for and develops conformity services.*

	2012	2013
Certifications/registrations in total, thereof:	6 769	6 857
ÖNORM ... geprüft	2 217	2 217
ON Certified Product	59	59
ON Certified Service	271	404
ON Certified Person	3 718	3 708
ON Certified Systems	2	3
ON Certified Website	8	13
CE marking of construction products	490	453
CEN/CENELEC Keymark	4	0

# OUR PORTFOLIO

## Seminars & courses

State-of-the-art knowledge on standards and their technical and legal environment is offered in the seminars and courses of Austrian Standards. The speakers are selected experts with extensive practical experience who supply invaluable facts and make inter-relations transparent. The seminar programme addresses topical issues, for example in the following fields:

- Accreditation
- Construction planning & implementation
- Services & management
- Electronics & lighting engineering
- Building services & facilities
- Health care
- Mechanical & plant engineering
- Basics of standardization
- Safety and security
- Environment

Austrian Standards offers all the seminars and courses also as in-house trainings at the customer's site. The webinars (online seminars in virtual space) of Austrian Standards are a recommendable, versatile option for quickly getting information on topical issues of standardization, while saving time and travel expenses.

## Statistics

	2012	2013
Seminars & courses organized	165	164
Participants	1 388	1 521
Speakers	282	248

## Consulting International

Austrian Standards provides support to the know-how transfer between the EU/Austria and regulators or organizations in other countries. Together with international partners, the consultants manage projects on various aspects of the quality infrastructure. These relate to standardization, accreditation, certification and testing, market surveillance as well as technology-relevant legislation. In presentations, workshops and study visits, speakers from different countries familiarize the participants with the European framework. To date, Austrian Standards implemented more than 30 projects in co-operation with partners from all over the world. These benefit both enterprises and public organizations. In October 2013, a twinning project funded by the EU was completed in Montenegro. For one year and a half, experts have supported the implementation of the Eurocodes. An ISO twinning agreement was signed with the Ethiopian Standard Agency (ESA) in Vienna on the provision of training for ESA's committee managers from 2014 on.



**Mag. Jürgen Cech**

*In his function as the deputy head of the training department, the economic teacher plans courses, workshops and seminars.*

**Mag. Joanna Gajdek**

*The contemporary historian manages and co-ordinates know-how transfer in international consulting projects*



Standards create innovation



# HIGHLIGHTS

# 2013

**Mag. Rüdiger Wanzenböck**  
*The business graduate heads the  
marketing department.*

# HIGHLIGHTS 2013

## Elisabeth Stampfl-Blaha succeeds to Gerhard Hartmann

On 1 February 2013, DDr. Elisabeth Stampfl-Blaha took the helm at the Austrian competence centre for standards and specifications. Thus, she succeeded to Dr. Gerhard Hartmann who retired from the management of the organization after 23 years. "I want to actively reach out to our customers and partners," the graduated economist and lawyer describes her professional top priority. Stampfl-Blaha joined Austrian Standards in 1988 and successively was responsible for international relations, legal and organizational matters as well as human resources before she was appointed vice-director in 1998. In 2012, Stampfl-Blaha was one of the first women to become ISO vice-president.



**DDr. Elisabeth Stampfl-Blaha**  
*Managing Director*

## Harald Plöckinger is new vice-president

On 4 December, an Extraordinary General Assembly unanimously elected Dipl.-Ing. Harald Plöckinger vice-president of Austrian Standards. The 52-year old Upper Austrian succeeded to Dr. Bernd Vogl, former Chairman of the Board of Voith Austria Holding AG. Harald Plöckinger who graduated from the Technical University of Graz (mechanical engineering) is member of the Executive Boards of KTM Sportmotorcycle AG and KTM AG. He considers it to be one of his main tasks to "raise awareness of the importance of standards because they are the 'common language' of the international economy based on the division of labour and open up new markets."



**Dipl.-Ing. Harald Plöckinger**  
*Vice-President*



## Planning and building for accessibility

High steps, staircases without handrails, entrance doors that are difficult to open – all those are examples for obstacles making everyday life more difficult for elderly people, persons with impaired mobility or sensory disabilities as well as parents with strollers. On 2 December 2013, Austrian Standards organized an information event on "Planning and building for accessibility". Around 100 guests – architects, developers, representatives of construction enterprises, disability associations and public authorities as well as safety and facility managers – accepted the invitation to get first-hand information on the recently updated standards ÖNORM B 1600 to B 1603 and the new handbook by Maria R. Grundner.

### Book tip:

Maria R. Grundner: *Barrierefreies Planen und Bauen in Österreich. Handbuch für mehr Mobilität.* Austrian Standards plus Publishing, Vienna, 1<sup>st</sup> Edition 2013, hard cover, 172 pages. Buch: ISBN 978-3-85402-282-4, EUR 69,00 (excl. VAT) E-Book ePub: ISBN 978-3-85402-283-1, EUR 54,16 (excl. VAT)

## Preventing pressure ulcers

Pressure ulcers – better known as "bedsores" – are an enormous challenge for the nursing staff of hospitals as well as for nursing family members at home. Together with the Austrian Pressure Ulcer Prevention Association (APUPA) and the AUSTROMED industry organization, experts develop criteria and quality standards for medical products at Austrian Standards that, if properly applied, can largely prevent dreaded pressure ulcers in people confined to bed. An information event organized by Austrian Standards on the second international "Stop Pressure Ulcer Day" was dedicated to raising awareness and disseminating information on how to prevent "bedsores".







### ASTM standards straight from the source

More than 12,000 standards of the American Society for Testing and Materials (ASTM) are applied world-wide. In Austria alone, 53 laws make reference to these US standards. In the "Standards around the World" series of events, ASTM President James A. Thomas and Vice President Katherine E. Morgan visited Austrian Standards in Vienna on 5 November 2013. On principle, everybody interested is able to take part in the standardization activities of ASTM. Forty Austrians already accepted this invitation up to 2013. "Involvement in standardization is a suitable way of eliminating obstacles to the acceptance of standards and reservations against their application," stated Managing Director DDr. Elisabeth Stampfl-Blaha.



### Social responsibility in Bulgaria

On 8 October 2013, a delegation of Bulgarian enterprises obtained information on social responsibility and standards from Austrian Standards within the framework of an EU project. Dr. Karl Grün, Director Development, explained the background and advantages of selected standards such as ISO 26000 and ONR 192500. The former provides guidance on social responsibility and, in particular, information on concepts, terms and definitions related to social responsibility for all types of organizations – regardless of their size and location. By offering this orientation, the International Standard supports organizations in making their contribution to sustainable development, also with regard to health and public welfare.

#### Book tip:

A. Petsche, A. Toifl, B. Neiger, E. Jirges (eds.): Compliance Management Systeme (CMS) – Die ONR 192050 – Praxiskommentar, Austrian Standards plus Publishing, 1st edition Vienna 2013, 162 pages, Book: ISBN 978-3-85402-280-0, EUR 49.00, E-book: ISBN 978-3-85402-281-7, EUR 39.99

### Compliance made easy

The compliance standard ONR 192050 and the certification of compliance management systems (CMSs) were the main themes of a high-level meeting held at Austrian Standards in September 2013. DDr. Alexander Petsche, MAES (Baker & McKenzie), chairman of Committee 265 "Compliance Systems", reported on the development of the ONR and his experiences as a legal practitioner. The objective had been to develop specifications that were concise and easy to understand and implement. In addition to Dr. Peter Jonas, Director Certification of Austrian Standards, who presented the possibilities of the Fair Business Compliance Certificate, Dr. Armin Toifl (Siemens) explained the importance of certification. A representative of the firefighting equipment supplier Rosenbauer International AG reported on the introduction of a CMS certified under ONR 192050 in his company.



### Protection against hazardous chemicals

How can dangerous substances be eliminated from products for everyday use? That was the question discussed at the conference "Hazardous chemicals in products – The need for enhanced regulations" held in Brussels on 29 October 2013. The organizer was the Consumer Council of the Austrian Standards Institute in co-operation with ANEC, the European consumer voice in standardization. This conference held shortly before the adoption of the new Environmental Action Programme of the EU was to identify gaps in existing legislation and propose possible solutions. Since its establishment 23 years ago, the Consumer Council of the Austrian Standards Institute has focused on chemicals in products ([www.verbraucherrat.at/en/](http://www.verbraucherrat.at/en/))





### China meets Austrian Standards

Representatives of the China Association for Standardization (CAS) as well as the standardization bodies of the provinces of Jiangsu and Jinan visited Austrian Standards on 9 September 2013. The guests were particularly interested in the topics of energy savings and emission reduction. Moreover, the participants wished to learn about the experiences made in Austria with the EU's Energy Performance of Buildings Directive and its national implementation. Further topics discussed were the EU Construction Products Regulation and the certification of construction products, a general presentation of Austrian Standards and its international consulting activities.



### Linz takes the lead

Standards provide reliable guidelines for high-quality municipal services and certainty in case of claims and liability issues. Frequently, however, key basic standards for cities and their institutions are not known, not up to date or simply not available for cost reasons. Therefore, Austrian Standards developed tailored solutions together with representatives of cities and towns. This special standards service for small and medium-sized towns was presented for the first time at the municipal trade fair in Linz in September 2013. "Our standards service solutions enable cities and towns to adequately know and have available the standards of relevance for them," stated DI (FH) Gerrit Kopp, the municipal expert of Austrian Standards.



### Best practice from Austria

The customer contact centre is the showcase of companies because this is where they are in direct contact with the customers. Building trust through high quality is the top priority in this context. Austria has a long tradition in the standardization and certification of call centre services. Thus, Vienna was an obvious choice as the venue of the kick-off meeting of the new ISO/PC 273 "Customer Contact Center" defining requirements for service providers and clients. Representatives of twelve countries from all over the world convened at the Austrian Standards Meeting Center in July 2013 to input their expertise into the development of an international standard. The next meeting will be held in Kuala Lumpur in 2014.



### In-company training

Training companies give students an insight in their future professions and allow them to apply their knowledge and prepare for practical work. To achieve a uniform quality level, ONR 42000 was developed at Austrian Standards to define appropriate quality criteria. In May 2013, the time had come again: for the eighth time already, Viennese training firms complying with the requirements of ONR 42000 received their certificates. The share of certified training firms was 28% in the school year 2012/2013 all over Austria. In total, 221 "companies" applied for certification and 190 of them met the strict criteria. The certificates have a validity of two years.







### Hands-on-training

Within the framework of an ISO project on “Institutional Strengthening”, employees of the standardization bodies of Azerbaijan (SCSMP), Ethiopia (ESA), Botswana (BOBS) and Lebanon (LIBNOR) came to Austrian Standards for hands-on training in July 2013. After a successful session in November 2012, this was the second visit of trainees who were able to get to know all the facets of Austrian Standards and establish contacts among each other. Managing Director DDr. Elisabeth Stampfl-Blaha was pleased about the keen interest of the international guests and the exciting exchange of experiences. “This is a great opportunity for all of us to broaden our horizon,” stated Stampfl-Blaha.

### SMEs and standardization in Brussels

On 28 May 2013, 200 representatives of national standardization bodies, public administration, industry associations as well as small and medium-sized enterprises took part in the European Conference on SMEs and Standardization in Brussels at which the SMEST 2 project was presented. The focus was on questions such as how SMEs can get information on relevant standards and how SMEs can be encouraged to actively take part in standardization. Austrian Standards was represented by Dr. Heimo Ellmer, Kathrin Karner, MA and Dr. Karl Grün. In the discussions, special appreciation was expressed for the Draft Standard Portal of Austrian Standards as well as “meinNormenPaket”, the industry solution specifically designed for SMEs.



### IEEE standards at Austrian Standards

Austrian Standards also offers its customers access to the standards of the globally active US standards developer IEEE (Institute of Electrical and Electronics Engineers). That is the outcome of negotiations and the subject of a memorandum of understanding signed by Moira S. Patterson (Program Manager, International Programs at the IEEE Standards Association) and DDr. Elisabeth Stampfl-Blaha (Managing Director of Austrian Standards) in Vienna on 10 April 2013. IEEE is a leading developer of industry standards for a broad range of technologies. Wilhelm Takats, Director Strategic Portfolio & Partner Management of Austrian Standards: “Thus, we can offer direct access to around 900 IEEE documents from key areas such as information and communication technology and smart grids.”



### High-level conference informs on customs union

Russia, Belarus and Kazakhstan resolved to enter into a customs union on 1 January 2010. This decision created a new economic area without customs tariffs and economic restrictions. Austrian Standards informed about the potential of this customs union and the importance of common standards at an international expert conference held in April 2013. Almost 100 leading businesspeople as well as representatives of industry associations and professional organizations followed the invitation of Austrian Standards. Managing Director DDr. Elisabeth Stampfl-Blaha welcomed Sergey Nechaev, Ambassador of the Russian Federation in Austria, Valery Koreshkov, Minister for Technical Regulation of the Eurasian Economic Commission, and many other eminent guests.



## Horizon 2020

Horizon 2020 is the biggest transnational programme for research and innovation world-wide. The EU makes available a total of EUR 80 billion for the implementation of scientific and industrial projects. One of the objectives is to improve the link between research and innovation projects and relevant standardization activities. As a member of the European Committee for Standardization (CEN), Austrian Standards supports the optimum implementation of the results of Horizon 2020. On 11 December 2013, the European Commission issued the first call for project proposals under Horizon 2020. The key priorities of Horizon 2020: research excellence, research and business locations with a strong competitive position, more innovative products and services.

## Bhawana Rana

*The Customer Service Manager advises customers on the entire product portfolio of Austrian Standards and processes orders and complaints.*

## New website of Austrian Standards

In 2013, Austrian Standards re-launched its website. The outcome is innovative, bilingual, informative and even more user-friendly. One of the most important changes is that all the information on standards and specifications, all the applications and the Webshop – previously made available separately for Austrian Standards, the Austrian Standards Institute and Austrian Standards plus GmbH – are now summarized at [www.austrian-standards.at](http://www.austrian-standards.at). A mobile version of the website is provided for smart phones and tablets. The new Infopedia Topic Center offers informative articles, glossary entries and current press releases related to standards and specifications.



## World Standards Day

World Standards Day is celebrated each year on 14 October because that was the day in 1946 when standardization representatives of 25 countries gathered in London and decided to create a new international organization that was set up in the following year. Today, ISO has 162 national standardization organizations as its members and, as a result, represents 98 percent of the global economy and 97 percent of the world's population. Each year, World Standards Day presents a message on a topical issue of standardization. In 2013, the motto was "International standards ensure positive change".



Standards create innovation



# OUTLOOK ON 2014

## Standardization strategy in government programme

A fundamental strategy is required to optimally adjust Austrian standardization to national needs and the international framework. Therefore, Austrian Standards welcomes that the Austrian federal government advocates the development of an Austrian standardization strategy by the Federal Ministry of Science, Research and Economy in its work programme 2013-2018. The objective must be to successfully position Austrian standardization in the national and international context so that standards and specifications also support the competitiveness of Austrian enterprises as well as the country's innovative potential in future.

## Peer assessment of the Austrian Standards Institute

On 27 and 28 January 2014, the Austrian Standards Institute was evaluated by a Danish assessor in a peer assessment under CEN/CENELEC Guide 20\* "Membership Criteria". It examined the extent to which the Austrian Standards Institute meets the membership criteria of the European Committee for Standardization (CEN). The results

of the peer assessment are positive throughout – all the criteria and numerous recommendations are successfully complied with. "Good practices" highlighted were the Draft Standard Portal as well as the new National Work Programme, the online tool meinNormenRadar as well as articles on "Standards in everyday life".



The new Austrian Standards Meeting Center, IT infrastructure, certification according to the International Standards ISO 9001 and ISO 14001, the committees as well as the committed staff were identified as strengths of Austrian Standards.

\* The CEN/CENELEC Guides complement the procedures and specifications laid down in the Internal Regulations of CEN/CENELEC for the development of European standards. Guide 20 defines the requirements of CEN/CENELEC membership for national standardization bodies.

## Lively debate on gender-sensitive language

In the first half of 2014, a lively public debate was fuelled by proposals on gender-sensitive language. The background: Since 1981, several editions of ÖNORM A 1080 have provided practical hints on how to word and present texts. Specifically, the standard contains recommendations for business letters and e-mails. Like all standards, ÖNORM A 1080 is regularly revised. The new draft prepared by Committee 045 "Office organization and written communication" included a passage with recommendations on gender-sensitive language for the first time. This sparked a nation-wide – quite emotional – debate that has dominated the media, Facebook and Twitter for many days.

Austrian Standards was and is aware of the high social relevance of this topic and therefore, invited comments early on. Many people accepted this invitation; in particular, the Draft Standard Portal proved to be an ideal and uncomplicated means for providing inputs.

In total, 1,395 comments were received. They were screened, examined and discussed. At the time of the editorial deadline for this Annual Report, it was not yet clear whether there would be



agreement on a specific recommendation and what would be its contents. "But we can already say that standards move – both the economy and society. A lively discussion requires openness for diverging positions and the respectful exchange of arguments. As an impartial and independent platform for the development of standards, Austrian Standards does not decide on the contents of standards. Our task is to provide a modern infrastructure, opportunities for broad participation and a constructive atmosphere for discussions. We take this task very seriously," stated DDr. Elisabeth Stampfl-Blaha, Managing Director of Austrian Standards.

# FAIR CONTRIBUTIONS

Efficiency, performance orientation, transparency and stable framework conditions are key factors for success. Therefore, the Austrian Standards Institute developed a new financing model meeting those criteria – in an exchange of information with its funding partners, the Austrian Federal Economic Chamber and the Economic Ministry – in 2013.

## Fair contribution since 1 January 2014

Since 1 January 2014, a financial contribution has to be paid for each person taking part in standardization. In many countries, this is already a long-standing practice. The contribution amounts to EUR 450.00 (plus 10% VAT) in 2014 with committee chairpersons being exempted. For all those who start to participate in standardization in the calendar year 2014, the participation fee of the first year is included in the Starter Package.

Recognizing the importance of standardization for Austria's enterprises, the Austrian Federal

Economic Chamber reimburses the contribution for one participant to its members taking part in standardization work at Austrian Standards. This solution is particularly favourable for SMEs. By raising 80% of the funds required for financing an impartial and independent standardization system through the sale of standards and services, Austrian Standards continues to cover the major share of funding itself. The Economic Ministry bears the cost of Austria's membership in the European and international standardization organizations CEN/CENELEC and ISO/IEC.

## Services for participants

All those paying the participation fee can take part in the development of standards in the committees for which they are nominated. They can contribute to shaping the contents of standards in their own field of specialization and, hence, the framework conditions of this field and the economic sector concerned. Taking part in the development of standards results in concrete benefits as the network of Austrian Standards allows for a constructive dialogue with market partners, competitors, customers as well as with public administration, science and research.

Austrian Standards ensures that the committees have a modern infrastructure that is optimally suited for efficient work. Through its competent committee managers, Austrian Standards provides support, for example, with research on the legal environment, organizes public enquiry procedures on draft standards and co-ordinates the involvement of Austrian delegates in European and international standardization activities.

## Regina Hangel

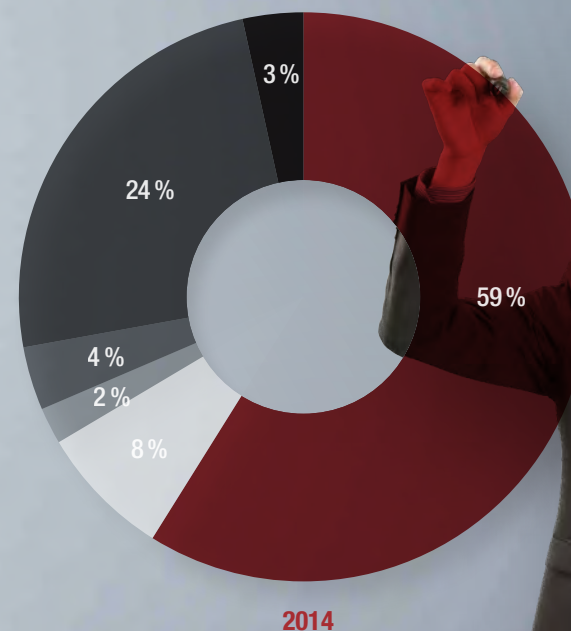
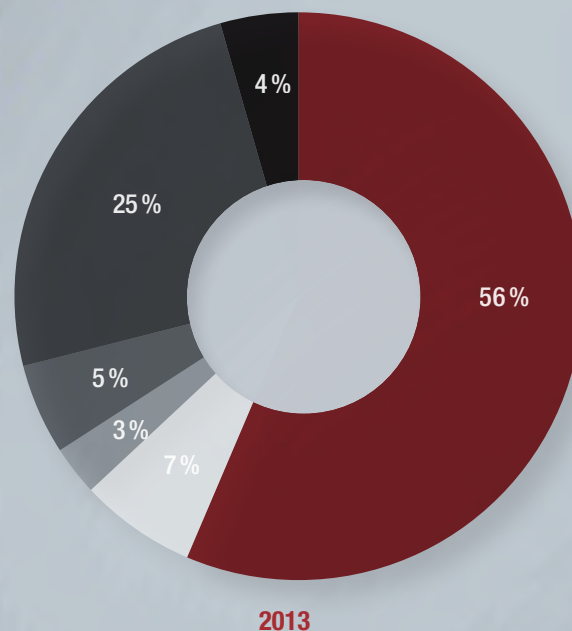
*The Standards Assistant supports committee managers in assisting participants.*



### Who takes part in standardization?

After the first half of 2014, data show that the mix of participants hardly changed after the introduction of the participation fee. Some organizations/enterprises took the new fee as an occasion for re-structuring and re-orienting their participation (in terms of staffing).

The fact that not only public administration, scientific institutions and companies but also associations and NGOs were already among the first ones paying the participation fee shows that the new financing model is well balanced and fair and is accepted by the stakeholders.



	As per 2013-10-25	As per 2014-04-30
Enterprises	2 476	1 781
Austrian Federal Economic Chamber	291	229
Other chambers	124	63
One-person companies/individuals/foreign members	227	109
Public sector	1 076	738
Consulting engineers and engineering firms	195	104

**Daniel Rose**

*The Customer Service Manager supports customers in finding standards and selecting products; studies German philology.*

# THE HISTORY OF AUSTRIAN STANDARDS

**1920** Constituent meeting of the “Österreichische Normenausschuss für Industrie und Gewerbe” (Ö.N.I.G. – Austrian Standards Committee for Industry and Commerce”) set up as a private association on 23 September 1920.

**1932** The name of the association is changed to “Österreichischer Normenausschuss” (ÖNA – Austrian Standards Committee).

**1945** The ÖNA resumes standardization activities.

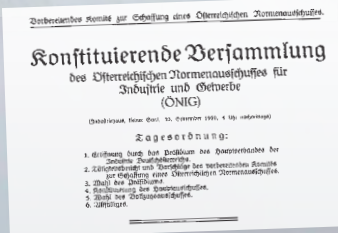
**1947** Foundation of the International Organization for Standardization (ISO). The ÖNA is a founding member and is active in international standardization right from the start.

**1969** The ÖNA changes its name to “Österreichisches Normungsinstitut” (ON – Austrian Standards Institute).

**1938** The end of the First Republic of Austria also represents the end of independent Austrian standardization.

**1921** The first ÖNORM is published. It defines metrical threads.

**1961** Foundation of the European Committee for Standardization (CEN) with Austria as a member.



**Monika Domonkos**

*The Executive Assistant supports the management in organizational and administrative activities.*





**1971** Amendment of the Standardization Act of 1954 that forms the legal basis of the work of Austrian Standards to the present day.

**1995** 75<sup>th</sup> anniversary: Federal President Klestil calls standards “the backbone of society in our modern world”: “The brilliant idea of standardization institutions was and is to develop the standards needed in a lively dialogue of all those having a vital interest in normative rules rather than imposing and enforcing them from the top down.”

**2010** The association “Österreichisches Normungsinstitut” changes its name to “Austrian Standards Institute”. This reflects the further internationalization of the Institute’s activities.

**2008** Foundation of Austrian Standards plus GmbH. The subsidiary is responsible for sales and services, education and training as well as certification.

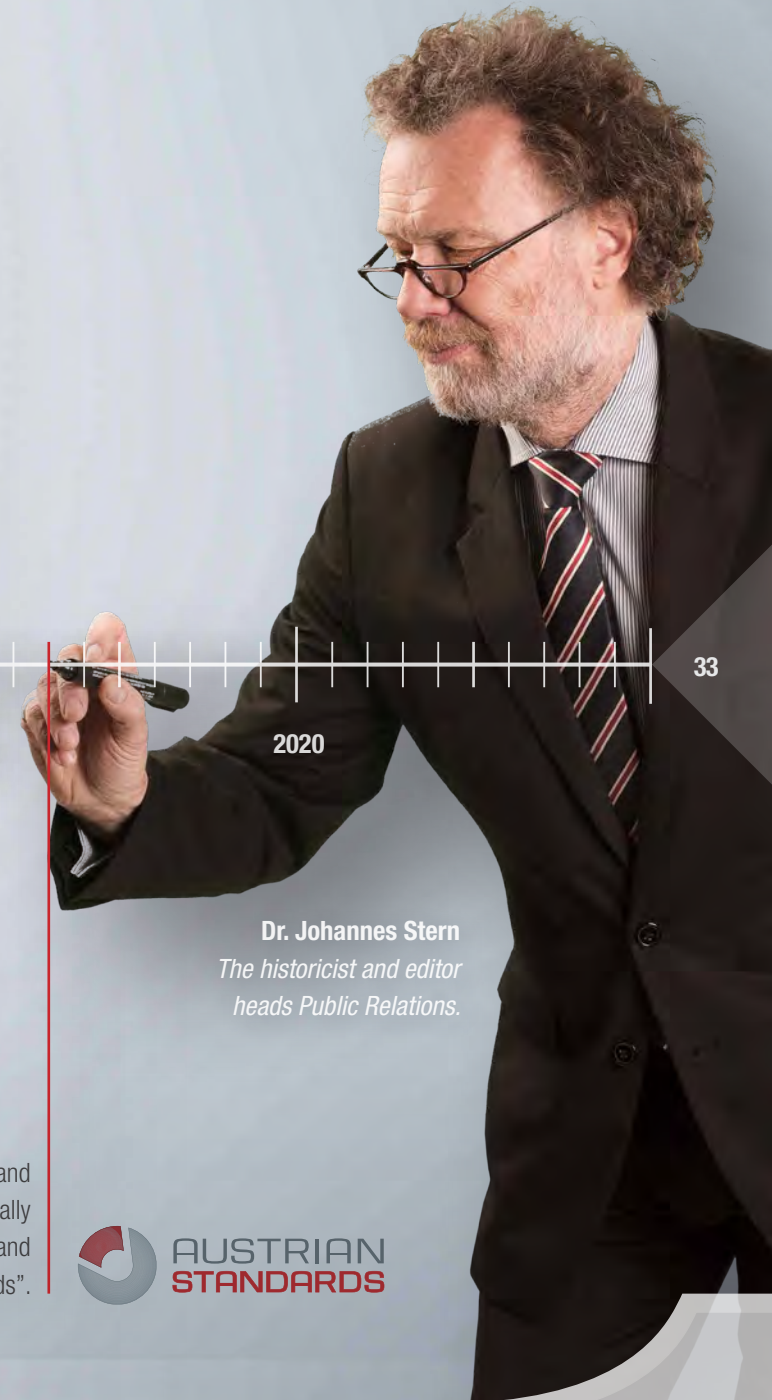


**1991** CEN and ISO sign the Vienna Agreement at the Austrian Standards Institute in Vienna to prevent parallel and redundant work on a European and international level.

**1998** Publication of the first ON Rule (ONR) meeting the economy’s need for flexible specifications that can be drawn up fast.

**2001** The Austrian Standards Institute introduces the “electronic technical committee” (today “myCommittee”): Work documents, minutes of meetings and important information are made available to the committees on password-protected web pages.

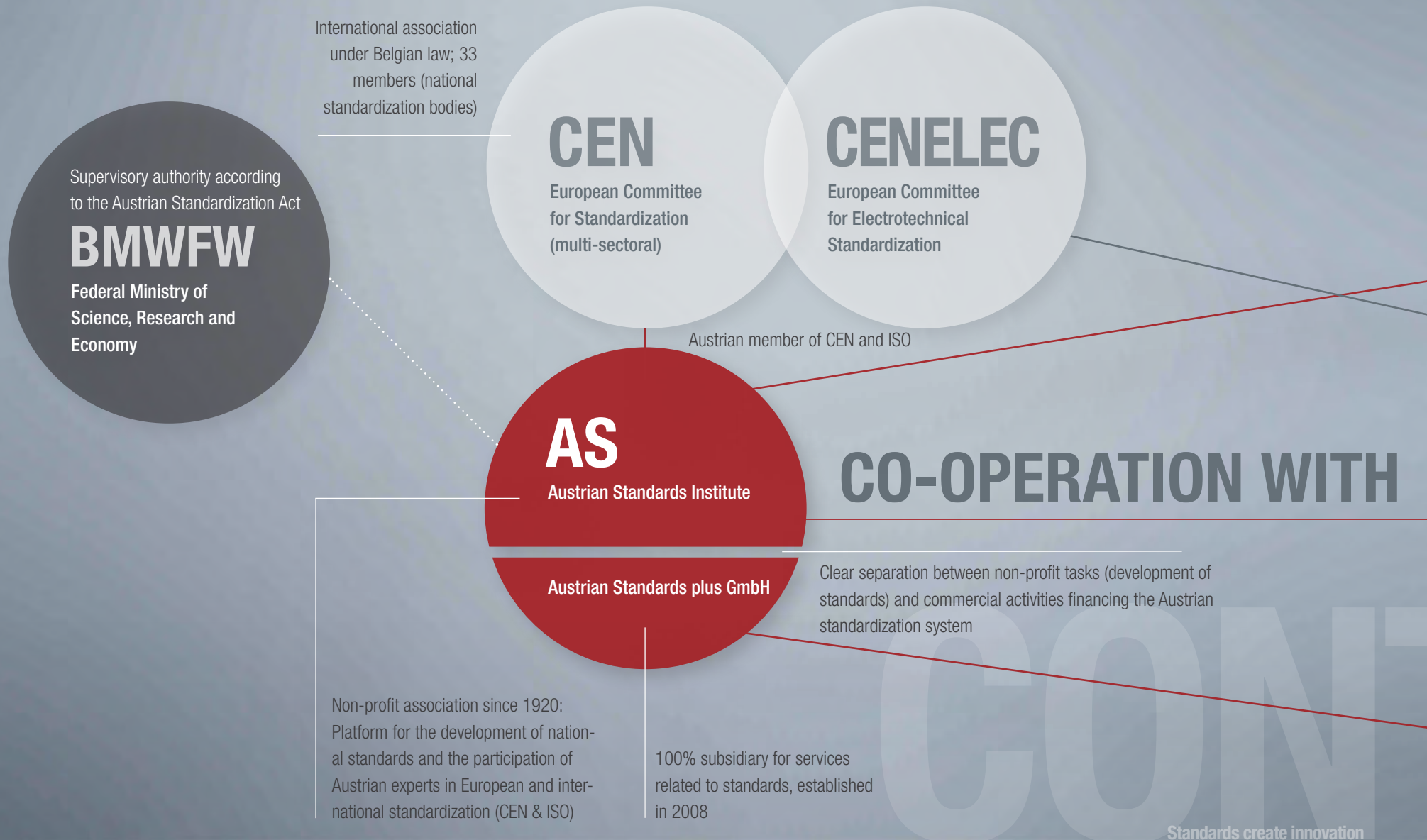
**2013** The Austrian Standards Institute and its subsidiary Austrian Standards plus officially operate under the common umbrella brand “Austrian Standards”.



**Dr. Johannes Stern**  
*The historicist and editor heads Public Relations.*



# AUSTRIAN STANDARDS IN AN INTERNATIONAL CONTEXT





International association  
under Swiss law;  
162 members (national  
standardization bodies from  
all over the world)

# ISO

International Organization  
for Standardization  
(multi-sectoral)

# IEC

International Electrotechnical  
Commission

Austrian member of CENELEC and IEC

# OEK

Austrian Electrotechnical  
Committee

within  
**OVE**

Austrian Electrotechnical  
Association

# OVE

The OEK of OVE is responsible for managing joint  
committees in the electrotechnical field.

# ETSI

European Telecommunication  
Standards Institute



**Kathrin Karner, MA**

*In her function as Assistant to the Management, the business graduate ensures co-ordination with the Presidents Group, Presidential Council as well as co-operation in the top-level bodies of CEN and ISO*

35

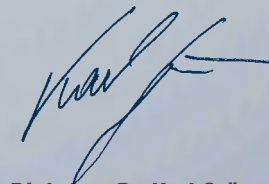
# STANDARDS 2013

No matter how varied and diverse the topics of standardization are, one thing is always true: Standards are developed because there is a specific need to solve a problem. The solutions are shaped by the members of committees and working groups who are experts from enterprises, public authorities, stakeholder organizations and scientific institutions. Austrian Standards makes available the infrastructure required for this process but does not determine the topics standardized or the contents of standards.

In 2013, standardization further developed with regard to the contents covered and increased in economic and social importance. Enterprises – including more and more SMEs and one-person companies – focus on the innovatory potential of standards and specifications and use them as a growth driver. This benefits all of Austria in economic and employment terms. The consumers know that they can rely on standards and can use them to compare products and services. In an increasingly complex world, this raises confidence and security. ÖNORMs B 1600 to 1603 revised in 2013, for example, lay a forward-looking, sustainable, needs-oriented foundation ensuring that as many people as possible can enjoy mobility without help from others. The result: Freedom through standards.

The process of standardization always is also a process of quality assurance. In 2013, the revision of the quality management standard ISO 9001 was launched that is one of the most successful international standards. It defines the requirements for quality management systems and is applied by millions of organizations around the globe. Comments can be submitted until mid-October 2014, and the new version is to be issued in 2015. For legislators, standards and specifications facilitate the drafting of legal requirements, while they provide a level of detail and up-to-dateness that cannot be ensured by acts of parliament. In 2013, ONR 192050 “Compliance management systems” marked a milestone of security and transparency by specifying how enterprises should organize in order to be able to identify risks in due time and prevent criminal offenses.

With a view to the quality assurance of the standardization process itself, Austrian Standards created attractive new opportunities for even wider participation in standardization within the framework of its new Internal Regulations. After all, the quality and acceptance of standards and specifications requires that they are developed in a constructive dialogue of as many parties interested as possible. The way is paved, the doors are open.



**Dipl.-Ing. Dr. Karl Grün**  
Director Development



# STANDARDS

# 2013

# STANDARDS

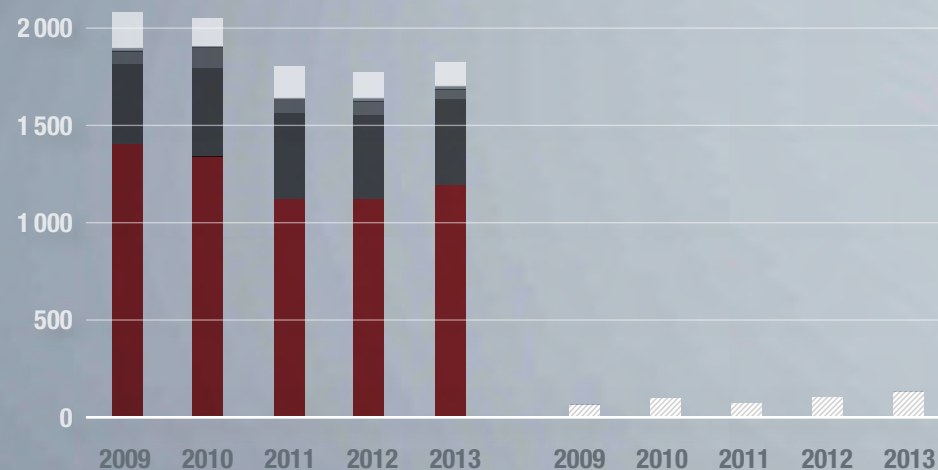
**Dipl.-Ing. Dr. Karl Grün**

*In his function of Director Development, the physicist heads the field of standards development and manages, for example, committees on radiation protection, quality and environmental management, CSR, management and IT consultancy.*

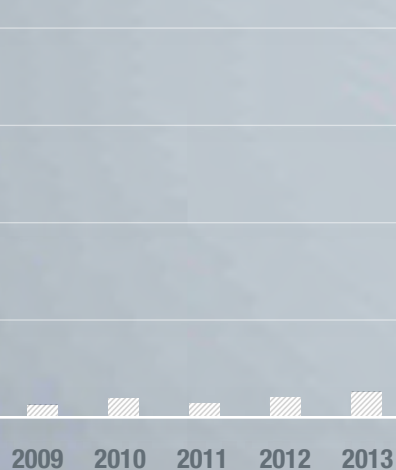


# STANDARDS 2013

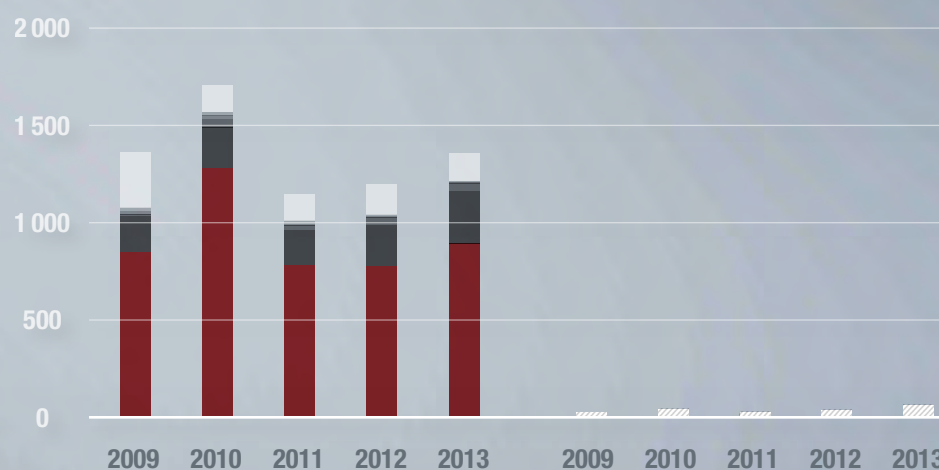
NEW ÖNORMS



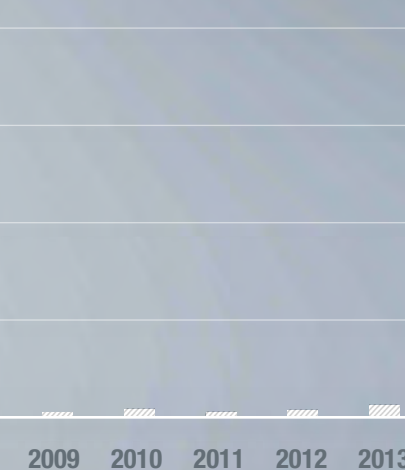
NEW ONRS



ÖNORMS WITHDRAWN



ONRS WITHDRAWN



ÖNORM	2009	2010	2011	2012	2013
ÖNORM national	173	131	151	121	112
ÖNORM DIN	4	1	2	1	1
ÖNORM ISO	21	10	8	14	15
ÖVE/ÖNORM ETS	54	105	69	73	52
ÖVE/ÖNORM (EN)	409	455	440	445	437
ÖNORM EN (incl. EN ISO)	1 410	1 339	1 123	1 108	1 198
<b>Total</b>	<b>2 071</b>	<b>2 041</b>	<b>1 793</b>	<b>1 762</b>	<b>1 815</b>

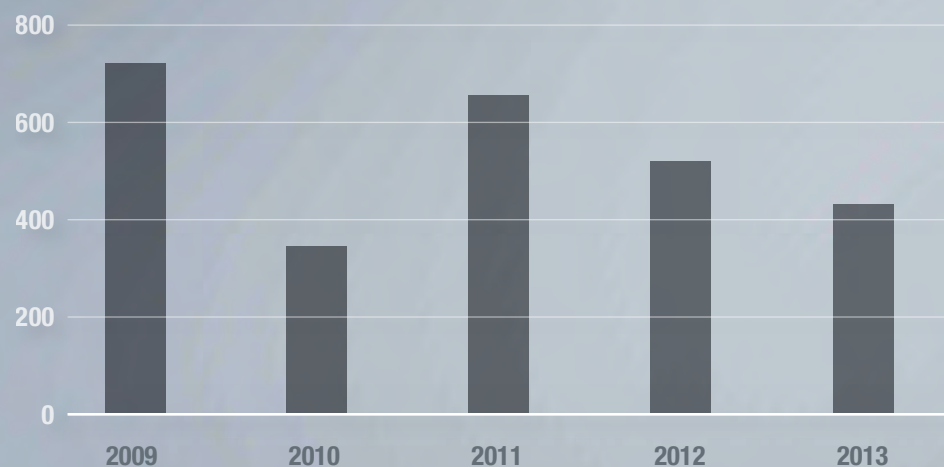
ONR	2009	2010	2011	2012	2013
ONR (incl. CEN/TS)	62	90	75	102	121

ÖNORM	2009	2010	2011	2012	2013
ÖNORM national	283	136	137	152	129
ÖNORM DIN	11	12	9	1	6
ÖNORM ISO	14	14	7	11	9
ÖVE/ÖNORM ETS	11	42	24	45	36
ÖVE/ÖNORM (EN)	181	210	180	210	276
ÖNORM EN (incl. EN ISO)	850	1 275	780	772	884
<b>Total</b>	<b>1 350</b>	<b>1 689</b>	<b>1 137</b>	<b>1 191</b>	<b>1 340</b>

ONR	2009	2010	2011	2012	2013
ONR (incl. CEN/TS)	21	34	23	30	50



## TOTAL ÖNORM INCREASE



## ONR INCREASE

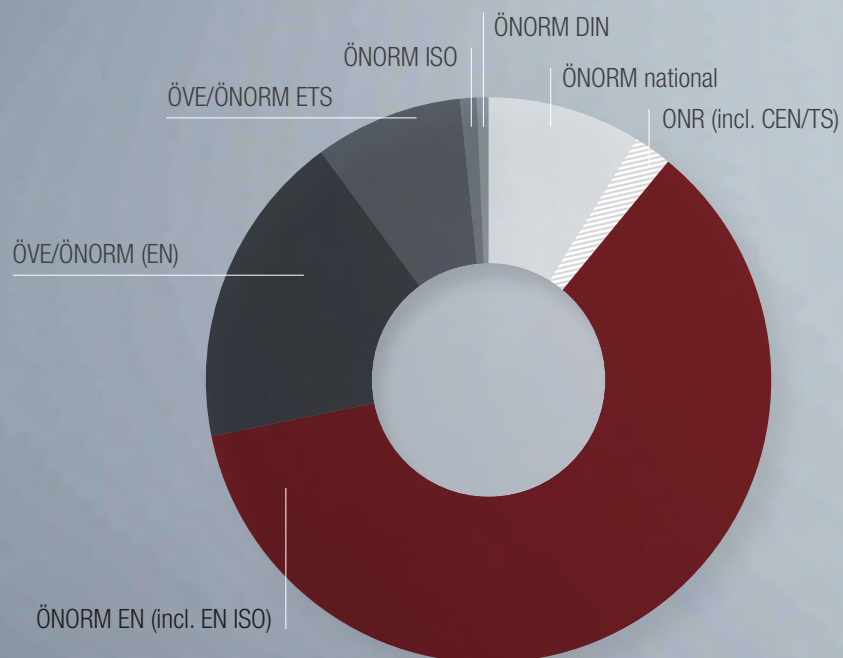


ÖNORM	2009	2010	2011	2012	2013
ÖNORM national	-110	-5	14	-31	-17
ÖNORM DIN	-7	-11	-7	0	-5
ÖNORM ISO	7	-4	1	3	6
ÖVE/ÖNORM ETS	43	63	45	28	16
ÖVE/ÖNORM (EN)	228	245	260	235	161
ÖNORM EN (incl. EN ISO)	560	64	343	336	314
<b>Total</b>	<b>721</b>	<b>352</b>	<b>656</b>	<b>571</b>	<b>475</b>

ONR	2009	2010	2011	2012	2013
ONR (incl. CEN/TS)	41	56	52	72	71

# STANDARDS 2013

TOTAL PORTFOLIO OF ÖNORMS & ONRS 2013

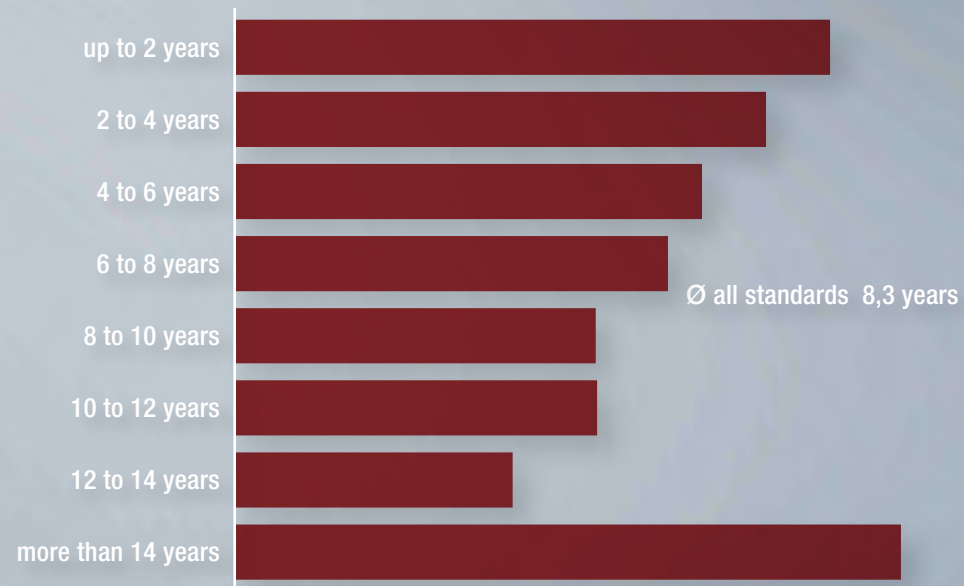


## ÖNORM

ÖNORM national	2 166
ÖNORM DIN	165
ÖNORM ISO	234
ÖVE/ÖNORM ETS	2 093
ÖVE/ÖNORM (EN)	4 472
ÖNORM EN (incl. EN ISO)	15 033
ONR (incl. CEN/TS)	540

**Total** **24 703**

AGE STRUCTURE OF ÖNORMS & ONRS



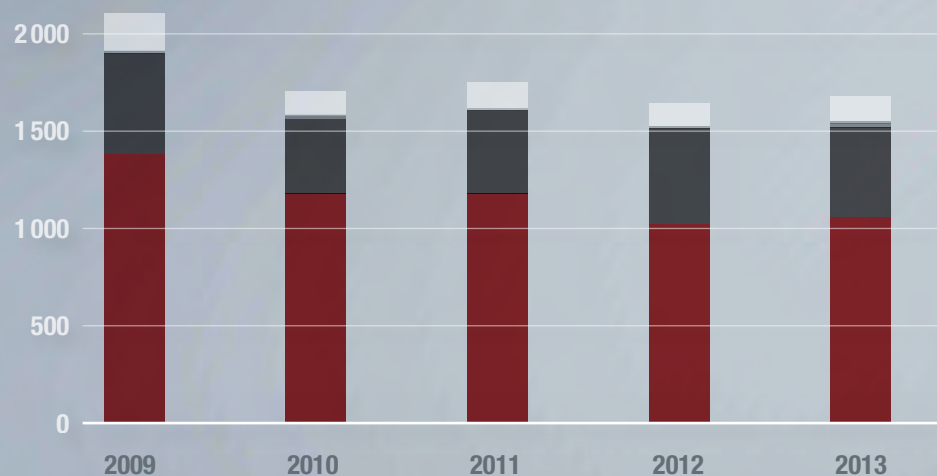
## Age structure

up to 2 years	16,12%
2 to 4 years	14,39%
4 to 6 years	12,64%
6 to 8 years	11,72%
8 to 10 years	9,77%
10 to 12 years	9,81%
12 to 14 years	7,53%
more than 14 years	18,03%

**Ø all standards** **8,3 years**



## NEW DRAFT ÖNORMS



## NEW DRAFT ONRS



### ÖNORM

	2009	2010	2011	2012	2013
ÖNORM national	195	123	134	112	125
ÖNORM DIN	5	2	1	1	1
ÖNORM ISO	12	7	10	11	20
ÖVE/ÖNORM ETS	0	0	0	0	0
ÖVE/ÖNORM (EN)	512	395	428	499	477
ÖNORM EN (incl. EN ISO)	1 392	1 184	1 186	1 020	1 058

### ONR

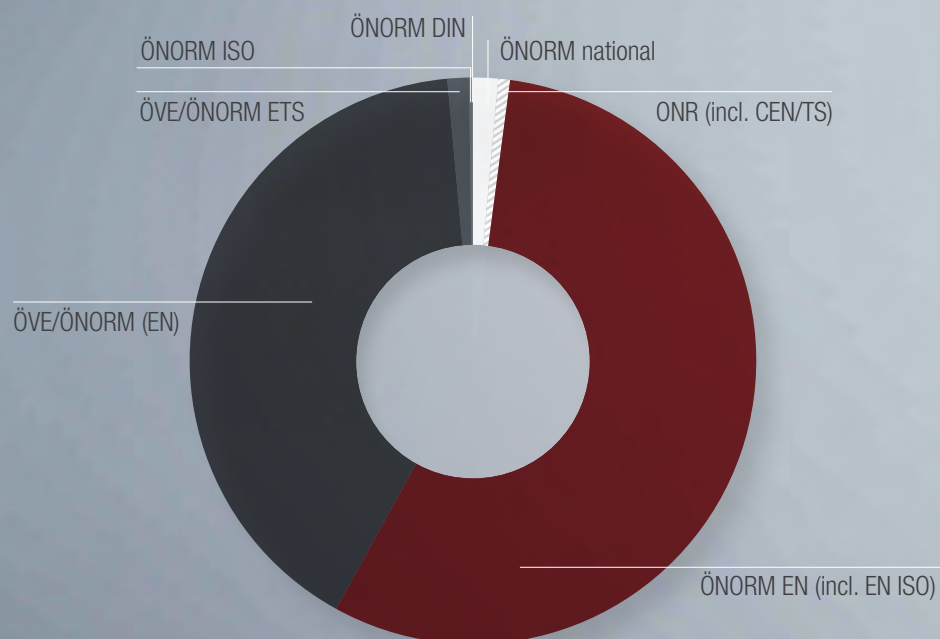
	2009	2010	2011	2012	2013
ONR (incl. CEN/TS)	76	68	71	65	60

**Dipl.-Ing. Dr. Andreas Weber**

*In his function as Quality Manager, the graduated environmental engineer ensures continuous improvements through management systems such as ISO 9001, 14001, 29990 and OHSAS 18001:2013.*

# STANDRADS 2013

## DRAFT ÖNORMS & ONRS 2013, TOTAL

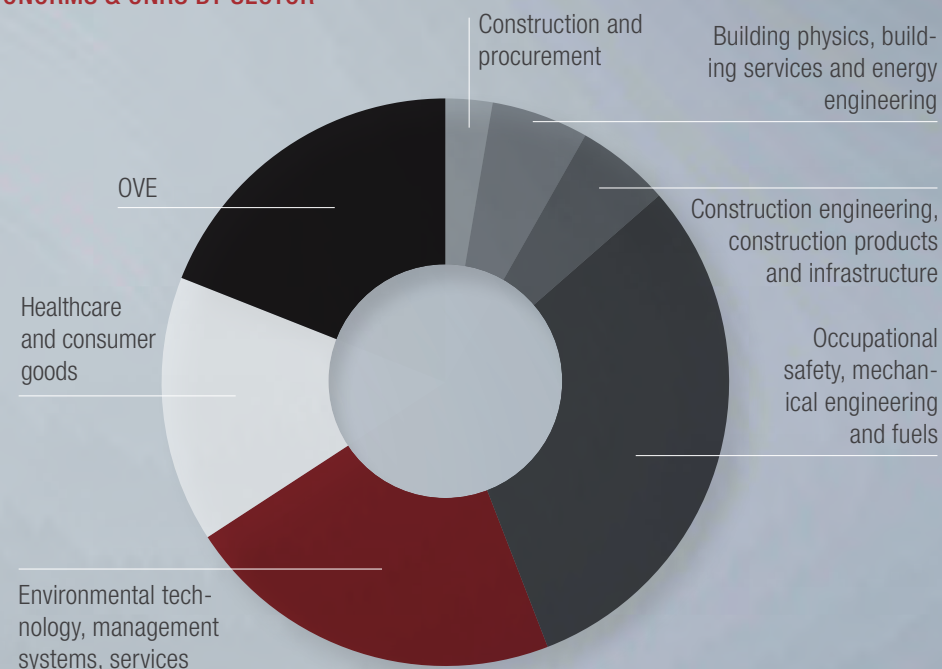


### ÖNORM

	2013
■ ÖNORM national	51
■ ÖNORM DIN	1
■ ÖNORM ISO	7
■ ÖVE/ÖNORM ETS	44
■ ÖVE/ÖNORM (EN)	1 451
■ ÖNORM EN (incl. EN ISO)	2 003
■ ONR (incl. CEN/TS)	24

**Total** **3 581**

## ÖNORMS & ONRS BY SECTOR



### Sektoren

	2013	
Construction and procurement	661	3 %
Building physics, building services and energy engineering	1 368	6 %
Construction engineering, construction products and infrastructure	1 323	5 %
Occupational safety, mechanical engineering and fuels	7 548	31 %
Environmental technology, management systems, services	5 356	22 %
Gesundheitswesen und Gebrauchsgüter	3 752	15 %
OVE	4 695	19 %



### ISO General Assembly

The 36<sup>th</sup> ISO General Assembly was hosted by the Federal Agency on Technical Regulation and Metrology of the Russian Federation (Rosstandart) in St. Petersburg, Russia, from 16 to 21 September 2013 and brought together more than 500 representatives of national standardization bodies from 128 countries, including Austrian Standards. One of the main themes of the General Assembly 2013 was the stronger involvement of stakeholders in the standardization process. ISO President Terry Hill explained that it was a top priority to support all parties interested in actively taking part in the development of standards and to better integrate feedback into the existing system. Within the framework of the General Assembly, moreover, representatives of CEN, CENELEC and Rosstandart signed a historic agreement on closer co-operation on various aspects of standardization between Europe and Russia.



### European Standardization Summit 2013

The European standardization organizations CEN and CENELEC jointly organized the second European Standardization Summit held on 19 and 20 June 2013 in Copenhagen, Denmark, that also formed the framework for the 39th General Assembly of CEN and the 53rd General Assembly of CENELEC. The main theme of this event was standards on services, a growing field of activity in European standardization. The primary objective was to develop “horizontal” standards for areas that are of relevance to different kinds of services, such as the provision of information to customers and procedures for complaints and redress.



**Petra Haider**

*The Standards Assistant assists committee members and supports committee managers.*

# INTERNATIONAL RESPONSIBILITY

## Active CEN secretariats managed by the Austrian Standards Institute

CEN/TC	
53/WG 11	Prefabricated formwork beams
57/WG 1	Heating boilers for solid fuels
72/WG 11	Fire detection and fire alarm systems – Guidelines for planning, design and installation
88/WG 9	Mineral bonded wood wool (including multi-layered products)
107/WG 9	PE Casings
112/WG 9	Solid wood panels
124/WG 3	Glued laminated timber
138/WG 7	Acoustic emission testing
142/WG 6	Combined woodworking machines
166	Chimneys
166/WG 2	Thermal and fluid dynamic calculation methods for chimneys
172/WG 3	Analytical methods for the assessment of paper and board in contact with foodstuffs
223	Soil improvers and growing media
223/WG 3	Sampling
223/WG 4	Analytical methods
224/WG 9	Telecommunication Applications
226/WG 11	Variable Message Signs
242/WG 2	General requirements and calculations
242/WG 8	Tests, maintenance, inspection
252/WG 5	Feeding, drinking, sucking and similar functions
256/SC3/WG 2	Railway applications – Structural requirements
256/SC3/WG 27	Railway applications – Doors
279/WG 1	Value management, value analysis vocabulary
292/WG 3	Parameters related to species soluble in mineral acid or
331/WG 2	Hybrid mail
350/WG 5	Social performance assessment of building
373	Services of Real Estate Agents

CEN/TC	
384	Airport and aviation security services
385	Services for sheltered housing for the elderly
394	Services of chiropractors
398	Child Protective Products
400/WG 5	Biology
403	Aesthetic Surgery Services
412	Indoor sun exposure services
414	Services of osteopaths
416	Health risk assessment of chemicals
417	Maritime and port security services
424	Care services for cleft lip and/or palate
427	Services of Medical Doctors with additional qualification in Homeopathy
CEN/WS 063	Structural Condition Determination for Integrated Lifetime Assessment of Plants, Structures and Components
CEN/WS 075	Terminology Policy to support generic applications of Management Systems with focus on small Organisations and in a Multilingual Environment (PROMISLingua)
ECISS/TC 102/WG 9	Determination of hydrogen

## Active ISO secretariats managed by the Austrian Standards Institute

ISO/TC	
37	Terminology and other language and content resources
37/SC 5	Translation, interpreting and related technology
58/WG 8	Dissolved acetylene cylinders
83/SC 4	Skis and Snowboards
135/SC 9/WG 1	Metallic materials
138/SC 6	Reinforced plastics pipes and fittings for all applications
228/WG 1	Diving Services



# NEW COMMITTEES SET UP IN 2013

## CEN

CEN/TC	Title	Secretariat
423	Means of measuring and/or recording temperature in the cold chain	DIN – Germany
424	Care services for cleft lip and/or palate	Austrian Standards
425	Halal Food	TSE – Turkey & Austrian Standards
426	Appliances used for water treatment not connected to water supply	DIN – Germany
427	Services of Medical Doctors with additional qualification in Homeopathy	Austrian Standards
428	Professions for Information and Communication Technology (ICT)	UNI – Italy
429	Food hygiene - Commercial dishwashing – Hygiene requirements, testing	DIN – Germany
430	Nuclear energy, nuclear technologies, and radiological protection	AFNOR – France
431	Service Chain for Social Care Alarms – Structure	SIS – Sweden
432	Competency for Customs Representatives – Structure	AFNOR – France

## ISO

ISO/TC	Title	Secretariat
275	Sludge recovery, recycling, treatment and disposal	AFNOR – France
276	Biotechnology	DIN – Germany
277	Sustainable purchasing	AFNOR – France
278	Anti-bribery management system – Requirements	BSI – United Kingdom
279	Innovation process: interaction, tools and methods	AFNOR – France
280	Management Consultancy	UNI – Italy
281	Fine Bubble Technology	JISC – Japan
282	Water re-use	JISC – Japan & SAC – China
283	Occupational health and safety management systems – Requirements	BSI – United Kingdom
284	Management system for quality of private security company (PSC) operations – Requirements with guidance	ANSI – USA
285	Clean cookstoves and clean cooking solutions	ANSI – USA & KEBS – Kenya
286	Collaborative business relationship management – Framework	BSI – United Kingdom
287	Chain of custody of forest-based products	ABNT – Brazil & DIN – Germany
288	Educational organizations management systems – Requirements with guidance for use	KATS – Korea

## Participation in the work of ISO and CEN via the Austrian Standards Institute

ISO/TCs	212 out of 224 = 90 % (incl. observers, i.e. O-members)
ISO/SCs	331 out of 513 = 61 %
CEN/TCs	280 out of 328 = 85 %
CEN/SCs	45 out of 49 = 92 %

## New committee set up by Austrian Standards in 2013

Committee 267	Halal products and services
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# EUROPEAN AND INTERNATIONAL STANDARDIZATION

## CEN



Documents in total	13 864
thereof:	
European Prestandards ENV	49
Technical Specifications TS	435
CEN Reports CR	97
Technical Reports TR	345
CEN Workshop Agreement CWA	404
CEN Guides CG	31
Production 2013	1 069
CEN Technical Committees	311
CEN-CENELEC Technical Committees	17
National members	33

## CENELEC



Documents in total	6 372
thereof produced in 2013	432
Working bodies in total	375
National members	33

## ISO



International Standards and normative documents	19 977
thereof produced in 2013	1 103
Current work items in total	4 518
ISO technical bodies in total	3 483
Members (national standardization institutions)	164

## IEC



Documents in total	6 939
thereof produced in 2013	458
Current work items in total	558
Working bodies in total	1 452
Members	59





# FINANCES

## CREATE GROWTH

**Gabriela Albert**

*The training co-ordinator ensures the detailed organization of seminars and courses*

# FINANCES 2013

The association Austrian Standards Institute has to draw up an annual financial statement that has to be audited by an auditor pursuant to Article 22 (4) of the Austrian Association Act.

The **revenues** that mainly stem from the utilization charges for standards rose by approximately 10 percent in total in 2013. That was also due to the positive development in Consulting International.

**Other operating income** is essentially made up of grants amounting to around EUR 1.5 million, which was again a decrease against the previous years, and income from services rendered to Austrian Standards plus GmbH.

In 2013, **expenditure** remained more or less the same as in the previous year. Expenditure on material and other purchased services increased primarily as a result of the positive revenue development in the field of international consulting services. Staff costs were reduced by around EUR 0.3 million against 2012. The augmentation of other operating expenses was mainly due

to higher expenses on maintenance, travel expenses (mainly because of international obligations) as well as communication and information. In 2013, depreciation was above the level recorded in 2012 especially on account of construction investments made in the Austrian Standards Meeting Center (only pro-rata depreciation in 2012 as the Center was opened in the second half of 2012).

In view of the effects described above, the **operating result** improved by around EUR 0.4 million against the previous year and amounted to approximately minus EUR 1 million in 2013. Given the positive financial result of around EUR 0.64 million (including approx. EUR 0.35 million of distributions made by the subsidiary Austrian Standards plus GmbH), the result from ordinary activities was approximately minus EUR 0.4 million (improvement by EUR 0.6 million against 2012). The resulting loss for the year was covered by the release of reserves.

Mag. Erich Zeisl

*The German philologist proofreads national standards, assures the quality of German language versions and heads the Standardization Support Unit.*



Standards create innovation



## PROFIT AND LOSS ACCOUNT

1 January – 31 December

		2013	2012
1.	Revenues	4.014.919,83	3.650.057,20
2.	Other operating income	4.594.248,73	4.552.151,04
3.	Expenditure on material and other purchased services	571.074,41	497.504,35
4.	Personnel expense	6.207.503,06	6.488.617,50
5.	Depreciation	561.348,00	454.476,69
6.	Other operating expenses	2.295.722,12	2.162.014,96
<b>7.</b>	<b>Subtotal of positions 1 to 6 (operating result)</b>	<b>-1.026.479,03</b>	<b>-1.400.405,26</b>
8.	Income from investments in other companies	352.298,53	0,00
9.	Income from other investments	109.539,52	135.263,49
10.	Other interest and similar income	7.083,56	6.466,50
11.	Income from the sale of financial assets and valuation increases of financial assets as well as securities classified as current assets	234.062,96	170.637,96
12.	Expenditure on financial assets	56.157,51	5.670,48
<b>13.</b>	<b>Subtotal of positions 8 to 12 (financial result)</b>	<b>646.827,06</b>	<b>306.697,47</b>

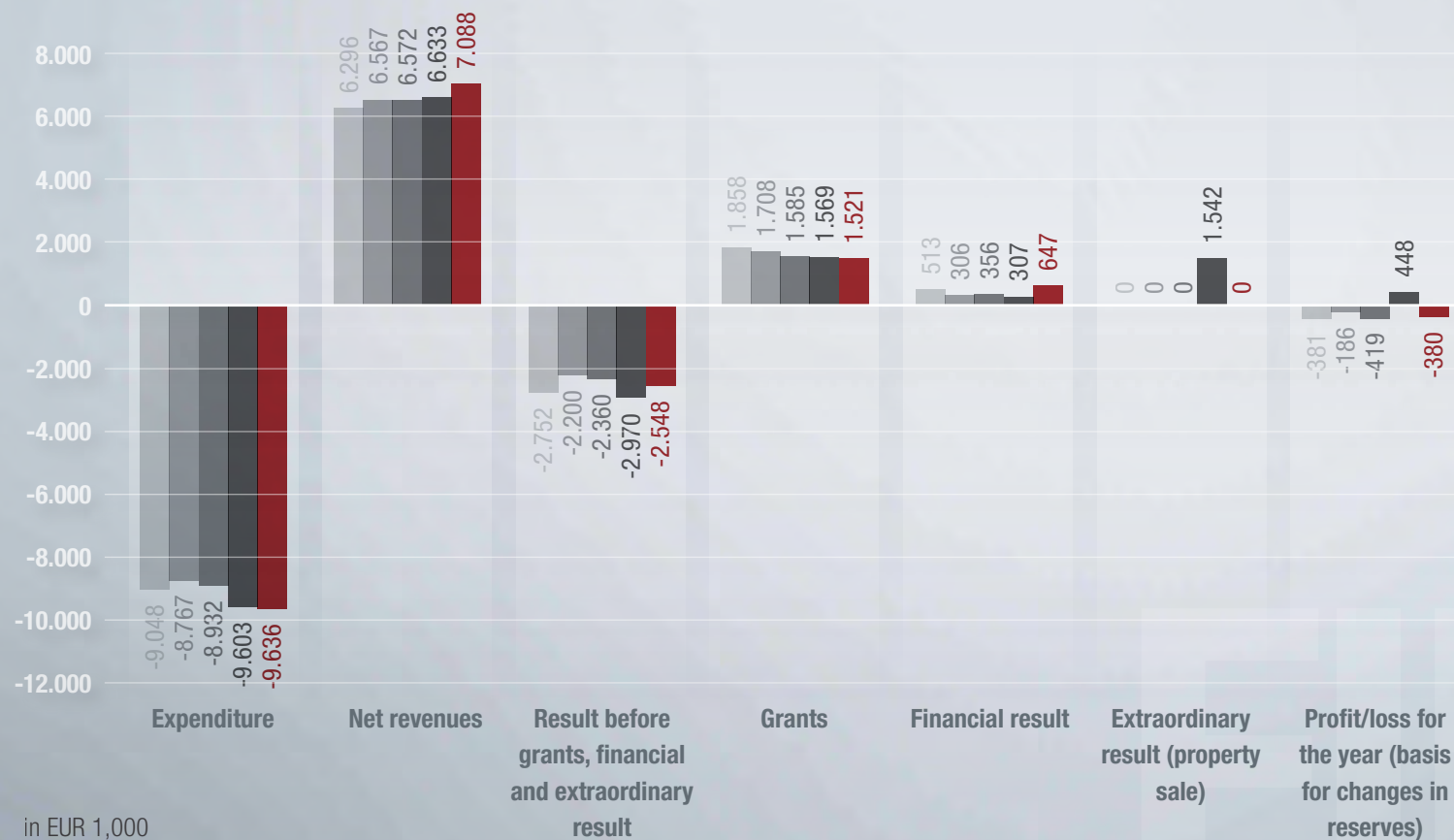
		2013	2012
<b>14.</b>	<b>Result from ordinary activities</b>	<b>-379.651,97</b>	<b>-1.093.707,79</b>
15.	Extraordinary income	0,00	3.200.000,00
16.	Extraordinary expenses	0,00	1.657.887,61
<b>17.</b>	<b>Extraordinary result</b>	<b>0,00</b>	<b>1.542.112,39</b>
18.	Taxes on income	210,40	807,63
<b>19.</b>	<b>Profit/loss for the year</b>	<b>-379.862,37</b>	<b>447.596,97</b>
20.	Release of untaxed reserves	3.385,62	3.661,26
21.	Release of profit reserves	886.080,47	361.504,73
22.	Allocation to profit reserves	509.603,72	812.762,96
<b>23.</b>	<b>Net profit</b>	<b>0,00</b>	<b>0,00</b>

Amounts in euro

# FINANCES 2013

## DEVELOPMENT OF OPERATING RESULTS 2009–2013

The graph shows how various sources of income cover the overall expenditure. After taking account of net income (revenue and other operating income minus the grants included therein), you obtain the result before grants, financial result and extraordinary result.

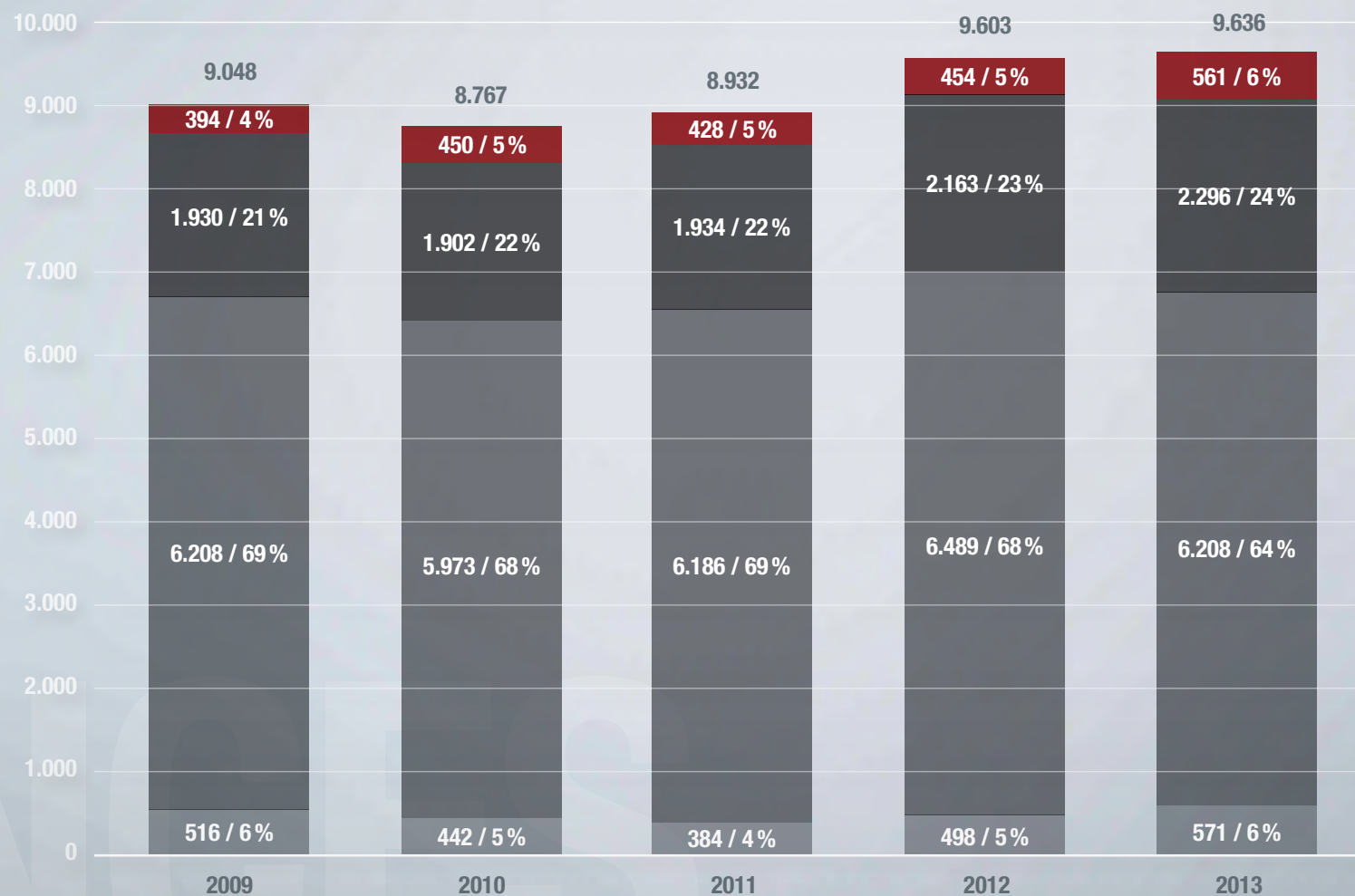


In the period under review, the result before grants, financial result and extraordinary result was not offset by (declining) grants and the financial result – the only exception is the year 2012 when an extraordinary result of around EUR 1.5 million was achieved by the sale of a property. The resulting losses for the year were covered by the release of reserves. In 2013, a loss of around EUR 0.4 million was offset by the release of reserves.





## EXPENDITURE STRUCTURE 2009–2013



From 2009 to 2013, total expenditure rose by around EUR 0.6 million or 6% in nominal terms. In 2013, total expenditure was more or less unchanged against the previous year, with staff costs decreasing by around EUR 0.3 million against 2012.

- Depreciation
- Other operating expenditure
- Personnel expense
- Expenditure on material and other purchased services

Note: Some of the figures/ amounts indicated are rounded to the nearest thousand, which may result in rounding differences.

in EUR 1,000

# FINANCES 2013

EARNINGS STRUCTURE 2009–2013



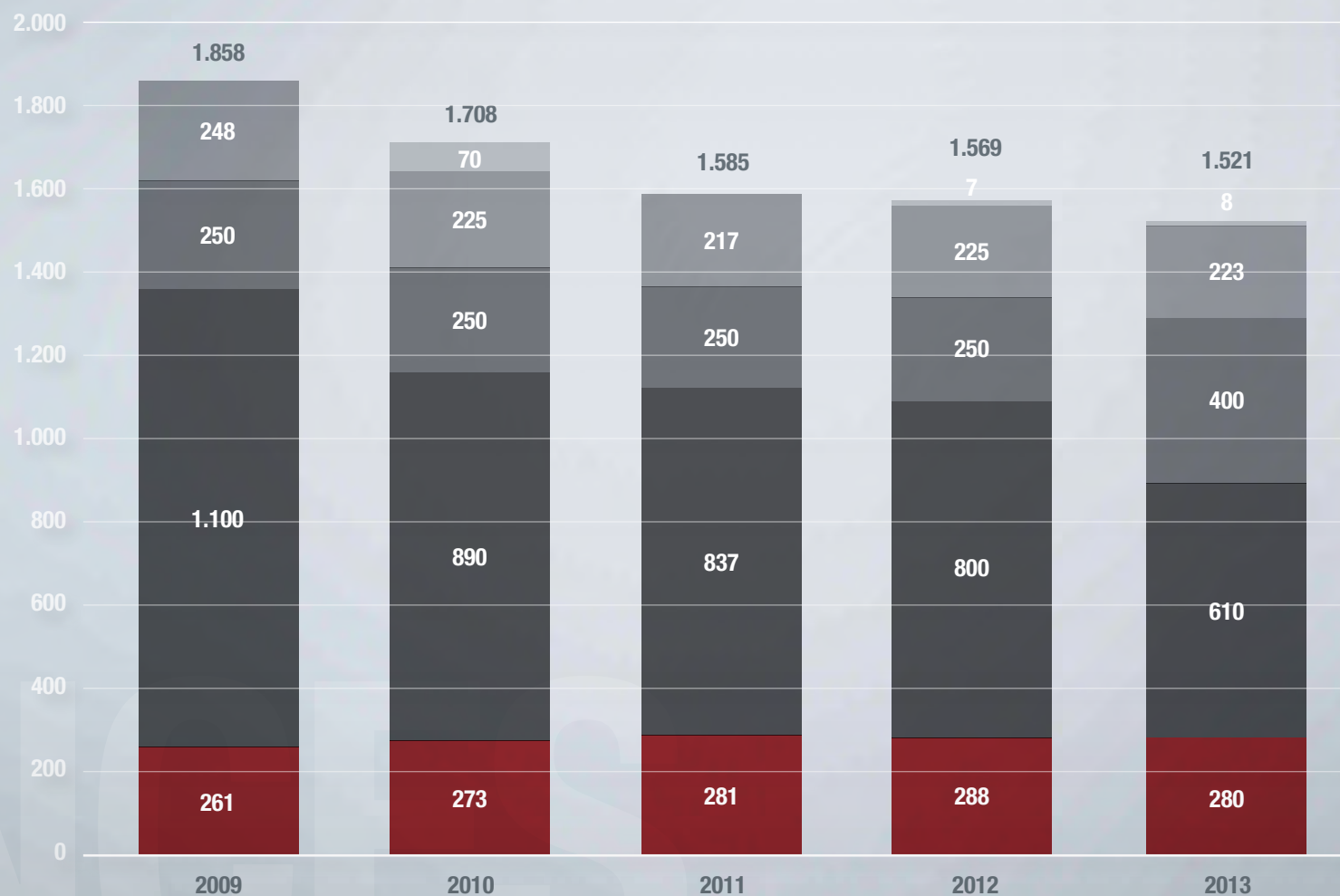
The earnings structure reveals an increase of our own contribution (net income and financial result) to total income from around 79% in 2009 to around 84% in 2012. In spite of the non-recurring effect (property sale) recorded in 2012, our own share in funding remained stable at around 84% in 2013.

- Grants
- Extraordinary result (property sale)
- Financial result (including distributions of Austrian Standards plus GmbH 2011/2013)
- Net revenues

in EUR 1,000



## DEVELOPMENT OF GRANTS 2009–2013



In the period 2009-2013, grants declined by around EUR 0.3 million or 18% in nominal terms. Taking account of inflation, this corresponds to a reduction by approximately 26% in real terms.

- Other grants
- BMASK: Consumer Council
- WKÖ: Grants
- BMWFW: Standardization grant
- BMWFW: ISO & CEN membership fees

in EUR  
1,000

Dipl.-Ing. Jörg Nachbaur

*The graduated environmental engineer manages, for example, committees on IT, acoustics, air and water quality, mechanical vibration and heat measurement.*

# SUSTAINABILITY REPORT 2013

People come first at Austrian Standards: We meet our customers, partners and numerous international guests in a spirit of openness and appreciation. Corporate social responsibility is given high priority and is an established practice at Austrian Standards. The information provided below covers both the Austrian Standards Institute and Austrian Standards plus GmbH.

## Long-term customer relations

Our customers are dear to us. In all areas, the corporate policy of Austrian Standards focuses on sustainably maximizing their benefits. To ensure that permanently, Austrian Standards continuously develops the quality and process management system already introduced in 1996 in line with the International Standard ISO 9001. The focus is not only on sustainable business excellence but also on the dimensions of environment, occupational safety and health. In 2012, Austrian Standards was certified according to ISO 14001 and OHSAS 18001, which once again demonstrates the high level of customer orientation of Austrian Standards.

In addition to around 4,800 persons participating in standardization in active committees, the customer focus also benefits the enterprises and organizations delegating them. This also applies to the buyers and users of standards and complemen-

tary services and products, the participants of seminars and courses, the certification customers and the partners in the European and international networks of CEN and ISO.

## Sustainable services

In standardization work, the participating experts and organizations use services provided by Austrian Standards: Every year, around 50,000 people coming from all over the world attend meetings, committee sessions and seminars. Being an independent platform for developing standards and specifications, Austrian Standards pays special attention to creating sustainable benefits and facilitating co-operation for the participants.

In 2013, 157 committees, 59 technical sub-committees (OVE) and 297 working groups of the Austrian Standards Institute as well as international and European committees and working

groups held a total of 2,507 meetings. Most of those meetings took place in the new Austrian Standards Meeting Center completed in 2012.

At the same time, a significant share of work is performed online: "myCommittee" is a powerful online working platform for the committees that is frequently used. Moreover, Austrian Standards continues to develop the technical basis for holding virtual meetings on the internet. As a result, travel and time expenses were sustainably reduced for the participants.

	2010	2011	2012	2013
Meetings	2 032	2 436	1 413	2 507





### Our employees

One of the special strengths of Austrian Standards lies in the competence and high qualification as well as commitment of the employees.

On 31 December 2013, the Austrian Standards Institute and Austrian Standards plus GmbH employed a total of 123 persons corresponding to 112.5 full-time equivalents. Additionally, four persons were on paternity leave and one person worked part-time under the scheme for older employees (inactive).

Top priority is given to the safety of employees and more than 50,000 guests annually from all over the world. To comprehensively ensure safety, Austrian Standards regularly inspects all the relevant facilities, such as escape routes, fire detectors and first-aid equipment. Likewise, fire pickets and first aiders regularly attend courses to ensure continuous training. Since

2012, Austrian Standards also has held a certificate according to OSHAS 18001 on occupational safety and health.

Health promotion is of great concern to Austrian Standards: For example, employees can take part in sports courses at very favourable terms and may have a massage once a week. Other opportunities include the weekly "Back Fitness" training programme, annual health checks performed by the occupational doctor (2013: 31 persons), vaccinations (32 persons) and refresher courses on first aid.

	2010	2011	2012	2013
Accidents	0	2	2	3
thereof on the way to the workplace	0	1	2	3

#### Mag. Hildegard Weger

*In her function as Standard Assistant, the political scientist provides organizational and administrative support to the Director Development as well as committee managers.*

# SUSTAINABILITY REPORT 2013

## Qualifications

Our employees are guarantees for the provision of optimal services to customers and partners. Austrian Standards continuously invests in education and training and thus enables everybody to broaden and deepen their qualifications. In 2013, the employees spent a total of 450 days in courses and seminars. As a result, Austrian Standards invested EUR 44,959.23 in the qualification of its personnel. This corresponds to an average training budget of EUR 365.52 per person.

Education and training	2010	2011	2012	2013
Seminars/courses	447 days	452 days	650 days	450 days
Total costs in euro	81.366,84	64.868,11	60.029,47	44.959,23
Cost per employee in euro	616,42	495,18	513,07	365,52

Consumption	2010	2011	2012	2013
Electricity	418.322 kWh	433.315 kWh	374.846 kWh	395.635 kWh
District heating	386.480 MWh	390.640 MWh	349.250 MWh	347.710 MWh
Water/sewage	1.587 m³	1.734 m³	1.553 m³	1.793 m³

## Efficient use of resources

Austrian Standards promotes the efficient use of resources and committed to this objective by having its environmental management system certified. As a consequence, Austrian Standards takes particular care to ensure that its suppliers also align their processes to the requirements of ISO 14001 and/or EMAS. Significant improvements were achieved in energy consumption: During the construction work for the Austrian Standards Meeting Center, the lighting system and thermal insulation were upgraded, which resulted in a considerable reduction in energy consumption.





**Dipl.-Ing. Dr. Heimo Ellmer**

*The industrial and civil engineer heads standardization activities in the field of construction and procurement and manages, for example, the strategic construction sector committee.*

Being a know-how company, Austrian Standards makes available knowledge in various formats — printed and online. The number of photocopies and printed documents (including seminar documentations) slightly increased in 2013 over 2012 but clearly remained below the volume of 2010.

As in previous years, the number of standards and regulations downloaded from the Austrian Standards' Webshop again increased continuously. The strong demand underlines that the Webshop offering more than 290,000 documents is the preferred access to knowledge laid down in standards today. Convenient management tools, such as effects 2.0, further raise the attractiveness of working with standards and other normative documents.

**Benefits for society**

Standards and specifications create security and trust. Austrian Standards has the key task of providing an independent, efficient and transparent standardization system so that people can rely on generally accepted and sound standards. Enterprises and organizations as well as public authorities, professional associations and individuals needing standards and specifications can develop them in line with internationally recognized principles in a modern setting at Austrian Standards. At the same time, Austrian Standards ensures that Austrian experts can contribute their expertise in European and international standardization bodies.

Standards and specifications are a significant growth driver and annually add around EUR 2.5 billion to the economic performance of Austria. Standardization contributes around 25 percent to economic growth. More than 80 percent of the necessary funding is generated by Austrian Standards itself and earned through its products and services. Being an export-oriented country, Austria particularly benefits from standards as they contribute to creating and opening up new global markets.

	2010	2011	2012	2013
Copying & printing	3 084 221	1 750 674	1 773 325	2 102 365
Parcel shipment	8 749	6 784	7 425	8 189
Webshop downloads	66 814	96 718	114 490	127 266

# GLOSSARY

## Organizations

**ANEC** – European Organisation for Consumer Participation in Standardization  
[www.anec.eu/anec.asp](http://www.anec.eu/anec.asp)

**ASTM** – American Society for Testing and Materials, internationally active standardization organization headquartered in West Conshohocken, Pennsylvania, USA  
[www.astm.org](http://www.astm.org)

**BMASK** – Bundesministerium für Arbeit, Soziales und Konsumentenschutz, the Federal Ministry of Labour, Social Affairs and Consumer Protection  
[www.bmask.gv.at](http://www.bmask.gv.at)

**BMWFW** – Bundesministerium für Wissenschaft, Forschung und Wirtschaft, the Federal Ministry of Science, Research and Economy  
[www.bmwfw.gv.at](http://www.bmwfw.gv.at)

**CEN** – Comité Européen de la Normalisation, European Committee for

Standardization; the Austrian member is the Austrian Standards Institute  
[www.cen.eu](http://www.cen.eu)

**CENELEC** – Comité Européen de la Normalisation Électrotechnique, European Committee for Electrotechnical Standardization; the Austrian member is OVE, the Austrian Electrotechnical Association  
[www.cenelec.eu](http://www.cenelec.eu)

**DIN** – 1) Deutsches Institut für Normung e. V., the German Institute for Standardization; 2) German standard  
[www.din.de](http://www.din.de)

**ETSI** – European Telecommunications Standards Institute  
[www.etsi.org](http://www.etsi.org)

**IEC** – International Electrotechnical Commission; the Austrian member is OVE, the Austrian Electrotechnical Association  
[www.iec.ch](http://www.iec.ch)

**IEEE** – Institute of Electrical and Electronics Engineers, US standard

developer active world-wide; with more than 425,000 members in more than 160 countries, the biggest technical professional organization world-wide  
[www.ieee.org](http://www.ieee.org)

**ISO** – 1) International Organization for Standardization; the Austrian member is the Austrian Standards Institute; 2) International Standard  
[www.iso.org](http://www.iso.org)

**OEK** – Österreichisches Elektrotechnisches Komitee, Austrian Electrotechnical Committee within OVE  
[www.ove.at/normung-oek](http://www.ove.at/normung-oek)

**OVE** – Österreichischer Verband für Elektrotechnik, the Austrian Electrotechnical Association  
[www.ove.at](http://www.ove.at)

**Rosstandart** – Federal Agency on Technical Regulation and Metrology, Russian standardization body  
[www.gost.ru/wps/portal/pages.en.Main](http://www.gost.ru/wps/portal/pages.en.Main)

**SAC** – Standardization Administration of the People's Republic of China, Chinese standardization body

## Standards

**ISO 9001** – International Standard specifying requirements for quality management systems; Austrian Standards was the first national standardization body certified according to ISO 9001 in 1996

**ISO 14001** – requirements for environmental management systems with guidance for use; Austrian Standards has been certified according to ISO 14001 since 2012

**OSHAS 18001** – standard on management systems for occupational safety and health; Austrian Standards has been certified according to OSHAS 18001 since 2012

## Standardization terms

**CEN/TS** – technical specification published by CEN

**Committee** – working body at the Austrian Standards in which experts from industry, public administration, science and civil society develop standards

**National Work Programme** – online overview of all ongoing projects on national ÖNORMs and ONRs as well as draft ÖNORMs and draft ONRs submitted to public enquiry

**Draft standard** – draft for an ÖNORM

**ÖNORM** – standard published by the Austrian Standards Institute. ÖNORMs do not only include national standards (e.g. ÖNORM A, B, M, etc.) but also all European standards (EN)

**EN** – European standard developed within the framework of CEN or CENELEC; ENs have to be taken over into the national body of standards without any changes by the CEN members; in Austria they are published as ÖNORM EN or ÖVE/ÖNORM EN



**EN ISO** – European and, at the same time, International Standard developed on the basis of the Vienna Agreement; published as ÖNORM EN ISO in Austria

**ISO** – International Standard; may be taken over into the national body of standards; published as ÖNORM ISO in Austria

**ONR** – normative document that does not have to meet all the stringent criteria for the development of standards; ONRs meet the need of the economy for flexible specifications that can be quickly developed

**ÖVE/ÖNORM ETS** – telecommunications standard published by ETSI and taken over into the Austrian body of standards

**Secretariat** – standardization body (technical committee or working group) of CEN or ISO that is managed by a national standardization body, e.g. the Austrian Standards Institute

**Public enquiry** – opportunity for the public to submit comments on a draft standard via the Draft Standard Portal; it usually has a duration of six weeks

**Vienna Agreement** – agreement between CEN and ISO aimed at avoiding duplication at the European and international level; signed at Austrian Standards in Vienna in 1991

#### **Services of Austrian Standards**

**meinNormenPaket** – myStandard-sPackage, a service of statutory professional associations for their members in co-operation with Austrian Standards; offers easy and cost-efficient access to current ÖNORM standards especially for small and medium-sized enterprises

**meinNormenRadar** – myStandards-Radar, an online tool visualizing the development and life cycle of standards and informing about the status of forthcoming changes

**myCommittee** – online working platform for the members active in committees of the Austrian Standards Institute

**Draft Standards Portal** – online portal of Austrian Standards for the submission of comments during the public enquiry period

#### **Others**

**Horizon 2020** – EU framework programme for research and innovation

**SMEST-2** – “Small and Medium-sized Enterprises Standardization Toolkit”; a Europe-wide project making it easier for small and medium-sized enterprises to participate in standardization and to use standardization for succeeding in business



**Mag. Eva-Maria Steininger**

*In her function as a key account manager, the business graduate advises customers in selecting and implementing standards management solutions.*









The Annual Report 2013 of Austrian Standards is available in German and English at

**[www.austrian-standards.at/jahresbericht](http://www.austrian-standards.at/jahresbericht)**