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TESTING BODIES
Director Dipl.-Ing. P
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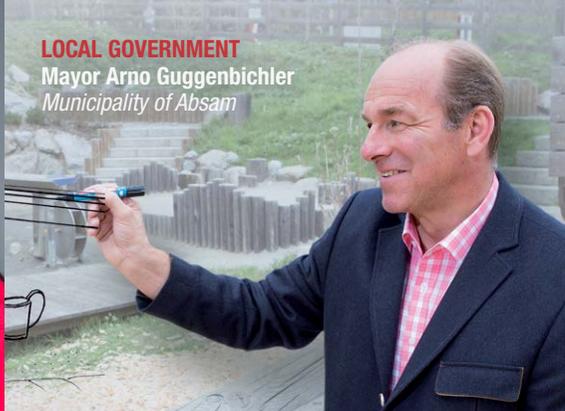
FEDERAL GOVERNMENT

Dipl.-Ing. Dr. techn.
Eva Maria Eichinger-Vill
Federal Ministry of Transport,
Innovation and Technology



LOCAL GOVERNMENT

Mayor Arno Guggenbichler
Municipality of Absam



REGIONAL GOVERNMENT

Oberamtsrat Andreas Kuba
Vienna's Municipal Department 48
Waste Management, Street Cleaning
and Vehicle Fleet



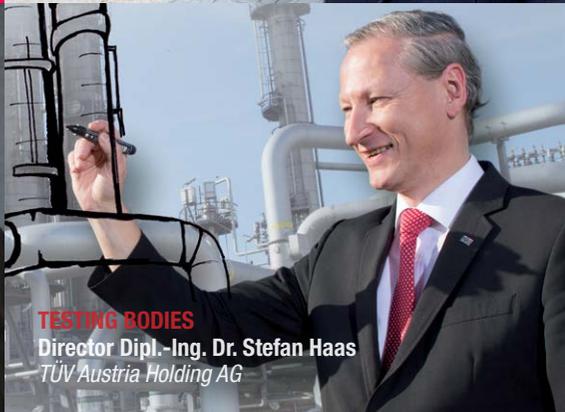
SMALL AND MEDIUM-SIZED ENTERPRISES

Master builder Dipl.-Ing. (FH)
Mag.(FH) Renate Jauk
Lukas Lang Building
Technologies GmbH



INDUSTRY

Mag. Dipl.-Ing. Alexander Poledna
voestalpine stahl gmbh



TESTING BODIES

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TÜV Austria Holding AG



RESEARCH

Dipl.-Ing. Manfred Haider
AIT Austrian Institute of Technology GmbH



CONSUMERS

Mira
On the move
in public space



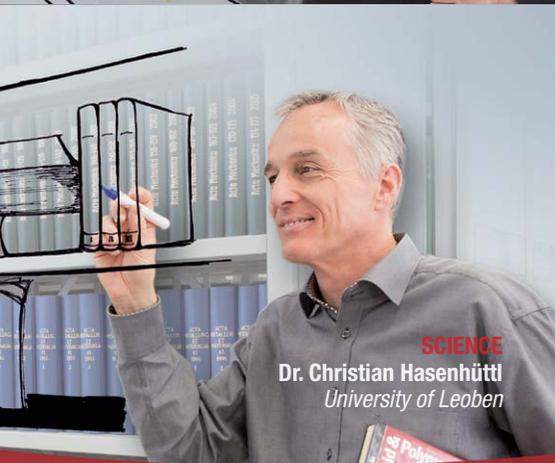
PUBLIC ENTERPRISES

Hofrat Dr. Peter Schweppe
Steiermärkische
Krankenanstaltenges.mbh (KAGes)



NGOs

Dipl.-Ing. Doris Ossberger
Austrian Federation of the Blind
and Partially Sighted (BSVÖ)



SCIENCE

Dr. Christian Hasenhüttl
University of Leoben

PARTICIPATING

Individuals, organizations and enterprises – representative of all those who participate in shaping standards, use standards and are supported by standards in everyday life: federal, regional and local government, SMEs, industry, testing bodies, research, consumers, public enterprises, NGOs and science...





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THE POWER OF DIALOGUE

Cooperating, listening and talking with each other – 2014 also was a year of encounters and exchanges for Austrian Standards. It was necessary to submit prejudices and allegations about standards to a reality check.

In the past year, we often experienced that emotions run high when it comes to “standards” and that strange myths surround standardization. At the same time, however, we have seen that personal dialogue is still most suited to build bridges across – usually only purported – divides.

During the information days organized by Austrian Standards in the Tyrol and Vorarlberg, for example, we were able to disprove legends about standards in discussions with representatives of business, science and policy-making: There is no “flood of standards” – in fact, the increase in new standards has significantly slowed down since 2011. There are no “outrageously expensive construction standards” – in fact, you get 200 standards at an extremely favourable price of around 200 euro in the “meinNormenPaket” package. In the discussions, however, we also received invaluable suggestions that are very important for our work.

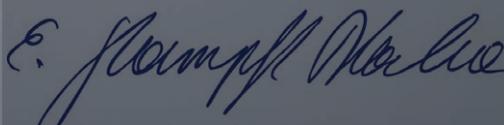
Driven by Making Sense – shaping the future together

In our new Internal Regulations, we have given participation and transparency significantly more weight since 1 January 2014. While everybody interested already used to have free access to draft standards and was able to comment on them before, it is now also possible to submit comments even before new standardization projects are launched. Moreover, the public is informed on which enterprises and organizations are involved in developing standards. And by setting up the new Conciliation Board, Austrian Standards created an impartial platform for resolving conflicts quickly and in a binding manner.

In any event, Austrian Standards took important steps to enhance transparency and openness in standardization. Austrian Standards will continue to move consistently and sustainably in this direction – together with all parties interested.



o. Univ.Prof. DDr. Walter Barfuß
President



DDr. Elisabeth Stampfl-Blaha
Managing Director

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Mag. Julia Elisabeth Katovsky, Bakk. phil.
In her function as Production Planning and Control Agent, the graduate in theatre, film and media science as well as journalism indexes standards and uploads them to the online shop in time.



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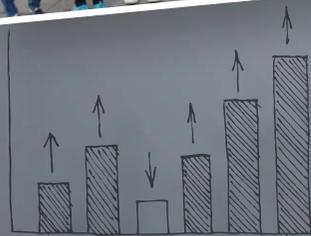
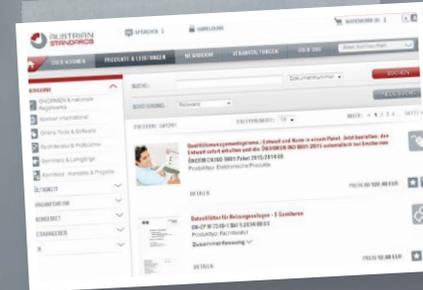
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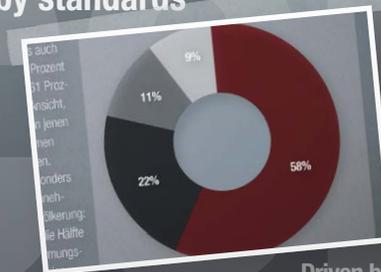
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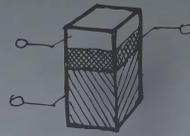


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PRESIDENTS GROUP AND MANAGEMENT

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.

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as well as KTM Motorrad AG*

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

Vice-President

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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 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

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Mag. Wolfgang Steigenberger



Director
DDr. Elisabeth Stampfl-Blaha
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General Manager and Vice President
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Director of the Trade and Crafts
Section, Austrian Federal Economic
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at WKÖ

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Chartered consulting engineer for
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ZT GmbH, Member of the Execu-
tive 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

em. Univ.Prof. Dr. Heinz Krejci

former Head of the Institute of Com-
pany and Business Law, University of
Vienna

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Managing Director of LANDL & partner
gmbh

Ernst Leitgeb

Virtual Working and Learning Software
GmbH

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

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General Secretary of CIE Central
Bureau – International Commission on
Illumination

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(Bruges), Chairman of Committee 265

“Compliance systems”, lawyer with
Baker & McKenzie Diwok Hermann
Petsche Rechtsanwälte GmbH

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Managing Director of Quality Austria,
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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



Mag. Marijana Stanojlovic

The interpreter graduated from the University of Vienna supports the management and, in addition to other tasks, is in charge of relations to the members of the association.

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

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Secretary General of the Austrian Electrotechnical Association OVE

Vertreter der Aufsichtsbehörde

Sektionschef Dr. Matthias Tschirf

Federal Ministry of Science, Research and Economy

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 Infrastructures

As per 31 December 2014



OUR CLAIM – DRIVEN BY MAKING SENSE

Our aspiration – for ourselves and our services – is: Standards must improve everyday life. They must sustainably change the framework conditions for the economy, society and the environment for the better and ensure the well-being, safety and security of all. In a nutshell: Standards must make sense. Being an independent and impartial platform for the development of standards and other normative documents, Austrian Standards makes sure that the standardization process is transparent and makes it possible for all the stakeholders to take part in developing standards.

BENEFITS



Mag. Rüdiger Wanzenböck
Marketing Director

Standards that make sense

Noticed or unnoticed, standards are part of our lives. We have learned to count on a trustworthy environment. As a rule, steps always have the same height, and even when it is dark, we can easily find the light switches. Standards fulfil a broad range of functions and build on valuable best practices. They improve safety and ensure that everything fits together perfectly so that modern life runs smoothly every day – at work, at leisure and at home.

TRANSPARENCY



Dipl.-Ing. Dr. Andreas Weber
Quality Manager

Standardization is open

Being an impartial and independent platform for the development of standards, Austrian Standards guarantees a transparent process that is open to everybody and takes account of diverging positions. Anybody who wishes to do so can get information on the internet about who takes part in standardization, and everybody interested in or affected by a subject can actively contribute to developing standards. The standardization committees active in diverse fields are open to all, and on the website of Austrian Standards (www.austrian-standards.at), you can read draft standards anytime and submit comments online that will be considered in developing the standard. The new Internal Regulations 2014, also made it possible to comment on standardization projects before they even start and to make suggestions for improving existing standards.

INNOVATION



Dr. Annette Altenpohl-Steurer
Committee manager

Standards create innovation

Standardization has long grown beyond the issue of screw sizes. Standards create innovation and are an inestimable economic factor. They annually add around EUR 2.5 billion to the economic performance of Austria. An export-oriented country like Austria owes a quarter of its economic growth to standardization. Standards contribute to dismantling barriers to trade and opening up new markets outside Europe. Not only big Austrian companies use standards as a stepping stone. Today, more than half the economic actors participating in standardization come from small and medium-sized enterprises.



INDEPENDENCE



Mag. Jürgen Cech
Deputy Head Seminars

Independent standardization guaranteed

The development of standards and specifications requires a neutral basis, an independent environment and modern infrastructure. Being an independent institution, Austrian Standards has guaranteed a transparent standardization process since 1920. It makes sure that all stakeholders can equally participate and that the development of standards is transparent and efficient. This is in line with the international principles applying to standardization organizations. In a survey carried out by INTEGRAL in 2014, 58 percent of Austria's population stated that an independent institution should coordinate the development of standards.

SAFETY



Monika Domonkos
Executive Assistant

Standards create safety

Standards ensure the well-being, safety and security of all and make life easier. They stand for high quality and hence, for confidence in products and services. You come across them everywhere. They specify, for example, what is "safe" at the workplace or at the playground and help keep air and water clean. They define how to prevent corruption and how to tender and contract in line with competition law. They give recommendations on how to construct buildings that are energy efficient or accessible for persons with disabilities while minimizing costs.

MULTINATIONAL



Petra Haider
Standards Assistant

Austria's voice in the world

Austria is among the top ten of European and international standardization and is particularly active in working bodies. That is evidenced by the current International Standardization Barometer of the French Association for Standardization (AFNOR). Overall, more than 90 percent of all 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.

NEW INTERNAL REGULATIONS

The new Internal Regulations of Austrian Standards further enhanced transparency and opportunities for participation. They became effective on 1 January 2014 and govern the development of ÖNORM standards and participation in European and international standardization as well as the development of ONRs (specifications). Another focus is on the simple resolution of conflicts by a new independent Conciliation Board. In practice, the new rules have already proved to be major improvements.

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;
- to implement Regulation (EU) No. 1025/2012 on European standardization;
- to clarify the status and role of ONRs and differentiate them from ÖNORM standards

More transparency in the standardization process

The new Internal Regulations took a step towards even more transparency in the development of standards. The Draft Standards Portal accessible on the website of Austrian Standards had already allowed anybody interested to have free access to draft ÖNORM standards and comment on them for some time. The “National Work Programme”, which is also available on the website of Austrian Standards, lists all the national work items and their current development status. Moreover, for each committee, there has been a list of enterprises and organizations which are represented and hence, take part in standardization since last year. Draft business plans that are drawn up when a request for setting up a new committee is submitted are also made available online.

New opportunities for participating

Standards are rooted in specific needs arising in practice and are jointly developed by stakeholders who may be affected by the standards or their consequences. Stakeholders can get involved in all stages of standardization, request the establishment of a new committee and comment on standardization projects, draft as well as effective standards and suggest improvements. Moreover, project proposals – on the development of a new standard or revision of an existing one – can be submitted online.

New Conciliation Board gets to work

An important change resulting from the new Internal Regulations was the establishment of an independent and autonomous Conciliation Board. Disputes can be referred to this Board, for example, when a proposed standardization project is rejected or accepted, when the admission of a participant is rejected, when a comment is rejected or when a participant is dismissed.

Web tips:

- www.austrian-standards.at/en/about-standards/actively-shaping-standards/
- <https://www.austrian-standards.at/en/about-standards/actively-shaping-standards/conciliation-board/>

Kathrin Karner, MA

In her function as Assistant to the Management, the business graduate ensures coordination with the Presidents Group, Presidential Council and General Assembly.



Dipl.-Ing. Josef Winkler
Austrian Standards

The certified project and risk manager is the committee manager responsible for standardization in the fields of waste management, soil protection and green space as well as risk and compliance management.



Dipl.-Ing. Dr. techn. Eva Maria Eichinger-Vill
Federal Ministry of Transport, Innovation and Technology

” Normative documents create harmonized basic standards and as a result, are an essential tool for avoiding technical barriers to trade. Uniform European and International Standards facilitate access to the European and global market for Austrian enterprises. Thus, they are an instrument of applied economic policy. They help implement requirements defined in legislation in practice, for example, by fleshing out the essential requirements laid down in EU directives. “

VALUE ADDED BY STANDARDS

Standards clearly add value benefitting Austria's economy, but also consumers as well as administration and government. Moreover, they stand for safety and reliability as well as confidence and high quality. Those are just a few results of two representative surveys of the independent market research and opinion polling institute INTEGRAL carried out in May and September 2014. The opinion on how standardization should be organized was also clear: Just like the participants and the enterprises and organizations delegating them, the general public is in favour of an independent, impartial institution for developing standards and other normative documents.

Substantial added value for Austria's economy

In May 2014, 500 domestic enterprises and organizations which use standards and participate in developing them were surveyed for the first time to obtain information on their opinion and specific experiences with standards. The result conveys a clear message: Those who use standards are aware of the advantages and substantial added value.

For an overwhelming majority of more than 80 percent of the respondents, standards stand for values such as safety, reliability and high quality. An equal percentage believes that standards strengthen trust between suppliers

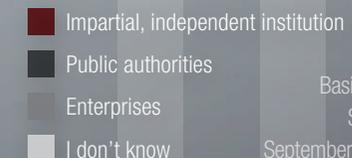
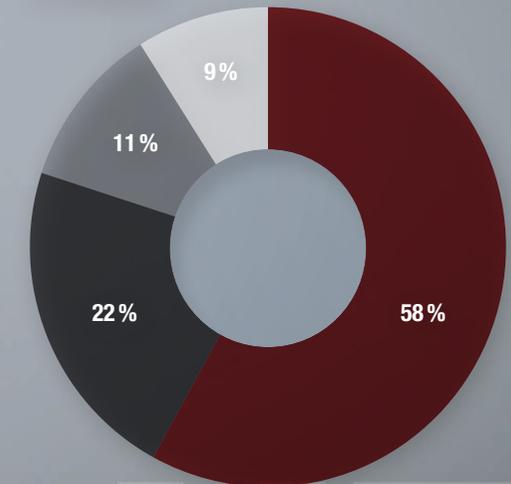
and customers. Eighty-five percent of the respondents consider standards to be guarantors for a consistent quality level. And 93 percent of the enterprises surveyed see a distinct added value in delegating employees to take part in developing standards.

Independent, impartial institution to coordinate standardization

With regard to the way in which an effective and efficient standardization system should be organized, users of standards, delegating enterprises and the general public have the same clear opinion: 64 percent of the customers and partners of Austrian Standards and 58 percent

of Austrians demand that the development of standards is coordinated by an independent, impartial standardization institution. The result was also conclusive for the issue of funding: 53 percent of the customers and partners and 61 percent of the general public are of the opinion that the standardization process should be financed by those who use the standards and benefit from them. An outcome that is especially satisfying is that Austrian Standards is better and better known among the general public: at 49 percent, almost half the population knows that the standardization process is coordinated by Austrian Standards in Austria.

Who should coordinate the development of standards?



Basis: All respondents
Source: INTEGRAL
September 2014, n = 1,000

Dipl.-Ing. Roman Schremser

The environmental engineer (University of Natural Resources and Applied Life Sciences, Vienna) is the committee manager responsible for standardization in the fields of geotechnical engineering, natural stone, road and airport construction, road equipment and protection against natural hazards.



Mayor Arno Guggenbichler
Municipality of Absam

“ Standards contain condensed know-how and, thus, they provide invaluable support and practical assistance in our day-to-day work. Compliance with standards assures me - in my function as mayor - that everything is done in line with the current state of the art and that safety and quality standards are implemented for the benefit of the citizens. ”

Dipl.-Ing. (FH) Gerrit Kopp
Austrian Standards

In his function as Key Account Manager, the information systems expert and electronic engineer builds bridges to the customers of Austrian Standards.

OUR PORTFOLIO

It makes sense to take part in standardization and to use standards – for the economy, administration, science, interest groups and hence, for society at large. Austrian Standards makes available state-of-the-art infrastructure and offers numerous simple opportunities for taking part in the development of standards as well as in European and international standardization. The portfolio offered by Austrian Standards covers a broad spectrum of services and products.

Participation in the development of standards

Austrian Standards offers a neutral and independent platform and, being a member of CEN and ISO, organizes Austria's participation in European and international standardization. In Austria, around 3,800 experts working in 168 active committees develop national, European and International Standards. The committee managers ensure the smooth functioning of the standardization process and are competent partners taking care of organizational issues and any concerns. Those who take part in standardization contribute to shaping the contents of standards giving them an information and competitive edge, and they define tomorrow's standards today.

Access to standards and other normative documents

Austrian Standards is the one-stop-shop for all those who need standards and other normative documents. In the Webshop, you can search for and purchase all ÖNORMs, including all European Standards (EN) in German and English, as well as all International Standards (ISO). Likewise, documents of foreign standardization bodies and other standard developers are available, e.g. DIN, IEEE and ASTM.

Standards packages

In cooperation with statutory professional organizations, Austrian Standards offers the particularly cost-efficient industry solution "meinNormenPaket" especially for small and medium-sized enterprises. This package provides access to a set of freely selected ÖNORM standards, including document management and automated update functionalities. More than 30,000 companies already profit from "meinNormenPaket".

Online tools for managing standards

Enterprises and organizations need efficient solutions to keep their standards portfolio up to date. Austrian Standards offers tailored online tools for that purpose: effects 2.0 not only allows users to manage easily the standards they need online but also ensures automated updates as well as access to the entire portfolio anywhere and anytime.

Certification builds trust

In many fields, Austrian Standards is the primary contact for certification. Austrian Standards plus GmbH is accredited as an independent certification body by the Federal Ministry of Science, Research and Economy (BMWFW). It assesses whether products, services, persons or systems meet the requirements laid down in standards. With a valid certificate, enterprises and organizations demonstrate the quality of their products and services to customers and thereby build trust.

Know-how based on practice

Practical know-how related to standards is presented in the seminars and courses organized by Austrian Standards. Certification according to ISO 29990 and – since 2014 – Ö-Cert certification evidence the high quality standards achieved in adult education.

Web tip:

<https://www.austrian-standards.at/en/products-services/>

Ing. Mag. Heinrich Orsich

The mechanical engineer and graduate in business administration (Vienna University of Economics and Business) supports, among others, the users of meinNormenPaket.

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

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



Oberamtsrat Andreas Kuba

*Head of Personnel and Organization at Municipal Department 48
“Waste Management, Street Cleaning and Vehicle Fleet” of the City of Vienna*

“The requirements of MD 48 which provides services related to street cleaning and waste management are high. Standards are important tools that help our approximately 3,500 employees to fulfil optimally our tasks for Vienna’s citizens and, of course, for all the visitors of our city and to improve continuously the quality of these services. The regular evaluation of our work processes and activities – not only from an inside perspective, but also by independent external auditors – supports progress and innovation. Therefore, International Standards are applied in many areas within MD 48: quality, energy and environmental management as well as complaints and risk management and, more recently, also compliance management.”

HIGHLIGHTS 2014

Home to great daughters

It is never too early to become familiar with standards. Therefore, eight schoolgirls aged 13 to 15 years visited Austrian Standards on the “Daughter’s Day” on 24 April. The girls established a “daughter’s committee” and, with expert advice, prepared the draft ÖNORM TT 140424 “Schoolbag with back massage padding including accessories”. Subsequently, they conceived an app that can be used to retrieve information on their draft standard. The rest of the working day was used for designing a folder and newsletter promoting the standard. Conclusion: The Daughter’s Day – a great success for both parties.

Info:

Since 2002, the Viennese Daughter’s Day wishes to encourage girls to pursue careers in professions that are not dominated by women. Around 3,000 girls and some 160 enterprises took part in the Daughter’s Day in the past few years.



Welcome to the communication society

Masterly rhetoric and convincing presentations become more and more important in today’s communication society. Therefore, Austrian Standards included the top communication expert Tatjana Lackner as an author in its publication programme. On 8 May, the managing director of “Schule des Sprechens” presented her book “Die Kommunikationsgesellschaft – Lackners Labor” in a crowded room at Austrian Standards. In a discussion with Vice-Director Wolfgang Steigenberger, the speech trainer provided interesting insights into different facets of communication and gave invaluable tips based on her practical experience. In short, a must-read!



Book tip:

Tatjana Lackner; Die Kommunikationsgesellschaft – Lackners Labor
ISBN 978-3-85402-300-5
Price: EUR 29.80 (incl. VAT)

European Standardization Summit in Istanbul

By 2025 more than 20 percent of Europeans will be 65 or over. The number of persons over 80 will also rapidly increase in the next ten years. Ageing will have consequences for the European economy and its products and services. It is therefore time to think about what will be needed. From 10 to 12 June, the 41st CEN Annual Meeting and the 3rd European Standardization Summit were held in Istanbul. The key question addressed by the Summit was how standardization can support the “silver economy”, i.e. the economy for elderly people. The session on “Standardization for Healthcare Services” was moderated by Karl Grün, Director Development of Austrian Standards.



Vienna – world capital of compliance

An impressive breakthrough was achieved in the field of compliance in Vienna on 11 July: After less than two years, the final draft of an International Standard on compliance management systems was adopted. Austria played a pioneering role: ONR 192050 “Compliance management systems” published by Austrian Standards in 2013 is considered the key “predecessor document” of the new ISO 19600 “Compliance management systems – Guidelines”. The new guidelines provide organizations and enterprises with a reliable and practicable system. Austrian Standards offers certification services for compliance management systems and compliance officers.





ISO vice-presidents meet in Vienna

John Walter, ISO Vice-President Policy and CEO of the Standards Council of Canada (SCC), visited Austrian Standards for a working meeting with Elisabeth Stampfl-Blaha, ISO Vice-President Technical Management. Wolfgang Steigenberger, Vice-Director of Austrian Standards, and Sylvie C. Lafontaine, Vice President, Standards and Chief Financial Officer of SCC, also took part in the talks.

ISO Week in Rio de Janeiro

From 8 to 12 September the “ISO Week” was hosted by the Brazilian standardization organization ABNT in Rio de Janeiro. One of the main topics was the promotion of sustainable development by International Standards. Austrian Standards was represented by Vice-Director Wolfgang Steigenberger and Director Development Karl Grün. For the years 2015 and 2016, Elisabeth Stampfl-Blaha, ISO Vice-President (technical management), as well as Olivier Peyrat, ISO Vice-President (finance), were appointed for another term. The next General Assembly of ISO will take place in South Korea in 2015.



Austrian Standards at the Austrian Innovation Forum 2014

Under the motto “Innovating Smart”, the Austrian Innovation Forum attracted the “who is who” of the international innovation scene for the fourth time on 16 October. More than 200 experts in the fields of business, science and research from Austria, Germany and the United States discussed innovation games, the future of cities and what well-established companies can learn from start-ups. Austrian Standards was represented by Director Development Karl Grün who inspired the audience with his presentation on “Bridging the Gap between Lab and Market”. The Austrian Innovation Forum combines concentrated know-how with fresh ideas in presentations and interactive forums and contributes to bringing innovations to the world.



Austria ranks top in standardization

As is evidenced by the International Standardization Barometer 2014 of the French Association for Standardization (AFNOR), Austria ranks among the top ten in international standardization and is particularly active in working bodies. Moreover, 80 percent of Austria's leading enterprises are directly involved in standardization. At the annual press conference of Austrian Standards on 14 January, President Walter Barfuss called upon enterprises, policy makers, administration, interest groups and science to use standardization even more as a strategic tool in order to gain time and achieve a knowledge edge. Vice-President Harlad Plöckinger stressed that standardization has long grown beyond the issue of screw sizes and has become a key factor for economic development.



Standards as a bridge for bringing innovations to market

“Innovation is an idea that finds a market and a customer: the standard is what gets the innovation to market.” That was one of the key statements at the European conference “Standards: Your Innovation Bridge” held on 30 October 2014 in Brussels. More than 370 participants from research and innovation projects, enterprises, public authorities and standardization bodies listened to the presentations that vividly explored the interplay between standardization and innovation. Christine Halliot, Vice President Innovation at TOTAL, put it in a nutshell: “I need standards to do my job.” And at the end of the conference, there was general agreement that standardization had to form part of every corporate strategy.





No standardization of gender-sensitive language

The year 2014 was also marked by a vivid discussion on gender-sensitive language usage. The debate was sparked by a draft prepared by Committee 045 “Office organization and written communications” on gender-sensitive language that resulted in sometimes strong reactions. As a consequence, Austrian Standards organized an open, moderated discussion. More than 100 persons interested attended the dialogue forum in October, and many more watched the debate live streamed on the internet. Eventually, the different opinions proved to diverge so much that gender-sensitive language cannot be dealt with in a standardization project as, on principle, standards require a broad-based consensus.

Austrian Standards on tour

In 2014, Austrian Standards started an information and dialogue tour in the provinces of Vorarlberg and the Tyrol. The aim was to submit the subject of standardization to a critical reality check in discussions with representatives of business, science, policy-making, administration and society. The interest in the tour was great and many people used this opportunity for getting information and exchanging opinions. The panel discussions in Dornbirn (May) and Innsbruck (November) were quite lively and critical indeed. In particular, they focused on the subjects of construction and housing as well as exports and research. In total, 56 organizations from Vorarlberg and 116 from the Tyrol already are active in standardization. In late April 2015, Austrian Standards informed the partners on how the suggestions received in the Tyrol and Vorarlberg were implemented.



The exchange of experiences among users of the standards management tool “effects 2.0” was the main theme of a business breakfast on 3 October. The purpose of the event was to learn even more about the needs and expectations of the customers so that effects 2.0 can be developed in line with their requirements.

Good neighbourly relations: Viktor Pokorný, the new president of the Czech Office of Standards, Metrology and Testing, and Jirí Kratochvíl, Head of the Standards Department, visited Austrian Standards in mid-July.

Olivier Peyrat, Director General of the French Association for Standardization (AFNOR) and Vice President Finance of the International Organization for Standardization, presented the AFNOR Group and its brand profile to the employees of Austrian Standards

„The promotion of European and international standards in China helps Europe’s enterprises in entering the Chinese market,” explained Betty Xu, who has been the Seconded European Standardization Expert in China since August 2014. Karl Grün, Director Development, met her in Brussels to exchange ideas.



The experts of the European technical committee CEN/TC 250 discussed the further development of the Eurocodes at Austrian Standards in late November. The 58-part series of European standards harmonizes structural design and stress calculation rules in construction throughout Europe.

Training firms aim at giving pupils the chance to gather work experience while they are still at school. The virtual start-ups meeting the criteria of ONR 42000 received their certificates in early May.

Having more than 430,000 members in 160 countries, IEEE (Institute of Electrical and Electronics Engineers) is the world’s largest professional organizations of electrical and IT engineers. On 23 October, representatives of IEEE were the special guests of the Standards around the World series of Austrian Standards.



Driven by Making Sense

Dipl.-Ing. Stefan Wagmeister

Austrian Standards

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

Baumeisterin Dipl.-Ing. (FH) Mag. (FH) Renate Jauk

Lukas Lang Building Technologies GmbH

“ Our unique modular system for buildings that we developed over the past 20 years and the industrial prefabrication of elements require meticulous product development, planning and standardized parts. Therefore, it is important to know what the future will bring in standardization and which requirements we will have to meet. It is exciting to exchange opinions with other experts and even though we are (still) a small player in the market, we appreciate the possibilities available for companies to take part in the development of standards, to input our suggestions and to influence standards. ”

INSIGHTS 2015

Living Standards Award

A very special premiere was celebrated at the New Year's reception in January 2015. For the first time, Austrian Standards presented the Living Standards Award for exemplary standardization and standards management. The winners were: the City of Vienna which has systematically and professionally positioned itself in the field of standardization since 2012; the Province of Lower Austria which established an organization and guidelines for employees involved in developing standards; and the Upper Austrian Teufelberger company, a leading developer and manufacturer of steel ropes and synthetic fibres, which uses numerous standardized test methods ensuring the safety of cableways or harnesses at construction sites. The reception was attended by around 100 guests, including Michael Ludwig, Vienna's Executive City Councillor for Housing Construction.



Driven by Making Sense

The question why standardization is very important especially in times of stagnating economic growth was the key theme of an interesting debate at the New Year's reception of Austrian Standards. In the discussion moderated by Gerald Gross, the presidents and the management of Austrian Standards concluded unanimously: When the economy flatlines, standards are needed more than ever to drive growth. In addition to the conferment of the Living Standards Award, other highlights of the event were the presentation of the new claim "Driven by Making Sense" and a video on standards in everyday life. The short film illustrates how, noticed or unnoticed, standards are part of our lives.

Video tip:

Learn how standards support us in everyday life:
<https://www.austrian-standards.at/en/about-us/our-claim/>

Standardization strategy under way

The Austrian federal government included the preparation of a standardization strategy to be led by the Federal Ministry of Science, Research and Economy (BMWFV) in its work programme 2013-2018. The initial draft of the standardization strategy was endorsed by the Council of Ministers on 26 August 2014 and presented to a wider circle of stakeholders in October 2014. At the time of the editorial deadline in spring 2015, the strategy was not finalized yet.

Refunding of participation fees in 2015

Austrian Standards introduced an annual participation fee in 2014. All those who pay this fee (EUR 450 plus VAT per person) can take part in developing standards in the committees for which they have been nominated and thereby help shape the future of their sector. The Austrian Federal Economic Chamber supports its member enterprises and refunds the participation fee for one expert per company in 2015 as in the previous year. Likewise, the BMWFV covers the participation fees for experts from universities and universities of applied sciences in 2015 just like in 2014.



Austrian Standards new on Facebook: www.facebook.com/austrianstandards

Markus Preuner, BA

Austrian Standards

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

Mag. Dipl.-Ing. Alexander Poledna
voestalpine stahl gmbh

“ Standardization shifts more and more to the European and international level. All the more important it is for all enterprises active in Austria to have the possibility to influence the development of standards at those levels. An active national standardization organization can positively shape the economic framework conditions in Austria. This does not only support national flagship companies such as voestalpine, but all the undertakings working in Austria and makes a contribution to securing rewarding jobs in our country. ”

STANDARDS 2014

The number of new standards declined in 2014. All in all, it has become even easier to take part in standardization and even more transparent who participates in standardization.

At the end of 2014, 23,424 standards (ÖNORMs) were in effect in Austria. More than 90 percent of them are European and International Standards. For many years, it has been a priority of standardization work in Austria to contribute to the development of European and International Standards and to make sure that the Austrian point of view is presented and adequately taken into account.

Anybody interested in a subject can participate in standardization

Working on the development of standards means to network with other expert. Those who take part in standardization have the opportunity to help actively shape important economic and social framework conditions. Apart from the experts themselves, the enterprises and organizations delegating them profit from this involvement. They contribute to defining the contents of standards, which gives them an information and competitive edge, and they define tomorrow's standards today.

The diagram of the standardization process shows the different possibilities for taking part in standardization. In addition, persons interested can communicate their experiences and suggestions for improving existing standards and, if appropriate, propose the revision of a standard to Austrian Standards anytime.





Submitting and commenting on ideas and project proposals

Every new standard starts with an Austrian, European or international project proposal. An evaluation of proposals makes sure that standards are only drawn up if the relevant stakeholders are convinced that this makes sense. Based on the new Internal Regulations of Austrian Standards Institute, the general public has been able to submit comments already on proposed standards and proposed new committees since 1 January 2014.

From project to draft

Standards are prepared in meetings of committees (mirror committees for European or international committees) or their working groups which are usually held at the Austrian Standards Meeting Center. Additionally, documents and working papers are handled via electronic working platforms set up for each committee. The committee managers support and assist the work of the experts, take care that the membership of the committees is well balanced and ensure compliance with the Internal Regulations.

Commenting on the draft standard

When a committee achieves agreement on the contents of a standard – the principle of unanimity applies to national ÖNORMs –, national drafts, just like European and international ones, are submitted to a six-week public enquiry. Anybody interested can easily input comments online via the Draft Standards Portal.

From draft to standard

As soon as proposed amendments and improvements are integrated into the draft and the committee agrees on the final version, the standard is published. Then it is made available on the Webshop of Austrian Standards and can be applied by everybody. At the latest three years after the publication of a standard, the committee has to check whether the document is still up to date and its contents are in line with the state of the art and economic circumstances. If necessary, a revision is launched.

Who are the members of a committee

On the website of Austrian Standards, everybody can see which organizations and enterprises are represented in a committee.

European and international standardization

More than 90 percent of all standards are European and International Standards. Those who participate in standardization help shape the standards and contribute to facilitating global trade in goods and services and thereby promote the export potential of Austria.

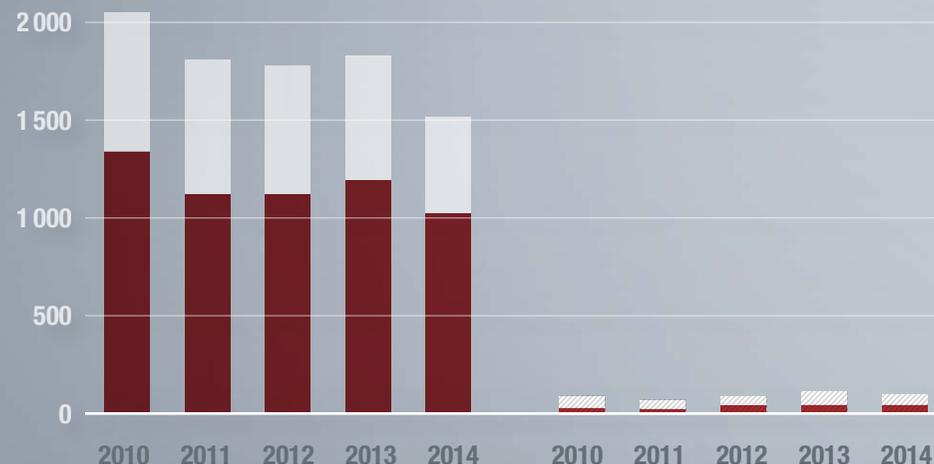
Dipl.-Ing. Dr. Karl Grün

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.

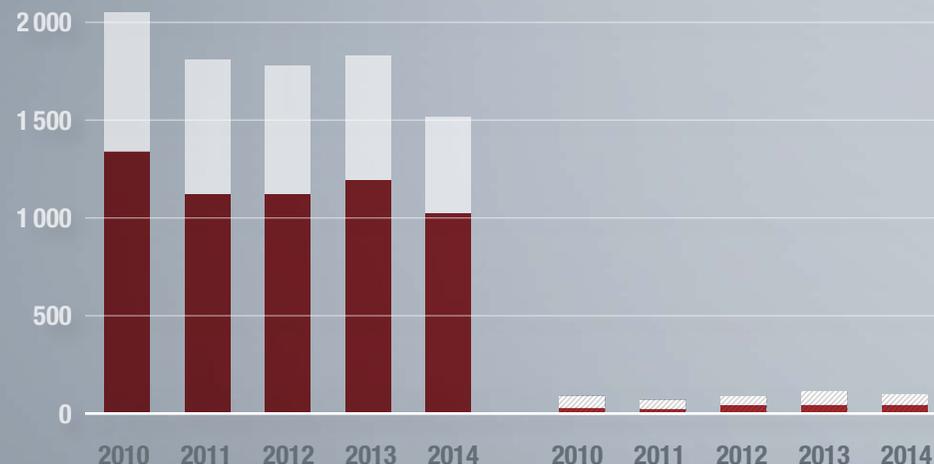


STANDARDS 2014

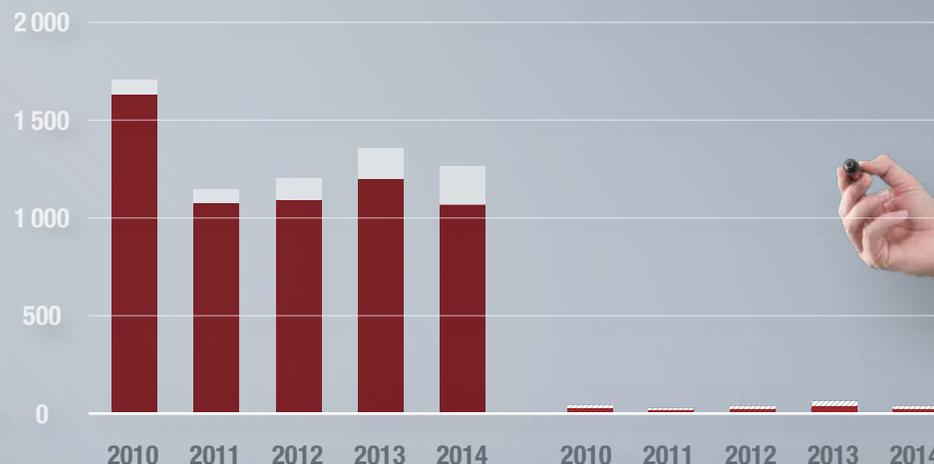
NEW STANDARDS



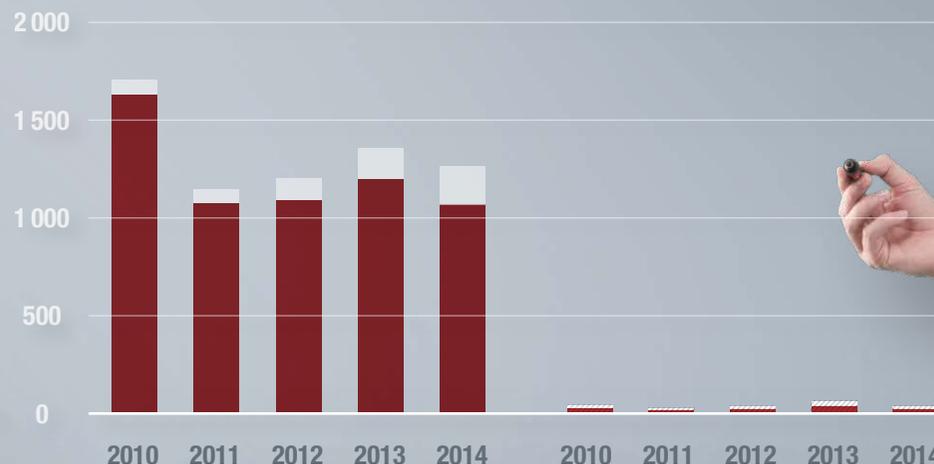
NEW ONRs



STANDARDS WITHDRAWN



ONRs WITHDRAWN



ÖNORM STANDARDS	2010	2011	2012	2013	2014
■ New Standards	675	596	579	552	455
■ New issues of existing standards	1366	1197	1183	1263	1064
New issues in total	2041	1793	1762	1815	1519

ÖNORM STANDARDS	2010	2011	2012	2013	2014
■ Withdrawals without replacement	49	44	65	80	146
■ Withdrawals with replacing standard	1676	1162	1170	1284	1111
Withdrawals in total	1725	1206	1235	1364	1257

ONR	2010	2011	2012	2013	2014
▨ New ONRs	76	64	73	91	64
■ New issues of existing ONRs	14	11	29	30	32
New issues in total	90	75	102	121	96

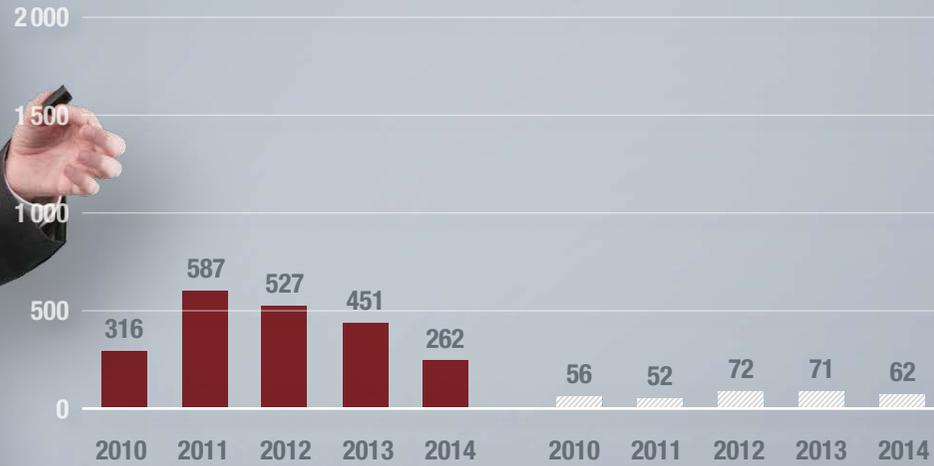
ONR	2010	2011	2012	2013	2014
▨ Withdrawals without replacement	3	3	5	3	7
■ Withdrawals with replacing ONR	31	20	25	47	27
Withdrawals in total	34	23	30	50	34



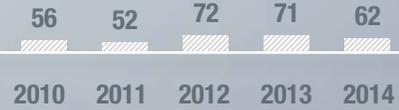
Bas Stortenbeek

In his function as Head of Support, the graduate of the University of Economics and Tourism in Groningen (Netherlands) assists standards users by answering their customer-specific questions.

INCREASE IN STANDARDS



INCREASE IN ONRs

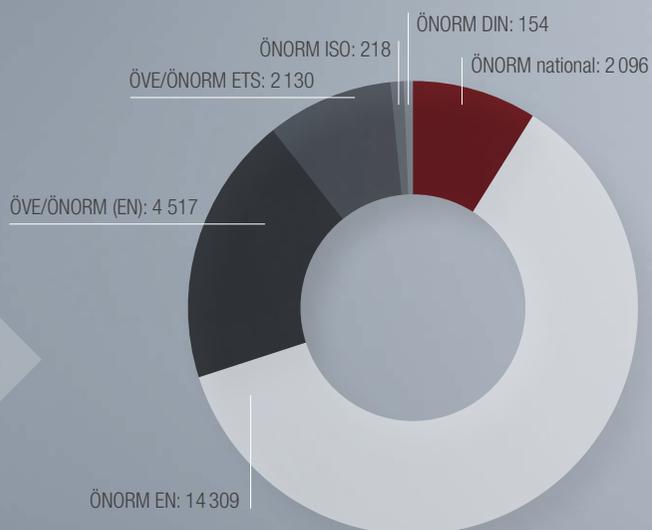


Mag. Erwin Krpata

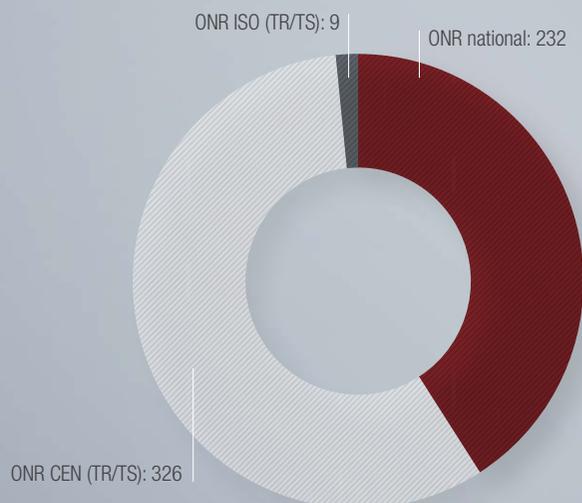
In the Quality Team (production), the economist (Vienna University of Economics and Business) ensures that European and International standards issued are flawless, for example, by comparing German and English versions.

23 424 STANDARDS 2014

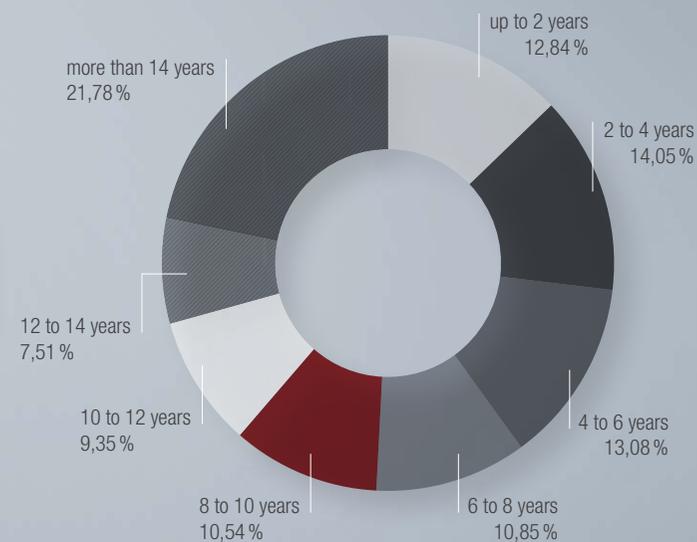
TOTAL PORTFOLIO OF STANDARDS 2014



TOTAL PORTFOLIO OF ONRS 2014



AGE STRUCTURE OF ÖNORMS AND ONRS 2014



ÖNORM standards in total 2014

■ ÖNORM national	2 096
■ ÖNORM EN	14 309
■ ÖVE/ÖNORM (EN)	4 517
■ ÖVE/ÖNORM ETS	2 130
■ ÖNORM ISO	218
■ ÖNORM DIN	154

23 424

ONRs in total 2014

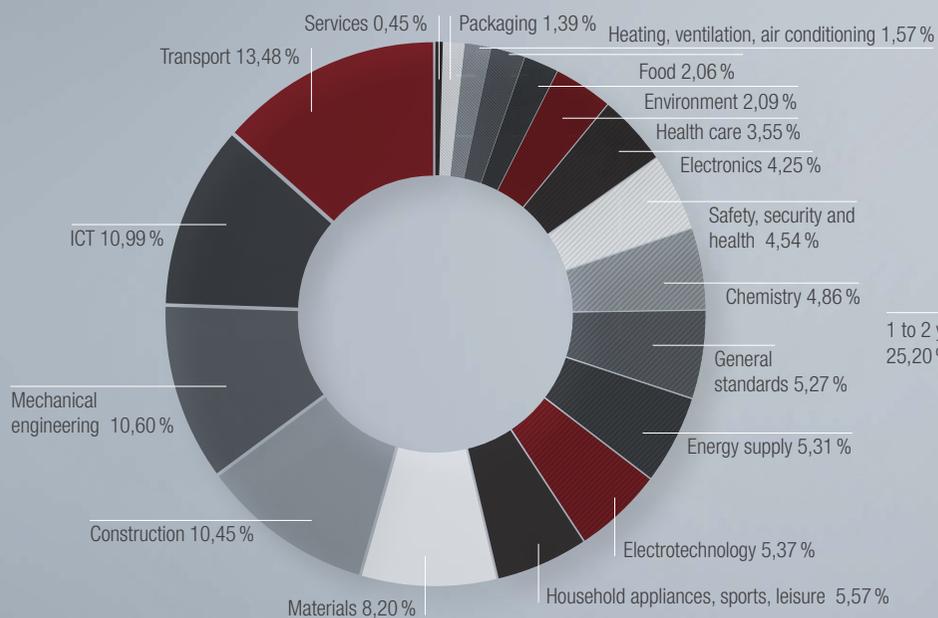
■ ONR national	232
■ ONR CEN (TR/TS)	326
■ ONR ISO (TR/TS)	9

567

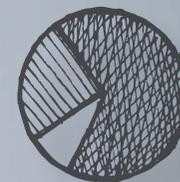
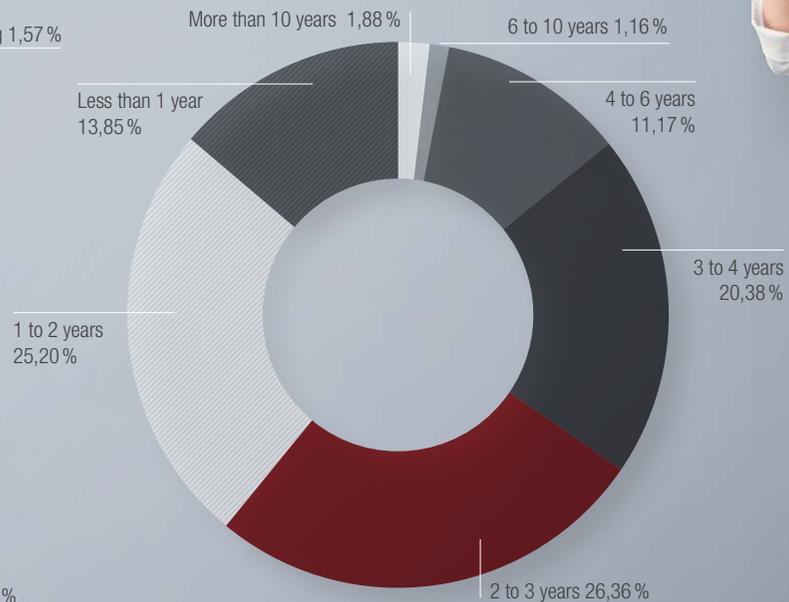
Average age of ÖNORMs and ONRs 9.1 years

STANDARDS

STANDARDS BY SUBJECT FIELDS



TIME REQUIRED FOR DEVELOPING ÖNORMs & ONRs



Ing. Birgit Agnes Tod, BA

The art historian and graduate of the Federal Education and Research Institute for Graphics (specialization in photography and film) supports committee managers in their work.

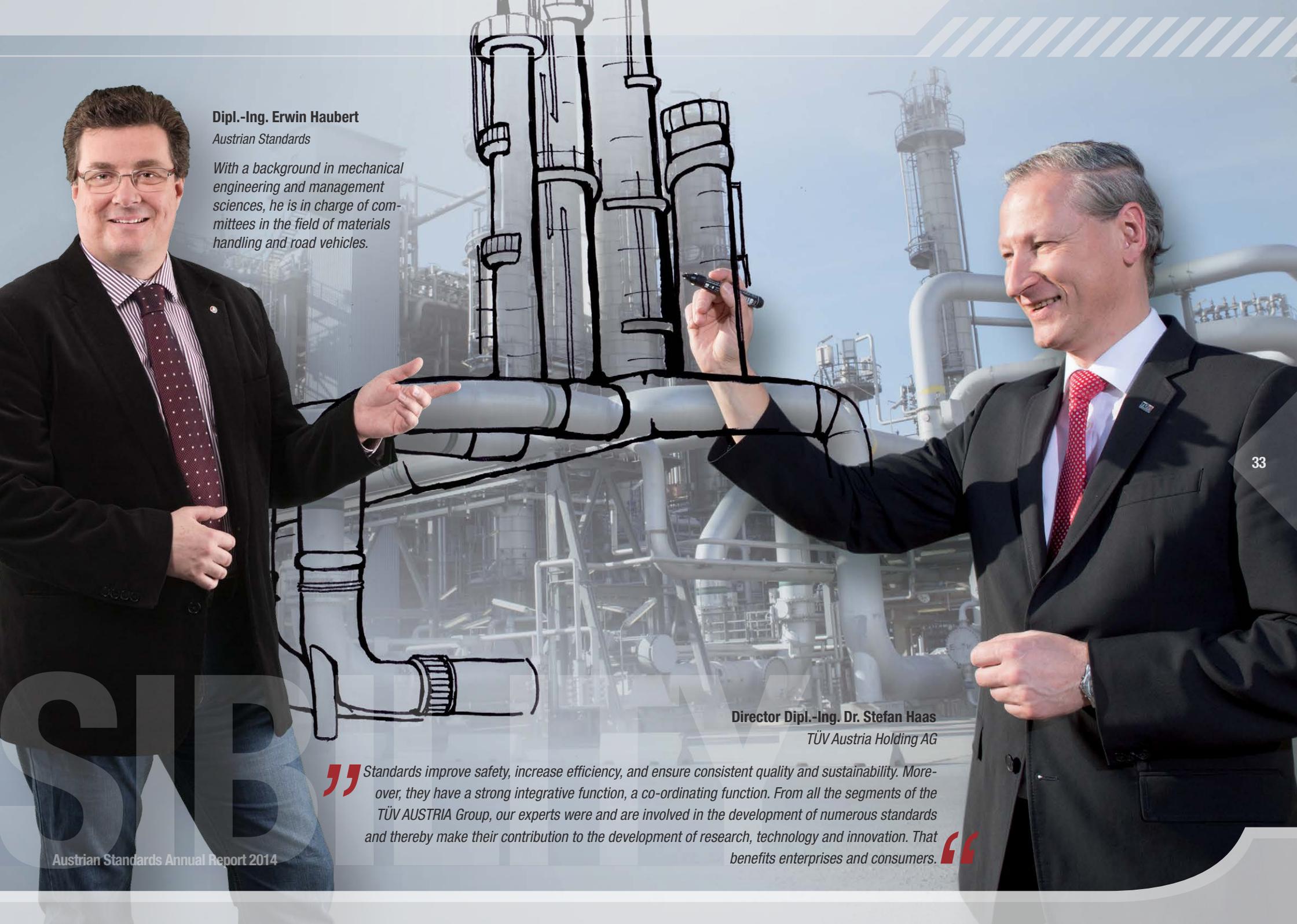
INTERNATIONAL RESPONSIBILITY

38 active CEN secretariats managed by Austrian Standards Institute

CEN/TC	
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/SC2/WG 2	Structural requirements
256/SC3/WG 27	Railway applications – Doors

CEN/TC	
292/WG 3	Parameters related to species soluble in mineral acid or water: Analysis and digestion methodes
331/WG 2	Hybrid mail
350/WG 5	Social performance assessment of building
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)
CEN/WS RACS	Requirements and recommendations for Assurance in the Cloud
CEN/WS MERLIN-EXPO	CEN Workshop on Standard documentation of large chemical exposure models
ECISS/TC 102/WG 9	Determination of hydrogen

RESPONSIBILITY



Dipl.-Ing. Erwin Haubert

Austrian Standards

With a background in mechanical engineering and management sciences, he is in charge of committees in the field of materials handling and road vehicles.

Director Dipl.-Ing. Dr. Stefan Haas

TÜV Austria Holding AG

” Standards improve safety, increase efficiency, and ensure consistent quality and sustainability. Moreover, they have a strong integrative function, a co-ordinating function. From all the segments of the TÜV AUSTRIA Group, our experts were and are involved in the development of numerous standards and thereby make their contribution to the development of research, technology and innovation. That benefits enterprises and consumers. **“**

INTERNATIONAL RESPONSIBILITY

11 active ISO secretariats managed by Austrian Standards

ISO/TC	
4/WG 21	Vibration measurements
17/SC 15/WG 1	Railway rails
37	Terminology and other language and content resources
37/SC 5	Translation, interpreting and related technology
37/SC 5/WG 3	Facilities and equipment for interpretation services
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
225/WG 3	Web Analyses
228/WG 1	Diving Services

New committees set up by CEN and ISO

CEN/TC	Titel	Sekretariat
433	Entertainment technology – Equipment, technical installations and machinery used on stages and other production areas within the entertainment industry	DIN – Germany
434	Electronic Invoicing (NEN)	NEN – The Netherlands
435	Tattooing services (DIN)	DIN – Germany
CEN/WS MERLIN-EXPO	CEN Workshop on Standard documentation of large chemical exposure models (ASI)	ASI – Austria

ISO/TC	Titel	Sekretariat
ISO/TC 289	Brand evaluation	SAC – China
ISO/TC 290	Online reputation	AFNOR – France
ISO/TC 291	Domestic gas cooking appliances	DIN – Germany
ISO/TC 292	Security	SIS – Sweden
ISO/TC 293	Feed machinery	SAC – China

Participation in the work of ISO and CEN via Austrian Standards

CEN/TCs	280 out of 313 = 89 %
ISO/TCs	212 out of 238 = 89 %

Facts & figures of European and international standardization

European Committee for Standardization (CEN) and European Committee for Electrotechnical Standardization (CENELEC)



Standards (incl. other documents)	20 682
thereof produced in 2014	1 609
Draft standards (stock)	2 600
Current work items	4 299
Working bodies (technical committees...)	534

International Organization for Standardization (ISO) and International Electrotechnical Commission (IEC)



Standards (incl. other documents)	27 426
thereof produced in 2014	1 955
Draft standards (stock)	2 945
Current work items	6 273
Working bodies (technical committees...)	4 867

Dipl.-Ing. Jörg Nachbaur

Austrian Standards

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

Dipl.-Ing. Manfred Haider
*Head of Business Unit Mobility Department,
AIT Austrian Institute of Technology*

” *Head of Business Unit Mobility Department, AIT Austrian Institute of Technology Standards are the most important guarantee that everybody can benefit from innovations. For example, road traffic is one of the biggest sources of noise in cities and along main transport routes. With our trailer for measuring rolling noise, we carry out high-precision measurements on site to check whether noise emission limits for road surfaces are respected and to obtain data that can be input in the development of low-noise road surfaces. Thereby, we contribute to making sure that all standards and regulations can be complied with also in the field of noise emissions and noise protection.* **“**

FINANCES 2014

From 2013 to 2014, our own contribution (net earnings, including participation fee and financial result) to total earnings increased from 84 to 95 percent.

The rise in **turnover** by around EUR 0.9 million mainly resulted from the first-time collection of participation fees amounting to around EUR 1.2 million in 2014. Additionally, income from utilization rights in standards increased over the previous year, while the segment of international consulting services declined.

Other operating income was essentially made up of income from services rendered to Austrian Standards plus GmbH that roughly corresponded to the previous year in 2014 as well as grants amounting to around EUR 0.5 million in 2014, which was a decrease by approximately EUR 1 million – mainly because of the discontinuation of grants by the Austrian Federal Economic Chamber (WKÖ) and the standardization grant by the Federal Ministry of Science, Research and Economy (BMWFW). It was possible to offset the decline in grants by the participation fee.

Expenditure was lower in 2014 than in the previous year and continued to reflect the economical use of the resources available from earnings and grants. Expenditure on material and other purchased services fell primarily as a result of the negative revenue development in the field of international consulting services. Staff costs were reduced by around EUR 0.1 million against 2013. This was mainly due to the fact that vacancies have not been filled yet

(on the one hand, delays in recruitment and, on the other hand, deliberate postponement of recruitment to reduce expenditure in the short term).

The development of **other operating expenses** was mainly shaped by reduced expenditure on maintenance, consultancy and travels, whereas in particular, the preparation of information on the participation fee resulted in higher communication expenses. Depreciation corresponded more or less to the level of the previous year.

The **operating result** improved by around EUR 0.2 million against the previous year and amounted to approximately minus EUR 0.8 million in 2014.

Given the positive financial result of around EUR 0.6 million (including approx. EUR 0.25 million of distributions made by the subsidiary Austrian Standards plus GmbH), the result from ordinary activities was approximately minus EUR 0.2 million (2013: minus EUR 0.4 million). The resulting loss for the year was covered by the release of reserves.

Mag. Marion Dolezal, MBA

In her function as financial controller, the graduate in business administration (Vienna University of Economics and Business) and MBA (LIMAK Austrian Business School, Linz) supports the management in further improving economic efficiency.



PROFIT AND LOSS ACCOUNT

1 January – 31 December

		2014	2013
1.	Turnover	4.962.978,14	4.014.919,83
2.	Other operating income	3.517.385,94	4.594.248,73
3.	Expenditure on material and other purchased services	288.555,64	571.074,41
4.	Personnel expense	6.111.979,98	6.207.503,06
5.	Depreciation	587.694,57	561.348,00
6.	Other operating expenses	2.341.963,96	2.295.722,12
7.	Subtotal of positions 1 to 6 (operating result)	-849.830,07	-1.026.479,03
8.	Income from investments in other companies	252.836,06	352.298,53
9.	Income from other investments	89.015,22	109.539,52
10.	Other interest and similar income	2.940,27	7.083,56
11.	Income from the sale of financial assets and valuation increases of financial assets as well as securities classified as current assets	251.262,76	234.062,96
12.	Expenditure on financial assets	3.392,79	56.157,51
13.	Subtotal of positions 8 to 12 (financial result)	592.661,52	646.827,06

		2014	2013
14.	Result from ordinary activities	-257.168,55	-379.651,97
15.	Taxes on income	181,06	210,40
16.	Loss for the year	-257.349,61	-379.862,37
17.	Release of untaxed reserves	2.600,81	3.385,62
18.	Release of profit reserves	755.914,99	886.080,47
19.	Allocation to profit reserves	501.166,19	509.603,72
20.	Net profit	0,00	0,00

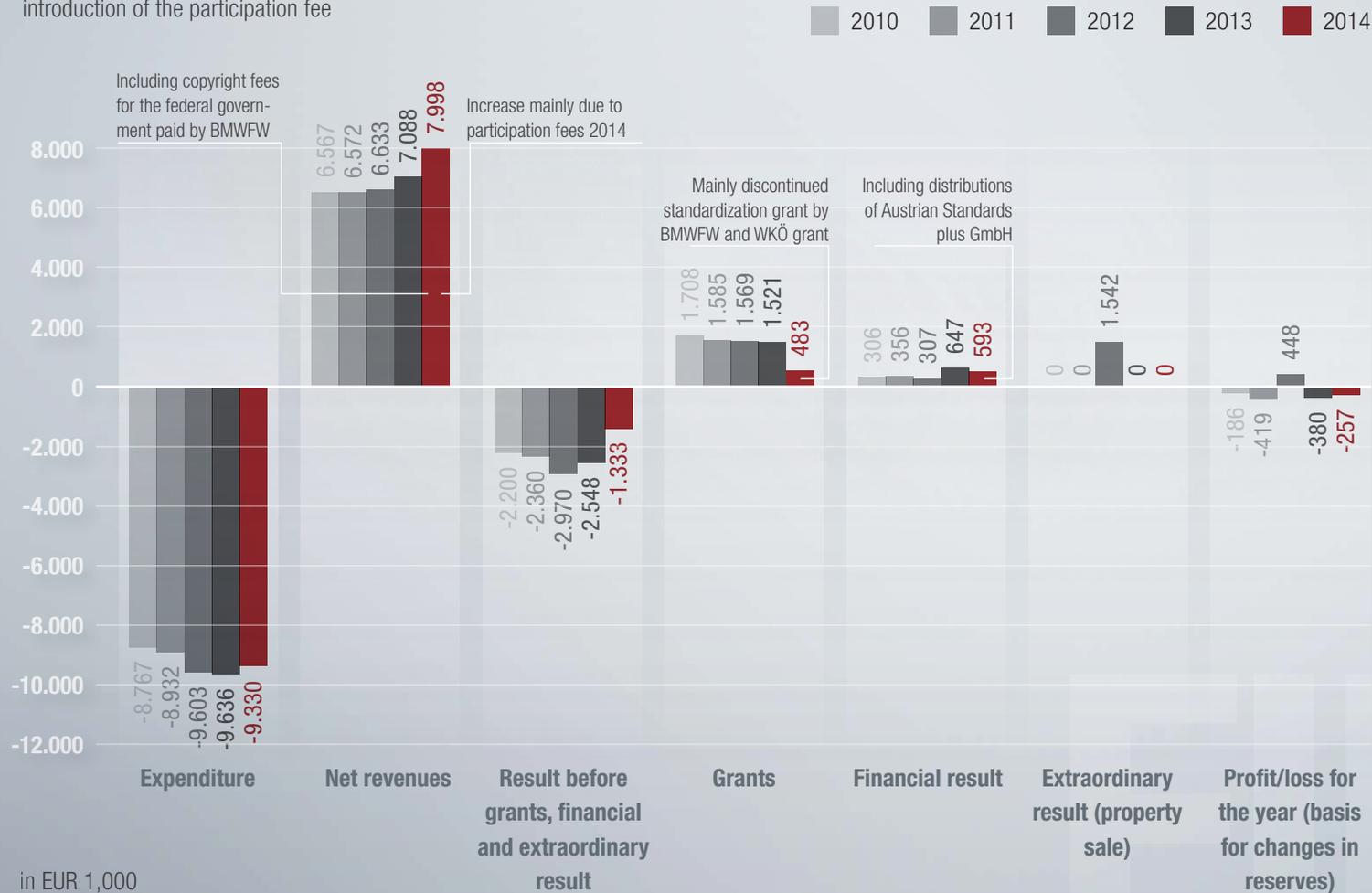
Amounts in euro

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.

FINANCES 2014

DEVELOPMENT OF RESULTS 2010–2014

Loss for the year 2014 in spite of cost reductions and introduction of the participation fee



The chart shows overall expenditure and how it was covered by different sources of income (net earnings, financial result and grants). In 2014, overall expenditure decreased against the previous year.

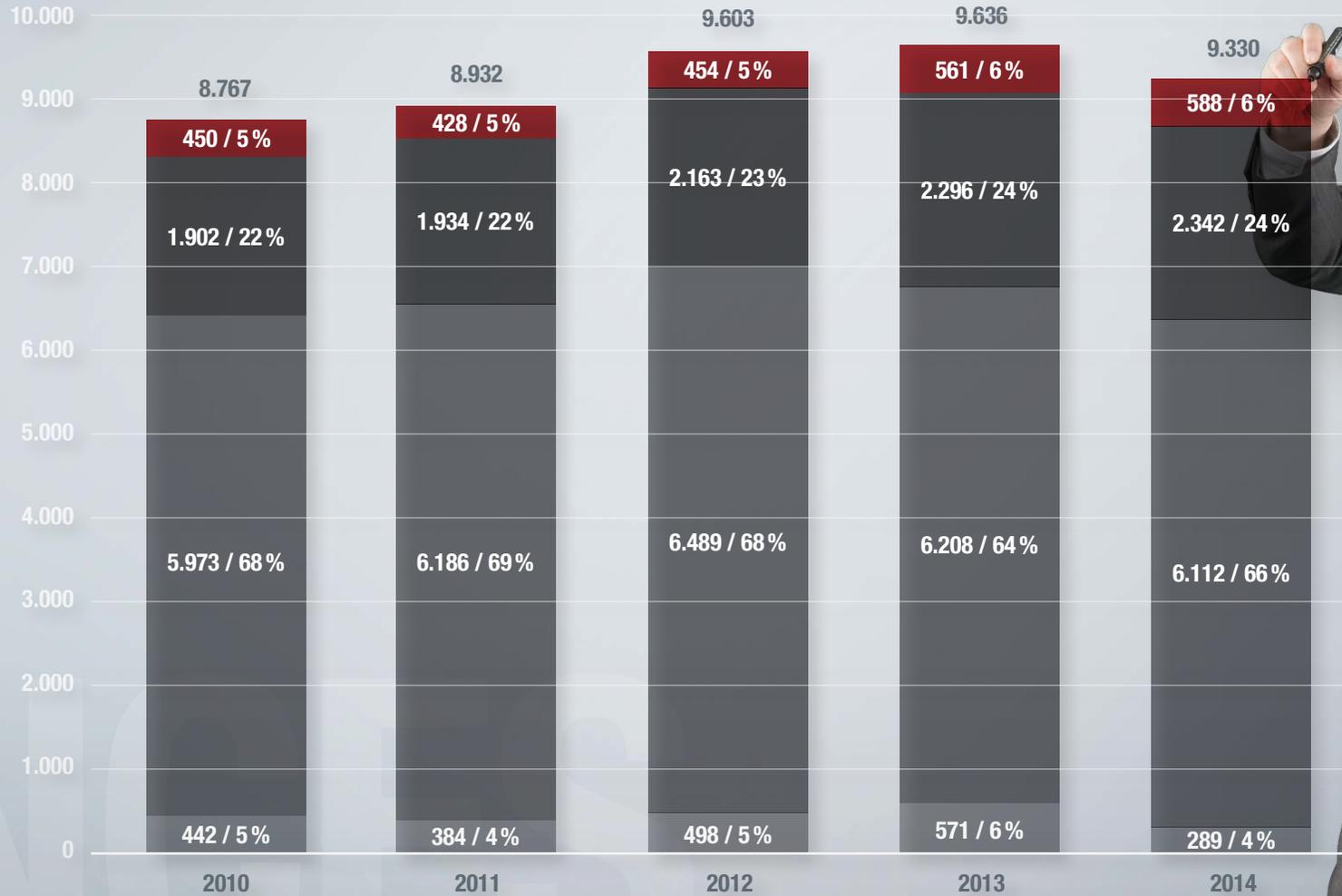
Net earnings (turnover and other operating income without grants) mainly increased as a result of the participation fee introduced in 2014, while significant grants were discontinued in 2014. In 2014, a loss of around EUR 0.2 million was recorded although the financial result (including distributions of Austrian Standards plus GmbH) was above the average of the previous years. In the years 2010 to 2014 – except for 2012 (property sale) –, reserves were used to cover the losses.

Christian Künz

In his function as Head of IT Solutions, the electrical and IT expert and his team ensure that internet and IT applications function reliably for the benefit of customers and employees.

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

EXPENDITURE STRUCTURE 2010–2014



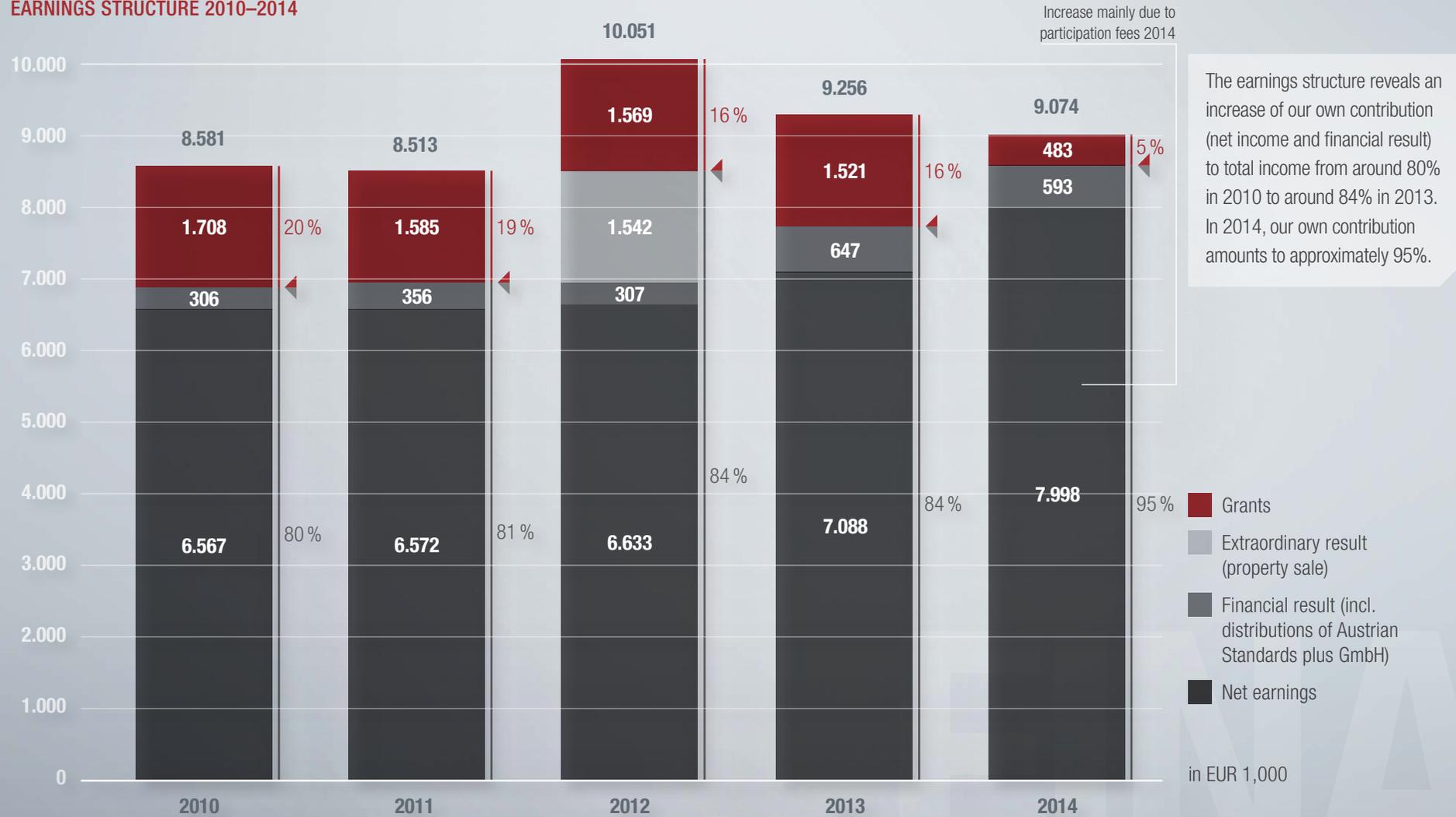
in EUR 1,000

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

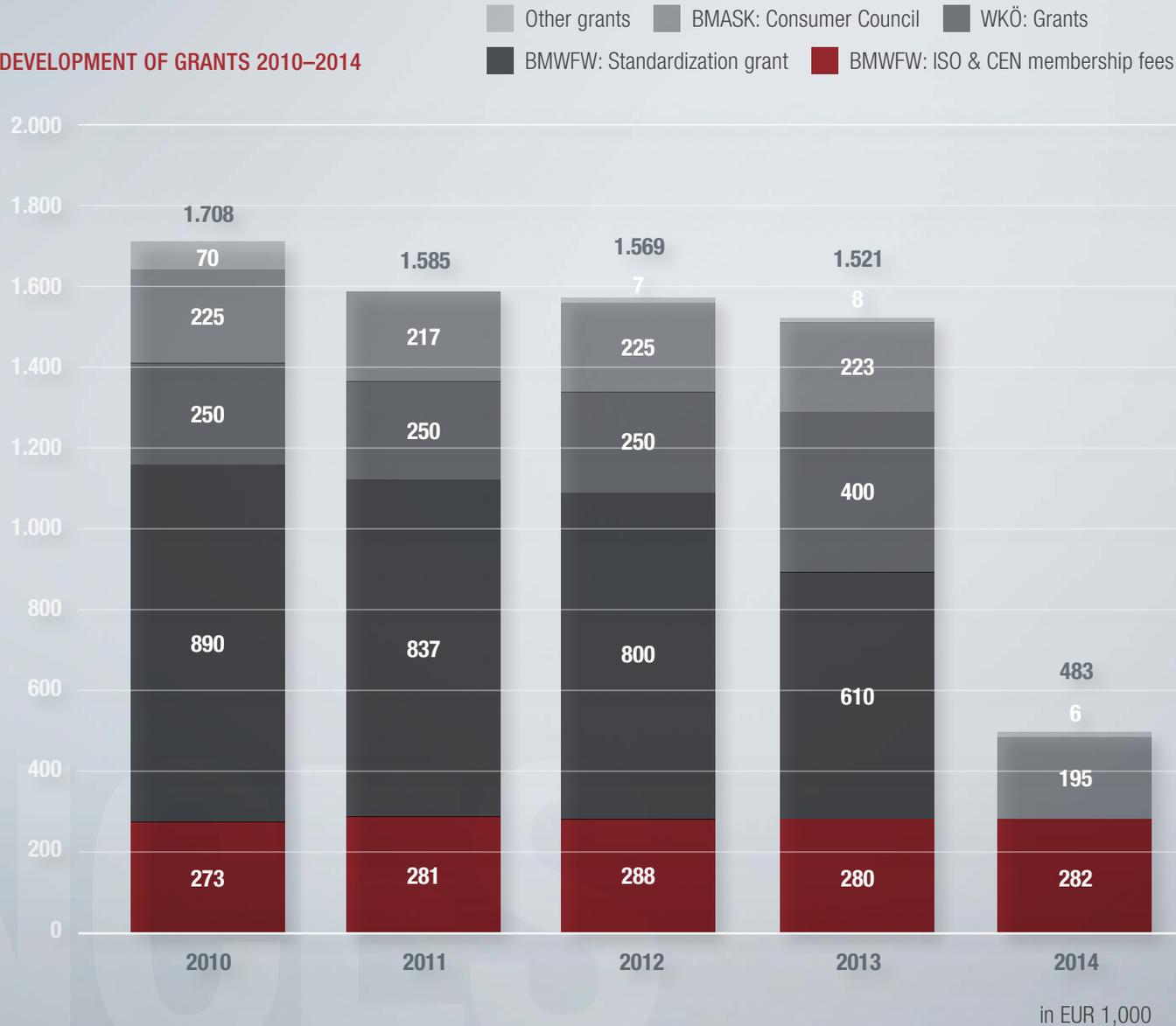


FINANCES 2014

EARNINGS STRUCTURE 2010–2014



DEVELOPMENT OF GRANTS 2010–2014



The table shows the decrease in grants from 2010 to 2013. The modification of the financing system implemented in 2014 resulted in the following changes.

- WKÖ does not pay any grants. It refunds one participation fee to each member delegating employees to standardization committees and pays the participation fees of its own employees. This is EUR 0.2 million in total.
- To support standardization, BMWFW refunds the membership fees paid to CEN and ISO (around EUR 0.28 million) and contributes to the BRIDGIT project implemented in 2014/2015 (funding volume of EUR 0.12 million in 2014/2015). The BMWFW pays participation fees for its employees and experts from universities and universities of applied sciences who take part in standardization (around EUR 0.1 million). Since 1991, there has been a contract between the Republic of Austria, represented by the BMFWF, and Austrian Standards Institute on the printing of national ÖNORM standards (series A to Z) declared binding by federal legislation. The fee agreed amounts to around EUR 0.57 million net.

SUSTAINABILITY REPORT 2014

Austrian Standards commits to the principles of corporate social responsibility. We meet our numerous domestic and foreign customers and partners in a spirit of openness and appreciation. At the same time, we set a high value on occupational safety, the health of our employees and on using resources as efficiently as possible. Moreover, we support international know-how transfer with the aim of building quality infrastructures in other countries. The information provided below covers both Austrian Standards Institute and Austrian Standards plus GmbH.

Sustainable services

Being an independent platform for the development of standards and other normative documents, Austrian Standards offers a wide range of services. Every year, around 50,000 people coming from all over the world attend meetings, committee sessions and seminars held at the Meeting Center of Austrian Standards. In 2014, 168 national committees and 304 working groups as well as European and international bodies held 2,597 meetings in total. Moreover, the online working platform "myCommittee" allows committees to work via the internet, which sustainably reduces travel and time expenses for the participants and the enterprises and organizations delegating them.

	2010	2011	2012	2013	2014
Meetings	2 032	2 436	1 413	2 507	2 597

Our employees

One of the special strengths of Austrian Standards lies in the competence, high qualification and commitment of the employees. On 31 December 2014, the Austrian Standards Institute and Austrian Standards plus GmbH employed a total of 121 persons corresponding to 113.21 full-time equivalents. Top priority is given to the safety of employees and more than 50,000 guests annually from all over the world. Therefore, Austrian Standards regularly inspects all the relevant facilities, such as escape routes, fire detectors and first-aid equipment, and fire pickets and first aiders regularly attend courses. Since 2012, Austrian Standards also has held a certificate according to OSHAS 18001 on occupational safety and health.

	2010	2011	2012	2013	2014
Copying & printing	3 084 221	1 750 674	1 773 325	2 102 365	2 055 427
Parcel shipment	8 749	6 784	7 425	8 189	6 135
Webshop downloads	66 814	96 718	114 490	127 266	191 815

Within the framework of health promotion, employees may benefit from massages provided on site and the weekly "Back fitness" training programme (around 30 persons in 2014). Other opportunities include the annual health check performed by the occupational doctor (32 persons in 2014), vaccinations (18 persons in 2014) and participation in the Vienna City Marathon.

	2010	2011	2012	2013	2014
Accidents	0	2	2	3	1
thereof on the way to the workplace	0	1	2	3	1

Mag. Joanna Gajdek

The contemporary historian manages Austrian Standards' consulting projects, coordinates project management and chairs the works council.



Qualifications

Our employees and their qualifications are guarantees for the provision of optimal services to customers and partners. More than one-third of the persons working for Austrian Standards graduated from universities and/or universities of applied sciences. Language skills range from Arabic to Hungarian and in total, the employees speak more than 20 languages.

To develop qualifications even more, Austrian Standards continuously invests in further training. In 2014, the employees spent a total of 530 days in courses and seminars. Thus, Austrian Standards invested EUR 63,018.54, which corresponds to an average training budget of EUR 512.55 per person.

Education and training	2010	2011	2012	2013	2014
Seminars/courses (days)	447	452	650	450	530
Total costs (euro)	81.366,84	64.868,11	60.029,47	44.959,23	63.018,54
Cost per employee (euro)	616,42	495,18	513,07	365,52	512,55

Consumption	2010	2011	2012	2013	2014
Electricity (kWh)	418.322	433.315	374.846	395.635	406.475
District heating (MWh)	386.480	390.640	349.250	347.710	279.120

Efficient use of resources

In its environmental management system, Austrian Standards laid down the objective to use resources efficiently and takes care that its suppliers also align their processes with the requirements of ISO 14001 and/or EMAS. In 2014, electricity consumption slightly increased, whereas the consumption of heating energy decreased.

Austrian Standards makes available the knowledge laid down in standards online and also on paper. In 2014, the number of pages copied or printed slightly decreased and the number of parcels shipped significantly fell in comparison with the previous year. In parallel, the number of standards and other normative documents downloaded rapidly augmented by around 50 percent over 2013. The strong demand underlines that the Webshop offering more than 335,000 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.

CONSULTING AND KNOW-HOW-TRANSFER

Austrian Standards also fulfils its responsibility beyond Austria's borders and supports know-how transfer between Austria or EU and organizations in other countries. In cooperation with international partner organizations, we assist in projects on the establishment and further development of quality infrastructures. These relate to standardization, accreditation, certification and testing, market surveillance, but also technology-relevant legislation.

Consultancy focused on the following countries and projects in 2014:

Jamaica und Zimbabwe: The Institutional Strengthening project supports ISO members from developing countries in making their participation in international standardization more efficient and more successful. Austrian Standards experts work together with their colleagues in Jamaica and Zimbabwe to optimize standardization processes and to increase stakeholder involvement.

Nepal: In a consortium with the German consultancy GFA, Austrian Standards takes part in an EU-funded project to support and enhance export potentials. The project that starts in 2015 concentrates on product safety and the required quality infrastructure.

Nigeria: Within the framework of the National Quality Policy project of the United Nations Industrial Development Organization (UNIDO), representatives of the Nigerian quality infrastructure and business visited Austrian institutions: In addition to Austrian Standards, they gained insights into public authorities, consumer protection organizations, the economic chamber and the SME organization.

Serbia: Together with the German Gesellschaft für Internationale Zusammenarbeit (GIZ), Austrian Standards supported the Institute for Standardization of Serbia (ISS) in further developing its activities. Cooperation concentrated on the sale of standards and other ISS products.

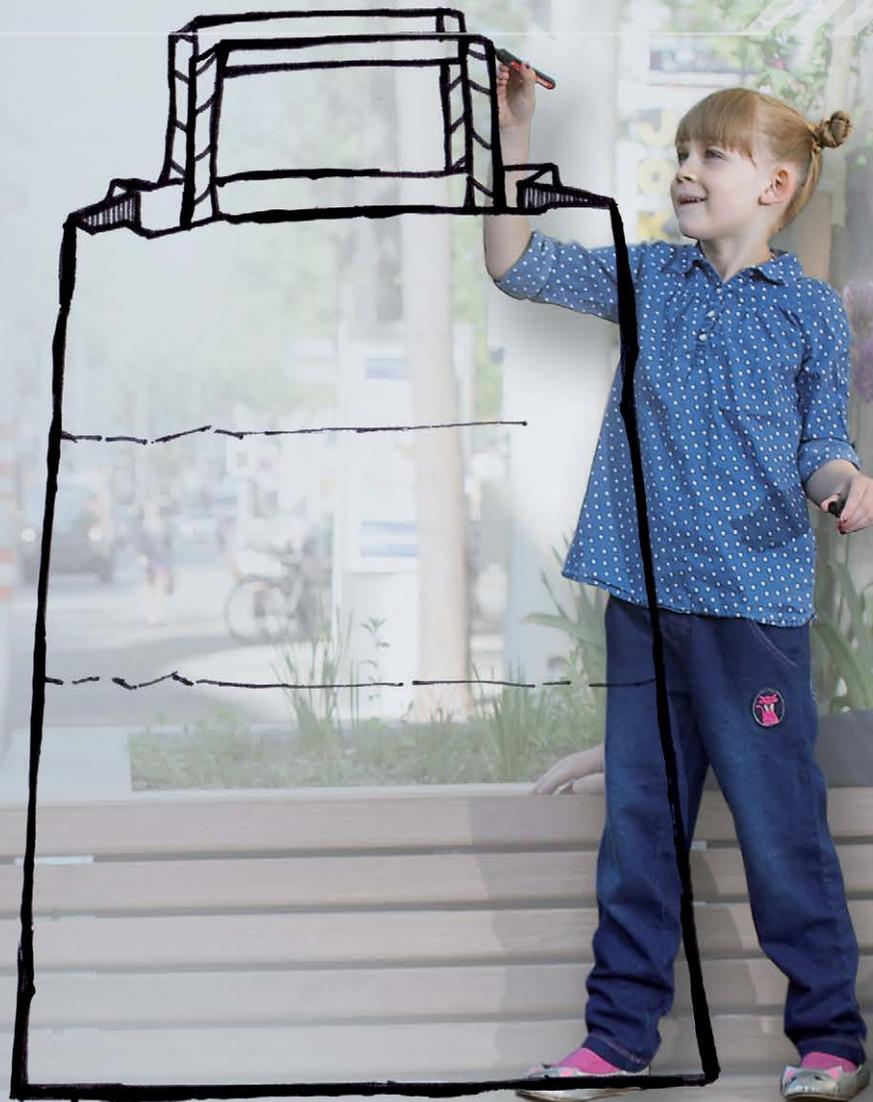
Ukraine, Russia: As a partner of the Greek consultancy European Profiles, Austrian Standards was involved in quality infrastructure projects in both Ukraine and Russia. The tasks included, for example, consulting and support during the drafting of a Russian standardization act. Cooperation in the two projects will continue in 2015.



Dipl.-Ing. (FH) Dagmar Schermann, MSc

Austrian Standards

The plastics (TGM Vienna) and industrial engineer manages standardization in the field of durable goods and supports the development of consumer-relevant standards.



Mira and Karl

On the move in public space

” Standards are invisible helpers in everyday life. They make sure that consumers can rely on the quality and safety of products and services. They ensure that everything fits together perfectly and that our children and grandchildren grow up free from care. **“**

GLOSSARY

Organisationen

AFNOR – French Association for Standardization www.afnor.org

ASTM – American Society for Testing and Materials, internationally active standardization organization headquartered in West Conshohocken, Pennsylvania, USA www.astm.org

CEN – European Committee for Standardization; the Austrian member is the Austrian Standards Institute www.cen.eu

CENELEC – European Committee for Electrotechnical Standardization, the Austrian member is OVE, the Austrian Electrotechnical Association www.cenelec.eu

DIN – 1) Deutsches Institut für Normung e. V., the German Institute for Standardization; 2) German standard www.din.de

ETSI – European Telecommunications Standards Institute www.etsi.org

IEC – International Electrotechnical Commission; the Austrian member is OVE, the Austrian Electrotechnical Association www.iec.ch

IEEE – Institute of Electrical and Electronics Engineers, US standard developer active world-wide www.ieee.org

ISO – 1) International Organization for Standardization; the Austrian member is the Austrian Standards Institute; 2) International Standard www.iso.org

OEK – Austrian Electrotechnical Committee within OVE www.ove.at/normung-oeK

OVE – Austrian Electrotechnical Association www.ove.at

Standardization terms

CEN/TS – technical specification published by CEN

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

EN ISO – European and, at the same time, International Standard; 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

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

Living Standards Award – award for exemplary standardization and standards management; presented by Austrian Standards for the first time in January 2015

myCommittee – online working platform for the members active in committees

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

ÖNORM – standard published by Austrian Standards Institute; in addition to national standards (e.g. ÖNORM A, B, M, etc.) ÖNORMs also include all European standards (EN)

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

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

Mag. Jürgen Cech

Austrian Standards

The economics teacher plans courses, workshops and seminars in his capacity as the deputy head of the seminar segment.



Hofrat Dr. Peter Schwappe

Head of legal affairs and risk management at Steiermärkische Krankenanstaltengesellschaft mbH (KAGes)

” *Hospitals serve for providing a high standard of medical care and undeniably are one of the most complex organizations of our times. In response to the high expectations and requirements in healthcare, it is necessary, for example, to minimize systematically existing risks. The framework and instruments of systematic risk management are laid down in international and Austrian standards. They help KAGes in continuously raising its high safety standards and training clinical risk managers at a high level. This contributes significantly to raising safety for patients, employees and managers.* **“**

AUSTRIAN STANDARDS IN AN INTERNATIONAL CONTEXT

International association under Belgian law; 33 members (national standardization bodies)

CEN

European Committee for Standardization (multi-sectoral)

International association under Swiss law; 165 members (national standardization bodies from all over the world)

CENELEC

European Committee for Electrotechnical Standardization

ISO

International Organization for Standardization (multi-sectoral)

IEC

International Electrotechnical Commission

Supervisory authority according to the Austrian Standardization Act

BMWFW

Federal Ministry of Science, Research and Economy

ASI

Austrian Standards Institute

Austrian member of CEN and ISO

Austrian member of CENELEC and IEC

COOPERATION WITH OVE

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

OEK

Austrian Electrotechnical Committee within OVE

Austrian Electrotechnical Association

Austrian Standards plus GmbH

Clear separation between non-profit tasks (development of standards) and commercial activities financing the Austrian standardization system

ETSI

European Telecommunication Standards Institute

Non-profit association since 1920: Platform for the development of national standards and the participation of Austrian experts in European and international standardization (CEN & ISO)

100% subsidiary for services related to standards, established in 2008

Wilhelm Takats

The authorized officer and Director Standards of Austrian Standards plus GmbH supports, for example, international sales partners in a worldwide network.



DGKS Andrea Redelsteiner

Austrian Standards

The qualified nurse is the committee manager in charge of medicine and health and also takes care of the development of standards facilitating barrier-free life.

Dipl.-Ing. Doris Ossberger

Austrian Federation of the Blind and Partially Sighted (BSVÖ)

” BSVÖ is interested in taking part in standardization primarily for social reasons because an accessible environment is a prerequisite for the equal participation of persons with disabilities in society. When relevant criteria are defined in standards, the involvement of persons with disabilities or their organizations provides important leverage for establishing their social participation as a matter of course for all people. **“**

AUSTRIAN STANDARDS AT A GLANCE

335 000

standards & other normative documents online

3870

experts taking part in standardization

169

seminars & courses with 1 339 participant

121

employees

10

new technical books published annually

24

committee managers

2597

meetings of committees and working groups

38

CEN working bodies managed by Austrian Standards

89%

Austrian participation in CEN and ISO committees

23 424

total portfolio of ÖNORMs in effect

2,5

EUR 2.5 billion contribution to GDP

95%

contribution to funding of the standardization system

11

ISO working bodies managed by Austrian Standards

531

members (association)

7 252

certifications/registrations

168

active committees at Austrian Standards

262

increase in new ÖNORMs 2014

9,1

years – average age of a standard



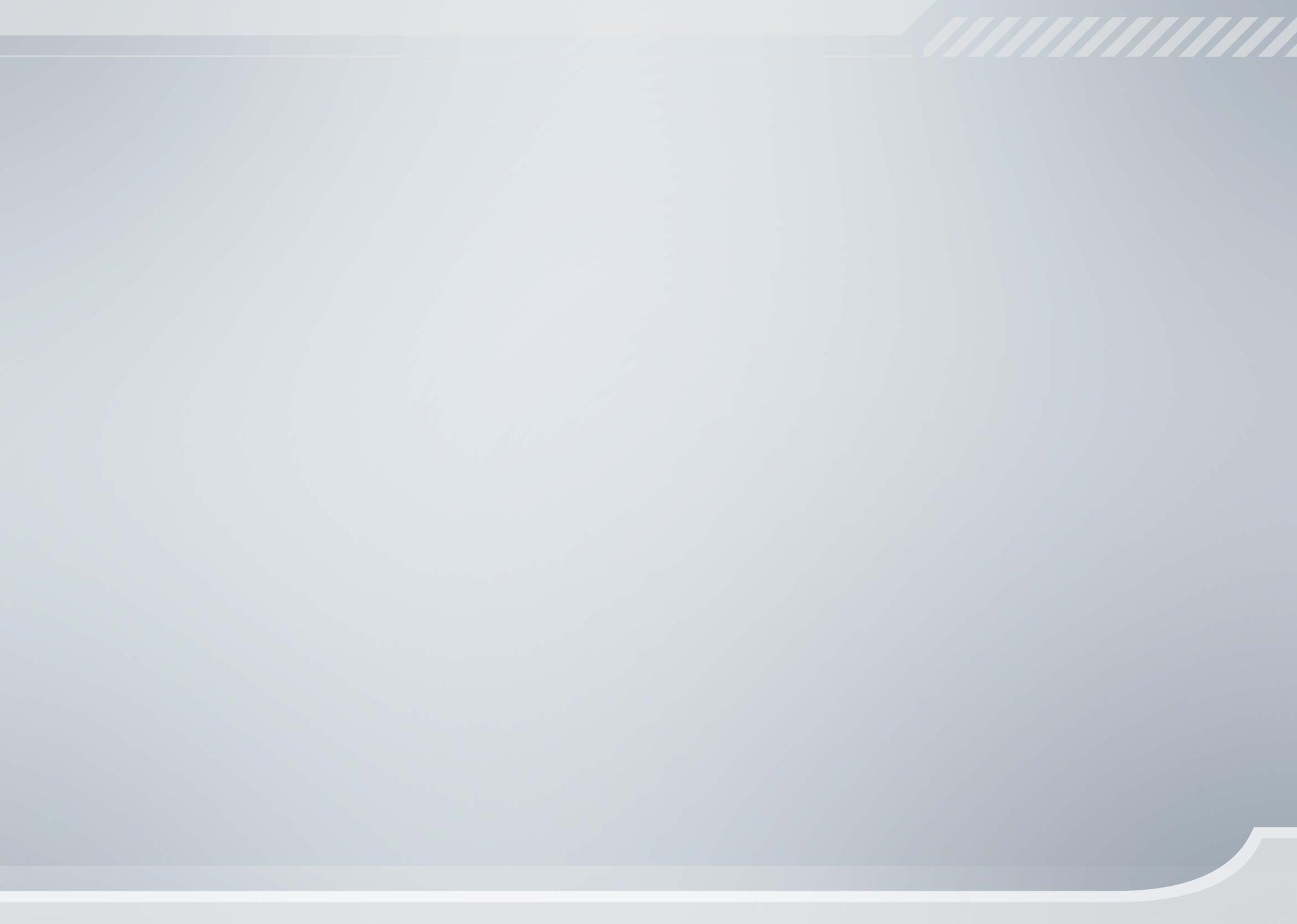
Andreas M. Cepnik
Austrian Standards

In his function as Key Account Manager, the plastics engineer stays in tune with the needs of our customers; he serves, for example, universities and other educational institutions.

Dr. Christian Hasenhüttl
University of Leoben

” Being knowledge managers, the librarians of the University of Leoben are responsible for ensuring fast and user-friendly access to all the sources of information required. For the field of standards, we can rely on the “Reading Room” and the standards management system effects 2.0 of Austrian Standards and hence, are sure that both students and scientists always can access the most recent documents. **“**







The Annual Report 2014 of Austrian Standards is available in German and English at

www.austrian-standards.at/en/about-us/our-organization/facts-figures