This report presents the main outcomes of activities carried out by CEN in 2011. Please note that the outcomes of joint activities carried out by CEN in cooperation with CENELEC are presented in a separate report on CEN-CENELEC activities in 2011.

Letter from the President ........................................................... 2
CEN and its community ............................................................ 4
Core business highlights ......................................................... 10
Statistics ................................................................................ 16
Annual accounts ..................................................................... 18
Members ................................................................................ 19
In my capacity as President of CEN – the European Committee for Standardization – I have the pleasure of introducing to you this Annual Report, presenting the main lines we followed in 2011 and where we are heading in 2012. After having served one year as President Elect, my term of office started in January 2012. It is my predecessor, Juan Carlos López Aguï, who deserves much of the credit for all that has been achieved since he became President at the start of 2008, and therefore I would like to express my sincere gratitude to him.

The last four years were a period of momentous change for CEN, most notably in terms of our collaboration with CENELEC, the European Committee for Electrotechnical Standardization, that has been consolidated during the past year. Combining our support staff and services under the same roof in our joint management centre in Brussels has brought benefits to both of our organisations in terms of shared resources and expertise, and enhanced cooperation in areas of common interest. Being able to adapt our governance and processes to changing circumstances is a key objective of the CEN Strategy 2011-2013, and crucial for the success and sustainability of our European Standardization System. In these challenging times, we will have to be even more efficient, flexible, comprehensive, inclusive and innovative, while keeping pace with the latest technical developments and technological advances. We must take all necessary steps to ensure that our system remains the platform of choice, to which industry, SMEs, researchers, consumers and other stakeholders turn in order to find suitable and timely solutions to their diverse needs. In this regard, we have been actively engaging with the EU institutions with the aim of ensuring that the new regulation on European standardization, due to be adopted in 2012, will provide us with the right framework to support these goals.

The CEN Strategy also puts great emphasis on standardization’s role in fostering innovation and strengthening Europe’s industrial competitiveness. In particular, it highlights how standardization can contribute to the goals of the ‘Europe 2020’ strategy by supporting economic growth. In 2011, we have significantly deepened our collaboration with our sister organisations – CENELEC and ETSI – to ensure cross-sectoral cooperation in support of European policy priorities. At a time when standardization is widely recognised as a tool for economic recovery and a catalyst for trade, the challenge we face as European and national standards organisations is to show that we can combine our efforts and create real added value for our stakeholders: enabling them to benefit from Europe’s innovative potential, to better position themselves on the global market and to improve the level of services they provide to their customers.

Much has been done in 2011 to achieve these objectives; and in 2012 we will build on our past achievements to go even further. Together with CENELEC, we continue to highlight how standardization provides a bridge between research, innovation and the market, thereby boosting growth and jobs. This is especially important in the context of the European Union’s Innovation Union initiative, and the next EU programme in support of research and innovation – Horizon 2020 – that is due to be launched in 2014.

CEN is contributing to the creation of a genuine single market for services and has set up a Strategic Advisory Group on Services (SAGS), which strengthens our capacity to address political and strategic matters related to service standardization. Moreover, as we live in a society where consumers and purchasers are giving priority to the most environment-friendly and energy-efficient products and solutions, making standards greener is of utmost importance to businesses. Responding to the growing public awareness and political attention that is being given to ecological issues, and working in partnership with the European Commission, CEN is committed to facilitating the integration of environmental considerations and ‘ecodesign’ requirements into European Standards.
While maintaining our efforts on these various fronts, we have also sought to ensure the market relevance of every initiative we undertake. In this regard, we have set up – together with CENELEC – a joint Technical Working Group on Market Relevance, which has started the process of developing a methodology for evaluating the market relevance of standardization projects. Focusing on the needs of our stakeholders obviously also involves addressing the needs of their customers and stakeholders. This includes the need to make products and services accessible for older persons and people with disabilities, by integrating the principles of ‘Design for All’. The Strategic Advisory Group on Accessibility (SAGA) looks at how to address accessibility throughout the standardization process.

In 2011, we developed and negotiated strategic partnerships with major international trade partners and further enlarged our community. Harmonising the European market with our neighbours and encouraging close international cooperation within the framework of ISO, the International Organization for Standardization, remains a key objective. Reinforcing our technical cooperation with ISO is another objective that we pursue. In 2011 we celebrated the 20th anniversary of the Vienna Agreement, which provides a framework for ongoing technical cooperation between CEN and ISO, and we are also exploring ways to further strengthen this cooperation.

In CEN we are rightly proud of the excellent work that is being done every year by the thousands of experts who contribute to our Technical Committees and Working Groups. Looking at the deliverables, we can see that 2011 was another very productive year for CEN, with 1150 new publications bringing the total number of living CEN documents to 14 498.

The strength of the CEN system depends on the commitment and dedication of everyone who contributes to its continuing success. Therefore, on behalf of the CEN Administrative Board, I would like to thank the three Vice-Presidents, Mr. Low, Mr. Ziethen and Mr. Marques dos Santos for their support and dedication, and for sharing with us their valuable knowledge; all of our members, affiliates and associates – the core of our European project – and all the CCMC staff for their ability to adapt to this continuous evolving environment, supporting the system with efficiency and enthusiasm. My gratitude also goes to the European Commission and EFTA for their continuing support and involvement; and particularly to all of the experts who contribute to the work of our Technical Committees and Working Groups to make our system unique.

I already give a heads up to all of our members and partners that we will be counting on their support to help us shape the future of European standardization by contributing to the preparation of our new strategy for the years leading up to 2020.

Friedrich Smawil
CEN President
The Administrative Board (CEN/CA) acts as the representative of the General Assembly. It directs work and coordinates the actions taken by all CEN bodies and takes, in the name of the organisation, all the steps it deems essential for the achievement of the CEN corporate goals.

The President, Mr Friedrich Smaxwil, leads its activities. The Administrative Board comprises the President, President Elect, the Vice-Presidents Finance, Policy and Technical, and the General Assembly’s authorised representatives.
CEN and its community

PRESIDENT AND VICE-PRESIDENTS 2012

President
Friedrich Smaxwil

Dipl. Ing. Friedrich Smaxwil was elected as CEN President for a three-year term starting January 2012. Mr Smaxwil has been a Board Member of the Transportations Systems Group with Siemens AG, where he was Senior Vice-President of the Mobility Division, responsible for managing the Corporate Account of Deutsche Bahn AG and Industry Relations. He has also been an Executive Board Member of the Association of the German Railway Industry (VDB), where he was President from 2004 until 2009.

Vice-President Policy
Mike Low

Mike Low joined BSI, the UK’s National Standards Body, as Director of BSI Standards in November 2003. Prior to this he was the Director of Group Strategy and Performance for Amey plc and Managing Director of Amey Rail. Until 2000, he was Managing Director of British Energy plc’s UK Generation Division and also a main Board Director. He has also previously served as Director of Health, Safety and Environment for Nuclear Electric and subsequently Technical and Business Development Director. He is a Fellow of the Royal Academy of Engineering and a member of the Board of Trustees of the Chartered Quality Institute (CQI). In January 2011, he was appointed Vice President Policy for CEN.

Vice-President Technical
Ernst-Peter Ziethen

Upon graduating in biological engineering from the Technical Academy of Hamburg, Mr Ziethen joined DIN – the German Institute for Standardization – in 1974 as a technical programme manager. From 1978 to 1982, he was the head of the DIN food and agriculture division. From 1983 to 1992, he was responsible for the overall technical coordination of DIN’s standardization activities. Since 1993, Ernst-Peter Ziethen serves as DIN Director for International Cooperation. In 2007, he was elected as CEN Vice-President Technical and was re-elected in 2010. He is the Chairman of the CEN Technical Board, a member of the CEN Administrative Board and a member of the Technical Management Board of the International Organization for Standardization (ISO).
Mr Jorge Marques dos Santos is Vice-President Finance. He has been the President of the Portuguese National Standards Body (IPQ), since May 2004. He holds a degree in Chemical Engineering. He has assumed various management functions in industry since 1974, firstly at the Companhia Portuguesa de Amidos (COPAM), a maize starch and glucose factory and afterwards in business areas such as agro industry, tourism, logistics and retailing in SONAE, the biggest Portuguese conglomerate. Furthermore, Mr Marques dos Santos taught mathematics during 10 years at the Lisbon Economic University.

MEMBERS OF THE ADMINISTRATIVE BOARD 2011

President: Juan Carlos López Agüí
President Elect: Mr Friedrich Smaxwil
Vice-President Policy: Mr Mike Low
Vice-President Technical: Mr Ernst-Peter Zietlen
Vice-President Finance: Mr Jorge Marques dos Santos

AENOR - Mr Ramón Naz Pajares
AFNOR – Mr Olivier Peyrat
ASI - DDR Elisabeth Stampfl-Blaha
ASRO - Mr Gheorghe Tucu
BDS - Mrs Iren Dabizheva
BSI - Mr Mike Low
CYS - Dr Ioannis Karis
DIN - Mr Ernst-Peter Zietlen
DS – Mr Jesper Jerlang
ELOT - Mr Christos Zakolikos
EVS - Mr Priti Kikas
HZN - Mr Mirko Vuković
ILNAS - Mr Jean-Marie Reiff
IPQ - Mr Jorge Marques dos Santos
IST - Mrs Gudrún Rögnvaldardóttir
LST - Mr Brunonas Šic ˇkus
LVN - Mr Ingars Pilmanis
MCCAA - Mr Francis E. Farrugia
MSZT - Mr Dominik Krantz
NBN - Mr Christophe Van Vaerenbergh
NEN - Mr Jan A. Wesseldijk
NSAI - Mr Enda McDonnell
PKN - Dr Tomasz Schweitze
SFS - Mr Pekka Järvinen
SIS - Mr Lars Flink
SIST - Mr Bogdan Topiˇc
SN - Mr Ivar Jachwitz
SNV - Mr Oscar Zosso
SUTN - Mrs Lubica Pernecka
UNI - Mr Alessandro Santoro
UNMZ - Mr Milan Holeˇcek

Mr Juan Carlos López Agüí has been President of the European Committee for Standardization (CEN) from 2007 to 2011. He is General Director of the Spanish Institute of Cement and its Applications (IECA) since 1990. He is also Professor at the Polytechnic University of Madrid. Mr López Agüí has been actively involved in standardization at the European and national levels. His numerous positions have included, most notably, membership of the Steering Committee of the European Cement Association (CEMBUREAU), Member of the Board and Vice-President of the Scientific Technical Association for Structural Concrete (ACHE), Spanish Member of the International Federation of Concrete (FIB), Member of the Board of the Spanish Technical Road Association, Member of the Board of the Official Testing Laboratory of Construction Materials and of the Spanish Association for Standardization and Certification (AENOR) as well as appointments within several CEN and AENOR Technical Committees.
CEN and its community

GENERAL ASSEMBLY

The General Assembly (CEN/AG) is the supreme decision-making body of CEN, and brings together all of the National Members and Associates.

The 37th CEN General Assembly was held in Krakow on 7 June 2011, hosted by the Polish Committee for Standardization (PKN). The General Assembly adopted the CEN-CENELEC Guide 20, which was proposed by the CEN-CENELEC Working Group ‘Criteria of Membership’.

The CEN Extraordinary General Assembly was held in Brussels on 24 November 2011. The General Assembly thanked the outgoing President, Mr Juan Carlos López Agüí, for his outstanding leadership during the last four years.

PRESIDENTIAL COMMITTEE

The Presidential Committee (PC) is a joint governing body created by the CEN and CENELEC General Assemblies. It is mandated by the Administrative Boards of both organisations to manage and administer the common CEN-CENELEC non-sector specific matters and strategic issues. Through their decisions they have fully supported cross-sectoral cooperation, the integration of research, standardization and innovation, and a common external relations policy.

The Presidential Committee is composed of the CEN and CENELEC Presidents, the two Presidents Elect, the six Vice-Presidents and the CEN and CENELEC Director General who acts as Secretary. The CENELEC President Mr David Dossett was appointed Chairman for 2011.

THE CEN COMMUNITY

CEN offers an inclusive platform that is accessible to all: large companies and SMEs; public, societal and environmental groups; academia and research. More than 60,000 technical experts from industry, associations, public administrations, academia and societal organisations are involved in the CEN network.

The stakeholders of the CEN system are represented in the CEN network through the 32 National Members who constitute the final decision-makers within CEN. Following the extra-ordinary General Assembly in November 2011, the Turkish Standards Institution (TSE) was granted full membership of CEN and CENELEC as from 1 January 2012.

The Affiliates are National Standards Bodies in countries that participate in the European Neighborhood Policy of the European Union. CEN currently counts 18 Affiliates. These have the right to be observers in CEN Technical Committees (TCs) but they must implement the European Standards (ENs) developed by those TCs as national standards and withdraw any conflicting national standards.

The Associates are umbrella organisations representing particular interests at European level. They include: the European Association for the Co-ordination of Consumer Representation in Standardisation (ANEC), the European Environmental Citizens Organisation for Standardisation (ECOS), the European Trade Union Institute (ETUI), the European Medical Technology Industry Association (EUCOMED), the European Construction
Industry Federation (FIEC), and the European Office of Craft/Trades and Small and Medium-sized Enterprises for Standardisation (NORMAPME). In 2011, CEN admitted two new Associate Members: the Council of European Producers of Materials for Construction (CEPMO), and Aqua Europa – which represents the water and wastewater supply chain.

A **Partner Standardization Body** (PSB) is a National Standards Body that is a member of ISO, but is unlikely to become a CEN Member or Affiliate for political or geographical reasons. The Mongolian Agency for Standardization and Metrology (MASM) became a PSB of CEN in 2011. Together with Standards Australia, CEN has now two PSBs.

CEN signed a **Partnership Agreement** with the European Defence Agency (EDA) on 1 December 2011. This agreement provides a basis for cooperation on the coordination of European standardization activities in the Defence Procurement sector.
The core business of CEN is to develop and publish European Standards and technical specifications that are needed by Europe’s businesses and industries. This contributes to the creation of a unified European market and the strengthening of Europe’s economy – notably by supporting the dissemination of innovation. CEN brings together the knowledge of some 60,000 experts through its network of 50 National Standards Bodies (32 National Members plus 18 Affiliates) and its permanent relationships with organisations representing relevant stakeholders.

CEN TECHNICAL BOARD

The CEN Technical Board (CEN/BT), responsible for coordinating all standardization activities within the CEN system, undertook a number of actions during 2011 within the framework of the Action Plan it had developed in support of the implementation of the CEN Strategy 2011-2013. These actions included the adoption of a policy on CEN participation in research/innovation projects, with the aim of encouraging the further integration of standardization with research and innovation.

Some actions carried out by CEN/BT within the context of its Action Plan were focused on particular sectors or fields. For example, in order to support the development of European standardization in the field of services, CEN/BT created a dedicated Strategic Advisory Group on Services (SAGS) and approved the content of the new CEN Guide 15, giving guidance for the development of service standards.

In certain sectors, technical specifications are being developed by fora and consortia, which work outside the recognised standards organisations. CEN/BT and CENELEC/BT endorsed in 2011 a CEN-CENELEC brochure ‘Consortium Bridge - Making CEN-CENELEC a more attractive place to adopt third-party specifications as European Standards’. This document sets out the processes and procedures that can be used to adopt technical specifications developed by third-party organisations as European Standards. CEN/BT also clarified some questions and took measures to increase the efficiency of the standardization system. For example, after looking at its own procedures, the board decided to shorten the voting period for the adoption of draft decisions by correspondence.

COOPERATION WITH ISO

The year 2011 marked the 20th anniversary of the ‘Vienna Agreement’, which provides a framework for technical cooperation between CEN and the International Organization for Standardization (ISO).

This agreement includes provisions relating to the exchange of information between ISO and CEN, mutual representation at meetings, and parallel approval of standards.

Under the Vienna Agreement, 2011 saw the publication of 445 CEN standards that are identical to the equivalent ISO standards, bringing the total number of CEN standards that are identical to ISO standards to more than 4300. These standards are mainly found in the following domains: mechanical engineering, materials, healthcare, chemistry, general standards (quality, measurement, etc.), food, building and civil engineering, environment, health and safety, information and communication technologies (ICT).

In line with ongoing efforts to find ways of reducing the development time of European and international standards, CEN decided to join ISO in a pilot project that involves testing a shortened process for developing standards in parallel under the Vienna Agreement. If successful, this project could lead to even closer technical cooperation in the future.

IMPROVING TOOLS AND PROCEDURES

CEN is continuously seeking to improve the tools and procedures it uses for developing and adopting standards, as part of an ongoing commitment to optimise the efficiency and effectiveness of the European Standardization System.

CEN’s most popular work programme monitoring tool for Technical Committee Secretaries – PROJEX-ONLINE – underwent a major upgrade in 2011 with the release of version 7.0. The new version offers improved navigation and ergonomics, more powerful search and filtering features, access to more information (environmental aspects, open ballots, documents, resolutions, etc.) and the possibility to provide users with a personalised working environment. More than 49,000 consultations were recorded in 2011.
Core business highlights

The interactive function that allows Technical Committee Secretaries to create new work items in PROJEX-ONLINE has been rolled-out to all CEN/TCs, delivering improvements in terms of not only increased efficiency but also much greater transparency. More than 1000 new work items were created online, and validated and made available in PROJEX-ONLINE and on the CEN website within 24 hours.

The collaborative work of CEN Technical Bodies has also benefited from major improvements. CEN has migrated its Technical Bodies’ working platform to eCommittee, which provides an environment that is fully aligned with ISO. This is highly appreciated by Technical Committee officers and experts who often work at both levels.

Meanwhile, the virtual meeting service offered by the CEN-CENELEC Meeting Centre has been further enhanced with the addition of advanced video facilities. This makes it easier for members of technical bodies and other groups to participate in meetings over the internet, and has the potential to offer significant reductions in participation costs.

STANDARDS PUBLICATIONS

The CCMC Standards Publications Unit has as its main responsibility to process new work items in PROJEX-ONLINE and to review the work of the CEN/CENELEC TCs, delivering improvements in terms of not only increased efficiency but also much greater transparency. More than 1000 new work items were created online, and validated and made available in PROJEX-ONLINE and on the CEN website within 24 hours.

In 2011, whereas 1108 Final Drafts and 642 Drafts were issued at the close of the year, the number of publications reached 1150, which was 15% above the initial forecast. This total comprises: 999 European Standards, 50 Technical Specifications, 30 Technical Reports, 69 Workshop Agreements and 2 Guides. This production achievement brought the total number of living CEN documents to 14 498 at the end of 2011.

With the aim of maintaining the high quality of CEN and CENELEC publications, a causal analysis was undertaken in order to investigate the origins of editorial mistakes that lead to corrigenda. This exercise enabled several sources of errors to be identified, as well as ways in which the risks that lead to errors could be reduced in the future. In view of the fruitful results, it was decided to continue the ongoing analysis during 2012.

Standardization activities in 2011


A growing number of sectors are being addressed by both CEN and CENELEC in the framework of their joint activities. These include: Accessibility, Defence procurement, Electric vehicles (e-mobility), Energy, Nuclear energy, Security, Smart Grids, Smart Metering, Space, Information and Communication Technologies (ICTs), Medical equipment, Machinery safety, and Railways.

Here we present a selection of the main outcomes of standardization activities that were carried out under the CEN umbrella during 2011.

AIR AND SPACE

CEN has continued to cooperate with ASD-STAN, the European standardization body for the aerospace and defence industries, on the development and acceptance of aeronautic European Standards. In 2011, 113 European Standards of ASD-STAN origin were published by CEN. The total number of ENs originating in ASD-STAN amounted at the end of 2011 to over 2000.

Air Traffic Management (ATM) - CEN and ETSI (European Telecommunications Standards Institute) organised a joint Workshop on ‘Interoperability of the European Air Traffic Management Network: The role of Community Specifications’ at the CEN-CENELEC Meeting Centre in Brussels on 17 March 2011. This event gathered more than 50 stakeholders and interested parties, including representatives from the European Commission, standards organisations, industry, airports, civil aviation authorities, and providers of air navigation services.

CONSTRUCTION

A major change affecting this sector was the adoption by the EU institutions of the Construction Products Regulation (CPR) (305/2011/EU), which replaces the Construction Products Directive (89/106/EEC). The consequences of this change in legislation have been assessed by CEN’s joint Task Force with the European Commission (BT/WG 102), which has discussed the relevant issues and established a roadmap of what should be done to fulfill the requirements of the CPR.

One important aspect of the CPR is the establishment of specific Declaration of Performance (DoP) documents by
manufacturers, which will enable them to place CE marked construction products on the market as from 1 July 2013. CEN is taking this new provision into account and has drafted a new template for the Annex ZA (specifying the link with the Regulation) to reflect this.

As far as the standardization under the CPD is concerned, by December 2011, 412 harmonized product standards allowed for CE marking.

**CONSUMER PRODUCTS**

Following a series of discussions between the European Commission and the relevant Technical Committees in 2011, CEN accepted a mandate on ‘Child Care Articles – Sleeping environment’ (M/497). In order to execute this mandate it was necessary to establish a new Working Group involving members of two Technical Committees – responsible for ‘Furniture’ (CEN/TC 207) and ‘Child use and care articles’ (CEN/TC 252).

The relevant Technical Committees contributed to the drafting of the safety requirements for stationary and gymnastic equipment, bicycles and corded window products that were published in the Official Journal of the European Union (OJEU) in 2011 and for which European Standards are already available or under development. Special attention was paid to supporting the fast development of the European Standards on corded window products, in order to protect the safety of consumers and especially children.

CEN was asked by the European Commission, following consultations with the public authorities of Australia, Canada and the USA, to liaise with the standards organisations of these countries and align as much as possible the requirements contained in standards relating to window cords, slings and chair-top booster seats for children. Members of the relevant Technical Committees have exchanged information and discussed the relevant technical issues with their counterparts. This project was among the topics discussed between CEN and ANSI (the American National Standards Institute) in Washington DC in October 2011. When the relevant European Standards are published, the possibility for ISO to adopt them as international standards will also be considered.

CEN also contributed to discussions with the European Commission related to forthcoming mandates for various consumer products including: laser products, child care articles (seating), candles, ethanol stoves, playground equipment, etc.

**ENVIRONMENT AND SUSTAINABILITY**

The European Commission is convinced that standards can support public policies and legislation to mitigate the impacts of climate change by controlling and reducing emissions of carbon dioxide (CO₂) and other greenhouse gases. In March 2011, CEN accepted an important Mandate (M/478) for the development of standards in the field of greenhouse gas emissions, notably in relation to energy-intensive industries such as steel, aluminium, lime, cement and ferro alloys. A detailed work programme has been elaborated and this work will be coordinated by the CEN Working Group on ‘Air Quality - Greenhouse Gas emissions’ (CEN/TC 264/WG 33). New standards under this mandate should be available in 2016, following completion of a large-scale laboratory test and verification programme.

**Carbon Capture and Storage (CCS)**

Carbon Capture and Storage (CCS) is considered to be, together with other technologies related to renewable energies and energy efficiency, a key technology for tackling climate change. The importance of CCS as one of the tools against global warming is highlighted in a report by the International Energy Agency, which states that CCS could contribute to achieving a 19% reduction in atmospheric CO₂ emissions by 2050.

In 2011, the CEN-CENELEC Sector Forum Energy Management (SFEM) created a new working group on Carbon Capture and Storage in order to discuss possible standardization needs in this area, which could also support the commercial deployment of this technology.

The working group met twice in 2011 and identified a series of priority areas for standardization. These priorities will be part of the European input to the new Technical Committee on Carbon Capture and Storage created at ISO level in 2011 (ISO/TC 265). CEN may consider establishing a mirror Technical Committee at European level in order to follow-up the work being undertaken at ISO level and respond to any specific needs at European level.

The **Bio-based products** sector has been identified as a source of future economic growth by the European Commission’s ‘Lead Market Initiative’, launched in 2007. In this framework, CEN has accepted several mandates to work with stakeholders on developing European Standards that are considered necessary for the success of this sector.

In 2011, CEN received two new mandates in the area of bio-based products. Mandate M/492 asks for the development of a standard with several parts covering horizontal aspects of bio-based products, while Mandate M/491 relates to the development of European Standards for bio-surfactants and for bio-solvents.

In response to these mandates, CEN created a new Technical Committee ‘Bio-based products’ (CEN/TC 411) in order to develop the horizontal standards specified in M/492 and also the European Standard on bio-solvents requested in M/491. The work on bio-surfactants was allocated to the Technical Committee for ‘Surface active agents’ (CEN/TC 276).
Bio-methane has the potential to be a significant source of energy in the European Union, but currently this resource is not being fully utilised. The European Commission has recognised that European Standards are needed in order to facilitate the market penetration and the use of bio-methane either as a transport fuel or as a blending component of gas. In 2011, the CEN Technical Board accepted a mandate to develop standards for bio-methane for use in car engines and distribution in gas pipelines (M/475), and set up a Project Committee (CEN/TC 408) to carry out this work.

FOOD

The market for sustainable products and services continues to grow in Europe, but currently there are no national or European standards in relation to traceable and sustainable cocoa. An increasing number of public authorities and other purchasers are requiring that products and services should be ‘sustainable’. Meanwhile, EU legislation on Public Procurement allows authorities to give priority to products and services that meet European Standards.

In December 2011, CEN created a Technical Committee on traceable and sustainable cocoa (CEN/TC 415) which has been given the task of developing a European Standard in two parts to specify requirements and verification criteria for determination of, respectively, the traceability and sustainability of cocoa. Taking into account the level of worldwide interest in this topic and the fact that the majority of the producers are outside Europe, CEN has invited ISO to contribute to this work.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

In 2011, new CEN Workshop Agreements (CWAs) were developed by the CEN Workshop on ICT Skills: one on the certification market on ICT, and one on enabling small and medium enterprises (SMEs) to use the European e-Competence Framework (eCF). These projects are both linked to the e-Competence Framework, the flagship project of the workshop, which provides a set of jointly defined ICT practitioner and manager competences as needed and applied in the workplace.

A new role for ICT certification has been identified in connection with national economic development and in the development of individual businesses.

Radio Frequency Identification (RFID) is an automatic identification method that relies on storing and remotely retrieving data using radio waves. RFID can facilitate the delivery of new services and applications in many environments, when linked to databases and communication networks.

The CEN-CENELEC-ETSI Technical Report approved in May 2011 outlines a standardization roadmap for privacy and security of RFID. The Technical Report identifies the use of existing technical measures and identifies where new technical measures are required in order to promote confidence and trust. A work programme focusing mainly on signage and emblems, and privacy impact assessment was prepared in 2011 by CEN/TC 225.

e-Business - Companies of all sizes can enjoy significant benefits from using ICT to facilitate their contacts with customers and suppliers – including faster communication, greater efficiency and reduced costs. One of the necessary requirements for conducting business electronically is the alignment of master data including the product classification code.

The CEN Workshop on multilingual electronic cataloguing and classification in eBusiness (eCAT) has implemented the ‘C-Map’ project, which focuses on classification and mapping for eBusiness and eProcurement. The aim of this project is to complete a mapping exercise that covers the four main product classification systems used in Europe: CPV (Common Procurement Vocabulary) - maintained by the European Commission, eCl@ss, GPC (Global Product Classification by GS1) and UNSPSC (Product and Services Codes) - maintained by the United Nations.

Also in 2011, the CEN Workshop Global e-Business Interoperability Test Bed (GITB) developed a Workshop Agreement that sets out a comprehensive testing framework to assess e-business applications in terms of their compliance with standards and interoperability. Testing is vital for the implementation of e-business applications, as it enables companies to ensure that they comply with standards and also achieve interoperability, so they can connect with customers and suppliers.

NANOTECHNOLOGY

In 2011, CEN’s Technical Committee on Nanotechnologies (CEN/TC 352) finalised a roadmap for the execution of a European Mandate (M/461) for standardization activities regarding nanotechnologies and nanomaterials. This roadmap takes account of input provided by several CEN and ISO Technical Committees. The work under this Mandate will be started in 2012, with financial support from the European Commission.

SERVICES

Policy documents issued by the European Commission in 2011 on European Standardization (COM(2011)311) and on the Single Market Act (COM(2011)206) emphasise the importance of standardization in relation to services for the creation of a genuine single market for services in Europe. The Commission has also noted that, while there has been an increase in the number of standards
developed in relation to services during recent years, progress in this area has been relatively slow thus far.

There is therefore a need for a more strategic approach in order to drive and promote standardization in the area of services. In November 2011, the CEN Technical Board agreed to the creation of the ‘Strategic Advisory Group on Services’ (SAGS) (BT/WG/214). This group will play a more strategic role than its predecessor (CEN/BT/WG 163 ‘Standardization in the area of services’).

Wishing to improve knowledge and raise awareness about the benefits of European standardization in relation to services, CEN commissioned a Europe-wide research study which focused on the implementation of service standards and their impact on service providers and users. The study was carried out during 2011 by the Technopolis Group, and included a survey of customers who had purchased and used existing service standards. The overall aim of the study was to provide concrete data with specific examples demonstrating the ways in which existing European service standards are being used, and highlighting the tangible benefits they bring to service providers and users.

A questionnaire was circulated via National Standards Bodies and responses were collected from 466 respondents across 28 European countries. The results of this survey (published by CEN in 2012) showed that businesses across the whole of Europe are using European service standards as a means to improve the quality of the services they provide, and also to demonstrate the quality of these services to potential customers. Alongside the survey, 6 case studies were also developed featuring specific companies and describing the benefits they had been able to obtain by making use of relevant European Standards.

Management Consultancy Services - CEN provided a platform for the international and European organisations representing management consultants to develop a new European Standard for Management Consultancy Services (EN 16114), which was published in September 2011. The International Council of Management Consulting Institutes (ICMCI) and the European Federation of Management Consultancies (FEACO) took the initiative to develop this new standard together with other stakeholders within the framework of the CEN Technical Committee CEN/TC 381.

The new standard was presented at a seminar that was hosted by CEN and CENELEC in Brussels on 9 November 2011. This event attracted some 50 participants including representatives of the European Commission and a range of relevant stakeholders from management consultancy companies and trade associations.

Conformity Assessment and Keymark

CEN continued to participate in regular meetings and exchanges of information with all relevant stakeholders active in conformity assessment matters during 2011. The CEN Certification Board (CCB) is in charge of coordinating all certification matters, including the development of the Keymark, which can be used to inform customers that a particular product or service conforms with relevant European Standards.

Interest in the Keymark continues to grow, and the number of certified manufacturers increased from more than 500 at the end of 2010 to around 750 licensees at the end of 2011.

The number of certification bodies empowered for the Keymark reached 31 and the number of involved National Standards Bodies (CEN Members) remained unchanged at 16. In August 2011, the CEN Certification Board approved the Keymark scheme for ‘thermal insulation products for building equipment and industrial installations’. This means that there are now 11 product groups for which a Keymark licence can be issued.

The CEN Keymark database with online search facilities was launched on 30 June 2011. The goal of this database is to make available in a single place up-to-date information for interested market operators about Keymark certified products, the licensed manufacturers of these certified products and the certification bodies.

Within the framework of a Cooperation Agreement between CEN and VDI (Association of German Engineers), it is now possible for manufacturers to obtain the Keymark and the VDI Mark simultaneously without duplication of work, as these schemes have been fully harmonised. The VDI Mark has been applied for many years, notably for indicating the quality of insulation materials for industrial installations in the European market.

For more than three decades, the CENCER Mark has been the certification label in Europe for thermostatic radiator valves on the basis of EN 215. In 2007, it was decided that this CENCER Mark should be replaced by the Keymark, and this transition was completed before the end of 2011 as planned. Since the start of 2012, the CENCER Mark has ceased to exist officially and certification bodies can no longer issue CENCER licences.

Looking back on CEN’s involvement in conformity assessment related activities in recent years, the CEN Certification Board decided that it is time for the organisation to reflect on its policy with regard to conformity assessment and certification, including the Keymark. A draft for the strategic review of the CEN policy on certification and the Keymark has been prepared by the CEN-CENELEC Management Centre, and will be discussed by the competent bodies in 2012.
The CEN-CENELEC Management Centre publishes a Statistical Pack on a quarterly basis. The Statistical Pack provides a consolidated and coherent overview of statistical information on various aspects of CEN and CENELEC activities, including: publications, work programme, development timeframe, international relations and links to EU legislation.

The CEN-CENELEC Quarterly Statistical Pack is provided to the members of both communities, and represents a valuable tool for identifying trends in European standardization and monitoring the implementation of European Standards in all of the 32 countries that are part of the CEN and CENELEC systems (i.e. those countries where the National Standards Body is a CEN Member).

The CEN-CENELEC Quarterly Statistical Pack can be found on the CEN-CENELEC website (under ‘about us’).
Annual accounts

<table>
<thead>
<tr>
<th>ASSETS (€ x 1000)*</th>
<th>2011</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed assets</td>
<td>381</td>
<td>422</td>
<td>397</td>
</tr>
<tr>
<td>Current assets</td>
<td>5 192</td>
<td>8 282</td>
<td>5 144</td>
</tr>
<tr>
<td>Liquid assets</td>
<td>6 600</td>
<td>7 487</td>
<td>7 771</td>
</tr>
<tr>
<td>Prepaid Expenses and accrued income</td>
<td>238</td>
<td>178</td>
<td>373</td>
</tr>
<tr>
<td>TOTAL</td>
<td>12 411</td>
<td>16 370</td>
<td>13 686</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LIABILITIES (€ x 1000)*</th>
<th>2011</th>
<th>2010</th>
<th>2009</th>
</tr>
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<tbody>
<tr>
<td>Reserves</td>
<td>1 882</td>
<td>1 802</td>
<td>1 802</td>
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<tr>
<td>Provisions for liabilities and charges</td>
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<td>1 952</td>
<td>2 125</td>
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<tr>
<td>Payables</td>
<td>7 447</td>
<td>11 747</td>
<td>9 146</td>
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<tr>
<td>Accrued expenses &amp; deferred</td>
<td>911</td>
<td>869</td>
<td>612</td>
</tr>
<tr>
<td>TOTAL</td>
<td>12 411</td>
<td>16 370</td>
<td>13 686</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EXPENDITURE (€ x 1000)*</th>
<th>2011</th>
<th>2010</th>
<th>2009</th>
</tr>
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<tbody>
<tr>
<td>Staff costs</td>
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<td>6 912</td>
<td>6 512</td>
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<tr>
<td>Depreciation</td>
<td>345</td>
<td>363</td>
<td>355</td>
</tr>
<tr>
<td>Other operating costs</td>
<td>1 959</td>
<td>1 871</td>
<td>2 683</td>
</tr>
<tr>
<td>Contractual payments</td>
<td>8 267</td>
<td>11 704</td>
<td>6 025</td>
</tr>
<tr>
<td>Difference between income and expenses</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>TOTAL</td>
<td>17 312</td>
<td>20 851</td>
<td>15 574</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INCOME (€ x 1000)*</th>
<th>2011</th>
<th>2010</th>
<th>2009</th>
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</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>5 101</td>
<td>5 084</td>
<td>5 063</td>
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<tr>
<td>Interest</td>
<td>49</td>
<td>16</td>
<td>19</td>
</tr>
<tr>
<td>Contractual income</td>
<td>11 953</td>
<td>15 566</td>
<td>10 362</td>
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<tr>
<td>Miscellaneous</td>
<td>209</td>
<td>184</td>
<td>130</td>
</tr>
<tr>
<td>TOTAL</td>
<td>17 312</td>
<td>20 851</td>
<td>15 574</td>
</tr>
</tbody>
</table>

* Figures are given in thousands of euro.

FINANCING OF THE CEN-CENELEC MANAGEMENT CENTRE - CEN

<table>
<thead>
<tr>
<th>2011</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership fees (National Members, Associates, Affiliates, PSB)</td>
<td>56%</td>
<td>56%</td>
</tr>
<tr>
<td>EC/EFTA support to standardization</td>
<td>41%</td>
<td>42%</td>
</tr>
<tr>
<td>Other support</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
NATIONAL MEMBERS

Austria
ASI - Austrian Standards Institute
office@as-institute.at
www.as-institute.at

Belgium
NBN - Bureau de Normalisation / Bureau voor Normalisatie
info@nbn.be
www.nbn.be

Bulgaria
BDS - Bulgarian Institute for Standardisation
info@bds-bg.org
www.bds-bg.org

Croatia
HZN – Croatian Standards Institute
hzn@hzn.hr
www.hzn.hr

Cyprus
CYS – Cyprus Organisation for Standardisation
cystandards@cys.org.cy
www.cys.org.cy

Czech Republic
UNMZ - Czech Office for Standards, Metrology and Testing
info@unmz.cz
www.unmz.cz

Denmark
DS – Danish Standards
dansk.standard@ds.dk
www.ds.dk

Estonia
EVS – Estonian Centre for Standardisation
info@evs.ee
www.evs.ee

Finland
SFS – Finnish Standards Association
sfs@sfs.fi
www.sfs.fi

France
AFNOR - Association Francaise de Normalisation
norminfo@afnor.org
www.afnor.org

Germany
DIN - Deutsches Institut für Normung e.V.
postmaster@din.de
www.din.de

Greece
ELOT – Hellenic Organization for Standardization
info@elot.gr
www.elot.gr

Hungary
MSZT – Hungarian Standards Institution
oktatas@mszt.hu
www.mszt.hu

Iceland
IST – Icelandic Standards
stadlar@stadlar.is
www.stadlar.is

Ireland
NSAI - National Standards Authority of Ireland
info@nsai.ie
www.nsai.ie

Italy
UNI - Ente Nazionale Italiano di Unificazione
uni@uni.com
www.uni.com

Latvia
LVS – Latvian Standard
lvs@lvs.lv
www.lvs.lv

Lithuania
LST – Lithuanian Standards Board
lstboard@lsd.lt
www.lsd.lt

Luxembourg
ILNAS – Institut Luxembourgeois de la normalisation, de l’accréditation, de la sécurité et qualité des produits et services
info@ilnas.public.lu
www.ilnas.lu

Malta
MCCAA – Malta Competition and Consumer Affairs Authority
info@msa.org.mt
www.msa.org.mt

The Netherlands
NEN – Nederlands Normalisatie-instituut
info@nen.nl
www.nen.nl

Norway
SN - Standards Norway
info@standard.no
www.standard.no

Poland
PKN – Polish Committee for Standardization
intdoc@pkn.pl
www.pkn.pl

Portugal
IPQ – Instituto Português da Qualidade
ipq@mail.ipq.pt
www.ipq.pt

Romania
ASRO – Romanian Standards Association
asro@asro.ro
www.asro.ro

Slovakia
SUTN - Slovak Standards Institute
info@sutn.gov.sk
www.sutn.sk

Slovenia
SIST – Slovenian Institute for Standardization
sist@sist.si
www.sist.si

Spain
AENOR – Asociación Española de Normalización y Certificación
info@aenor.es
www.aenor.es

Sweden
SIS - Swedish Standards Institute
info@sis.se
www.sis.se

Switzerland
SNV – Schweizerische Normen-Vereinigung
info@snv.ch
www.snv.ch

Turkey
TSE – Turkish Standards Institution
info@tse.org.tr
www.tse.org.tr

United Kingdom
BSI – British Standards Institution
info@bsigroup.com
www.bsigroup.com
ABOUT CEN

The European Committee for Standardization (CEN) is one of three officially recognised organisations responsible for developing and defining standards at European level (alongside CENELEC and ETSI). Through its services, CEN provides a platform for the development of European Standards and other technical specifications.

CEN brings together the National Standards Bodies of 32 European countries, covering more than 590 million consumers. These include all 27 countries of the European Union and three countries of the European Free Trade Association (Iceland, Norway and Switzerland) plus two EU candidate countries (Croatia and Turkey).

The members of CEN work together to develop voluntary European Standards (ENs) in various sectors, to build a European single market for goods and services, and to strengthen Europe’s position in the global economy. Where possible, CEN cooperates with the International Standardization Organization (ISO). By supporting research and helping disseminate innovation, standards are a powerful tool for economic growth. More than 60 000 technical experts, as well as business federations, consumer and environmental organisations, and other societal stakeholders are involved in the CEN network. CEN also collaborates with CENELEC and ETSI to promote standardization activities in areas of common interest, and to strengthen the European Standardization System for the benefit of businesses, consumers and society as a whole.

For further information, please visit: www.cen.eu
NATIONAL MEMBERS

ASSOCIATES

COUNSELLORS

CEN – EUROPEAN COMMITTEE FOR STANDARDIZATION
Avenue Marnix, 17 – B-1000 Brussels – www.cen.eu