As every year, we submit to the attention of all those interested in the standardization activity in Bulgaria - our members, clients and partners, the Activity Report of the Bulgarian Institute for Standardization (BDS) for 2019.

Last year we continued the good practice with the Information Centres on Standardization at universities, which we started in 2013. They function now in 12 universities, and BDS maintains and updates the packages of standards that lecturers and students have the opportunity to read in their libraries. This practice confirmed that the existence of such centres at university libraries leads to increased interest in standards and to expanding the universities membership in BDS by participating in new technical committees.

BDS signed contracts with several branch chambers, to whom packages with standards to be read by their members were provided. We are convinced that this is the way to promote the standards in the particular branch.

The activity related to elaboration of business plans of the technical committees continued. The business plans of 29 technical committees have already been published on BDS website. They provide an opportunity for the public to learn about the business environment, scope, objectives and challenges facing a particular technical committee.

BDS continued the realization of several European projects in 2019:

- **SABE** – a project for increasing the interaction between NSBs and societal and environmental organizations

- **BRIDGIT 2** - a project for bridging the gap between research, innovation and standardization community, aiming to increase the role of standards in support to research and innovation mainly at European level

In 2019, BDS started the implementation of a new project - **STUNED**, funded by the Erasmus+ programme of the European Commission, Key Action 2 „Cooperation for innovation and the exchange of good practices - Strategic Partnerships“, whose main objective is to support the development and implementation of innovative practices for online standards training in university education at European level.

Taking stock of the past 2019, we consider that we have managed successfully thanks to the hard work of all BDS employees, as well as of our experts and members of the Technical Committees. As a result of the work under the European projects we established valuable strategic partnerships with scientific organizations and administrative bodies in Bulgaria, which will continue successfully after the realization of the projects.
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BDS MEMBER ORGANIZATIONS IN 2019.

At the end of 2019 totally 332 organizations (legal persons) are members of the Bulgarian Institute for Standardization.

In implementing the requirements of Regulation (EU) No 1025/2012 for access to the standardization activity of representatives of small and medium-sized enterprises (SMEs) in the past year 5 organizations that have observer status.

18 new members have been admitted to BDS in the past year.

In the following table (number and percentage ratio) -

<table>
<thead>
<tr>
<th>Group</th>
<th>Type of organization</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group 1</td>
<td>Employers’ associations, branch chambers, producers and traders, banks</td>
<td>205</td>
<td>62</td>
</tr>
<tr>
<td>Group 2</td>
<td>Executive government bodies</td>
<td>31</td>
<td>9</td>
</tr>
<tr>
<td>Group 3</td>
<td>Scientific organizations, institutes, universities</td>
<td>32</td>
<td>10</td>
</tr>
<tr>
<td>Group 4</td>
<td>Conformity assessment bodies</td>
<td>41</td>
<td>12</td>
</tr>
<tr>
<td>Group 5</td>
<td>Insurance associations, professional organizations, unions</td>
<td>23</td>
<td>7</td>
</tr>
</tbody>
</table>

Total 332

The distribution of BDS members by groups according to the Law on National Standardization is presented in the following table (number and percentage ratio).
BDS member organizations participate in the standardization work with their experts in 78 BDS/TC and 12 BDS/EWG. The total number of the experts (individuals) by end of 2019 was 1162.

<table>
<thead>
<tr>
<th>Group</th>
<th>Type of organization</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group 1</td>
<td>Employers’ associations, branch chambers, producers and traders, banks</td>
<td>201</td>
<td>61</td>
<td>205</td>
</tr>
<tr>
<td>Group 2</td>
<td>Executive government bodies</td>
<td>30</td>
<td>9</td>
<td>31</td>
</tr>
<tr>
<td>Group 3</td>
<td>Scientific organizations, institutes, universities</td>
<td>36</td>
<td>11</td>
<td>34</td>
</tr>
<tr>
<td>Group 4</td>
<td>Conformity assessment bodies</td>
<td>38</td>
<td>12</td>
<td>41</td>
</tr>
<tr>
<td>Group 5</td>
<td>Insurance associations, professional organizations, unions</td>
<td>24</td>
<td>7</td>
<td>23</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>329</strong></td>
<td><strong>339</strong></td>
<td><strong>332</strong></td>
</tr>
</tbody>
</table>

The ratio for the last three years is presented in the following table and graph:
BDS ACTIVITIES AT NATIONAL LEVEL

There were no newly set up technical committees in 2019 and the number of the active national work bodies (BDS/TC and BDS/EWG) in 2019 was: 78 BDS/TC and 12 BDS/EWG. For areas where no Technical Committee has been set up (the so-called TC 0) the activity is organized by a technical officer for the relevant standardization sub-sector. Following a comprehensive review of the state of the non-covered by BDS/TC areas and recommendations made four BDS/TC 0 were restructured by BDS/BT decision.

One of the main standardization activities at national level is related to the maintenance of the actuality of the Bulgarian standards fund. For this purpose 458 BDS standards were announced for systematic review in 2019 and as a result some Bulgarian standards were withdrawn due to obsolescence, while others were revised towards their updating.

The development of national standards in support of the national legislation was a priority also in the past year. Related to the implementation of Regulation (EU) No 305/2011 of the European Parliament and of the Council on construction products, some existing national annexes concerning harmonized European standards for construction products or standards included in the Ordinance on the terms and conditions for use of construction products in the construction of the Republic of Bulgaria were updated and new ones were developed. 22 documents were developed, in the scope of:

- BDS/TC 5 “Concrete and mortars” – a national annex on requirements for the properties of lightweight aggregates;
- BDS/TC 7 “Ceramic and glass” - a national annex on requirements for insulating glass units;
- BDS/TC 44 “Textile and clothes” – two national annexes on requirements for geotextiles;
- BDS/TC 61 “Insulations of buildings and civil engineering structures” - a national annex on requirements for flexible sheets for waterproofing;
- BDS/TC 68 “Road engineering” – two national annexes on requirements for fixed, vertical road traffic signs and a national standard on traffic signs;
- BDS/TC 81 “Plastics” - eleven national annexes on requirements for plastics piping systems;
- BDS/TC 96 “Doors, windows, shutters, building hardware and curtain walling” - a national annex on requirements for industrial, commercial and garage doors and gates;
- BDS/EWG 5 “Mechanical transmission and their elements” - two national annexes on requirements for structural bolting assemblies.

In addition, in support of the technical legislation, 6 national documents in the scope of BDS/TC 67 „Petroleum products and lubricants“ were updated - two national annexes on the requirements for LPG and fatty acid and methyl esters used as fuel for diesel engines, and four national standards on test methods for petroleum products.

A new national standard in the scope of BDS/TC 88 „Sport and equipment for sport“ was also developed, related to the requirements for waveboard.
IMPLEMENTATION OF THE WORK PROGRAMME

Statistics by BDS sectors

SECTOR 1  Fundamental standards, environmental protection and services standards

A systematic review of 70 European standards and standardization documents and 50 international standards and standardization documents was carried out in 2019. 30 European standards and 26 international ones were approved by the TCs for publishing in Bulgarian.

SECTOR 2  Machinery construction and transport

A systematic review of 163 European standards and standardization documents and 8 international standards and standardization documents was carried out in 2019. 37 European standards and 3 international ones were approved by the TCs for publishing in Bulgarian.

SECTOR 3  Chemistry, food and textile

A systematic review of 227 European standards and standardization documents was carried out in 2019. 79 European standards and 22 international ones were approved by the TCs for publishing in Bulgarian.
SECTOR 4  
**Building, building structures and materials**

A systematic review of 370 European standards and standardization documents was carried out in 2019. 106 European standards and 3 international ones were approved by the TCs for publishing in Bulgarian.

SECTOR 5  
**Electrotechnical standards, standards in electronics and telecommunications**

A systematic review of 125 European standards and standardization documents and 15 international standards and standardization documents was carried out in 2019. 51 European standards and 1 international standard were approved by the TCs for publishing in Bulgarian.

BDS activity in its role as National Electrotechnical Committee (NEC) as IEC member is the following: 6 drafts in the scope of nanotechnology and electrotechnical and electronic equipment were voted in 2019.
The total number of draft ISO and IEC standards voted by BDS in the past year was 139. TCs approved 57 international standards and standardization documents for publishing with translation in Bulgarian; 140 international standards and standardization documents were implemented as BDS in one of the official languages and systematic review of 73 international standards and standardization documents was carried out.

Related to the membership in the international organizations for standardization (ISO and IEC) in 2019 BDS participated as active member in:
- 16 ISO/TC (Technical Committees),
- 21 ISO/TC/SC (subcommittees),
- ISO/IEC JTC 1/SC 22,
- ISO/CASCO,
- ISO/COPOLCO,
- ISO/DEVCO.

Regarding the International Electrotechnical Commission (IEC) BDS participated as an active member in 1 IEC/TC.
COOPERATION AND INTERACTION WITH EXECUTIVE AUTHORITIES

With regard to the development/consultation of technical legislative acts related to the application of the standards, BDS experts participated in the following joint working groups with executive bodies:


- Joint Working Group jointly with the Ministry of Environment and Water (MEW) regarding the quality of the coal, developed by “Air Quality Protection” Directorate at MEW.

- Joint Working Group with the Ministry of Regional Development and Public Works (MRDPW) for amending and complementing Ordinance РД 02-20-01/2015 on the terms and conditions for use of construction products in the construction in the Republic of Bulgaria.

- Joint working group with MRDPW for amending and complementing Ordinance № 4 for design, execution and maintenance of buildings in accordance with access requirements for public including people with disabilities.

- Joint working group with MRDPW for coordination of Ordinance for conditions and order for design, execution, exploitation and control of refuel stations for hydrogen fuel.

- Expert meeting in MRDPW for discussion of draft Methodology for masonry product recycling and draft Criteria for leaving for use in building of recycled masonry products.

BDS experts from various standardization sectors prepared the following opinions on development/consultation of technical legislative acts related to the application of the standards:


- Commission Delegated Decision supplementing Regulation (EU) No 305/2011 of the European Parliament and of the Council with regard to the applicable systems to assess and verify constancy of performance of balustrade kits and railing kits intended to be used in construction works solely to prevent falls and not submitted to vertical loads from the structure.

- XVI National scientific - practical conference with international participation on The future of food;

- International Technical Fair, Plovdiv 2019 – “Gold Medal and Diploma competition”, participation in “Machine building” and “Transport and Auto Service Equipment” working groups.

ENHANCEMENT OF RELATIONS WITH SCIENTIFIC ORGANISATIONS

In order to improve the transfer of knowledge and technologies by encouraging the participation of representatives of scientific organizations in the development of European and international standards, a new member - the National Institute of Geophysics, Geodesy and Geography was involved to participate in BDS/TC 55.

EFFICIENCY OF BDS STANDARDIZATION SYSTEM

Related to the provision of up-to-date information and access to the standardization activity to all stakeholders through the „Public Enquiry“ section on BDS website, there is an increased participation of stakeholders. Opinions have been received at all stages of the development of national, European and international standards.

The option provided to BDS/TC members to vote at „public enquiry“, „formal vote“ and „systematic review“ stages of development of national, European and international standards via the electronic platform indicates that 85% of BDS members and experts have voted online.

Consultations at national level were held on the establishment of new European and international technical committees in the following areas:

- ISO/TC Audit data collection;

- ISO/TC Surfaces with biocidal and antimicrobial properties;
- CEN/CLC/TC Blockchain and Distributed Ledger Technologies;
- CEN/CLC/TC Hyperloop systems;
- ISO/TC Machinery intended for use with foodstuffs;
- CEN/TC Sustainable and Smart Cities and Communities;
- ISO/TC Natural and engineering;
- ISO/TC Laboratory Design;
- ISO/TC Sustainable process for wood and wood-based products;
- ISO/TC Sex toys;
- CEN/TC Small craft;
- ISO/TC Human Phenome.

Related to the implementation of the plan for achieving BDS strategic goals for 2019, 9 business plans of BDS/TC were adopted and published on BDS website.

SEMINARS ORGANIZED BY BDS

In 2019, seminars were held on the following topics:


47 participants attended the seminars and they also received the opportunity to purchase standards related to the topic at discount prices.
As a member of the European and international standardization organizations BDS participates with its delegations in the annual Assemblies of these organizations, in the meetings of the Technical Boards of the European organizations, in annual meetings of the European standardization working bodies and in other related to standardization events.

BDS representatives participated in the following events in 2019:
THE EIGHTH BALKAN STANDARDIZATION CONFERENCE (SEPTEMBER – OCTOBER 2019, TIVAT, MONTENEGRO)

High-level representatives of the standardization bodies from the Balkan countries gathered to discuss topics of the day, exchange experiences and good practices in their daily activities at the eighth conference. The participating organizations delivered presentations on topics of mutual interest, which provoked questions and intense discussions. Representatives of Albania, Bosnia and Herzegovina, Bulgaria, Kosovo, Northern Macedonia, Serbia, Romania, Turkey, Croatia, Cyprus and Montenegro participated in the conference. The event was attended by CCMC representative Ashok Ganesh, Director of Market Perspectives & Innovation, as well as the representative of ISO Central Secretariat Henry Cuschieri. The hosts were represented by Prof. Dr. Milan Vukcevic - Chairman of the Governing Board of the Institute for Standardization of Montenegro (ISME) and Prof. Dr. Sinisa Kusovac - Mayor of Tivat. On the Bulgarian side, Mr. Ivelin Burov - Chairman of the BDS Governing Board and Mrs. Iren Dabizheva – BDS Managing Director participated.

42ND GENERAL ASSEMBLY OF THE INTERNATIONAL ORGANIZATION FOR STANDARDIZATION (ISO) (SEPTEMBER 2019, CAPE TOWN, SOUTH AFRICA)
PARTICIPATION IN THE TECHNICAL BOARDS OF THE EUROPEAN STANDARDIZATION ORGANIZATIONS CEN AND CENELEC

BDS representatives participate in the regular meetings of the Technical Boards of the European standardization organizations, where their activities are discussed, organized and coordinated.

BDS authorized representatives participated in the 86th, 87th and 88th CEN Technical Board meetings (CEN/BT) in February, May and October 2019 and in the 161st and 163rd meetings of CENELEC Technical Board (CLC/BT) in February and October 2019, as well as in the joint meetings of the two technical boards.
PARTICIPATION OF BDS REPRESENTATIVES IN ANNUAL MEETINGS OF EUROPEAN AND INTERNATIONAL TECHNICAL COMMITTEES

Participation in three plenary sessions of ISO/TC 228 “Tourism and related services”

Participation in a plenary meeting of CEN/TC 234 “Gas Infrastructure”

Participation in two meetings of ISO/IEC JTC1/SC22/WG 21 “Standardization of C++”

Participation in 64rd plenary meeting of CEN/TC 155 “Plastic Piping Systems and Ducting Systems”

OTHERS
Participation in seminar on “Quality of CEN-CENELEC data feeds and XML versions of European standards - Identified topics”
A new two-year Framework Partnership Agreement for translation of European standards in Bulgarian under a programme funded by the Directorate General “Internal Market, Industry, Entrepreneurship and SMEs” of the European Commission (EC) was signed in 2019. 74 European standards were translated in implementation of the agreement.

PROJECT SABE - ENGAGING MORE STANDARDS BODIES AND NATIONAL ENVIRONMENTAL ORGANIZATIONS IN THE ENVIRONMENTAL ASPECTS OF STANDARDIZATION

The main objectives of the project funded under Framework Partnership Agreement are to increase interaction between NSBs and societal and environmental organizations and between the NSBs and the CEN Strategic Advisory Body on Environment (SABE). In 2019 Bulgarian representatives on behalf of BDS and NGOs took part in two SABE meetings, two meetings of CEN/SABE/ENIS Team Environmental issues in Standardization and in two national seminars under the project.
In the second year of the implementation of this project, the activities for the training of the national standardization organizations - CEN and CENELEC members - for participation in Horizon 2020 programme for research and innovation continued, as one of the four in-house missions took place at BDS in June 2019. Within the project BDS organized a conference „Standardization, Research and Innovation“, which presented BDS activities, the European research and innovation programme Horizon 2020, the upcoming Horizon Europe programme and the National Contact Points Network. Key for the implementation of the project was the European conference „Boosting innovation through Standards – Your Gateway to the Market“ held in November 2019 in Brussels. For the first time, an annual award was given to a European Research/Innovation project (H2020/Horizon Europe) who successfully contributed to standardization and an award was given to an individual who successfully introduces her/his research outcome or innovation into standardization, thereby creating impact for her/his work.

PROJECT STUNED - STANDARDS TEACHING IN UNIVERSITY EDUCATION

In 2019, the implementation of a project funded by the Erasmus+ programme of the European Commission, Key Action 2 „Cooperation for innovation and the exchange of good practices - Strategic Partnerships“ and managed by the Greek State Scholarship’s Foundation – the Programme’s National Agency for Greece. The project is realized in partnership between: University of Thessaly (coordinator), Bulgarian Institute for Standardization (BDS), Burgas Free University, Riga Technical University, Romanian Association for Standardization (ASRO), University of Craiova and University of Turku. Its main objective is to support the development and implementation of innovative practices for online standards training in university education at European level through cooperation between European universities and standards bodies. It is planned to modernize university curricula with online standards training modules for students and academics, which will be piloted in the universities participating in the project. The kick-off partnership meeting was held at BDS at the end of 2019, at which the forthcoming tasks for project implementation were discussed.
A total of 449 standards were published in 2019, 429 of which were European and international standards, published by translation in Bulgarian and 20 are national, including 12 National Annexes and 8 BDS (within the scope of TC 1, TC 5, TC 11 and TC 67). 2,036 standards have been published in one of the official languages of CEN/CENELEC or ISO. The number of standards withdrawn due to obsolescence is 1,421.

### STATISTICS

The table and the graph below show the information on the implemented standards in 2019 by types.

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>BDS</td>
<td>20</td>
</tr>
<tr>
<td>ISO</td>
<td>127</td>
</tr>
<tr>
<td>ISO/IEC</td>
<td>2</td>
</tr>
<tr>
<td>IEC</td>
<td>2</td>
</tr>
<tr>
<td>EN</td>
<td>955</td>
</tr>
<tr>
<td>EN IEC</td>
<td>295</td>
</tr>
<tr>
<td>EN ISO</td>
<td>535</td>
</tr>
<tr>
<td>HD</td>
<td>9</td>
</tr>
<tr>
<td>ETSI</td>
<td>46</td>
</tr>
<tr>
<td>European standardization deliverables</td>
<td>134</td>
</tr>
<tr>
<td>International standardization deliverables</td>
<td>28</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,153</strong></td>
</tr>
</tbody>
</table>
The chart below shows the national fund of standards in 2019:

National fund of bulgarian standards by the end of 2019
The table below shows how the National fund of standards changes for three consecutive years:

<table>
<thead>
<tr>
<th>Type of national standards</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>BDS EN (CEN, CENELEC)</td>
<td>22 260</td>
<td>22 615</td>
<td>23 195</td>
</tr>
<tr>
<td>BDS</td>
<td>7 613</td>
<td>7 522</td>
<td>7 441</td>
</tr>
<tr>
<td>BDS EN (ETSI)</td>
<td>2 864</td>
<td>2 930</td>
<td>2 976</td>
</tr>
<tr>
<td>BDS ISO</td>
<td>1 267</td>
<td>1 333</td>
<td>1 370</td>
</tr>
<tr>
<td>BDS ISO/IEC</td>
<td>31</td>
<td>28</td>
<td>26</td>
</tr>
<tr>
<td>COMECON Standards</td>
<td>371</td>
<td>370</td>
<td>370</td>
</tr>
<tr>
<td>BDS IEC</td>
<td>71</td>
<td>68</td>
<td>68</td>
</tr>
<tr>
<td>Other standardization deliverables (TS, TR, etc.)</td>
<td>1422</td>
<td>1468</td>
<td>1559</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>35 899</strong></td>
<td><strong>36 334</strong></td>
<td><strong>37 005</strong></td>
</tr>
</tbody>
</table>

**OTHER PUBLICATIONS**

**Official Bulletin**

Lists on approved and withdrawn standards, national standards announced for systematic review, new working items on standardization at national, European and international level, as well as draft standards/standardization documents at different stages of their development are published on a monthly basis in the Official BDS Bulletin. In 2019, 12 editions were issued.
The purpose of the magazine is to promote standardization activities and present standards in a language accessible to the public.

During the past year, 4 issues on the following topics were published on the website:

- Issue 1: Road vehicles – 1156 reviews
- Issue 2: Cybersecurity – 732 reviews
- Issue 3: Paints and varnishes – 486 reviews
- Issue 4: Heating systems – 167 reviews

In 2019, 7 issues were prepared, which were promptly sent to BDS members, industry associations and other organizations that have expressed interest. The newsletter offers up-to-date information about standards, standardization news, promotes new and important standards, collections of standards, informs about upcoming seminars, etc.

12 of the offered collections were updated (ISO 9000: Basic standards; Social responsibility; Information security; Toys; ISO 55000 Asset management; ISO 22000; Conformity assessment; ISO 9000 and ISO 10000 Quality management systems; ISO 22000; 22300; ISO 31000; Cultural Heritage) in 2019. The update includes adding new editions of the standards in the collections.
BDS offers the following information services:
- bibliographical information on Bulgarian, international, European and foreign standards and standardization documents;
- field-specific and thematically-focused references;
- information on the actuality of standards and standardization documents;
- replies to customers inquiries.

In 2019, 284 thematic and bibliographical references were prepared, information on 1531 documents was provided, 5 references on the actuality of Bulgarian standards and 72 references on the actuality of International standards were prepared. 62 replies to customers’ inquires in the standardization area were delivered by the Information Centre.

Information to customers, who have purchased more popular standards, informing them on changes related to those standards is sent by e-mail, namely:

- Publication of amendment – A1, A2,
- New edition of the standard,
- New edition of the standard including amendment (consolidated EN+A1),
- Publication of the standard with Bulgarian translation,
- Publication of corrigenda.

Messages to 1 523 customers who wished to receive information about the purchase of 271 standards, in accordance with EU Regulation № 2016/679 on the protection of personal data were sent.

191 BDS customers benefited from the on-the-spot services at BDS Information Centre in the past 2019, where 884 documents were provided; 390 customers used the online reading of standards service in 2019, the total number of standards offered out remotely is 978.

In 2019, 10 BDS clients benefited from the service “Subscription on the actuality of Bulgarian standards”, which provides an opportunity to use the latest and up-to-date editions of the package of standards that a customer works with or is interested in.

SALES OF STANDARDS
The total number of Bulgarian standards sold out in the past year was 7 193, which is a growth of 5.7% in the level of sales compared to 2018.

In 2019, interest in the following collections of standards remained:
- ISO 31000 Risk Management - basic standards;
- ISO/IEC 27000 – Information security management systems;
- ISO 9000 Quality Management Systems - basic standards.

55 collections were purchased in total.
The sales of Bulgarian standards are illustrated in the graph below:

208 international and foreign standards were sold out in 2019, which is an increase of 18.2% compared to the previous year. The sales of ASTM and ISO standards have growth of 52.8% and 28.9% respectively. There is a growth in the sales of IEC standards while DIN standards mark a decrease of about 3 times.

The proportion of these sales is given in the following graph:
Information on the best-selling standards in 2019 is given in the following table:

<table>
<thead>
<tr>
<th>№</th>
<th>Standard</th>
<th>Title</th>
<th>Number sold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>BDS ISO 45001:2018</td>
<td>Occupational health and safety management systems - Requirements with guidance for use</td>
<td>120</td>
</tr>
<tr>
<td>3</td>
<td>BDS EN ISO 22000:2018</td>
<td>Food safety management systems - Requirements for any organization in the food chain (ISO 22000:2018)</td>
<td>59</td>
</tr>
<tr>
<td>5</td>
<td>BDS EN ISO 9001:2015</td>
<td>Quality management systems - Requirements (ISO 9001:2015)</td>
<td>46</td>
</tr>
<tr>
<td>8</td>
<td>BDS ISO 31000:2018</td>
<td>Risk management - Guidelines</td>
<td>31</td>
</tr>
<tr>
<td>9</td>
<td>BDS EN ISO 5815-1:2019</td>
<td>Water quality - Determination of biochemical oxygen demand after n days (BODn) - Part 1: Dilution and seeding method with allylthiourea addition (ISO 5815-1:2019)</td>
<td>30</td>
</tr>
</tbody>
</table>

**THE MOST POPULAR STANDARDS ARE IN THE FOLLOWING AREAS:** quality management and conformity assessment; agricultural and food products; concrete and mortars; environmental protection.

The automated standardization and sales management system facilitates to the highest degree the customers’ access to the necessary information, as a result of which:

- the growth in the proportion of orders for standards purchased via Internet marks a steady upward trend – from 64,2% in 2018 to 66,9% in 2019 of the total number;
- the share of sales of Bulgarian standards downloaded online decreased – 58,8%, on CD increased to 35,3%, and those on paper copy decreases from 8,2% to 5,9%.
BDS ACTIVITIES RELATED TO THE EU MEMBERSHIP OF BULGARIA

Being a member of the European Union (EU) Bulgaria observes its obligation to implement Regulation (EU) 1025/2012 of the European Parliament and of the Council for information exchange as well as the engagements under the Agreement with the World Trade Organization (WTO/TBT) to remove technical barriers to trade. 7 draft standards, developed at national level were notified in 2019 of which 1 of BDS/TC 88 “Sport and equipment for sport”, 1 of BDS/TC 32 „Agricultural and food products”, 1 of BDS/TC 68 “Road engineering” and 4 of BDS/TC 67 „Petroleum products and lubricants”.

Information on notifications of draft national standards received by other national standardization bodies - CEN/ CENELEC members, as well as members of the World Trade Organization is published monthly in the Official Bulletin and on BDS website. 1837 national standards (1341 CEN and 496 CENELEC) implementing European standards were notified through CEN and CENELEC Management Centre (CCMC).

Information was provided to 7 inquiries received from organizations in the country and abroad. Information was provided in due course to the state administration bodies according to the area of competence for submitted drafts of European standards at public enquiry stage.

CUSTOMER LOYALTY PROGRAMME

In 2019, there is an increased interest in this programme. 13 BDS members and 15 non-member organizations were included in the programme. The bonuses included free use of the service subscription on the actuality of standards, online reading of standards, receiving free of charge Official Bulletin, receiving regular updates on the upcoming voting on draft standards in a selected TC (for non-members), publishing a material in a BDS electronic newsletter.
CUSTOMERS SATISFACTION

The results of the survey conducted in 2019 (based on completed questionnaires) on customer satisfaction in relation to the products and services offered by BDS show:

CUSTOMERS ARE SATISFIED WITH THE INFORMATION RECEIVED IN RESPONSE TO THEIR INQUIRIES;

BDS WEBSITE IS SUFFICIENTLY INFORMATIVE AND THE NECESSARY INFORMATION CAN BE EASILY FOUND;

100% OF THE RESPONDENTS ARE SATISFIED WITH THE COMPETENCE AND COURTESY OF BDS EMPLOYEES.

The most commonly used services are:
- sales of standards;
- references to standards;
- use of the library.
The financial activity in the past year is subject to a lawful, appropriate and adequate expenditure policy, consistent with revenues. Revenues for 2019 together with the sources for them are given in the table below:

<table>
<thead>
<tr>
<th>Source of funding</th>
<th>BGN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government subsidy</td>
<td>1 640 000</td>
</tr>
<tr>
<td>Revenues from sales</td>
<td>431 678</td>
</tr>
<tr>
<td>Membership fees</td>
<td>201 489</td>
</tr>
<tr>
<td>Contracts, including the ones under European projects</td>
<td>282 041</td>
</tr>
<tr>
<td>Other revenues – sale of long-term tangible assets, sponsorship and interests</td>
<td>8 972</td>
</tr>
<tr>
<td>Total revenues</td>
<td>2 564 180</td>
</tr>
<tr>
<td>Balance from previous years as of 01.01.2019</td>
<td>290 159</td>
</tr>
</tbody>
</table>

The percentage ratio of revenues is illustrated in the graph:

**Financing the standardization activities in 2019 (%)**

Source of funding
The table and the graph below show the comparison of the funding for the last three years (in percents):

<table>
<thead>
<tr>
<th>Source of funding</th>
<th>2017</th>
<th></th>
<th>2018</th>
<th></th>
<th>2019</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BGN</td>
<td>%</td>
<td>BGN</td>
<td>%</td>
<td>BGN</td>
<td>%</td>
</tr>
<tr>
<td>Government subsidy</td>
<td>1 430 000</td>
<td>66</td>
<td>1 530 000</td>
<td>65</td>
<td>1 640 000</td>
<td>64</td>
</tr>
<tr>
<td>Revenues from sales</td>
<td>421 524</td>
<td>19</td>
<td>423 627</td>
<td>18</td>
<td>431 678</td>
<td>17</td>
</tr>
<tr>
<td>BDS/TC Membership fees</td>
<td>192 547</td>
<td>9</td>
<td>205 650</td>
<td>9</td>
<td>201 489</td>
<td>8</td>
</tr>
<tr>
<td>Contracts, including the ones funded under European projects</td>
<td>129 031</td>
<td>6</td>
<td>202 855</td>
<td>8</td>
<td>282 041</td>
<td>11</td>
</tr>
<tr>
<td>Other revenues (sponsorship and interests)</td>
<td>5 602</td>
<td>0</td>
<td>1 215</td>
<td>0</td>
<td>8 972</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total revenues</strong></td>
<td><strong>2 178 704</strong></td>
<td><strong>19</strong></td>
<td><strong>2 363 347</strong></td>
<td><strong>18</strong></td>
<td><strong>2 564 180</strong></td>
<td><strong>17</strong></td>
</tr>
<tr>
<td>Balance funds as of 01.01 for the year</td>
<td>205 726</td>
<td></td>
<td>255 502</td>
<td></td>
<td>290 159</td>
<td></td>
</tr>
</tbody>
</table>

Financing the standardization activities in the period 2017 – 2019 (% of the total revenues for the years)
### Expenditures in 2019

<table>
<thead>
<tr>
<th>Expenditures</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BGN</td>
<td>%</td>
<td>BGN</td>
</tr>
<tr>
<td>Salaries, including incentives</td>
<td>918 392</td>
<td>43</td>
<td>962 052</td>
</tr>
<tr>
<td>Social insurance contributions</td>
<td>181 050</td>
<td>9</td>
<td>201 683</td>
</tr>
<tr>
<td>Other remunerations</td>
<td>384 119</td>
<td>18</td>
<td>372 471</td>
</tr>
<tr>
<td>Operational costs</td>
<td>260 894</td>
<td>12</td>
<td>227 937</td>
</tr>
<tr>
<td>Membership fees to ISO, IEC, CEN, CENELEC</td>
<td>380 960</td>
<td>18</td>
<td>376 654</td>
</tr>
<tr>
<td>Capital expenditures</td>
<td>3 515</td>
<td>0</td>
<td>86 702</td>
</tr>
<tr>
<td><strong>Total costs</strong></td>
<td><strong>2 128 930</strong></td>
<td><strong>2 227 499</strong></td>
<td><strong>2 354 145</strong></td>
</tr>
<tr>
<td>Funds available at the end of the year</td>
<td>255 502</td>
<td></td>
<td>416 768</td>
</tr>
</tbody>
</table>

The comparison of expenditures for the last three years can be seen in the following graph:

![Costs for 2017 – 2019 (BGN)](image)

The balanced financial policy pursued ensures financial sustainability, which is essential for the implementation of the standardization activities.
The human resource is the one that with its daily efforts and work tasks follows the mission and vision of the Bulgarian Institute for Standardization and achieves the goals in order to be “always a step ahead”. In 2019, the staff of the Bulgarian Institute for Standardization numbers 69 people. Over 90% of BDS employees have higher education, bachelor’s or master’s degree. There are employees with secondary education only in the auxiliary and administrative BDS departments. Women are predominant again. This trend has persisted over the last few years. The low turnover of resigned and newly appointed experts is the other trend, which continues in 2019. Last year there were four new employees and they are experts - secretaries of important BDS technical committees.

The specific standardization activity requires constant maintenance of the qualification of the staff. To achieve this goal, employees took part in webinars organized by CCMC and ISO. Supporting trainings were also conducted for BDS/TC secretaries under module III of the BDS Action Plan. In 2019, a 6-month English language course was organized. 22 BDS employees, who were divided into 2 levels, improved their qualification.

For quicker and more efficient introduction in the specific standardization activities, each newly appointed employee has an individual training programme prepared with consideration of the specifics of the position occupied. The introduction to the current Quality Management System covering all BDS activities and processes is also an integral part of the initial training.

In connection with the requirements of the Measures Against Money Laundering Act, an organization was established in BDS to comply with all the requirements of the Measures Against Money Laundering Act, namely:

- A plan for introductory and continuing training of employees for 2019 has been prepared;
- Training on MAMLA and the regulations under this act was conducted and ended with successfully passed tests.

The Bulgarian Institute for Standardization efforts are aimed at maintaining highly qualified and satisfied staff, which will benefit the business, its partners, members and customers. BDS mobilizes efforts and its available capital from human resources to stand as a modern leader in the standardization process in Bulgaria.
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