БДС

ANNUAL REPORT 2015

Bulgarian Institute for Standardization

Standards – always a step ahead
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</table>
INTRODUCTION

The Bulgarian Institute for Standardization (BDS) presents its 2015 activity report. As 2015 was the last full year of the mandate of BDS Governing Bodies for the period 2011 – 2016 we would like to focus on our main achievements in this period at the beginning of this report:

- We worked, guided by the principles according to which all standardization bodies operate – democracy, voluntary basis, impartiality, balance and transparency.
- We implemented BDS strategy for the period 2007 – 2013 and we elaborated a strategy for the development of the standardization system in Bulgaria and the Bulgarian Institute for Standardization for the period 2014 – 2017.
- We successfully implement Regulation (EU) № 1025/2012 of the European Parliament and of the Council on European standardization and created even better conditions for access of SMEs to the standardization activities.
- We finalized the implementation of „Improving the standardization system in Bulgaria“ project, financed under OP „Competitiveness“ which major long-term achievements were the complete renovation of the Business Information Centre, the establishment of a Training Centre and a Printing Centre, the complete digitization of all Bulgarian standards and standardization documents and the improvement of BDS software system.
- We actively participated in the activities of the European standardization organizations CEN and CENELEC and we have successfully undergone periodic assessment of conformity with their membership criteria.
- We hosted CEN and CENELEC General Assemblies and the first ever Summit of the European Standardization Organizations in 2012.
- We strengthened BDS marketing activities and offered our customers new products and services.
- We launched an important activity that is acquiring increasing awareness – the establishment of information centres on standardization at the universities.
- For the first time BDS held a Secretariat of CEN Project Committee in a twinning partnership with the Austrian Standards Institute (ASI) in the sphere of „Care services for cleft lip and/or palate“.
- We shared best practices and carried out trainings for BDS partner standardization bodies from other European countries.
We’d like to thank all our members, partners and experts from the technical committees for their active standardization work and to our administrative team for the efforts made! Due to your support the Bulgarian Institute for Standardization has positioned itself as an active, effectively working and sustainable organization, which now acts as a model of development for younger standardization bodies in other countries.

Ivelin Burov
Chairman of BDS
Governing Board

Iren Dabizheva
BDS Managing Director
BDS MEMBER ORGANIZATIONS IN 2015

The total number of BDS member organizations was **324 (legal entities)** in the past year; for comparison – the total number of the members in 2014 was 314.

Nine of the total number in 2015 were corporate members, 291 had the status of active members, 18 had observer status and 6 organizations were of a mixed status – active and observer. The newly accepted members in 2015 were 25.
According to the Law on National Standardization BDS member organizations are divided into groups and their representation (number and percentage ratio) is presented in the following table and the graph to it:

<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>195</td>
<td>60</td>
</tr>
<tr>
<td>Group 2</td>
<td>Executive government bodies</td>
<td>32</td>
<td>10</td>
</tr>
<tr>
<td>Group 3</td>
<td>Scientific organizations, institutes, universities</td>
<td>33</td>
<td>10</td>
</tr>
<tr>
<td>Group 4</td>
<td>Conformity assessment bodies</td>
<td>41</td>
<td>13</td>
</tr>
<tr>
<td>Group 5</td>
<td>Insurance associations, professional organizations, unions</td>
<td>23</td>
<td>7</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>324</td>
<td></td>
</tr>
</tbody>
</table>

Organizations – BDS members in 2015
BDS members participate in the standardization work with their experts in the working bodies (technical committees and expert working groups). The total number of the experts (individuals) by 31.12.2015 is 1 124 and they are involved actively in the work of 75 BDS/TCs and 16 BDS/EWGs in 2015.

The proportion of the number of BDS members for three consecutive years is illustrated in the table below:

<table>
<thead>
<tr>
<th>Group</th>
<th>Type of organization</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>number</td>
<td>number</td>
<td>number</td>
</tr>
<tr>
<td></td>
<td></td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Group 1</td>
<td>Employers’ associations, branch chambers, producers, traders, banks</td>
<td>212</td>
<td>198</td>
<td>195</td>
</tr>
<tr>
<td></td>
<td></td>
<td>67</td>
<td>63</td>
<td>60</td>
</tr>
<tr>
<td>Group 2</td>
<td>Executive government bodies</td>
<td>33</td>
<td>31</td>
<td>32</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>Group 3</td>
<td>Scientific organizations, institutes, universities</td>
<td>30</td>
<td>34</td>
<td>33</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>Group 4</td>
<td>Conformity assessment bodies</td>
<td>32</td>
<td>33</td>
<td>41</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10</td>
<td>11</td>
<td>13</td>
</tr>
<tr>
<td>Group 5</td>
<td>Insurance associations, professional organizations, unions</td>
<td>18</td>
<td>18</td>
<td>23</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>325</td>
<td>314</td>
<td>324</td>
</tr>
</tbody>
</table>

Comparison of the number of BDS members for 2013 – 2015 by groups
The largest share continues to be those of group 1. The distribution by types of organizations is as follows:

<table>
<thead>
<tr>
<th>Type of organization</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employers’ associations, branch chambers</td>
<td>18</td>
<td>9</td>
</tr>
<tr>
<td>Producers and traders:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Micro enterprises</td>
<td>32</td>
<td>16</td>
</tr>
<tr>
<td>Small enterprises</td>
<td>49</td>
<td>25</td>
</tr>
<tr>
<td>Medium enterprises</td>
<td>48</td>
<td>25</td>
</tr>
<tr>
<td>Large enterprises</td>
<td>46</td>
<td>24</td>
</tr>
<tr>
<td>Banks</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>195</strong></td>
<td></td>
</tr>
</tbody>
</table>

The largest share belongs to the representatives of small and medium enterprises (SMEs). They are a major part of the economic operators at national and European level. The focus on SMEs remained BDS priority objective throughout the year.

*BDS continued issuing certificates for membership to all organizations that had paid their membership fees in 2015 thus aiming to strengthen the institutional image and identity of those committed to the standardization activities.*
BDS ACTIVITIES AT NATIONAL LEVEL

BDS activity is performed according to the Rules for National Standardization Activities, which reflect the established principles and rules of the European standardization. The work of the technical committees (BDS/TC) and the Expert Working Groups (BDS/EWG) is in accordance with the approved Programme for Standardization that is available on our website. The Work Programme covers work items for development of Bulgarian standards at national level, for implementing of international and European standards by translation into Bulgarian and for development of European standards on different stages of CEN/CENELEC programmes. The programme is updated periodically.

The activities of standardization areas, where no technical committee is established, continue to be monitored and implemented by technical officers.

Some changes related to the technical bodies at national level occurred in 2015. ERG 8 „Services for sheltered housing for the elderly“ was disbanded following the disbanding of the European project committee CEN/TC 385 and for lack of other items and a new BDS/TC 104 „Technical inspection of high-risk equipment“ was established by decisions of the Technical Board in the non-electrotechnical area.

IMPLEMENTATION OF THE WORK PROGRAMME FOR STANDARDIZATION

The standardization activities are performed by sectors that are equivalent to the sectors of the European standardization organizations CEN and CENELEC, as follows:

**Sector 1: Standards in the field of services and fundamental standards**
(CEN Sector A – Services, Sector F – Fundamental standards)

**Sector 2: Healthcare, environmental and medical equipment**
(CEN Sector S – Health, environment and medical equipment)

**Sector 3: Building and constructions**
(CEN Sector B – Building and construction)

**Sector 4: Machinery, transport, lifting equipment and packaging**
(CEN Sector I – Mechanical engineering, Sector T – Transport, mechanical handling and packaging)

**Sector 5: Metallic and non-metalic materials**
(CEN Sector M – Metallic materials, Sector N – Nonmetallic materials)

**Sector 6: Chemistry, food and products for household and leisure use**
(CEN Sector C – Chemicals, chemical engineering and food products, Sector H – Products for household and leisure use)
Sector 7 – General electrotechnical standards, Electronics, Electrotechnical engineering, energy standards, standards in telecommunications and Information technology


Highlights in 2015:

Sector 3

Bulgarian national standards were developed as revised editions following a systematic review in the scope of TC 4 „Concrete, lime and gypsum“ and TC 5 „Concrete and mortars“.

12 national annexes to Bulgarian standards that implement harmonized European standards to Regulation (EU) No 305/2011 for construction products were also developed. The annexes are related to the updating of national annexes following the publication of new editions of the European standards.

Sector 4

Amendments in Ordinance No I-45 from March 24, 2000 on registration, recording, entry into service and immobilization of vehicles and trailers towed by them, and the transmission arrangements on registered vehicles were published in SG No 45/30.05.2014. The related to them Amendment 2 to BDS 15980:2010 “Road vehicles – Retro-reflective registration plates for motor vehicles and trailers – Dimensions and font” was developed by TC 14 “Road vehicles and internal combustion engines“. New types of registration plates are introduced by the amendment.

A new TC 104 „Technical inspection of high-risk equipment“ was established on the proposal of the State Agency for Metrology and Technical Surveillance (SAMTS). The scope of the newly created body is envisaged to be standardization of requirements, rules and procedures related to technical surveillance of high-risk equipment.
Sector 6

Following the publication of a new edition of a standard, implementing a harmonized European standard to Regulation (EU) № 305/2011 for construction products, BDS/TC 67 „Petroleum products and lubricants“ developed a national annex on bitumen and bituminous binders. A second national annex to a nonharmonized standard for automotive fuels (liquid petroleum gas – LPG) was developed.

Sector 7

BDS as a national standardization body acts as a National Electrotechnical Committee (NEC). Related to this obligation 59 draft documents were voted in 2015 in the following areas: electromagnetic compatibility (EMC), nanotechnology, standardization for electrical and electronic products and systems and IECEE (IEC System of Conformity Assessment Schemes for Electrotechnical Equipment and Components).

The activities related to the different stages of the development of standards are presented in the following table. It provides information about the total number of draft European standards and standardization documents voted by BDS in 2015.

<table>
<thead>
<tr>
<th>Voted draft standards according to the stage</th>
<th>CEN</th>
<th>CENELEC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public enquiry</td>
<td>834</td>
<td>54</td>
</tr>
<tr>
<td>Public enquiry and vote</td>
<td>205</td>
<td>398</td>
</tr>
<tr>
<td>Formal vote</td>
<td>820</td>
<td>344</td>
</tr>
<tr>
<td>Primary questionnaire</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>Systematic review</td>
<td>27</td>
<td>–</td>
</tr>
<tr>
<td>Draft standardization documents</td>
<td>66</td>
<td>11</td>
</tr>
<tr>
<td>Total</td>
<td>1,953</td>
<td>814</td>
</tr>
</tbody>
</table>

Following BDS membership in the international organizations for standardization (ISO and IEC) in 2015 the picture is as follows: BDS participated as an active member in 23 ISO/TCs, 4 ISO/PCs, 41 ISO/TCs/SCs, and in ISO/CASCO, ISO/COPOLCO and ISO/DEVCO.

Regarding the International Electrotechnical Commission (IEC) BDS participated as an active member in 2 IEC/TCs and 2 IEC/TCs/SCs in 2015.

The total number of draft ISO and IEC standards voted by BDS in the past year was 127.
IMPLEMENTATION OF 2015 ACTION PLAN

Besides the specific standardization activities, BDS also achieved the objectives of its Action Plan for 2015.

Enhancing the relations with the executive authorities

Pursuant to the tasks for cooperation with the executive authorities BDS experts performed a review and terminological alignment of Bulgarian language versions of draft legislative acts in order to accurately reflect the accepted terminology and their future implementation at national level.

In 2015, opinions were sent to the following executive authorities:

- the Ministry of Agriculture and Food
- the Ministry of Economy.

BDS experts participated also in working groups for development/consultation of technical legislative acts related to the implementation of standards, at the following executive authorities:

- the Ministry of Regional Development and Public Works
- the Ministry of Environment and Water
- the Ministry of Health

Enhancing BDS relations with the higher education institutions

In December 2015 an Information Centre on Standardization at the University of Forestry in Sofia was opened in line with the implementation of the strategic objective for partnership with the higher education institutions. BDS intention is to enhance and develop the cooperation with the universities. BDS provides to lecturers and students free access for reading selected Bulgarian standards at the newly established Information Centre. The standards are grouped for convenience in packages according to the number and title of the Technical Committee.

This is the third Information Centre on Standardization at a higher education institution after the opened in 2013 one at the Technical University in Sofia and the one at the New Bulgarian University – Sofia, opened in 2014.

BDS will continue the successful cooperation with the universities in 2016, pursued by the clear belief that the knowledge gained on standards at the university is the basis for successful business in the future.
The Centre was officially opened by Mrs. Iren Dabizheva, BDS Managing Director and Prof. Dr. Veselin Brezin, Rector of the University of Forestry.
Seminars and trainings

The events organized over the year were aimed at raising the awareness of business and society regarding standards and the benefits of their implementation. The topics were proposed by the BDS/TC secretaries and by the participants of the events held in 2014.

The main objective is to provide updated information and practical guidance on the procedures for implementation of standards, as well as on the participation in the standardization work. Seminars on the following topics were held at BDS Centre for Meetings, Conferences and Trainings in 2015:

- “The European standard EN 206:2013 and its implementation in Bulgaria”
- “Contemporary lighting systems“
- “Energy efficiency, new ordinances and related to them standards, construction products and their use in building“
- “Changes, philosophy and new requirements of the fifth edition of ISO 9001:2015“
- “Analysis and risk assessment of lifts, machines and equipment“.

The events were attended by 163 people in total. The participants received free copies of the standard discussed and were provided with the opportunity to purchase standards related to the topic at discount prices. All of them were given certificates of participation. BDS aim is through such events to provide opportunity to business representatives to find answers of important questions related to standards and their implementation, as well as to standardization in general.

Participation at the International Technical Fair in Plovdiv

BDS participated for the second time in the International Technical Fair in Plovdiv. The participation was not only through experts in „Machine building“, „Transport and Auto Service Equipment“ working groups and the Central Commission for appointing the winners of the „Gold Medal and Diploma“ but also with its own stand, where important standards and various publications, as well BDS activities as a national standardization body were presented. The participation enabled us to examine to what extent the companies are familiar with our work, whether they apply standards or are interested in that, as well as we had the opportunity to promote the standardization activities.
The seminar on „Energy efficiency, new regulations and related standards“ was attended by experts on energy efficiency.

BDS organized a seminar on the new edition of BDS EN ISO 9001:2015 – the leading ISO standard for quality management systems in November 2015. The participants were informed on the changes evolving from BDS EN ISO 9001:2015.

The new legislative documents and related standards in the field of energy efficiency were presented.
Opening of a seminar on „The European Standard EN 206:2013 and its applying in the Republic of Bulgaria“ by the Managing Director Iren Dabizheva

The seminar answered the questions related to the subject and scope of the standard, the prescriptions of the national annex to it and the connection of the new publications with the Eurocodes
BDS PARTICIPATION AT EUROPEAN AND INTERNATIONAL LEVEL

As a member of the European and International standardization organizations BDS participates 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 events of interest.

BDS representatives participated in the following events in 2015:

BDS senior management – the Chairman of the Governing Board I. Burov and the Managing Director I. Dabizheva participated in the Fourth European Standardization Summit with the main theme „How standardization can support the transition to a cleaner and smarter economy” held in June 2015 in Riga, Latvia. The event was organized by the European standardization organizations CEN and CENELEC together with Latvia’s Ministry of Economics and Latvian Standard (LVS).

The 43rd CEN General Assembly and the 55th CENELEC General Assembly were held in parallel to the summit in Riga.

Participation in the Technical Boards of the European standardization organizations CEN and CENELEC

BDS delegated representatives participate also in the meetings of the Technical Boards of the European standardization organizations where their activities were discussed, organized, and coordinated.
CEN Technical Board

BDS representative participated in the 77th meeting of CEN Technical Board (CEN/BT) in April 2015. The participants discussed two main topics: publication forecasting and correction mechanisms and the establishment of „Joint CEN/CLC Technical Policy Board“ for discussing topics related to policy, strategy and of general nature.

CENELEC Technical Board

BDS representative participated in the 149th and in 150th meetings of CENELEC Technical Board in January and May 2015, as well as in the parallel meetings of a working group to CLC/BT „CENELEC/BT Action Plan“. The CENELEC/BT action plan, strategic topics and policies and technical and procedural topics were discussed at the meetings.

Multi-Country Seminar on Cooperation in the Field of Standardization

The Bulgarian Institute for Standardization was a host of a multi-country seminar on cooperation in the field of standardization, organized under TAIEX (Technical Assistance and Information Exchange instrument of the European Commission). Participants in the event, which was held on 28th and 29th May 2015, were 20 representatives of national standards bodies, ministries and industry from Albania, Bosnia and Herzegovina, Croatia, Kosovo, Montenegro, Serbia, Turkey and the former Yugoslav Republic of Macedonia.

The aim of the event was to give an insight in the organization and functioning of the standardization activities in Europe at the example of BDS as national standards body, outlining the interaction between the national and European standardization activities in Bulgaria and to foster intra-regional cooperation on issues related to translation activities.

Other topics were related to BDS services and marketing activities, especially for SMEs, the database of standards management system, publishing activities, training activities, international activities and projects as well as the current status of and the perspectives to the standardization in the Western Balkans and Turkey.

Training of Standardization experts from the Agency for Standardization of Kosovo

BDS organized three-day study visit of experts from the Agency for Standardization of Kosovo within the project „IPA – support to the free movement of goods“, funded under EuropeAid in June 2015. The main objective of the training was gaining experience of standardization processes, including Technical Committees (TCs) work at national and European level, publication and sales of standards, electronically based system for management of the standardization work and sales, marketing activities.
The participants in the plenary meeting of ISO/TC 228 „Tourism and related services“

The chairman of BDS/TC 89 „Tourism activities“ actively participated in the discussions at the ISO/TC 228 plenary meeting

BDS hosted a multi-country seminar on cooperation in the field of standardization, organized under TAIEX

A working session into three groups: national standardization bodies, ministries and industry representatives was held in the frames of the TAIEX seminar
Participation in annual meetings at European level

Participation in the plenary meeting of CEN/TC 234 „Gas infrastructure“ and a meeting of the Sector Forum Gas


Participation in a plenary meeting of ISO/TC 228 „Tourism and related services“

The Chairman of BDS/TC 89 „Tourism activities“ participated in the tenth plenary meeting of ISO/TC 228 „Tourism and related services“ and in the meetings of the working groups that were held in Pretoria, South Africa, in May 2015. BDS representative declared the Bulgarian interest in completing the standard „Medical spa“ in view of the richness of natural resources and the interest of the business in implementation of such a standard.

Participation in working groups of CEN/TC 366 „Materials obtained from End-of-Life Tyres (ELT)“

An expert of BDS/TC 76 „Rubber“ participated in April 2015 in Madrid meetings of working groups 2 and 4 to CEN/TC 366 „Materials obtained from End-of-Life Tyres (ELT)“. The comments that had been submitted by the BDS expert by correspondence were included in the final text of the draft technical specification „Quality criteria for selection of whole tyres for the processes of recovery and recycling“.

Participation in a plenary meeting of CEN/TC 155 „Plastics piping systems and ducting systems“

BDS expert participated in the 57th plenary meeting of CEN/TC 155 „Plastics piping systems and ducting systems“, held in Vienna in May 2015. One of the topics discussed was related to projects for harmonized standards, as the deadline for harmonization to Regulation (EU) No 305/2011 was February 2016.

Framework Partnership Agreement for translation of European standards or European standardization deliverables in the Community languages

A new two-year Framework Partnership Agreement for translation of European standards or European standardization deliverables in Bulgarian, funded by the European Commission (EC), was signed in 2015. 1171 pages of CEN standards and 429 pages of CENELEC standards were translated into Bulgarian to the implementation of the agreement.
A total of 392 documents was published last year, 341 of them were European and international standards and standardization documents, implemented by translation in Bulgarian. The rest 51 documents were developed at national level, including 46 national annexes to European standards; four BDS (reviewed and updated old publications) and one amendment of BDS.

A total of 1757 standards were published in one of the official languages of CEN/CENELEC or ISO. 1567 documents from the Bulgarian standards fund were withdrawn because of obsolescence.

The new editions of the basic standards EN ISO 9000, EN ISO 9001, EN ISO 14001 were published in due course in Bulgarian translation in 2015 and they were announced in an extraordinary issue of the Official Bulletin.

48 standards from FPA (2015 – 2016) programme were published by priority in Bulgarian last year. The work continues in 2016.
BDS continued the publishing of the online BDS Compass magazine to promote standardization activities. The magazine presents various topics and the related to them standards.

Thus, in 2015 the online edition was devoted to the following topics:

- **Issue 1** Standardization of the environment of electrical and electronic equipment and cars, and activities of collection and recovery of waste of them
- **Issue 2** Security of Society and Citizens
- **Issue 3** Ecodesign of Products
- **Issue 4** Winter Roads.

An analysis of the online visits showed that the magazine is popular and has its readers’ audience.

In performing the task related to the elaboration of new BDS products the following collections of standards were published:

- **Conservation of Cultural Property** – Fundamental standards
- **Conservation of Cultural Property** – Test methods and tools for conservation works
- **Energy Efficiency** – Energy performance of buildings
- **Safety of toys**
- **Social Responsibility and Environment**
- **ISO 9000 and ISO 10000 Quality Management Systems**
- **ISO 9000 Quality Management Systems** – basic standards.

The offered collections comprise the official publications in Bulgarian of the related to the topic standards and facilitate at most those interested in them.
Statistics

The table below illustrates the information on the implemented standards in 2015 by types:

<table>
<thead>
<tr>
<th>Type of standards</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>BDS</td>
<td>51</td>
</tr>
<tr>
<td>ISO</td>
<td>129</td>
</tr>
<tr>
<td>ISO/IEC</td>
<td>2</td>
</tr>
<tr>
<td>EN</td>
<td>1092</td>
</tr>
<tr>
<td>EN ISO</td>
<td>353</td>
</tr>
<tr>
<td>HD</td>
<td>5</td>
</tr>
<tr>
<td>ETSI</td>
<td>75</td>
</tr>
<tr>
<td>Standardization deliverables of CEN, CLC, ISO, ETSI</td>
<td>145</td>
</tr>
<tr>
<td>Total</td>
<td>1852</td>
</tr>
</tbody>
</table>

Admittedly the largest share is that of the European standards (EN), including EN ISO, followed by the international standards (ISO) implemented as Bulgarian ones.

What the national fund of standards comprises by 31.12 2015 is shown in the graph below.

National fund of standards by the end of 2015
The dynamics in the picture of the National fund of standards for three consecutive years is presented in the table and the graph below.

<table>
<thead>
<tr>
<th>Type of national standards</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>BDS EN (CEN, CENELEC)</td>
<td>20 562</td>
<td>20 954</td>
<td>21 374</td>
</tr>
<tr>
<td>BDS</td>
<td>7 983</td>
<td>7 902</td>
<td>7 752</td>
</tr>
<tr>
<td>BDS EN (ETSI)</td>
<td>2 524</td>
<td>2 557</td>
<td>2 637</td>
</tr>
<tr>
<td>BDS ISO</td>
<td>1 184</td>
<td>1 192</td>
<td>1 167</td>
</tr>
<tr>
<td>BDS ISO/IEC</td>
<td>27</td>
<td>27</td>
<td>28</td>
</tr>
<tr>
<td>COMECON standards</td>
<td>396</td>
<td>396</td>
<td>383</td>
</tr>
<tr>
<td>BDS IEC</td>
<td>82</td>
<td>79</td>
<td>68</td>
</tr>
<tr>
<td>Other standardization deliverables (TR, TS, etc.)</td>
<td>1 132</td>
<td>1 196</td>
<td>1 246</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>33 890</strong></td>
<td><strong>34 303</strong></td>
<td><strong>34 655</strong></td>
</tr>
</tbody>
</table>

The number of BDS developed at national level is showing a downward trend that is due to the performed systematic review of the Bulgarian standards.
Bulgarian Institute for Standardization

INFORMATION SERVICES AND SALES. NATIONAL INFORMATION CENTRE

Information on Bulgarian, European, international and foreign standards and standardization deliverables is provided by BDS Business Centre.

BDS offers the following information services:

- bibliographical references on Bulgarian, international, European and foreign standards and standardization documents
- field-specific and thematically-focused references
- elaboration of references on the actuality of standards and standardization documents
- information on specific customers inquiries.

In 2015, 874 thematic and bibliographical references were prepared, information on 1,943 documents was provided, 8 references on the actuality of Bulgarian standards and 72 references on the actuality of international standards were prepared. 158 replies to customers’ inquiries in the standardization area were delivered by the Information centre.
Information was regularly e-mailed to customers about changes related to the most demanded standards:

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

E-mails about 264 standards were sent to 4 578 customers in total.

The library at the Business Centre provides the customers with the opportunity to find the information they need and to become familiar with the texts of standards and standardization documents, including all European and international standards, and the foreign standards, which BDS offers under bilateral contracts. 437 BDS customers have benefited from the services of the library and 1699 documents were provided to them in the past year. The customers who want to familiarize themselves with the text of standards before they purchase them, or just review them for reference use the information service provided for online reading of standards. The most preferred option for online reading is up to 5 standards for 5 days and 396 customers (84%) used it in 2015. The total number of read standards is 2635.
Sales of standards


Decline of about 15% was registered in the sales of BDS and BDS EN, and the new editions represent 9% of the sales in this group.


New products were developed in 2015 – 7 collections of standards. The most popular are:

• “ISO 9000 Quality management systems – basic standards” – 16 sales.
• “ISO 9000 and ISO 10000 Quality management systems” – 20 sales.
• “Social Responsibility and Environment” – 9 sales.

The sales by types in the past year are illustrated in the graph below:
The decline of 44 % in sales of international and foreign standards, which was reported in 2014 continued in 2015. 246 documents of international and foreign standardization organizations were sold in total in accordance with BDS distribution agreements, including: international (ISO, IEC), German (DIN), British (BSI), American (ASTM), Russian (GOST) and others (AASHTO, ASME, API). This decline was observed in the two largest groups of standards: ISO – 10,5 % and especially DIN – 82 %, while ASTM has increased by 63.5 %.

The percentage proportion of these sales is given in the following graph:
Information on the best-selling standards in 2015 is given in the following table:

<table>
<thead>
<tr>
<th>Standard</th>
<th>Number of sales</th>
</tr>
</thead>
<tbody>
<tr>
<td>BDS EN 206:2014 Concrete – Specification, performance, production and conformity</td>
<td>20</td>
</tr>
<tr>
<td>BDS ISO 31000:2011 Risk management – Principles and guidelines</td>
<td>20</td>
</tr>
<tr>
<td>BDS EN 12464-1:2011 Light and lighting – Lighting of work places – Part 1: Indoor work places</td>
<td>17</td>
</tr>
</tbody>
</table>

The largest number of sales in 2015 was realized in the following areas of standardization:

- agricultural and food products,
- quality management and conformity assessment,
- environmental protection,
- petroleum products and lubricants,
- ferrous metallurgy,
- welding of the materials,
- concrete and mortars.
BDS standardization and sales management system facilitates the customers’ access to information they need. Therefore the following trends in the past year were observed:

- decreased number of customers’ enquiries on standards actuality, price, etc.
- reduced sales of BDS Catalogue
- due to the digitalization of the fund of standards, the access to national standards is facilitated
- the time of purchasing standards is reduced by introducing various payment methods of which the customer has the possibility to choose
- the growth in the proportion of orders for standards purchased via Internet steadily increased – from 46.3 % in 2013 to 48.1 % in 2014 and 54.67 % in 2015 out of the total number
- the share of sales of Bulgarian standards downloaded online increased – from 51,7 % to 53,5 %, on CD – from 31 % to 32,3 %, and those on paper copy decreased from 17,3 % to 14,2%.

The most demanded information is in the field of construction, machinery, electric power, metallurgy, oil products, product certification, services, food safety, furniture industry, according to the responses received.

The information provided on BDS website is defined as very good by 83% of respondents. 87% assess the quality of translations of standards to be excellent and good.

Concerning the satisfaction from the products and services, the highest percentage was given to the sale of standards, followed by BDS website, references on standards and the electronic newsletter.

The Bulgarian Institute for Standardization will continue to work for continuous improvement of the quality of the services, to offer new products – collections of standards in priority areas, to develop new services, to implement direct marketing, etc. The ambition is to respond flexibly and adequately to the expectations of customers according to the market requirements.

Customer satisfaction

Two surveys on customer satisfaction from BDS work, products and services were conducted in 2015. The results showed a high degree of satisfaction – 96% of respondents are satisfied with the products and services provided by BDS.

The most frequently used products and services are sale of standards (83%), references on standards (57%) and using BDS website (55%). The electronic newsletter is read by 32% of respondents, while BDS Compass magazine – by 23%. 13% of customers use the service for online reading of standards.
BDS activities related to the EU membership of Bulgaria

Being a member of the European Union (EU) Bulgaria observes its engagement in implementing Regulation (EU) 1025/2012 of the European Parliament and of the Council for information exchange as well as the obligations under the Agreement with the World Trade Organization (WTO/TBT) to remove technical barriers to trade. The National Information Centre performs its obligation to provide information in the field of standardization in accordance with those documents.

Seven draft standards, developed at national level were notified in 2015: 2 drafts within BDS/TC 4 “Cement, lime and gypsum”, 3 drafts within BDS/TC 5 “Concrete and mortars”, one draft amendment of Bulgarian standard developed within BDS/TC 14 “Road vehicles and internal combustion engines” and one draft within BDS/TC 16 “Archive, librarianship and information activity”.

Information on the notifications of draft national standards received from other CEN/CENELEC members, as well as from members of the World Trade Organization is published every month in the Official Bulletin and BDS website.

In 2015, 1076 CEN and 497 CENELEC national standards implementing European standards were notified through the Management Centre of CEN and CENELEC (CCMC). At the same time continued the regular sending of information on Bulgarian titles of European standards at draft stage and ratified document and harmonized standards for citation in EU Official Journal.

During the past year information was regularly provided on notifications of draft national standards under the Vilamoura procedure at CENELEC sent by the national committees.

Information was provided to 50 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.
FINANCING THE STANDARDIZATION ACTIVITIES

Financing the standardization activities in 2015 continue to be provided by the same sources as in previous years. The revenues are regulated in article 55 of the Law on National Standardization.

The graph below shows the comparison of the revenues for the period 2013 – 2015:

The amount of the state budget subsidy for the last two years remains unchanged. According to the Law on National Standardization these funds guarantee the payment of BDS membership fees to the European and international standardization organizations and maintenance of the working technical bodies. To overcome the difficulties we targeted our efforts to expanding the financial sources through offering new products and services.

The following graph shows the comparison of the revenues for the period 2013 – 2015:
The financial policy followed over the year was in compliance with the economic and financial conditions in the country. This allowed achieving a balance between revenues and expenditures associated with the standardization work as a whole.
ADMINISTRATIVE CAPACITY

BDS activity is performed by highly qualified and competent personnel. At the end of 2015 BDS had a staff of 70 people. Aiming at maintaining the qualification and increasing the knowledge and skills of the employees several internal trainings were carried out. All heads of departments and sectors, as well as internal auditors (as introduced in BDS quality management system) were included in a training on „Changes, philosophy and new requirements of the fifth edition of BDS EN ISO 9001: 2015“.

A training of BDS/TC secretaries according to the internal rules and procedures relating to the development of Bulgarian standards at national level was carried out in December 2015. Special attention was paid to the newly developed instruction “Systematic review and updating of the Bulgarian standards”.

Due to the competence, experience and motivation of its employees the Bulgarian Institute for Standardization carries out its activities effectively, striving to meet the requirements of its customers and partners from all areas – economy, business, science and education.

Registration of participants in BDS General Assembly