



CENELEC

SMEs and Standards

Guide to the European Standardization Process



This brochure aims to give Small and Medium sized Enterprises a better understanding of how the use of standards can benefit their business, and how they can be part of the standardization process.



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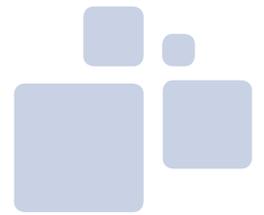


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Why Standardization for SMEs?

As a key actor in the European market, it is important that SMEs are aware of the added value of standards for their business and the various ways to participate in the standardization process. CEN, the European Committee for Standardization, and CENELEC, the European Committee for Electrotechnical Standardization, are committed to help Small and Medium sized Enterprises as they play a vital role in the European economy. Nearly 99 per cent of European companies are SMEs, employing almost 81 million people, providing 66 per cent of Europe's total employment. Small businesses are therefore crucial for growth and employment throughout Europe, and standardization allows SMEs to increase productivity and reach wider markets.

Standards are an important tool to facilitate access to the market, and support the development of the Single Market for goods and services. They are made by technical experts and ensure a high level of safety and quality of goods and services, while simultaneously expanding state-of-the-art technology. The application of standards is voluntary and contributes to business in specific ways, e.g. safety, quality, innovation and access to state-of-the-art technology.

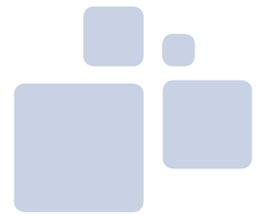
CEN and CENELEC aim to prepare voluntary standards that help to develop the Single European Market for goods and services. By creating standards, CEN and CENELEC facilitate trade between countries, create new markets and cut compliance costs. European Standards are unique and give manufacturers direct access to market. The ultimate aim is to have one unique standard in 31 European countries and beyond.

CEN covers sectors such as:

- Air and Space
- Chemistry
- Construction
- Consumer products
- Energy and Utilities
- Environment
- Food
- Health and safety
- Healthcare
- Heating, cooling, ventilation and air conditioning
- Information and Communication Technologies (ICT)
- Innovation
- Machinery
- Materials
- Measurement
- Mechanical Engineering
- Nanotechnologies
- Pressure equipment
- Security and defence
- Services
- Transport and Packaging

CENELEC covers the electrotechnical sectors such as:

- Electrotechnical products and systems
- Explosive atmospheres
- High-voltage equipment
- Household appliances
- Installation rules
- Low-voltage equipment



CEN and CENELEC offer SMEs an international dimension

Europe is the region that has the largest implementation percentage of international standards. Standards grant access to the global market and are an important asset in contributing to the international dimension of Europe. CEN and CENELEC's ties with the International Standardization Bodies, ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission), are established through the Vienna and Dresden Agreements. These agreements allow the widening of trade borders of the European Union, and guarantee a strong European presence at international level. Through the involvement of experts in Technical Committees, European and national expertise is developed and recognised globally.

CEN and ISO

CEN coordinates its work with ISO (the International Standards Organization), the world's largest developer and publisher of international standards. ISO is recognized by the United Nations and follows the practices recommended by the WTO (World Trade Organisation). The accord that governs this relationship, known as the "Vienna Agreement", was signed in 1991. This relationship strengthens the applicability of European Standards on a global scale, increasing the competitive advantage for European SMEs. To avoid duplication of work, it also streamlines the planning of new standardization work as CEN and ISO commonly will adopt one or the other standard. More than 2500 European Standards are identical to ISO.

CENELEC and IEC

CENELEC coordinates its work with IEC (the International Electrotechnical Commission), the world's leading organization that prepares and publishes international standards for all electrical, electronic, and related technologies. Nearly 80 per cent of European Standards in the electrotechnical field are identical or based on IEC standards. CENELEC's strong support of the IEC work is formalized in the "Dresden Agreement", therefore enabling European companies to increase their competitiveness in the global market. Approved in 1996, the Dresden Agreement is the cooperation agreement between CENELEC and the IEC on common planning of new work and parallel IEC/CENELEC voting with the objective of avoiding duplication of effort. The main purpose of the agreement is to accelerate the standards preparation process in response to market demands, expedite the publication and common adoption of international standards, and to ensure the best use of available resources.

Recognition by the WTO

ISO and IEC develop international standards recognized by the WTO, the World Trade Organization. Participating in ISO or IEC standards work contributes to fulfilling responsibilities under the World Trade Organization's Agreement on Technical Barriers to Trade (WTO TBT).

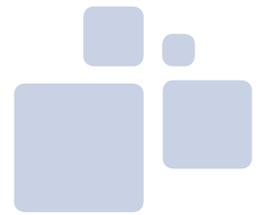
The WTO TBT Agreement- sometimes referred to as the Standards Code - aims to reduce impediments to trade resulting from differences between national regulations and standards.

As far as international consensus based standards are concerned, the Agreement invites the signatory governments to ensure that the standardizing bodies in their countries accept and comply with a "Code of Good Practice for the preparation, adoption and application of standards", embodied in Annex 3 to the Agreement and which is known as the WTO Code of Good Practice.

Using European Standards that are identical to ISO or IEC standards thus gives access to markets in the 164 signatory countries of the Code of Good Practice.

SMEs that actively involve themselves in the standardization process benefit from a head start over their competitors in adapting to market demands and new technologies. European standardization strengthens European SMEs' competitiveness in the European and global market.





Make your voice heard in the standardization process

Contrary to a commonly held belief, standards development is an area accessible to SMEs. In general, anyone – industry, SMEs, individuals – who is interested in developing a standard can do so, provided the correct channels are used. SMEs can influence the standardization process, either on a national, European or international level through three different routes.

At national level

The national level provides an opportunity to influence the country's contribution to the European work.

As the starting point you need to find your way to your country's National Standardization Body (CEN NSB), National Electrotechnical Committee (CENELEC NC) or to a national trade federation (please refer to the list at the end of this brochure).

With specialist knowledge in a particular area, you may be appointed to become part of the national delegation sent by your NSB/NC, to sit on a Technical Committee tasked with preparing CEN or CENELEC deliverables. However, if there is a question of insufficient human resources, it is possible to go through the national trade federations, which will echo your views at national level and then take them back to European and international level.

Through CEN National Standards Bodies (NSBs) or CENELEC National Electrotechnical Committees (NCs)

Each NSB/NC is entrusted with standardization and is recognized at both national and European level as being able to represent all standardization interests in its respective country. Each NSB/NC seeks to bring together all national stakeholders with significant interest in particular projects (representations are from multiple spheres: industry, SMEs, consumer organizations, environmentalists, public authorities, trade associations, trade unions, educational establishments, etc.). Their primary task is to represent the national position in the European standardization process. The NSB/NC ensures real consensus building at national level. NSBs/NCs are also responsible for appointing experts to participate in the standardization work done at European and international levels.

It is the role of the NSBs/NCs to participate in the European standardization work and it is their obligation to implement European Standards at national level and withdraw any conflicting national standards. This ensures a truly Single Market. The aim is to have one standard in 31 countries - thus one European Standard replaces 31 National Standards.

Through national trade federations

Another way SMEs can participate in the standardization process is to become a member of a national trade federation. National trade federations provide a number of services for their members, advancing and protecting their interests and supporting them in all areas of their business. Through these national trade federations, which in general are a member of National Standards Bodies/National Electrotechnical Committees, an SME can influence the national, European, and international standardization process.

At European level

A second route through which SMEs can influence the standardization process is by joining or contributing to a European organization or any European trade association or federation. These organizations can introduce an SME expert into a CEN or CENELEC Technical Committee, with observer status. As an observer, you can influence the standardization process by introducing proposals and discussing these, even though you cannot make decisions or vote. The development of a European Standard involves consensus building at the level of the Technical Committee, and includes procedures, such as enquiry and vote, performed by the National Members of CEN or CENELEC. When a draft European standard is released for public comment, all interested parties have the opportunity to influence the content of the standard.

Through European trade federations

Many European trade federations are Associate members of CEN and are cooperating partners of CENELEC. These are broad-based European organizations, representing particular sectors of industry as well as consumers, environmentalists and workers.

European federations – trade or professional organizations and associations – are important stakeholders in the European standardization process. With their pan-European scope, many such European federations have been instrumental in programming and drafting standards work. Their members contribute to the drafting of European Standards and other documents, either through experts participating directly in European working groups, or through national delegations. Federations, which were granted liaison status, have the right to send participants to specific Technical Committees of interest to them. These participants can participate fully, including through technical contributions, but without the voting rights given to national delegations.

More than four hundred European federations are active in the CEN system. The list of federations can be consulted from the CEN website (www.cen.eu).

Examples of European trade federations active in standardization per sectors:

Construction

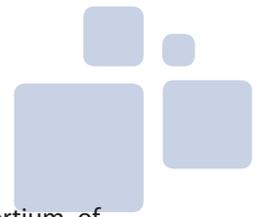
FIEC, the European Construction Industry Federation, represents via its 34 National Member Federations in 29 countries (26 EU & EFTA, Croatia and Turkey) construction enterprises of all sizes, i.e. Small and Medium sized Enterprises as well as 'global players', carrying out all forms of building and civil engineering activities.

Consumers

ANEC, the European consumer voice in standardization, defends consumer interests in the process of standardization and certification. The Brussels-based secretariat coordinates a network of more than 200 consumer representatives across Europe. Their experts contribute directly to the work of over 80 Technical Committees, Working Groups and political bodies of the European and international standards organizations.

Engineering industries (Mechanical, Electrical, Electronic, Metalworking & Metal Articles)

ORGALIME, the European Engineering Industries Association, is a CENELEC Cooperating Partner and represents 130.000 companies and their interests at the level of the EU institutions. ORGALIME acts for 33 trade federations, including smaller trade federations such as AIE – European Association of Electrical Contractors, CECAPI – European Committee of Electrical Installation Equipment Manufacturers, CELMA – Federation of National Manufacturers Associations for Luminaires and Electrotechnical Components for Luminaires in the European Union and CECED – European Committee of Domestic Equipment Manufacturers, all of which are also CENELEC Cooperating Partners.



Environment

ECOS, the European Environmental Citizens Organisation for Standardization, is a consortium of environmental NGOs created to enhance the voice of environmental protection in the standardization process. ECOS aims to increase the ecological performance of products, ensuring sound measurement methods for pollutants, greening management systems in businesses and improving consumer information towards sustainable consumption. ECOS is mainly involved in monitoring the activities of the European and international standardization bodies (CEN, CENELEC, ISO and IEC) and product policies at EU level (such as the directive on the 'Ecodesign of Energy-Using Products').

Medical

EUCOMED, the voice of the medical technology industry in Europe, represents 4500 designers, manufacturers and suppliers of medical technology used in the diagnosis, prevention, treatment and amelioration of disease and disability. EUCOMED members include national trade and pan-European product associations and internationally active manufacturers of all types of medical technology. The mission of EUCOMED is to improve patient and clinician access to modern, innovative and reliable medical technology.

Research – Education – Health – Safety

ETUI, the European Trade Union Institute for Research, Education and Health & Safety, is an international association conducting research, producing studies and monitoring European issues of strategic importance for the world of labour, while building bridges between the academic and research community and the labour movement. Furthermore, this association promotes education and training activities, programmes and exchanges that strengthen a European trade union identity. ETUI provides technical support in the field of occupational health, safety and protection to promote a high level of health and safety protection for workers in Europe.

Standardization for Craft/ Trades and SMEs

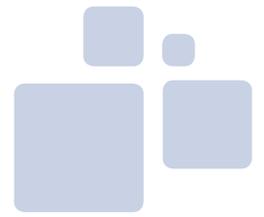
NORMAPME, the European Office of Craft/Trades and Small and Medium-sized Enterprises for Standardisation, is an Associate Member of CEN and a Cooperating Partner of CENELEC. NORMAPME is the European organization focused on the interests of small enterprises in the European standardization system. Its members represent more than 11 million enterprises in all European countries, including all EU and EFTA member states. NORMAPME works closely with CEN and CENELEC on standardization aspects.

At international level

Through the close relationship between CEN and ISO, and CENELEC and IEC, SMEs can easily access the international market. Indeed, all members of CEN are members of ISO, and all members of CENELEC are at the same time members of IEC, as one of the conditions of being a Member or Affiliate of CEN and CENELEC is to be a Member of ISO or IEC. It is through these relationships that the interests of SMEs are also ensured at international level.



By proactively participating in the standard-making process, SMEs can influence market developments. By means of your expertise, you can drive new trends and inject your views into the process, making sure that the standards that are developed at national, European and international level support your own company strategy.



Integrate innovative ideas through standardization

Simply being inventive is not sufficient to gain a competitive advantage over your competitors. What you need is meaningful innovation - something that can set you apart from your competitors. Innovation is the successful introduction of a new product or service that either creates a new market or alters an established one.

European standardization fosters innovation and competition, at the same time increasing the safety and the quality of goods and services that are put on the global market.

Standards:

Foster innovation and competition

Companies list many reasons for why they use standardization to spur innovation so product and service differentiation are achieved. These include knowledge transfer, cost and risk reduction, faster time to market, and high-value innovations.

Innovation through standardization leads to a number of benefits for your business: the improvement of the quality of the products, the creation of new markets for these newly designed products and the expansion of the product range. By participating in the work of the European standardization community and integrating innovative elements in the creation of new standards, you can safeguard that your innovation reaches a wide market. At the same time safety aspects are ensured.

When a standard is implemented, your products and services can provide a high level of functionality, interoperability, and compatibility, taking into account public interest aspects, which can give you a lead over your competitors.

Give direct presumption of conformity

Moreover, by applying harmonized standards (European standards supporting European legislation) the manufacturer is given direct presumption of conformity to European legislation, which enables him to put his product on the European market without having to go through further conformity assessment requirements.

Stimulate innovation

Participants in the standardization process benefit not only from the ideas of others, but also from exposure to the actual process of developing solutions. Standardization transfers research results to a wider audience and generates discussion leading to new ideas, thus stimulating further innovation.

Anticipate and adapt to the market

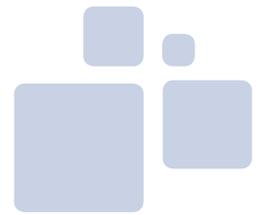
Furthermore, by following up closely on the standardization process, you can anticipate future requirements, adapt your production accordingly and shorten your time to market – giving you a distinct advantage over your competitors. Thus, standardization provides an effective tool - not just for driving innovation - but also for ensuring the success of the innovation process.

Ensure convergence and interoperability

If standardization work helps cut research & development costs – making state-of-the-art technologies available to manufacturers and SMEs and enabling them to compete in the global market – it is essential that standards ensure that innovative services and devices are convergent and interoperable.



Standards are enablers to bringing innovation to the market.



CEN-CENELEC IT tools to ease your participation in the standardization process

The world is becoming more and more connected, and much of the consensus building within Technical Committees is done electronically. There is no need to attend a large number of meetings, pay for expensive travel or devote valuable time to standardization issues. With the help of a number of available IT tools, it is quite simple and cost-effective to participate in the standardization process, without even having to leave your desk.

Outlined here are the available tools if you are a member of a CEN or CENELEC Technical Body:

CEN IT tools

If you participate as an expert in the work of a CEN Technical Committee or Working Group, your National Standards Body will ensure that you have access to its electronic collaborative platform, called "Livelihood". This electronic platform provides a tailor-made environment for CEN's standardization activities. The facilities, which are very similar to the ISO electronic facilities, provide quick and easy access to meeting and working documents, at anytime, from anywhere in the world.

The content of the platform is administered by the Technical Committee secretary, and technical and functional support is provided by the common Helpdesk at ISO.

CENELEC IT tools

As a member of a CENELEC Technical Body, you can have access to the IEC/CENELEC Collaboration Tool. This application, accessible via the CENELEC website, is an e-working platform, which was set up with the aim of facilitating the exchange of documents and speeding-up the whole standardization process. It was developed by the IEC in close cooperation with CENELEC. It allows experts active at European and international level (70% percent of total experts) to participate in technical work via one single sign on.

Access to the IEC/CENELEC Collaboration Tool for national experts is granted by the National Electrotechnical Committees. The guidance and training related to the use of the Collaboration tool is provided by the National Electrotechnical Committee, and technical and functional support by the common Helpdesk at IEC (tiss@iec.ch).

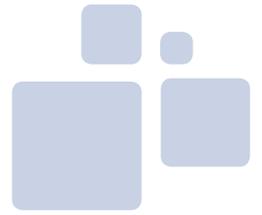
Access to CEN and CENELEC Technical Committees work programmes

CEN and CENELEC also ensure that comprehensive information on the work programmes (i.e. activities) of their Technical Committee, as well as extensive search facilities for standards and drafts, are publicly available on the CEN and CENELEC websites, with no access permissions needed.



You, too, can be involved in the standardization process, without even having to leave your desk.

Facilitate SME access to standards



Many initiatives at national level facilitate the access of SMEs to standards and encourage their participation in the system. Initiatives include promotional campaigns, information seminars, reduced costs and subsidies for standards, financial support for attendance in technical meetings, facilitated access to relevant documents and standards online and IT architecture aligned to international architecture, thus harmonizing the working environment of technical experts. In addition, there are training and translation facilities and interpretation services to have a better understanding of the scope of standards and their application.

Become a member of your National Standards Body or National Committee. You may be able to enjoy special discounts as an SME.

Listing of initiatives at national level

All these initiatives carried out at national level and which target SMEs are listed in a non exhaustive table (see next page). Please contact your National Standards Body (NSB) or National Electrotechnical Committee (NC) to find out what offers you can benefit from. A comprehensive list of NSBs/NCs is at the back of this brochure.

| NSB/ NC | SUBSIDY AND REDUCTIONS | PROJECT AWARENESS PROMOTION | WORKSHOPS & SEMINARS | INFORMATION & PUBLICATIONS |
|---------------------------------|--|--|---|--|
| Austria ASI | <ul style="list-style-type: none"> ■ Low cost compilation of standards and related documents for specific professions on CD-ROM ('Pacco') ■ Discounted standards for students (e.g.'Normbauvertrag kompakt') ■ Discounted standards for members of professional associations ('Mein Normen Paket') ■ Discounts for members | <ul style="list-style-type: none"> ■ Promotional campaigns ■ Information on ongoing projects, publications on Technical Committees' websites ■ Direct dialogue with professional associations | <ul style="list-style-type: none"> ■ Starter Package: Introductory seminar to standardization ('Standardization Insight') ■ AS+ Trainings: Consultancy & training | <ul style="list-style-type: none"> ■ Sector-specific newsletters, press releases ■ Standardization magazine 'CONNEX' ■ Guides on standards: 'ASI:D Fachinformation' (free of charge) ■ Publications and articles on benefits of standards, case studies/success stories ■ Development of specific editorial products, handbooks |
| Austria ÖVE | <ul style="list-style-type: none"> ■ Discounts for ÖVE members ■ Discounts on subscriptions | <ul style="list-style-type: none"> ■ Monthly newsletter with information about new standards and projects (Autumn 2010) | <ul style="list-style-type: none"> ■ Standardization workshop for new experts | <ul style="list-style-type: none"> ■ Monthly online news brochure |
| Belgium NBN | <ul style="list-style-type: none"> ■ Financial support for pre-normative research and an information desk | <ul style="list-style-type: none"> ■ Sectoral road shows | <ul style="list-style-type: none"> ■ Information seminars | <ul style="list-style-type: none"> ■ NBN newsletter 'NBN Revue' 10/year ■ Info point |
| Belgium CEB/BEC | <ul style="list-style-type: none"> ■ Multiple user benefits (networking factor) | <ul style="list-style-type: none"> ■ Newsletter ■ Dedicated Technical Committee webpages | <ul style="list-style-type: none"> ■ Information seminars | <ul style="list-style-type: none"> ■ Newsletter ■ Online information ■ 100 Ways to Benefit from Standardisation ■ Helpdesk for SMEs |
| Bosnia and Herzegovina - BAS | <ul style="list-style-type: none"> ■ Discount on standards ■ Free of charge consultation of standardization documents | <ul style="list-style-type: none"> ■ Dialogue with professional associations | <ul style="list-style-type: none"> ■ Seminars | <ul style="list-style-type: none"> ■ Bulletin |



| WEBSITE/IT/ ONLINE | TECHNICAL COMMITTEE | CONSULTANCY & TRAINING | OTHER |
|---|---|--|---|
| <ul style="list-style-type: none"> ■ Free access to all drafts via 'Normen-Entwurf-Portal' ■ Online standards catalogue and information on committees: www.as-search.at (search engine in English and German) ■ Online standards management service / Online-Normen-Portal: www.vitaminkick.at ■ Sector-specific webpages (e.g. www.eurocode.at) | <ul style="list-style-type: none"> ■ Introductory seminar for new experts: 'Standardization Insight' ■ Qualified staff for supporting standardization work (Committee Managers) ■ Free participation in standardization committees ('open access') ■ Free access for experts to Technical Committee document server | <ul style="list-style-type: none"> ■ Training about specific standards (and related regulations) ■ Seminars on new standards ■ Direct dialogues with trade associations | <ul style="list-style-type: none"> ■ Helpdesk for standardization documents (free of charge) |
| <ul style="list-style-type: none"> ■ Webshop with (re)search facility | <ul style="list-style-type: none"> ■ Free participation in Technical Committees ■ Free access to all relevant working documents | <ul style="list-style-type: none"> ■ Training courses ■ Free helpdesk service for search and interpretation of standards | |
| <ul style="list-style-type: none"> ■ Online catalogue (abstracts under development) ■ Electronic online standards search engine | <ul style="list-style-type: none"> ■ Access to Technical Committees | | <ul style="list-style-type: none"> ■ Member of Management Board ■ Coordination of Committees through sector operators |
| <ul style="list-style-type: none"> ■ www.ceb-bec.be ■ www.freethefuture.be ■ Electronic purchase and download of standards ■ 24/7 store open to everyone ■ Video testimonials | <ul style="list-style-type: none"> ■ Electronic work area for easy search and answers, open to all electrotechnical mirror committee members ■ 24/7 online review of documents | <ul style="list-style-type: none"> ■ Under development | <ul style="list-style-type: none"> ■ Free helpdesk service for search and interpretation of standards ■ Global gateway to electrotechnical standards in Belgium |
| <ul style="list-style-type: none"> ■ Online questions and answers, tailor-made responses ■ Online catalogue of standards | <ul style="list-style-type: none"> ■ Participation of SME experts in work of Technical Committees | | |

| NSB/ NC | SUBSIDY AND REDUCTIONS | PROJECT AWARENESS PROMOTION | WORKSHOPS & SEMINARS | INFORMATION & PUBLICATIONS |
|------------------------|---|---|---|---|
| Bulgaria BDS | <ul style="list-style-type: none"> Lower subscription scheme membership fee for SMEs | <ul style="list-style-type: none"> BDS website informs SMEs about upcoming standards | <ul style="list-style-type: none"> Quarterly seminars for SMEs on newly adopted standards selected by Technical Committees Joint activities with the Bulgarian SME promotion agency | <ul style="list-style-type: none"> Compass magazine with supplement on current active standards |
| Croatia HZN | <ul style="list-style-type: none"> Free of charge consultation of standardization documents and database Benefits for members (discount on standards, information updates etc.) | <ul style="list-style-type: none"> Promotional brochures International Crafts Fair Zagreb | <ul style="list-style-type: none"> Free information seminars on new standards | <ul style="list-style-type: none"> Information by e-mail regarding the accessibility and validity of standards and also basic list of standards (provided free of charge by the Standards Library) Information about standards within selected areas (ICS group, sub-group or HZN Technical Committee) (provided free of charge on a one-time base) |
| Cyprus CYS | <ul style="list-style-type: none"> Subscription scheme with benefits for members (discount on standards, information updates on standards and new standardisation activities etc.) Free participation in National Technical and Mirror Committees Free electronic consultation of standards at the Centre of Information and Customer Service of CYC Discounts for SME representatives participating in European Technical Committees | <ul style="list-style-type: none"> Promotional campaigns (adverts and articles to the daily press, professional magazines etc.) Meetings with industry associations and SMEs Informative brochures on topics concerning SMEs Support and sponsorship of informative seminars organized by third parties Direct mail campaigns on new important standards | <ul style="list-style-type: none"> Free informative seminars on subjects related to SMEs Workshops with subjects specifically oriented to SMEs in certain sectors | <ul style="list-style-type: none"> Publications and articles on the benefits of European Standards for SMEs Centre of Information and Customer Service Press releases Cooperation with associations promoting the use of standards |
| Czech Republic UNMZ | <ul style="list-style-type: none"> Subsidies for participation in meetings of European and international Technical Committees and Subcommittees Free participation in national mirror Technical Committees | <ul style="list-style-type: none"> Free information about all current CEN and CENELEC public enquiries into draft standards on the UNMZ website | <ul style="list-style-type: none"> Seminars on new standards Information about CEN-CENELEC workshops and seminars on the UNMZ website | <ul style="list-style-type: none"> Information about standards and publications via the UNMZ website or from an info operator by phone or e-mail |



| WEBSITE/IT/ ONLINE | TECHNICAL COMMITTEE | CONSULTANCY & TRAINING | OTHER |
|--|--|--|-------|
| <ul style="list-style-type: none"> ■ Online catalogue of standards ■ Online purchase of standards | <ul style="list-style-type: none"> ■ SMEs participate in all Technical Committees ■ Technical Committees work closely with all industrial associations | <ul style="list-style-type: none"> ■ BDS experts provide training to SMEs | |
| <ul style="list-style-type: none"> ■ Electronic online standards search engine ■ Online catalogue of standards ■ Links to European and international standardization | <ul style="list-style-type: none"> ■ Free access to all relevant working documents for HZN members | | |
| <ul style="list-style-type: none"> ■ Online standards search engine ■ Titles of draft standards available on the websites of CYS and the Scientific and Technical Chamber of Cyprus ■ Links to European and international standardisation | <ul style="list-style-type: none"> ■ Invitation to meetings as observers or participants ■ No fee for participating in Technical Committees' work and guidance on participation ■ Free access to all relevant working documents ■ Participation of SME experts in the work of Technical Committees | <ul style="list-style-type: none"> ■ Training courses addressed specifically to the needs of SMEs ■ Support and guidance of SMEs regarding standardization procedures by CYS staff | |
| <ul style="list-style-type: none"> ■ Standards search engine ■ Online access to all national standards at a low cost | <ul style="list-style-type: none"> ■ Free participation in national mirror Technical Committees (either direct participation or via trade associations) | | |

| NSB/ NC | SUBSIDY AND REDUCTIONS | PROJECT AWARENESS PROMOTION | WORKSHOPS & SEMINARS | INFORMATION & PUBLICATIONS |
|------------------|---|--|---|---|
| Denmark DS | <ul style="list-style-type: none"> ■ Discounts for SMEs participating in Technical Committee work | <ul style="list-style-type: none"> ■ Awareness campaigns on selected areas | <ul style="list-style-type: none"> ■ Seminars on how to use standards in selected areas | <ul style="list-style-type: none"> ■ Articles and press releases ■ Cooperation with associations on promoting the use of standards ■ Focused promotion and marketing campaigns ■ DS Newsletter 10/year and online ■ Quarterly sector-specific newsletter |
| Estonia EVS | <ul style="list-style-type: none"> ■ Low cost ICS group based access (read only) to online standards ■ Free consultation of standards at the EVS offices and the Tartu University library | <ul style="list-style-type: none"> ■ Info stand and seminars at trade and information fairs | <ul style="list-style-type: none"> ■ Seminars and training courses | <ul style="list-style-type: none"> ■ Free e-mail information and monitoring service on new, replaced, and withdrawn standards ■ Free monthly EVS bulletin on new, replaced, and withdrawn standards |
| Finland SFS | <ul style="list-style-type: none"> ■ Grants for travel costs | <ul style="list-style-type: none"> ■ Brochures ■ Promotional campaigns | <ul style="list-style-type: none"> ■ Free annual seminar ■ Seminars about new standards | <ul style="list-style-type: none"> ■ Articles and press releases ■ Library ■ SFS-tiedotus magazine |
| Finland SESKO | <ul style="list-style-type: none"> ■ Grants for attending European and international meetings | <ul style="list-style-type: none"> ■ Brochures ■ Promotional campaigns | <ul style="list-style-type: none"> ■ Information seminars on standardization | <ul style="list-style-type: none"> ■ Articles ■ Press releases |



| WEBSITE/IT/ ONLINE | TECHNICAL COMMITTEE | CONSULTANCY & TRAINING | OTHER |
|---|---|---|--|
| <ul style="list-style-type: none"> ■ Online standard search engine ■ Online sales of standards ■ Website dedicated to SMEs: 'Use standards for growth' | <ul style="list-style-type: none"> ■ Participation of SME experts in the work of Technical Committees ■ Free access to all relevant working documents and electronic drafts for Technical Committee members ■ Meetings with and assistance to Technical Committee members with reference to national, European and international working procedures ■ DS encourages SMEs to participate in Technical Committees via their trade association | <ul style="list-style-type: none"> ■ Danish Standard University | |
| <ul style="list-style-type: none"> ■ Electronic online standards search engine with online previews ■ E-shop with electronic purchase and direct download facility (Estonian, European and international standards) | <ul style="list-style-type: none"> ■ No fee for participating in standardization committees | <ul style="list-style-type: none"> ■ Free of charge consultation of standardization documents ■ Training about specific standards (and related regulations) | |
| <ul style="list-style-type: none"> ■ Online catalogue of standards with scopes | <ul style="list-style-type: none"> ■ Guide to participants | | <ul style="list-style-type: none"> ■ Information services |
| <ul style="list-style-type: none"> ■ Information regarding Technical Committees | <ul style="list-style-type: none"> ■ Individual guidance on participation in Technical Committees | <ul style="list-style-type: none"> ■ Training courses | |

| NSB/ NC | SUBSIDY AND REDUCTIONS | PROJECT AWARENESS PROMOTION | WORKSHOPS & SEMINARS | INFORMATION & PUBLICATIONS |
|-------------------------|---|--|---|---|
| France AFNOR and UTE | <ul style="list-style-type: none"> ■ Specific tax credit programme ■ Free access for SMEs to participate in national committees | <ul style="list-style-type: none"> ■ Promotion of standardization in poles of competitiveness ■ Regular review of new projects, new Technical Committees dedicated to SMEs ■ Information on newly published standards relevant to SMEs ■ Possibility to request involvement in standardization activities through the AFNOR website ■ Promotion of a step-by-step approach to standards such as EN ISO 9001, EN ISO 14001 | <ul style="list-style-type: none"> ■ Free seminars organized with local chambers about standard projects and new standards relevant to SMEs ■ Participation in symposia organized by trade unions | <ul style="list-style-type: none"> ■ Professional press ■ Press round table ■ Cooperation with associations, promoting the use of standards ■ Contribution to the promotion of participation in standardization through trade associations ■ Focused promotion and marketing campaigns ■ Guides to assist SMEs in the implementation of standards |
| Germany DIN | <ul style="list-style-type: none"> ■ Special terms for members of trade associations when cooperation partners | <ul style="list-style-type: none"> ■ Information on ongoing projects and publications on Technical Committees' websites ■ Brochure 'Benefit of Standardization' targeted at SMEs and professional trainers in cooperation with German Chambers of Industry and Commerce and German Confederation of Skilled Crafts | <ul style="list-style-type: none"> ■ eLearning course on basics of standardization, targeted at SMEs ■ Special 'Expertise in Standards' seminar for trades | <ul style="list-style-type: none"> ■ Dedicated advertising material and publication formats |



| WEBSITE/IT/ ONLINE | TECHNICAL COMMITTEE | CONSULTANCY & TRAINING | OTHER |
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| <ul style="list-style-type: none"> ■ Free access to draft standards submitted to public enquiry ■ Online search engine ■ Webpages dedicated to handicraft: www.afnor.org/profils/situation/artisans ■ Electronic online sales of standards ■ Online free summary, table of contents and scope of standards in French ■ Online success stories, case studies and testimonies ■ List of useful standards ■ Specific licence granted to a qualification body for online access to standards by qualified contractors (electrotechnical sectors only) | <ul style="list-style-type: none"> ■ Participation in Technical Committees of trade associations, representing SMEs ■ Possibility to request involvement in standardization activities through the AFNOR website | <ul style="list-style-type: none"> ■ Agreement with APCM, the Permanent Assembly of Chambers of SMEs and Crafts, to: <ul style="list-style-type: none"> - provide the counsellors of craft chambers with training sessions on the standardization process - train AFNOR staff to better understand SMEs' needs | <ul style="list-style-type: none"> ■ Standardization magazine 'Enjeux' ■ 'Donovan': a questionnaire sent to standards buyers to gather their feedback in view of improving the standard ■ Exchange platforms in the different French regions offer an excellent opportunity to: <ul style="list-style-type: none"> - collect local needs and questions raised by SMEs - support local experimentation of draft standards - assist SMEs in participating in enquiries on draft standards |
| <ul style="list-style-type: none"> ■ Online services with sector-related content in cooperation with trade associations (standards portals) ■ Draft Standards Portal for easy and free access to work in progress and opportunity to make comments online ■ Abstracts and tables of content of standards freely available online to ensure only the standards needed are purchased ■ RSS feeds from each standards committee informing of new developments | <ul style="list-style-type: none"> ■ Waiving of fees and subsidies for travel expenses for SMEs (at discretion of the Technical Committee) | <ul style="list-style-type: none"> ■ Training programme in conjunction with the German Confederation of Skilled Crafts (ZDH) | <ul style="list-style-type: none"> ■ SME commission in DIN (with representatives from government, trade associations and other interested parties) ■ Helpdesk for SMEs for all questions relating to standards and standardization |

| NSB/ NC | SUBSIDY AND REDUCTIONS | PROJECT AWARENESS PROMOTION | WORKSHOPS & SEMINARS | INFORMATION & PUBLICATIONS |
|--------------------------|---|--|---|---|
| Germany DKE | <ul style="list-style-type: none"> ■ Selection of safety standards specifically tailored to the needs of SMEs | <ul style="list-style-type: none"> ■ Announcement on projects/drafts/standards are publicly available for free on the DKE website ■ Information about projects/drafts/standards is periodically published in the newspapers and magazines of the electrical and SME associations | <ul style="list-style-type: none"> ■ Seminars and workshops in close cooperation with SME associations | <ul style="list-style-type: none"> ■ Monthly Newsletter ■ DKE Annual Report ■ Promotion and information material ■ Contribution to conferences of SME associations ■ In cooperation with SME associations, information about relevant standards is published in their specific magazines and newsletters |
| Greece ELOT | <ul style="list-style-type: none"> ■ Subscription scheme with benefits for members including discounts on standards and training courses | <ul style="list-style-type: none"> ■ Promotional campaigns in press and radio | <ul style="list-style-type: none"> ■ Information workshops with local chambers | <ul style="list-style-type: none"> ■ Brochures ■ Translation of CEN publication 'You're living it! – 24 hours with European Standards' ■ Translation of CEN-CENELEC brochure '20 Years of the New Approach' |
| Hungary MSZT | | | <ul style="list-style-type: none"> ■ Seminars | |
| Iceland IST | <ul style="list-style-type: none"> ■ Discounts for members, students and educators | <ul style="list-style-type: none"> ■ Information about projects/drafts/standards is periodically published in newsletters | | <ul style="list-style-type: none"> ■ Newsletter 3/year ■ Electronic newsletter 10/year |
| Ireland ETCI and NSAI | | | <ul style="list-style-type: none"> ■ Training courses on standards and the implementation of standards | |



| WEBSITE/IT/ ONLINE | TECHNICAL COMMITTEE | CONSULTANCY & TRAINING | OTHER |
|---|---|--|--|
| <ul style="list-style-type: none"> ■ Online standard search and sales ■ Online portal to comment on draft standards is publicly available ■ Online selection of safety standards for electrical crafts available (Access via internet and token secure ID solution) ■ Online information about standards is publicly available and for free on: scope and content of the standard, contact details of the responsible DKE Standardization Manager | <ul style="list-style-type: none"> ■ Open access to Technical Committees and Subcommittees and participation without any fees | <ul style="list-style-type: none"> ■ Training courses and workshops related to the relevant standards e.g.: Operation of electrical installations, electrical installation of buildings, energy distribution, EMC, lightning and overvoltage protection, etc. ■ Training on participation in standardization work is available for committee members | <ul style="list-style-type: none"> ■ Helpdesk for SMEs to help them interpret European Standards related to electrical installation of buildings. ■ Practice of the national delegation principal in all national Technical Committees and Subcommittees |
| <ul style="list-style-type: none"> ■ Online search and sales | <ul style="list-style-type: none"> ■ Subsidy for SME representatives participating in CEN and CENELEC Technical Committees | <ul style="list-style-type: none"> ■ Training courses | |
| | | <ul style="list-style-type: none"> ■ Awareness training | |
| <ul style="list-style-type: none"> ■ Online search and purchase engine ■ Free online preview of standard scopes, normative references and table of contents | <ul style="list-style-type: none"> ■ No fee for participation in national Technical Committees | <ul style="list-style-type: none"> ■ Consultancy and training courses | |
| <ul style="list-style-type: none"> ■ Enable SMEs to view standards online in ETCl's and NSAI's premises | <ul style="list-style-type: none"> ■ Encourage SME participation on national mirror committees to CEN-CENELEC Technical Committees by charging no membership fee | | |

| NSB/ NC | SUBSIDY AND REDUCTIONS | PROJECT AWARENESS PROMOTION | WORKSHOPS & SEMINARS | INFORMATION & PUBLICATIONS |
|------------------|--|---|---|---|
| Italy UNI | <ul style="list-style-type: none"> ■ Develop commercial agreements | | <ul style="list-style-type: none"> ■ Organize meetings, seminars to share knowledge on standardization | <ul style="list-style-type: none"> ■ Disseminate information about standardization activities in the most SME intensive sectors |
| Italy CEI | <ul style="list-style-type: none"> ■ Subscriptions at special reduced prices for associations | <ul style="list-style-type: none"> ■ Promotional campaigns ■ Conventions & seminars | <ul style="list-style-type: none"> ■ Workshops & information lectures on standardization | <ul style="list-style-type: none"> ■ Magazines (incl. CEI's official magazines) ■ Information on new areas of standardization |
| Latvia LVS | | | | <ul style="list-style-type: none"> ■ Regular free of charge e-mail information on standards within relevant areas |
| Lithuania LST | <ul style="list-style-type: none"> ■ Discounted standards for Technical Committee members, incl. SMEs, ministries, market surveillance bodies, students and universities ■ State grants to consumers for attending European and international meetings | <ul style="list-style-type: none"> ■ Projects relevant to SME awareness (foreseen) | <ul style="list-style-type: none"> ■ Seminars for SMEs on the importance of standardization | <ul style="list-style-type: none"> ■ Brochure 'About standardization' (in Lithuanian) ■ Abstracts on website |



| WEBSITE/IT/ ONLINE | TECHNICAL COMMITTEE | CONSULTANCY & TRAINING | OTHER |
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| <ul style="list-style-type: none"> ■ Special pages on new website with information about standardization and SMEs ■ Electronic newsletters for the 3 main national SME confederations | <ul style="list-style-type: none"> ■ Cooperation agreements with the 3 main national SME confederations, in order to increase participation in TCs (national, European and international) | | <ul style="list-style-type: none"> ■ Information centers about standards in the territorial premises of the 3 main national SME confederations |
| <ul style="list-style-type: none"> ■ Online search of European Standards by number, key-word, etc. ■ Online summary of standards available ■ Online preview of standards published since 2010 ■ Online catalogue and purchase of standards ■ Possible submission through website of questions on interpretation of standards ■ Online consultation of more than 200 most interesting FAQs concerning interpretation of standards | <ul style="list-style-type: none"> ■ Meetings with and assistance to Technical Committee members about national, European and international working procedures ■ Meeting with associations, (incl. SMEs) and ministries to evaluate specific standardization needs ■ Access to work-in-progress to Technical Committee members through CEI website | <ul style="list-style-type: none"> ■ Training courses on CEI standards | <ul style="list-style-type: none"> ■ Meetings with SME top management ■ Information to CEI members (incl. SMEs) ■ Translations into Italian of most relevant European Standards for the national community ■ Publication of application guides of European Standards |
| | <ul style="list-style-type: none"> ■ No fee for participation in standardization committees | <ul style="list-style-type: none"> ■ Free helpdesk service for search on standards | |
| <ul style="list-style-type: none"> ■ eShop ■ eLST Bulletin on LST website ■ Comprehensive information on activities of LST Technical Committees (members, business plans, meetings, standards etc.) | <ul style="list-style-type: none"> ■ Participation in LST Technical Committees activities is free of charge | <ul style="list-style-type: none"> ■ Consultations (LST library, information centre and specialists) are free of charge | |

| NSB/ NC | SUBSIDY AND REDUCTIONS | PROJECT AWARENESS PROMOTION | WORKSHOPS & SEMINARS | INFORMATION & PUBLICATIONS |
|--------------------------------|--|---|--|---|
| Luxembourg ILNAS | <ul style="list-style-type: none"> Free of charge consultation of standards at the eLibrary at the ILNAS premises | <ul style="list-style-type: none"> Promotional campaigns on participation in standardization work | <ul style="list-style-type: none"> Workshops on participation in standardization work | |
| Malta MSA | <ul style="list-style-type: none"> Standards are available at half price | <ul style="list-style-type: none"> Brochures and information campaigns mainly where standards support regulatory functions | <ul style="list-style-type: none"> Regular workshops Annual conference | <ul style="list-style-type: none"> Free consultation of standards SME Helpdesk |
| The Netherlands NEN and NEC | | <ul style="list-style-type: none"> Specific awareness raising project (www.maakwinstmaaknormen.nl) | | |
| Norway NEK | <ul style="list-style-type: none"> Subsidies for members from academia | <ul style="list-style-type: none"> NEK page in a monthly electrotechnical magazine Direct mailing campaigns for new important standards | <ul style="list-style-type: none"> Workshops for sector and mirror committees Open seminars for all interested parties | <ul style="list-style-type: none"> Open access to www.iec.ch and www.cenelec.eu Members are given access to relevant restricted areas |



| WEBSITE/IT/ ONLINE | TECHNICAL COMMITTEE | CONSULTANCY & TRAINING | OTHER |
|---|--|--|---|
| <ul style="list-style-type: none"> ■ eCatalogue including search engine ■ eShop | <ul style="list-style-type: none"> ■ Free access to Technical Committees | <ul style="list-style-type: none"> ■ Training courses | <ul style="list-style-type: none"> ■ Study on the needs of the national economy |
| <ul style="list-style-type: none"> ■ Online information | <ul style="list-style-type: none"> ■ Participation in Technical Committees free of charge | <ul style="list-style-type: none"> ■ Regular training courses | <ul style="list-style-type: none"> ■ SMEs represented on all advisory boards ■ Engineering students welcomed as observers at Technical Committee meetings |
| <ul style="list-style-type: none"> ■ New website with improved search engines ■ Summary of standards online (table of content, scope) ■ Draft standards review system | | | <ul style="list-style-type: none"> ■ Structured stakeholder analysis ■ Separate Business Development group to handle new work item proposals |
| <ul style="list-style-type: none"> ■ www.nek.no in cooperation with www.standard.no ■ Online catalogue and webshop ■ Webpages dedicated to SMEs with links to the CEN-CENELEC SME Helpdesk: www.standard.no/no/Standardisering/Sma-og-mellomstore-bedifter/ | <ul style="list-style-type: none"> ■ Free access to all relevant working documents ■ Secretariat for a number of mirror committees | <ul style="list-style-type: none"> ■ Helpdesk and FAQ section on internet for the interpretation of European Standards for electrical installation of buildings | <ul style="list-style-type: none"> ■ Respondent to hearings to new or revised laws and regulations related to the electrotechnical sector |

| NSB/ NC | SUBSIDY AND REDUCTIONS | PROJECT AWARENESS PROMOTION | WORKSHOPS & SEMINARS | INFORMATION & PUBLICATIONS |
|---------------|---|--|--|---|
| Norway SN | <ul style="list-style-type: none"> ■ Membership fee is cheaper for SMEs ■ Free access to document server for committee members ■ Free access to draft standards on enquiry (requires registration and use of password) ■ Free training courses on standardization | <ul style="list-style-type: none"> ■ Direct dialogue with professional associations such as NHO – Confederation of Norwegian Enterprise etc. ■ Meetings with associations and ministries about how to engage SMEs in the standardization process | <ul style="list-style-type: none"> ■ Seminars, workshops and conferences on different subjects related to SMEs' needs and interests | <ul style="list-style-type: none"> ■ Success stories on the benefits of standardization for web and print ■ Press releases on how different SMEs benefit from standardization ■ Awareness campaign on membership benefits ■ Films made for YouTube about standards and standardization ■ Articles and chronicles in magazines and on websites ■ Brochure on the standardization process |
| Poland PKN | | <ul style="list-style-type: none"> ■ Promotional campaigns ■ Direct dialogue with professional associations | <ul style="list-style-type: none"> ■ Free information seminars | <ul style="list-style-type: none"> ■ Info point ■ Articles & press releases ■ Newsletter ■ Information brochure |



| WEBSITE/IT/ ONLINE | TECHNICAL COMMITTEE | CONSULTANCY & TRAINING | OTHER |
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| <ul style="list-style-type: none"> ■ Webpages on www.standard.no specially meant for SMEs with a direct link to the CEN-CENELEC SME Helpdesk ■ Guides on the use of different standards ■ Sales support by telephone, e-mail and chat ■ Periodic newsletters related to different standardization areas ■ Direct marketing and campaigns on new standards ■ Blog on ISO 26000 ■ Twittering about new standards and standardization ■ Free online preview of standards (5 pages) ■ Customer surveys ■ Free access to document server for committee members | <ul style="list-style-type: none"> ■ Free access to Technical Committees (except IT standardization) | <ul style="list-style-type: none"> ■ Free training courses on standardization ■ Courses related to different standards | <ul style="list-style-type: none"> ■ Participation in research/development projects initiated by different institutes such as the Nordic Innovation Center |
| <ul style="list-style-type: none"> ■ Links to European and international standardization ■ Online search and sales | <ul style="list-style-type: none"> ■ Electronic module system | <ul style="list-style-type: none"> ■ Professional seminars on standardization | |

| NSB/ NC | SUBSIDY AND REDUCTIONS | PROJECT AWARENESS PROMOTION | WORKSHOPS & SEMINARS | INFORMATION & PUBLICATIONS |
|--------------------------|---|--|--|--|
| Portugal IPQ | <ul style="list-style-type: none"> ■ 'correspondente IPQ'- subscription scheme with high discounts for members on standards, publications and information flow (e.g. monthly newsletter) ■ Free participation in national Technical Committees ■ CD/DVD compilations of sector relevant standards with substantial savings ■ Network of 20 access locals all over the country, for electronic free consultation (without downloading) of all catalogue of standards | <ul style="list-style-type: none"> ■ Dialogue with business and professional associations ■ Brochures and promotion material on standardization ■ Announcement on Project Standards freely available on IPQ website ■ 'Espaço Q' - monthly newsletter with extensive information on standardization and related activities with links to the online store ■ 'Projecto Juventude' - project for education on standardization in secondary schools and universities | <ul style="list-style-type: none"> ■ Annual programme of conferences and events on standardization related issues ■ Seminars on specific areas in cooperation with business associations ■ Information lectures on standardization ■ SME conference in cooperation with the Portuguese SME institute | <ul style="list-style-type: none"> ■ Dedicated advertising material and publications ■ Monthly newsletter ■ '@Questionar' - e-mail info point for Q&A, also accessible via IPQ website ■ Articles promoting standardization in different trade magazines |
| Romania ASRO | <ul style="list-style-type: none"> ■ Free of charge consultation of standards through the ASRO eLibrary ■ Special agreements with SME organizations ■ Discounts on standards | <ul style="list-style-type: none"> ■ Promotional campaigns | <ul style="list-style-type: none"> ■ Free of charge seminars hosted by regional Chambers of Commerce and Industry | <ul style="list-style-type: none"> ■ Online magazine, free of charge for all members ■ Periodical meetings with SME associations and authorities to evaluate specific standardization needs |
| Serbia ISS | | | <ul style="list-style-type: none"> ■ Free previews of standardization documents | |
| Slovakia SUTN and SEV | <ul style="list-style-type: none"> ■ No fee for participating in standardization committees ■ Low cost compilation of standards for specific professions via STN-online | <ul style="list-style-type: none"> ■ Promotional campaigns, seminars, conferences ■ Participation in exhibitions | <ul style="list-style-type: none"> ■ Workshops for new Technical Committee members about principles and procedures of standardization work ■ Free annual seminar on the occasion of World Standards Day | <ul style="list-style-type: none"> ■ Basic information about standards is available for free on the website ■ Info Centre ■ Catalogue of standards ■ Magazine 'NORMALIZÁCIA' and leaflets about new important standards ■ Book 'Požiarna odolnosť stavebných konštrukcií podľa eurokódov v tabuľkách' (Fire resistance of building construction according to Eurocodes) |



| WEBSITE/IT/ ONLINE | TECHNICAL COMMITTEE | CONSULTANCY & TRAINING | OTHER |
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| <ul style="list-style-type: none"> ■ Electronic sales of standards (paper copies or .pdf format) ■ Electronic online standards search engine ■ Access to '@Questionar' ■ Links to European and international standardization bodies ■ Free abstracts in Portuguese of a significant number of standards | <ul style="list-style-type: none"> ■ Free access to Technical Committees ■ Free access to all relevant working documents ■ Encouragement through sectoral standardization bodies for SME participation in Technical Committees, namely via their trade associations | <ul style="list-style-type: none"> ■ Training courses for sectoral standardisation bodies ■ Training courses and workshops on specific standards ■ Free advice and assistance | <ul style="list-style-type: none"> ■ SME Helpdesk appointed delegate |
| <ul style="list-style-type: none"> ■ Online search engine and sales | <ul style="list-style-type: none"> ■ ASRO informs SMEs about the benefits of participating in national Technical Committees | <ul style="list-style-type: none"> ■ Discounts on training courses | <ul style="list-style-type: none"> ■ Free of charge information, face to face meetings |
| | <ul style="list-style-type: none"> ■ Participation of SME experts in the work of international and European Technical Committees | | |
| <ul style="list-style-type: none"> ■ Password protected access to Technical Committee documents for Technical Committee members ■ STN-online service – DRM protection ■ e-shop, payment ■ Online catalogue of standards | <ul style="list-style-type: none"> ■ No fee for participating in standardization committees, qualified support staff for standardization work | <ul style="list-style-type: none"> ■ Seminars about specific standards and related regulations ■ Lectures to the students of the Business Faculty at the University of Economics | <ul style="list-style-type: none"> ■ Contribution of SUTN technical officers to seminars, conferences and workshops organized by other third parties ■ Publications in / contributions to professional magazines |

| NSB/ NC | SUBSIDY AND REDUCTIONS | PROJECT AWARENESS PROMOTION | WORKSHOPS & SEMINARS | INFORMATION & PUBLICATIONS |
|------------------|---|--|---|---|
| Slovenia SIST | <ul style="list-style-type: none"> Members of the Slovenian Chamber of Engineers have a 45 % discount on electronic version of SIST standards | <ul style="list-style-type: none"> SIST participated in the project 'SMEST - Small and Medium Enterprises Standardization Toolkit' | <ul style="list-style-type: none"> Organization of free seminars about standardization for SMEs three times per year | <ul style="list-style-type: none"> Booklet 'FAQ about standards' |
| Spain AENOR | <ul style="list-style-type: none"> Grants to support the attendance at European meetings Agreements with associations, colleges and other entities about substantial reductions in standards cover price (These agreements apply not only to the association but to each associate too) Attainable collections of all standards included in specific regulations | <ul style="list-style-type: none"> Direct dialogue with professional associations Open sessions for dissemination of relevant standards | <ul style="list-style-type: none"> Wide programme of information seminars in cooperation with associations | <ul style="list-style-type: none"> Guides on standards Monthly magazine 'UNE' Flyers and other material targeted to encourage the participation of SMEs in standardization process Articles in media targeted to SMEs and frequent quotes of AENOR executives in media interviews |
| Sweden SIS | <ul style="list-style-type: none"> Membership fee related to size of member | <ul style="list-style-type: none"> PR activities in external media PR activities in SIS media: magazine, digital newsletter as well as website and social media (all in Swedish) | <ul style="list-style-type: none"> SIS runs a nationwide roadshow on standardization and on the benefits of using /how to buy standards | <ul style="list-style-type: none"> Web based approach (www.sis.se) |
| Sweden SEK | <ul style="list-style-type: none"> Travel grants for participation in international Technical Committee and Subcommittee meetings Free participation in horizontal committees for participants of other committees Free access to all standards within the relevant committee Possible reduction of costs for access and subscription to standards | <ul style="list-style-type: none"> Seminars Workshops Stand at exhibitions Press releases on current activities, especially new ones | <ul style="list-style-type: none"> Own seminars and workshops, as well as exhibitions Invitations to seminars on topics related to the technical areas of existing Technical Committees or emerging areas | <ul style="list-style-type: none"> Free information/newsletter regarding new, replaced and withdrawn standards (on a subscription basis) Press releases Articles 'SEK Aktuellt' – Free SEK publication essentially for SEK members and experts but with wider circulation |



| WEBSITE/IT/ ONLINE | TECHNICAL COMMITTEE | CONSULTANCY & TRAINING | OTHER |
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| <ul style="list-style-type: none"> ■ Webpages dedicated to SMEs and what SIST does to promote their participation in standardization process: http://www.sist.si/slo/g3/g3.htm | <ul style="list-style-type: none"> ■ SIST will establish a special committee that represents the interests of micro and small enterprises | <ul style="list-style-type: none"> ■ Time-limited free counseling on standards | <ul style="list-style-type: none"> ■ Publication of abstracts of all SIST standards on SIST website (in Slovenian) |
| <ul style="list-style-type: none"> ■ E-Comites' - New online tool to facilitate tracking the work of committees ■ CDs with package of standards and related documents ■ Electronic purchase and direct download of standards | <ul style="list-style-type: none"> ■ No fees for participating in standardization committees ■ Qualified support staff for standardization work | <ul style="list-style-type: none"> ■ Training courses on standards development strategy | <ul style="list-style-type: none"> ■ Free phone information service about the content of standards and their implementation |
| <ul style="list-style-type: none"> ■ Online search ■ Search engine friendly architecture ■ Project Leaders' contact info is easy to retrieve ■ Web meetings (all in Swedish) | <ul style="list-style-type: none"> ■ Strong focus on getting broad stakeholder participation, including trade associations | <ul style="list-style-type: none"> ■ A spectrum of consultancy & training services for different industries | <ul style="list-style-type: none"> ■ Comprehensive customer service (phone) during office hours |
| <ul style="list-style-type: none"> ■ Online standard search engine ■ Free of charge online preview of standard scope etc. ■ SEK web shop ■ Free of charge documents via our home page ■ List of new work item proposal available via homepage | <ul style="list-style-type: none"> ■ Individual guidance on participation, procedures and working methods | <ul style="list-style-type: none"> ■ Free of charge consultancy and training for Technical Committees and procedures ■ Free advice and assistance | <ul style="list-style-type: none"> ■ Free helpdesk by e-mail and phone during office hours |

| NSB/ NC | SUBSIDY AND REDUCTIONS | PROJECT AWARENESS PROMOTION | WORKSHOPS & SEMINARS | INFORMATION & PUBLICATIONS |
|------------------------------|---|--|---|---|
| Switzerland SNV | <ul style="list-style-type: none"> ■ Special membership category for SMEs: <ul style="list-style-type: none"> - Discount on standards - Discounts on seminars - Reduced rate to get access to tools and support | <ul style="list-style-type: none"> ■ Promotion of standardization in associations, companies and schools | <ul style="list-style-type: none"> ■ Seminars on standardization and related areas ■ In-house seminars at companies | <ul style="list-style-type: none"> ■ Newsletter and Members' online magazine |
| Switzerland Electrosuisse | | <ul style="list-style-type: none"> ■ Periodical newsletter to all stakeholders | | <ul style="list-style-type: none"> ■ Monthly publications of new standards and specific articles in the members' magazine |
| United Kingdom BSI | <ul style="list-style-type: none"> ■ Reduced Membership costs for SMEs ■ Discount on British Standards ■ Discount on BSI Conferences ■ Inclusion in BSI's online directory ■ A Members' only website area ■ Access to the Knowledge Centre helpline and library loan service ■ BSI Technical Committee Members can claim subsidized travel to international meetings | <ul style="list-style-type: none"> ■ Editorial in trade magazines ■ Distribution of marketing materials to SMEs ■ Access to sector/subject related newsletters including a specific SME newsletter: www.bsigroup.com/newsletters ■ BSI Member newsletter ■ Promotion of standardization at non-BSI events ■ Content provision for external websites such as www.businesslink.gov.uk | <ul style="list-style-type: none"> ■ BSI runs a programme of workshops and conferences relevant to SMEs | <ul style="list-style-type: none"> ■ Update Standards monthly magazine for BSI Members providing information on latest publications, withdrawals etc ■ Business Standards website for BSI Members providing articles and news on standards and related services: www.businessstandards.com ■ BSI commissions books on relevant topics for SMEs ■ Free printed guide to standardization and white papers, including case studies: www.bsigroup.com/mysmallbiz ■ Video case studies specifically aimed at SMEs: www.youtube.com/BSIBritishStandards |



| WEBSITE/IT/ ONLINE | TECHNICAL COMMITTEE | CONSULTANCY & TRAINING | OTHER |
|---|---|--|--|
| <ul style="list-style-type: none"> ■ Company profile on YouTube.com ■ SNV world - RSS feed-like early warning info tool on planned standards, standards under revision, new standards (same for Swiss law and European law) | <ul style="list-style-type: none"> ■ Technical Committee on Livelink (internet) | <ul style="list-style-type: none"> ■ Switec Info ■ WTO enquiry point | |
| <ul style="list-style-type: none"> ■ Electronic purchase of standards ■ All relevant national committee information online | <ul style="list-style-type: none"> ■ Access granted to all Technical Committees | <ul style="list-style-type: none"> ■ Courses on demand | <ul style="list-style-type: none"> ■ Partially free helpdesk service for searching and interpreting standards |
| <ul style="list-style-type: none"> ■ SME microsite on BSI website, www.bsigroup.com/mysmallbiz ■ New proposals site: Suggest new ideas, search, view and comment on new standard proposals: http://StandardsProposals.bsigroup.com ■ Standards in development site: See what's in the BSI standards pipeline; what projects Committees are working on http://StandardsDevelopment.bsigroup.com ■ Draft review system: View and comment on BSI drafts: http://drafts.bsigroup.com ■ Provide content for government website: www.businesslink.gov.uk ■ BSI Shop: Buy standards in PDF and hard copy: http://shop.bsigroup.com | <ul style="list-style-type: none"> ■ BSI encourages SMEs to participate in Technical Committees via their trade association ■ Participation in BSI Technical Committees is free of charge | <ul style="list-style-type: none"> ■ Training is available for Committee Members ■ The BSI Knowledge Centre provides support and handles enquiries on the content and structure of British Standards | <ul style="list-style-type: none"> ■ BSI responds to government consultations that have a specific SME focus with information about standards ■ BSI's SME Policy Committee ensures that SMEs are taken into consideration in the formation of BSI policy |

How to get a content summary of a standard?

When deciding on whether to obtain a particular standard, it can be helpful to first acquire some information as to the full frame in which the standard is active and areas in which it can be applied. Before purchasing the standard in question, this information can be found in the “scopes”:

Scopes produced by CENELEC or IEC

In the field of electrotechnical standardization, a summary of content exists for all European Standards (ENs). In CENELEC, these scopes are available online for all the published standards.

For the ENs of the 50000 series (i.e. home grown CENELEC ENs) the summary can be found in the ‘scope’ of the EN.

For the ENs of the 60000 series (IEC standards taken over by CENELEC) the summary takes the form of an ‘abstract’ produced by IEC. For all intents and purposes both scopes and abstracts provide useful information to the prospective buyer.

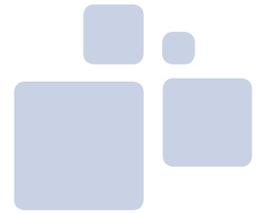
Scopes produced by CEN

CEN has now also made available the scopes of the standards in English, French and German. They are available online.

For the various CEN sectors, the CEN Technical Board gives full support to the National Standards Bodies (NSBs) to make available on their website the scopes of European Standards (ENs). The added value is that these abstracts are now available in different languages.

Each standard contains a scope or abstract to help you decide whether the full frame in which the standard is applied is relevant to your company.

CEN and CENELEC initiatives for SMEs



CEN and CENELEC have agreed to combine their efforts in facilitating the access of Small and Medium sized Enterprises (SMEs) to standards work. To this end, several initiatives have been started to facilitate SMEs' understanding of the benefits of European standardization and which role SMEs play therein.

These activities include:

CEN-CENELEC Strategic SME Working Group (SME-WG)

The CEN-CENELEC SME-WG, led by BSI, provides a framework to address various challenges faced by NSBs/NCs and SMEs. The group consists of CEN and CENELEC members, with the participation of NORMAPME (the CEN and CENELEC Associate Member/Cooperating partner responsible for SME inputs into European standardization) and ORGALIME as well as observers from the European Commission.

Throughout 2010 and 2011, the SME-WG will provide support and follow-up the implementation of actions related to increasing awareness on standardization for SMEs, increasing the participation of SMEs in standardization, improving the access and the use of standardization by SMEs. The work of the SME-WG and regular update on the progress of the work can be found on the CEN and CENELEC SME web pages.

SMEST-SME Standardization Toolkit

Throughout 2009, CEN and CENELEC carried out a project aimed at improving the collaboration between the new NSB/NC members and SMEs at the national level. In 2010 and 2011, the project will be expanded to all CEN and CENELEC members. The project takes a practical approach to strengthen the collaboration between NSB/NC and SMEs at the national level. The objective of SMEST is to provide hands-on tools, which will improve the awareness, information and participation of SMEs in standardization.

CEN-CENELEC Guide on SME Needs

Throughout 2009 and 2010, the national members of CEN and CENELEC under the leadership of NORMAPME have developed a guide to address SME needs in standardization called "Guidance for writing standards taking into account micro, small and medium-sized enterprises (SMEs) needs". This guide is a practical tool to be used by Technical Committees to respond better to the needs and concerns of SMEs in European Standards. The guide is available in English and French on the CEN and CENELEC SME web pages and will be translated by NORMAPME in other European languages.

**CEN-CENELEC Helpdesk • sme@cencenelec.eu
Tel: +32 2 550 08 13 • <http://sme.cencenelec.eu>**



Several projects are underway to facilitate SMEs' understanding of the benefits of European standardization, the role they can play and ways to support a system that provides lowest cost access to standardization for stakeholders.

List of the National Standards Bodies and National Electrotechnical Committees

For information on how SMEs can access information about new and/or existing standards and standardization activities, please identify your NSB and/or NC. To get in touch with your dedicated SME contact, please visit the website <http://sme.cencenelec.eu>.

Albania

DPS – General Directorate of Standardization
info@dps.gov.al
www.dps.gov.al

Armenia

SARM - National Institute of Standards
sarm@sarm.am
www.sarm.am

Austria

ASI - Austrian Standards Institute
kmu@as-institute.at
www.austrian-standards.at/kmu
OVE – Österreichischer Verband für
Elektrotechnik
ove@ove.at
www.ove.at

Azerbaijan

SCSMP - State Agency on Standardization,
Metrology and Patent of Azerbaijan Republic
azs@azstand.gov.az
www.azstand.gov.az

Belgium

NBN - Bureau de Normalisation/Bureau voor
Normalisatie
info@nbn.be
www.nbn.be
BEC – Belgisch Elektrotechnisch Comité
CEB – Comité Electrotechnique Belge
centraoloffice@bec-ceb.be
www.bec-ceb.be

Belarus

BELST – State Committee for Standardization of
the Republic of Belarus
info@gosstandart.gov.by
www.gosstandart.gov.by

Bosnia and Herzegovina

BAS – Institute for Standardization of Bosnia
and Herzegovina
stand@bas.gov.ba
www.bas.gov.ba

Bulgaria

BDS - Bulgarian Institute for Standardization
standards@bds-bg.org
www.bds-bg.org

Croatia

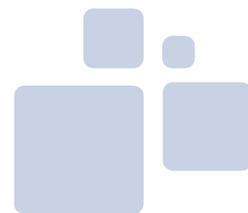
HZN – Croatian Standards Institute
hzn@hzn.hr
www.hzn.hr

Cyprus

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

Czech Republic

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



Denmark

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

Egypt

EOS – Egyptian Organization for Standardization and Quality
moi@idsc.net.eg
www.eos.org.eg

Estonia

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

Finland

SFS – Finnish Standards Association
sfs@sfs.fi
www.sfs.fi
SESKO – Standardization in Finland
palaute@sesko.fi
www.sesko.fi

Former Yugoslav Republic of Macedonia

IRSM – Standardization Institute of the Republic of Macedonia
irms@irms.gov.mk
www.irms.gov.mk

France

AFNOR – Association Française de Normalisation
norminfo@afnor.org
www.afnor.org
UTE – Union Technique de l'Electricité
ute@ute.asso.fr
www.ute-fr.com

Georgia

GEOSTM – Georgian National Agency of Standards, Technical Regulations and Metrology
geostm@geostm.ge
www.gnims.caucasus.net

Germany

DIN – Deutsches Institut für Normung
postmaster@din.de
www.din.de
DKE – Deutsche Kommission Elektrotechnik Elektronik Informationstechnik im DIN und VDE
dke@vde.com
www.dke.de

Greece

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

Hungary

MSZT – Hungarian Standards Institution
isoline@mszt.hu
mszt.electr.dept@mszt.hu
www.mszt.hu

Iceland

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

Ireland

NSAI – National Standards Authority of Ireland
nsai@nsai.ie
www.nσαι.ie
ETCI – Electro-Technical Council of Ireland Limited
info@etci.ie
www.etci.ie

Israel

SII – The Standards Institution of Israel
tkina@sii.org.il
vered@sii.org.il
www.sii.org.il

Italy

UNI – Ente Nazionale Italiano di Unificazione
uni@uni.com
www.uni.com
CEI – Comitato Elettrotecnico Italiano
cei@ceiweb.it
www.ceiweb.it

Jordan

JISMO - Jordan Organization for Standards and Metrology
jismo@jismo.gov.jo
www.jismo.gov.jo

Latvia

LVS – Latvian Standards
lvs@lvs.lv
www.lvs.lv

Lebanon

LIBNOR - Lebanese Standards Institution
libnor@libnor.org
www.libnor.org

Libya

LNCSM – Libyan National Centre for Standardization and Metrology
info@lncsm.org.ly
www.lncsm.org.ly

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
normalisation@ilnas.etat.lu
www.ilnas.lu

Malta

MSA – Malta Standards Authority
info@msa.org.mt
standards@msa.org.mt
www.msa.org.mt

Republic of Moldova

INSM - National Institute of Standardization and Metrology
moldovastandard@standard.md
www.standard.md

Montenegro

ISME - Institute for Standardization of Montenegro
isme@t-com.me
www.isme.me

Morocco

SNIMA - Service de Normalisation Industrielle Marocaine
snima@mcinet.gov.ma
www.mcinet.gov.ma

The Netherlands

NEN – Nederlands Normalisatie-instituut
info@nen.nl
NEC - Netherlands Electrotechnisch Comité
nec@nen.nl
www.nen.nl

Norway

SN - Standards Norway
info@standard.no
www.standard.no
NEK – Norsk Elektroteknisk Komite
post@nek.no
www.nek.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
international@asro.ro
www.asro.ro

Serbia

ISS – Institute for Standardisation of Serbia
infocentar@iss.rs
iss-clc@iss.rs (Electrotechnical)
www.iss.rs



Slovakia

SUTN - Slovak Standards Institute

info@sutn.gov.sk

SEV – Slovak Electrotechnical Committee

sev@sutn.gov.sk

www.sutn.gov.sk

Slovenia

SIST – Slovenian Institute for Standardization

sist@sist.si

www.sist.si

Spain

AENOR – Asociación Española de Normalización y Certificación

info@aenor.es

norm.clciec@aenor.es

www.aenor.es

Sweden

SIS - Swedish Standards Institute

info@sis.se

www.sis.se

SEK – Svensk Elstandard

sek@elstandard.se

www.elstandard.se

Switzerland

SNV - Schweizerische Normen-Vereinigung

info@snv.ch

www.snv.ch

Electrosuisse

info@electrosuisse.ch

www.electrosuisse.ch

Tunisia

INNORPI – Institut National de la Normalisation et de la Propriété Industrielle

innorpi@planet.tn

www.innorpi.tn

Turkey

TSE – Turkish Standards Institution

iovut@tse.org.tr

info@tse.org.tr

www.tse.org.tr

Ukraine

DSSU – State Committee of Ukraine on Technical Regulation and Consumer Policy

dssu@dssu.gov.ua

dstu@dssu.gov.ua

www.dssu.gov.ua

United Kingdom

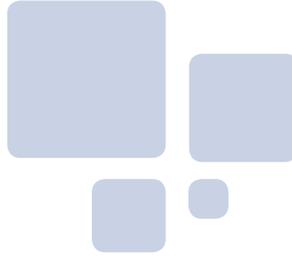
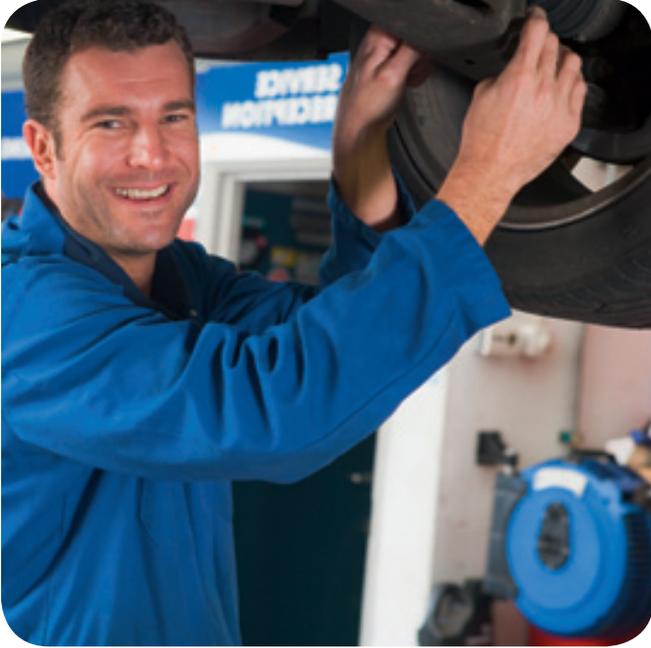
BSI – British Standards Institution

BEC – British Electrotechnical Committee

info@bsigroup.com

www.bsigroup.com

All these organizations would be happy to explain to you the benefits of standards, as well as provide you with guidance on the various ways in which you can participate in the standardization process.



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1000 Brussels
Belgium**

www.cen.eu www.cenelec.eu