



**NEN**, the knowledge network for standardization in the Netherlands.

# ANNUAL REPORT

2015 was a year of impact. It saw the new NEN 1010, ISO 9001 and ISO 14001 successfully issued, among others.

## OUR ASPIRATION

NEN is in the Netherlands the knowledge network for standards development and standards application on national and international level. For all interested parties we are the preferred partner. Together with our customers we unite knowledge of market and technological developments and translate this into jointly applicable agreements; these promote innovation, sustainability, safety, efficiency and international trade. The added value that standards development and standards application offer is for our customers obvious. NEN's success is based on its employees who focus on customer interests, exceed in service and invest in continuous improvement.

2015

# ABOUT NEN

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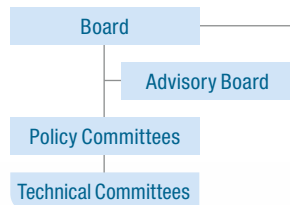
## EMPLOYEES

**94** Men  
**178** Women  
**57** Staff  
**62** Standards  
Products & Services  
**125** Standards  
**28** Electrotechnology & IT

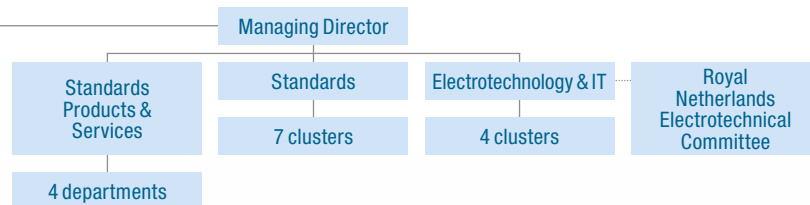
### MANAGEMENT BOARD

**Kees van der Waaij**, Chairman  
**Marianne Acampo**  
**Peter Blauwhoff**  
**Paul Coebergh van den Braak**  
**Joop van Oosten**  
**Wim Schimmel** (from 2015-05-01)  
**Michaël van Straalen**

### FOUNDATION STRUCTURE



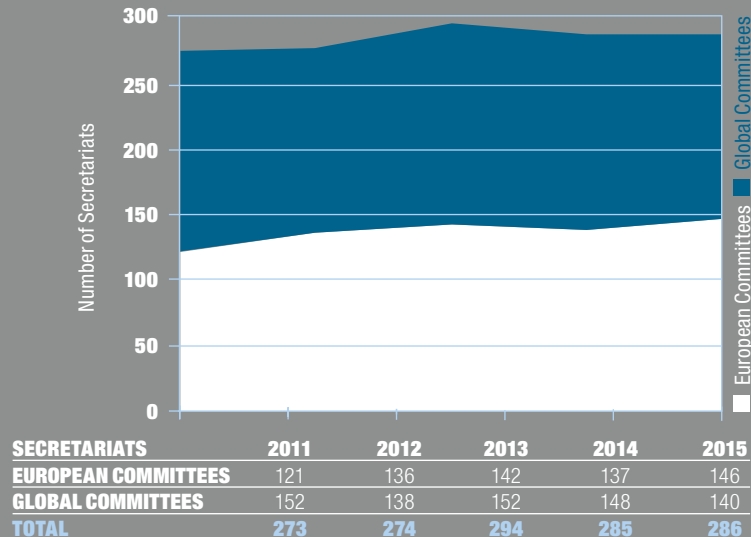
### OFFICE STRUCTURE



# OUR COMMITTEES

**15 POLICY COMMITTEES**  
**480 STANDARDS COMMITTEES**  
**141 SUBCOMMITTEES**  
**181 WORKING GROUPS**  
**4.865 ACTIVE COMMITTEE MEMBERS**

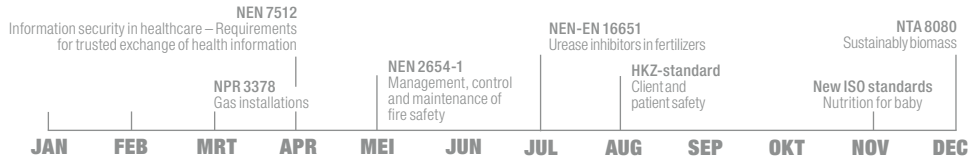
## SECRETARIATS LED BY NEN



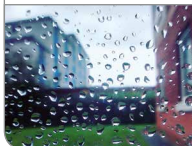
2015

# THE STANDARDS

## SELECTION NEW STANDARDS



**NEN 2778**  
Moisture control in buildings



**NEN 6060**  
Fire safety of large fire compartments



**NEN-EN-ISO 9001**  
Quality management systems



**NEN 1010**  
Electrical installations



## NEW STANDARD RELEASES

# 2.574

Of the 2.574 new and revised standards 1.620 standards are international, 886 European and 68 national. NEN also publishes for instance Hazardous Substances Publication Series (PGS) and HKZ-schemes.

## CURRENT STANDARDS

	2011	2012	2013	2014	2015
Dutch standards	1.207	1.392	1.383	1.342	1.294
European standards	12.575	13.966	14.391	14.787	15.113
Global standards	14.091	16.055	16.568	17.075	17.411
	<b>27.873</b>	<b>31.413</b>	<b>32.342</b>	<b>33.204</b>	<b>33.818</b>

# ABBREVIATED FINANCIAL STATEMENT

## BALANCE SHEET AS AT 31 DECEMBER 2015

<i>Amounts x EUR 1.000</i>		Financial year 2015	Financial year 2014
<b>Fixed assets</b>	Intangible	-	263
	Tangible	8.432	8.101
<b>Current assets</b>	Work in progress	2.621	5.977
	Trade and other receivables	7.164	7.104
	Cash	9.412	6.370
	Total assets	<b>27.629</b>	<b>27.815</b>
<b>Reserves</b>		12.770	12.455
<b>Trade and other payables</b>		14.859	15.360
	Total liabilities	<b>27.629</b>	<b>27.815</b>

## INCOME STATEMENT

<i>Amounts x EUR 1.000</i>	Financial year 2015	Financial year 2014
<b>Revenue</b>	<b>38.237</b>	<b>36.389</b>
Personnel expenses	19.941	18.189
Work outsourced	8.525	8.959
Depreciation on fixed assets	883	862
Other operating costs	7.585	5.978
<b>Operating costs</b>	<b>36.934</b>	<b>33.988</b>
Finance income and costs	-47	97
<b>Income before tax</b>	<b>1.256</b>	<b>2.498</b>
Income tax expense	65	737
<b>Income after tax</b>	<b>1.191</b>	<b>1.761</b>

# IN THE NETHERLANDS

IN 2015 NEN RECEIVED 3.279 VISITORS AT 53 EVENTS.  
HERE ARE SOME OF THE MOST INTERESTING EVENTS.

**e-CF Book review**

20 May 2015

NEN Delft

**Compliance**

27 May 2015

Jaarbeurs Utrecht

**GAS2015**

10-12 June 2015

WTC Rotterdam

**Pressure Equipment Directive**

12 June 2015

NEN Delft

**HKZ Quality event**

18 June 2015

BCN Rijnsweerd

**NEN 1010 Congress**

1 September 2015

Jaarbeurs Utrecht

**The new ISO standards**

6 October 2015

Jaarbeurs Utrecht

**Conference Locks**

21 October 2015

NEN Delft

**HKZ Simple 'by ISO'**

10 November 2015

NEN Delft

**Service Excellence**

9 December 2015

De Lindenhof

2015

# INTERACTION



@SvenvanNEN 1.881 followers  
@NEN\_nl 1.436 followers



LinkedIn NEN 2.785 members  
LinkedIn NEN Connect 1.186 members  
LinkedIn Courses 1.052 members

## TOP 3 TRAINING COURSES

Changes within NEN 1010

NEN 2767: Condition assessment of buildings, Methodology

NEN 2767: Condition assessment buildings, from theory to practice

## OVERVIEW TRAINING COURSES

E-learning participants 1.424

Training courses classroom based 249

Participants classrooms based 2.507

In-company training courses 131

Participants in-company training courses 1.850



## NEN MAGAZINE

Target group: committee members,  
government and policy makers

Edition: 7.000 copies

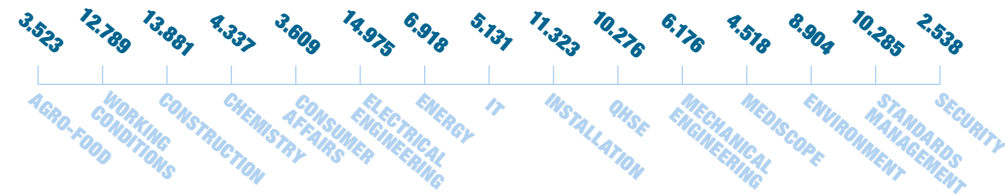
Circulation: twice a year

# 1.480.752

## VISITS NEN.NL PER MONTH



## SUBSCRIBERS E-MAIL NEWSLETTERS





# PRODUCTS & SERVICES



NUMBER OF CUSTOMERS

# 23.905

Sold standards	
National	32.001
Foreign	1.722
European	13.160
International	22.5143

Number of licenses NEN Connect	2.167
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Top 5 bestseller standards	
NPR 3378 Gas installations	7.907
NEN-EN-ISO 9001 Quality management systems	4.309
NEN 7510 Information security management in healthcare	2.501
NEN 1010 Electrical installations for low-voltage	2.406
NEN-EN-ISO 14001 Environmental management systems	2.019

2015

# INNOVATION & NEW PRODUCTS



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## WORKING WITH ... PLATFORMS

NEN 7510 Information security in healthcare

NEN 3140 Management of electrical installations

NPR 3378 Gas installations in practice

NEN 1010 Electrical installations for low-voltage



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## WEB TOOLS - practical help with transition and implementation

ISO 27001 Information security

Sustainable employability NPR 6070

Compliance assistance ISO 26000 CSR

ISO 9001 Quality management

ISO 14001 Environmental management



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## E-LEARNING

NEN 3140 (translated into English)

NEN 1010 Utility

NEN 1010 Industry

ISO 14001: the changes

Low-voltage electrical inspection

Control cabinets

ISO 9001: the changes



## SCHEME MANAGEMENT

ISO 9001-compatible HKZ standards applied to ISO 9001:2015

NEN scheme management for Occupational Health Expert Certification scheme

100 institutions certified according to NEN-EN 15224 (ISO 9001 healthcare)

Almost 100 institutions certified according to NEN 7510 (Information security in healthcare)

# CSR

**NEN IS OPEN AND TRANSPARENT ABOUT ITS ACTIVITIES AND GOALS IN THE AREA OF CSR. THE CSR DECLARATION WAS ISSUED ON 15TH DECEMBER 2015 AND PUBLISHED AT: [NEN.NL/PUBLICATIEPLATFORMISO26000](http://NEN.NL/PUBLICATIEPLATFORMISO26000)**

## **PARTICIPANTS NEN ACADEMY**

**337** COLLECTIVE IN-HOUSE TRAINING

**73** INDIVIDUAL EXTERNAL TRAINING

**212** INSPIRATION SESSIONS

**54** OTHER TRAINING OPTIONS



## **SAVINGS AND INVESTMENTS**

Constant monitoring of utilities consumption: saving of 8,7%

Introduction of lunch vouchers: 240kg less food wastage

Air humidification for employee comfort

Almost all lease cars hybrid

## **COMMUNITY INVOLVEMENT**

NEN is one of the founders of *Werkwaardig* and the *Delftse Uitdaging*

NEN has committed itself to the *Delft Energieneutraal 2050* initiative

## **NEN**

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