

Editorial



A global topic with local relevance

Energy Management Standard ISO 50001

The interest in ISO 50001 and energy management systems on the whole unites countries and industries worldwide. The need for handling resources carefully, for saving costs in energy consumption, and the necessity of fulfilling each country's energy-related political objectives are factors uniting organizations in their desire for such a certification, no matter where they are located.

No man is an island

This quote by the British author John Donne applies to organizations and systems as well as to people: our world today is so strongly interwoven that no country and no organization can simply cut itself off from general developments. And in light of the current financial crises in the Euro-zone, we need to ask ourselves whether or not the traditional equation of "growth = success" is still appropriate.

It goes without saying that corporations focus on the "classic" business objectives of profit, return on investment, and cash-flow. But what if in the last couple of years, profit maximization really has become an end in itself, rather than a means to an end? On the other hand, the customers of DQS UL Group show just how beneficial it can be to accumulate profits year after year, in order to strengthen the independence of one's organization, not to mention protecting it against unforeseeable risks.

For us here at DQS UL Group, the increasing demand for audit services in the areas of sustainability, risk minimization and security are clear evidence of a change in approach: obeying the principles of short-term profitability is no longer enough. Instead, in order to be truly profitable, you have to be able to sustain that profitability, in the interest of your independence, your quality, and your endurance.

Or to sum it up in the words of a group of DQS UL auditors lately: money burns, quality endures. Speaking from this experience, I wish you sustainable success!

Goetz Blechschmidt
Director, Marketing & Business Development
Member of the Executive Board, DQS GmbH

Before the backdrop of rising energy costs, "energy efficiency" has become a major topic on the agenda especially of energy-intensive industries. Sustainability is the driving social force behind innovations and values, and will certainly be one of the strongest growing areas in corporate organization in the years to come. With sustainable action based on certified management systems, organizations stand to realize benefits in many operational areas, from cost savings to cash-flow or market shares. And all of that in addition to improving their environmental balance sheets, and regardless of location, size, industry sector or type of energy consumed.

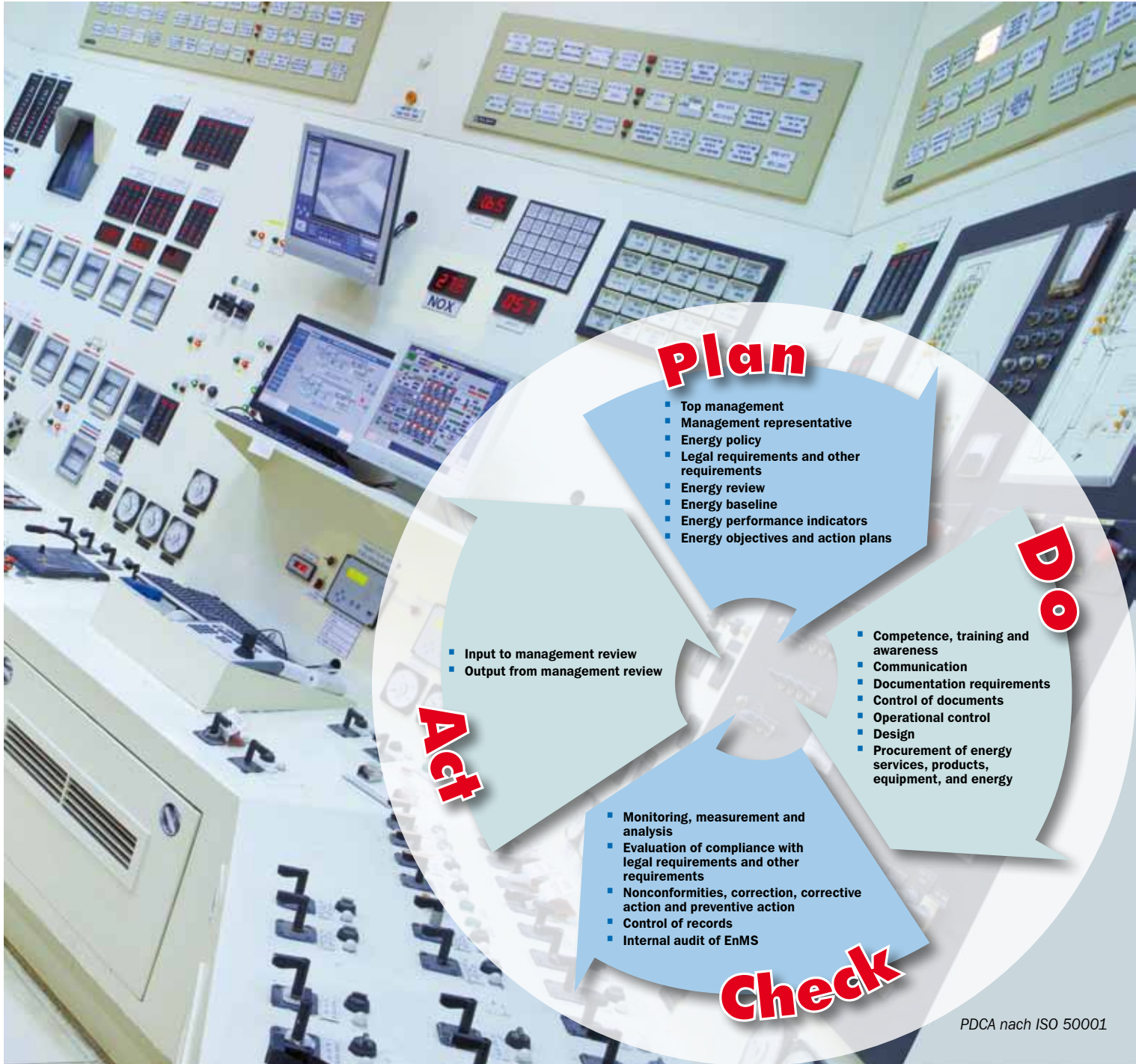
Additionally, governments of many countries increasingly make use of this tool in order to make legal requirements for energy savings more attractive. And they like to make use of the expertise of DQS UL Group for their national energy goals. DQS UL Group recognized the significance of energy management early on; through the experts of the US subsidiary UL DQS Inc., the group was involved in the development of ISO 50001 from the start. At the end of December 2011, DQS was one of the first certification bodies to receive an accreditation to ISO 50001 by the German accreditation body DAkkS.

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Japan

Japan has learned a lot since Fukushima. Late in August 2011, the Japanese government passed a law subsidizing the purchase of energy from renewable sources. According to this law, which becomes effective 1 July 2012, the government is allowed to define special tariffs for energy from renewable resources. In order to better understand the background and objectives of the German Renewable Energy Sources Act (EEG), which already serves as an example for similar initiatives in about 50 other

countries, the Japanese government sent energy experts to Germany. After meeting with the Federal Office of Economics and Export Control (BAFA), they proceeded to the DQS headquarters in Frankfurt to learn about the methods a certification body may use to verify implementation of the EEG. The DQS-UL office in Tokyo will continue to enhance this contact with their government.

Kazakhstan

During a chamber conference of parliament in 2011, the President of the Republic of Kazakhstan, Nursultan Nazarbayev, emphasized that implementation of the “Energy Saving and Energy Effectiveness Law” would be one of their most important objectives, since the development of the energy market is very important for strengthening the economy. This law establishes a legal basis in the area of energy saving and improving of energy effectiveness. It also includes stipulations for the financing of activities through budgets at all levels. Additionally, the law includes provisions for implementing the rights of governmental bodies in modernizing production, storage, transportation and consumption of energy resources, conducting control over usage of energy resources etc.

Among the 300 attendants at the “Days of Energy Savings and Energy Effectiveness” were many officials from various government levels, as well as from large-scale companies both domestic and foreign. As the official representative of DQS-UL Group in Kazakhstan, the general director of “DQS Certification KZ”, Mrs. Gaziza Omarova spoke on approval and implementation of the ISO 50001:2011 standard, and the importance of energy savings. In conjunction with this conference, DQS Kazakhstan conducted a seminar on energy management and energy effectiveness, as well as another three-day training course on ISO 50001 in Astana, following the one held in Almaty in Dec 2011.

Korea

In Korea, DQS UL customer Samsung is a pioneer in the area of energy management. Four sites in Korea have already been certified to ISO 50001 by UL Management Systems Solutions (Korea) LLC, and the company plans to have their overseas sites certified the same in 2013. The Korean government requires designated companies (large energy consuming companies such as steel, shipbuilding and chemical companies) to establish and achieve energy savings targets.

Poland

ISO 50001 is particularly sought after in Poland, where the standard is scheduled for publication in Polish language mid-2012, especially due to the requirements of the new European Directive on Energy Efficiency (EED) stipulating 20% primary energy savings in 2020. The government has implemented working groups designed to generate plans for implementation of these statements and goals. To date, the so-called “Act of 15th April 2011 on Energy Efficiency” is still applicable, which calls for energy savings of 9 %, as well as establishing responsibilities of the public sector in energy efficiency and rules for obtaining and remitting certificates for energy efficiency („white certificates“). The Act places much emphasis on conducting so-called “energy support audits” for thermo-operated buildings and renovations. Funding opportunities for financing and supporting initiatives aimed at

saving energy and promoting renewable energy sources, with the aim of reducing greenhouse gas emissions and air pollutants, will come available later this year.

USA

Energy management, a topic once “owned” by environmentalists, is increasingly being ranked “urgent” by senior executives from various industries. There has been a significant shift in business attitudes regarding climate change and energy worldwide. Companies are beginning to identify the true costs of carbon-centric energy consumption patterns. This congruence of concerns around cost, supply, reliability and environmental impacts of the energy needed to sustain our economies and way of life are increasingly influencing business and planetary decisions on the highest levels.

As a result of this rapid change in perceptions, corporate America has reached a tipping point, with companies across a host of industries now making the cost, availability and environmental impact of their end-to-end energy consumption a strategic priority. They are now frequently viewing energy management as a form of risk management. What once was managed as a cost is increasingly being managed as a strategic risk – and as a source of new value and opportunities.

Organizations that have adopted energy management plans have achieved major improvements. Since the end product of the EnMS standard is to provide measureable results, their implementation has become a business driver, enhancing ROI (Return On Investment) and achieving improvements in changes to how energy is managed. Organizations that have adopted effective energy management strategies and built successful energy programs have had interesting results: Ford Motor Company has saved over \$75 million through effective energy management; Hines estimates the difference in operational costs between its energy efficient buildings and inefficient buildings at more than \$13 million; and Fairfax County Public Schools estimates an annual energy savings of \$4.5 million from energy efficiency improvements.

Information for this article was submitted by the individual offices, collected and summarized by the International Business Development department at DQS Holding GmbH

Contact points in the various countries can be found at

www.dqs-ul.com



Our Common Future – Sustainability for today and tomorrow

In 1987 the authors of the so-called “Brundtland Report”, entitled “Our Common Future”, succeeded in summarizing one of the core problems of society with a universally applicable definition of sustainability. Accordingly, permanent development is only considered sustainable when it is ensured that it “meets the needs of the present without compromising the ability of future generations to meet their own needs.” Even though this definition is 25 years old, its contents are no less applicable today.

After some hesitation, the global development for sustainable business action as per the Brundtland definition has been progressing successfully. There are many organizations worldwide whose credible and serious efforts are strong evidence for this – particularly in those cases where the pertinent statements on sustainable action have been verified by neutral third parties, as is the case for certified management systems or confirmed sustainability reports.

Suitable tools for sustainable and economical activities

Each organization and each company has at their disposal some excellent tools in the form of management systems, the certification of which is a visible sign of conformance with the requirements of a particular standard. In addition to ISO 14001 for environmental management systems, which has been around since 1996, there is now also ISO 50001 for energy management systems, an internationally applicable standard and successor to the European EN 16001.

There’s also been much development in the area of “Corporate Social Responsibility”. While for many years the only standard available for certification of CSR management systems was the rather limited US norm SA8000, two years ago ISO 26000 was published. An excellent and comprehensive guideline that addresses the implementation of a CRR management system, it does not contain requirements subject to verification. So far, organizations wishing to have their ISO 26000-based CSR certified had to make use of other specification, such as ONR 192500 (Austria), DS 26001 (Denmark), or RS 10 (Spain). This has finally changed: the new and internationally applicable standard IQNet SR10 was published late in 2011 by the international certification network IQNet. This standard transforms the contents of ISO 26000 into concrete requirements, thus opening the door for corresponding certification. The standard, however, does not merely follow the contents of ISO 26000; it also bases its requirements on the PDCA cycle of continual improvement, allowing for easy integration into existing management systems, such as ISO 9001, ISO 14001, BS OHSAS 18001, or ISO 50001.



IQNet SR 10 contains minimum requirements for the interaction of organizations and stakeholders

In his function as both Managing Director of DQS and President of IQNet, Michael Drechsel presented the new CSR standard during a well-received customer forum of DQS in the German city of Kronberg im Taunus. In his presentation, Mr. Drechsel emphasized that "Sustainability is not a dream. Organizations today have the power and the tools to handle global change." At the same time, he praised guideline ISO 26000 because this consensus of a multitude of stakeholders from 91 countries with its clear and logical instructions and requirements supplies an excellent basis for national standards subject to certification, such as IQNet SR 10. These stakeholders also included economic interest groups, making the consideration of economic necessities indispensable for SR 10.

Other presentations focused on a variety of interesting aspects of sustainability. For example, it seems that the topic is no longer mainly for large international networks, but that indeed decisions by SMEs related to production sites and suppliers abroad have such an impact on the respective national economy that sustainability is

increasingly becoming a competitive factor. The European Commission is expected to issue an initial statement regarding a possible duty to report on sustainability by the end of 2012. There was much interest on which corporate goals are related to CSR, and a clear statement in favor of certification.

An alternative to certification according to a suitable CSR standard is the independent, external confirmation of sustainability reports by DQS UL Group. The following article describes how Wincor Nixdorf went about it.



Michael Drechsel, Managing Director of DQS GmbH and Holding, talks about sustainability during the DQS Customer Forum in February 2012

Integrating Social Responsibility successfully – with IQNet SR 10

Customers and consumers are concerned not only with the quality of goods or services, but are becoming increasingly sensitive to the conditions under which these are manufactured or provided. Social Responsibility (SR) or Corporate Social Responsibility (CSR) stands for an organization's socially responsible actions. This responsibility includes employees, shareholders and business partners, as well as the environment and society.

Even though an organization's emphasis on socially responsible action is voluntary, there is a growing tendency among the public to demand corporations and organizations fulfill their obligations for social accountability, and improve the impact their activities and decisions have on the environment and society as a whole. Consumers and buyers require ethical behavior and transparent management.

IQNet SR 10 is based on the principles and core subjects of ISO 26000. The standard supports organizations in their efforts to anchor the basic principles of corporate social accountability in their everyday work processes, and to document them. ISO 26000 is applicable to organizations of any type, no matter their size or location.

Benefits of implementation

- Improved image in the eyes of customers and consumers; stands out from the competition
- Guaranteed fulfillment of legal requirements
- International comparability, ranking and evaluation make your own corporate commitment visible and credible
- Long-term increase of economic success with minimum impact on the environment; long-term increase of competitive ability

Wincor Nixdorf issues first sustainability report

Reporting on its highest level

There is an increasing demand from both customers and investors to document the sustainability of corporate action. Wincor Nixdorf is one of the first companies in their business sector to have compiled a sustainability report and have it certified to the internationally recognized GRI standard (Global Reporting Initiative) by DQS. In addition to this, Wincor Nixdorf subjected the company to a management systems certification audit. The report for fiscal year 2010/2011 was awarded an A+, the best rating, first time round.



Excellent cooperation: the contributors to the sustainability report, from left: Kerstin van Tongern, Georg Heukamp, Britta Dunsche, Thomas Konerding, Dr. Thomas Daubenbüchel, Matthias Steppeler, Andre Neumann, and Mark Edler; all Paderborn, Germany.

A sustainability report is held to be a key gauge of how seriously a company takes sustainable business practices. GRI assessed Wincor Nixdorf's sustainability report with reference to the three central areas: ecology, economy and social aspects. In the process, it used over 100 indicators to measure the transparency of all aspects of sustainability at Wincor Nixdorf. Specific indicators



The Wincor Nixdorf Group

Wincor Nixdorf is one of the world's leading providers of IT solutions and services to retailers and retail banking. Their extensive portfolio is centered on optimizing business processes at banks and retail companies. It is aimed mainly at cutting costs and complexity and improving service to the end customer. Wincor Nixdorf has a presence in about 110 countries, with its own subsidiary companies in 42 of these. A total of more than 9,000 employees work at the Group, which maintains production facilities at Paderborn, Germany, and in Singapore, Shanghai and Sao Paulo.

relating to the economic, ecological and social aspects of the company's activities, products and services were also considered. In the area of ecology, for example, they cover such aspects as materials deployment, energy saving, emissions and waste. In the area of economy, they focus on economic performance and market presence. And social aspects include health and safety, humane work, and training and continuing education.

At Wincor Nixdorf, the first sustainability report submitted has prepared the ground for a report that will appear on a regular basis in future. You will find the sustainability report on the company's homepage at www.wincor-nixdorf.com.

Georg Heukamp
 Director, Corporate Quality Management
 Wincor Nixdorf International GmbH
 Paderborn, Germany
www.wincor-nixdorf.com

GRI

The Global Reporting Initiative (GRI) was established in 1997 by CERES (Coalition of Environmentally Responsible Economies) in partnership with the United Nations Environment Program. They established an internationally recognized standard for comprehensive and transparent reporting that covers all aspects of a company's sustainability. Survey results indicate that more and more companies have come to grasp the importance of sustainability:

- 93 % of CEOs expect sustainable business practices to have a major impact on their core business over the next ten years. This was the result of a survey conducted in 2010 by the UN Global Compact initiative among around 800 CEOs worldwide. They included the heads of many of the world's biggest enterprises in the 25 leading branches of industry, for example the automotive, finance, IT and telecommunications, consumer goods, power and metal industries.

- Global Compact, the largest international amalgamation of as many as 6,000 companies from 135 countries in the interest of sustainability, now recommends its members to have their sustainability reports GRI-certified.
- According to a KPMG survey conducted among the 3,400 highest-selling companies in 34 countries in the year 2011, 69 percent of these enterprises already operate according to the GRI guidelines; while as many as 80 percent of the world's 250 biggest companies see the GRI standard as a major factor influencing their operations.

For more information on GRI, please visit:
www.globalreporting.org/Pages/default.aspx



A meeting of 90 minds – the DQS UL Group International Management Meeting 2012

After last year's environmentally challenged meeting in two stages – the April 2011 meeting had to be cancelled due to a breakdown of European air traffic after a volcanic eruption – this year's meeting was off to a much smoother start. Delegates from 44 countries, most of them managing directors of DQS UL offices worldwide, met from April, 25-26 in Oberursel near the group headquarters in Frankfurt am Main to discuss strategy, marketing, and to learn from each other in many ways.

Any globally active network such as DQS UL Group needs focus and guidance for their strategic development, as well as strong internal processes and procedures. For this reason, one of the major topics at this year's conference was Compliance Management. With this emphasis on fulfilling internal as well as external requirements, laws and regulations, the Group will be well prepared for the many changes and demands working in such a varied and dynamic environment are sure to bring in the future.

The management of customers with sites around the globe was another important topic, as it always is. Their particular demands and requirements make it necessary to both cooperate very closely, and to also employ advanced tools for the management of customers with more than 1200 sites to be audited, some of them annually. With a primary focus on customer needs, the managing directors shared their country's market developments and recent innovations, taking a close look at what kind of measures will be needed to expand in their markets in the future: topics such as energy management, food and hygiene, social accountability (in particular IQNet SR 10), and many others. Innovative subjects that were developed and presented by the headquarters themselves included a new website dedicated to e-solutions, that is e-learning and e-assessments, which will go online in June 2012.

There was a lot of work to be done in the workshops, with emphasis placed on working out a suitable approach for each country, each market, and each product. Some presentations, interviews, and time for open discussion rounded off the busy days. After everybody had arrived home safely over the next few days, planning already commenced on the upcoming regional meetings in Europe, Asia, Africa and the Americas; as well as the International Management Meeting 2013, which will again be held near Frankfurt.

*Martina Meinfeld
Manager, International Business Development
DQS Holding GmbH
martina.meinfeld@dqs.de*

DQS Grows in the far North

With DQS Finland and DQS Denmark, DQS UL Group is now represented in Scandinavia as well. The far North is known as an exemplar in many areas; no matter where you look, Scandinavia seems to do better. Sustainability, wealth, internationality, equality, design, education ... thus, it was only a matter of time before certification at the familiarly high level of DQS would be introduced.

DQS **Finland**, which started operations on March, 1st, 2012 is run by Petri Buchert, an expert of many years' experience and familiar with the certification business. This office in one of Europe's most sparsely populated countries begins work as part of DQS UL Group with experienced auditors for ISO 9001, ISO 14001 and BS OHSAS 18001, which form the centre of the office's activities. Like most Finnish enterprises, the office is located in the south of Finland, approximately 50km from the capital of Helsinki.

Contact information: DQS Finland Oy
 Mr. Petri Buchert
 Grannarsintie 23-8
 01180 Kalkkiranta
 Finland

Tel. +358 40 4872099
 info@dqs.fi
 www.dqs-ul.com/en

The Kingdom of **Denmark** has for a long time enjoyed excellent economic relationships with the other member nations of the EU. In the course of growing internationalization, customer requirements for certification have been increasing, especially BS OHSAS 18001 and food safety. DQS Denmark ApS offers the entire spectrum of management system certifications. Potential growth areas are particularly the construction sector and food companies.

Contact information: DQS Denmark ApS
 Strømmen 32
 8960 Randers SØ
 Denmark

Tel. +45 72 119080
 contact@dqs-danmark.dk

DQS Romania celebrates their 10th anniversary



The Romanian office of DQS UL Group celebrated their 10th anniversary with a festive customer event in Bucharest on 23 February, 2012. Among the 150 customers were some that have been under the care of DQS Romania since the beginning. They had all come together at the Marriott 5 star hotel and conference center to celebrate this anniversary and meet the team and auditors of DQS Romania srl, as well as representatives of DQS UL Group from Germany. The day's program included a

large variety of subjects, from detailed information about standards and assessment processes to a look-back on 10 years of DQS in Romania, commencing in the presentation of a Certificate of Achievement to Mrs. Gieb-Schramm, the Managing Director of DQS Romania srl.



Bombardier Transportation Moscow

Fulfilling IRIS requirements without fail

BOMBARDIER



Feedback from the event, which is held every other year, shows that the customers of DQS Romania are particularly pleased about the speed with which their inquiries and assessment needs are being handled by the local office. Auditors with excellent knowledge of the domestic industry, language skills and flexibility are another important asset that has allowed this office to flourish in the wake of Romania's accession to the European Union in 2007. Since then, both the membership in the worldwide IQNet network and the reputation of DQS UL as one of the world's premier certification bodies have helped DQS Romania srl secure well-known customers in the automotive and food industries, as well as in many other sectors.

The joint venture company Bombardier Transportation (Signal) Ltd. In Moscow, a cooperation of Bombardier and the Russian Railroad (RZD), has been active since 1996. At the end of 2011, this cooperation effort achieved a particular milestone: after the successful close of the certification audit for compliance with the requirements of the International Railway Industry Standard IRIS, the DQS office in Russia was able to award a corresponding certificate. Two experienced auditors authorized by Unife, Jörg Farkasch (DQS Germany) and Mikhail Zalunaev (DQS Russia), confirmed that the company fulfills the requirements of IRIS without any non-conformities.

The scope of certification of „Bombardier Transportation (Signal) Ltd.“ includes production, design, development and service maintenance of railway signaling and control systems. Their high-tech products are much in demand in the Russian market, and are also being sold to CIS and Baltic countries. For this reason, the company needs to be aware of and adhere to legal requirements in different countries. Due to the connection of their products with the security of railway transport, they are also subject to the security requirements of SIL4.

Responsible for the extensive amount of preparations necessary for an IRIS certification within the management system was the head of the quality and safety depart-

ment of „Bombardier Transportation (Signal) Ltd“, Mr. Vadim Gross. It was thanks to their very good preparation and the high degree of responsibility and involvement of the employees that the company was able to fulfill the stringent requirements of IRIS to the fullest satisfaction.

Bombardier and IRIS

Bombardier is one of the initiators of the International Railway Industry Standard, first published in March 2006. By early 2012, more than 700 system integrators and suppliers have been listed in the database of UNIFE, the European Rail Industry Association. DQS is one of only 15 certification bodies worldwide to be listed, currently holding about 100 IRIS certificates. During the annual authorization audit for this sector-specific standard in 2011, DQS was recommended for their excellent work. The assessors from UNIFE in particular emphasized the qualification of employees and auditors, as well as the performance capability of the assessment processes.

*Bombardier Transportation (Signal) Ltd.
Moscow
vadim.gross@ru.transport.bombardier.com
www.bombardier.com*

*Contact:
000 DE KU ES
DQS GmbH Russia
Mr. Mikhail Zalunaev
Respublikanskaya Str. 3, Building 5
150003 Yaroslavl – Russia
dqs@dqs-russia.ru
www.dqs-russia.ru*

Contact:

DQS Romania
Ms. Hilda Gieb-Schramm
Ms. Corina Jora - customer service
Str. Bratului nr. 11
020565 Bucharest - Romania

Tel. +40 21 21096-63
Fax +40 21 21096-98
office@dqsromania.ro
www.dqsromania.ro

IRIS information in brief

The currently applicable standard is IRIS Booklet rev. 2 of June, 2009, with the IRIS Corrigendum 2:2012 and the IRIS questionnaire from the IRIS Audit Tool in its current version V4.0.1.16.

For more information on IRIS and up-to-date documents, please visit: www.iris-rail.org or contact your local DQS UL Group office.

Hans Jahn
Product Manager, IRIS
hans.jahn@dqs.de

Bombardier Transportation

Bombardier Transportation is a global market leader in railway technology. The company offers their customers innovative products and services that set new standards for sustainable mobility. The headquarters is located in Berlin, Germany, with regional offices in more than 60 countries. Around the world, there are more than 100,000 Bombardier railway vehicles operating today.

Data Privacy vs. Information Security?

Ever since Wikileaks, if not before, the “making public” of information intended to remain confidential has become almost daily fare for newspapers and online media – usually not to the enjoyment of their subjects. Even if most of these cases are isolated and do not seem to affect the majority of people directly, they have certainly been sufficient to cause concern and even agitation in many business sectors.

It is strange, therefore, that in spite of these incidents most organizations still limit their investments to IT security, that is the technical security of information processing units. But should not every organization be concerned about the privacy of their data? Information is an important asset of any given organization, no matter in which format this information is available. So how can you protect sensitive data of customers, citizens, patients, or the organization itself?

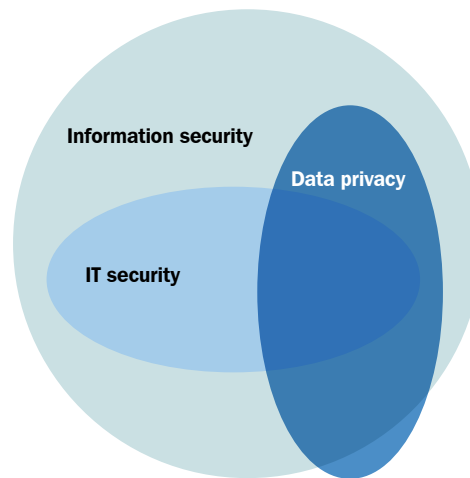
International standard ISO 27001 addresses this concern, using a preventive management system approach to protect organizational values through risk management. However, since data privacy in many countries is also subject to legal requirements, there is often a need for more practical approaches that facilitate compliance with legislation, as well.

One practical approach to this problem are Data Privacy Management Systems, which can also be integrated easily into an existing ISMS. The systematic management system approach allows for the integration of both legal and normative requirements, such as: contingency management, risk management for information assets, personnel security and awareness, technical and organizational measures, as well as audit and improvement management.

The added value thus generated results in the sustainable and comprehensive

- Implementation of risk management to protect assets
- Cost reduction due to lack of security or data privacy incidents
- Legal certainty and reduced risk of liability through systematic compliance management
- Increased security awareness among employees and supervisors
- Business continuity and image
- Fulfillment of current and future customer requirements

Data privacy and information security – integrated, transparent, active.



Information security?

- Confidentiality, integrity, availability, and authenticity of information
- ISO 27000 Information Security Management System

Data privacy?

- Protects the right to informational self-determination
- Personal data

IT security?

- Technical security and safety of information processing units

Indeed, there are answers to the original question that provide focused and practical solutions, even without implementing a comprehensive management system. DQS UL Group offers professional services for the evaluation of requirements that start with a review or evaluation of simple processes, all the way up to a certification according to ISO 27001.



Andreas Altena
DQS Auditor
Andreas.altena@dqs.de

published by

DQS Holding GmbH
August-Schanz-Str. 21
60433 Frankfurt am Main
Germany
Tel. +49 69 95427-0
Fax +49 69 95427-111
www.dqs.de

responsible for content
Martina Meinefeld and Ilona Korall
Tel. +49 69 95427-339
martina.meinefeld@dqs.de

English translation
Petra Bentz

editorial dept. and layout
kompri, Triefenstein

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Reader interest form

I would like to know more about these subjects. Please contact me!

Senders details

Name

Organization

E-mail address

Phone number

Country

My company is currently DQS-UL customer

Yes

No

Desired information

Energy Management (ISO 50001)

Corporate Responsibility (IQNet SR10)

Information Security Management (ISO27001)

other:

Please check your topic and click on „Send request“. We will contact you with the information you requested.

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