



QUALITY MANUAL: IBE C1 Organization

Summary on changes compared to previous version

- Kapitel 1.5.2: Verweis auf Akkreditierungsumfang aktualisiert

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The table of contents of the quality manual, a list of all quality procedures as well as terms, definitions and abbreviations can be found in IBE C0 Content.

	Author / Revison	Examination	Valid from / Approval
Function	QR	HI	MD
Date			
Signature			

1 ORGANISATION

1.1 The Environment Agency Austria GmbH

With the Environmental Control Act (“Umweltkontrollgesetz”¹ – hereinafter referred to as UKG), the Environment Agency Austria became a separate legal entity and has since then been operating as a private limited company:

Umweltbundesamt GmbH (Environment Agency Austria)

The proprietor is the federal government of Austria, represented by the “Bundesministerium für Klimaschutz, Umwelt, Energie, Mobilität, Innovation und Technologie” (Federal Ministry of Climate Protection, Environment, Energy, Mobility, Innovation and Technology) (transfer of ownership is prohibited).

The Environment Agency Austria has to support Austria’s environment policy and its implementation technically and, more specifically, it has to fulfil the tasks listed in the UKG and other related federal acts. Furthermore, if it is in compliance with the fulfilment of the entrusted tasks and in the public interest of protecting the environment, the Environment Agency Austria is authorised to work on a project basis for third parties, which may be national or EC authorities or private entities.

The organisational chart of the Environment Agency Austria can be found on the intranet².

The overall objective pursued by the management of the Environment Agency Austria is to improve the state of the environment and to preserve and contribute to the sustainable development of society.

1.2 Legal Identification

Umweltbundesamt GmbH, Environment Agency Austria

Head Office: A-1090 Wien, Spittelauer Lände 5
Phone: 01/31 304-0, Fax: 01/31 304-5400
<http://www.umweltbundesamt.at>
e-mail: office@umweltbundesamt.at

Commercial register identification number: FN 187010s

Competent court: Handelsgericht Wien

Bank account: Erste Bank der österreichischen Sparkassen AG
SWIFT-Code: GIBAATWWXXX
IBAN: AT74 2011 1822 1333 2800

¹ BGBl. I Nr. 152/1998

² <http://intranet.umweltbundesamt.at/hr/geschaefts-und-personaleinteilung/organigramm/>

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1.3 Liability insurance

The Environment Agency Austria has an insurance policy covering financial losses as well as personal and property damage (UNIQUA Sachversicherungs AG, Policy No. 2130/001420-2).

1.4 Annual accounts

The annual accounts of the Environment Agency Austria are subject to an audit carried out by an independent auditor (PricewaterhouseCoopers International Limited).

1.5 Inspection Body for Emission Inventories

The Environment Agency Austria GmbH establishes an *Inspection Body for Emission Inventories* (IBE, hereinafter also referred to as inspection body) which is entrusted with the **preparation of emission inventories** as assigned to the Environment Agency Austria under the UKG section 6 (2) and in compliance with the:

- a. United Nations Framework Convention on Climate Change (UNFCCC)³ and especially the Kyoto-protocol
- b. Convention on Long-Range Transboundary Air Pollution (CLRTAP)⁴ and its protocols
- c. reporting commitments (i.e. providing emission inventories to the European Commission):
 - i. Regulation (EU) No 525/2013 of the European Parliament and of the Council of 21 May 2013 on a mechanism for monitoring and reporting greenhouse gas emissions and for reporting other information at national and Union level relevant to climate change and repealing Decision No 280/2004/EC
 - ii. Directive (EU) 2016/2284 of the European Parliament and of the Council on the reduction of national emissions of certain atmospheric pollutants (NEC Directive)

1.5.1 Quality Management System

The inspection body operates a quality management system (QMS) in accordance with ISO/IEC 17020 chapter "8.1.2 Option A" and the regulations of the Austrian Accreditation Law⁵, which fulfils - or even goes beyond - the requirements for quality assurance (QA) and quality control (QC) that are mandatory for the tasks mentioned above.

³ BGBl. I Nr. 414/1994

⁴ BGBl. I Nr. 158/1983

⁵ Akkreditierungsgesetz (AkkG), BGBl I Nr. 28/2012

QUALITY MANUAL: IBE C1 Organization**1.5.2 Written references to the accreditation**

Pursuant to §4 AkkG 2012⁵ and the AkkZV 2013⁶ the IBE is allowed to carry the accreditation mark on the reports that are issued within the scope of its accreditation (NIR, IIR, Short-NIR, NEC Report). Furthermore the IBE uses the accreditation mark on its QMS documents. When the accreditation mark is used on documents that deliver any updates, supplements or elaborations on the results of the inspection activity, e.g. on correspondences within the international review process (see *IBE Q3.4*) or on the text for the national press release (see *EMI Q1.10.1*), a cover page has to include a reference to the inspection report and an indication of the accreditation scope covered by the information provided. – When using the accreditation mark of the IBE, the guidelines for management of the accreditation mark (L04⁷) are adhered to.

Written references to the accreditation include references to:

- the accreditation by “Akkreditierung Austria”
- the ID of the IBE (0241)
- the type of conformity assessment activity (inspection body, “ISO/IEC 17020 – Type A”)

“Since 23 December 2005 the Umweltbundesamt has been accredited as Inspection Body for emission inventories, Type A (ID No. 0241), in accordance with EN ISO/IEC 17020 and the Austrian Accreditation Law (AkkG), by decree of Accreditation Austria (first decree, No. BMWA-92.715/0036-I/12/2005, issued by Accreditation Austria / Federal Ministry of Economics and Labour on 19 January 2006).”

Depending on the content and purpose of the document or correspondence (e.g. inspection report, review correspondence, IBE text for national press release) additional information on the scope of the accreditation has to be included in the written reference:

e.g., for greenhouse gas relevant information:

“The information covered refers to the following accreditation scope of the IBE: 2006 IPCC GL for National Greenhouse Gas Inventories, 2006 GL Revised Supplementary KP and 2006 GL Supplement Wetlands (www.bmdw.gv.at/akkreditierung)”

e.g., for air pollutants relevant information:

“The information covered refers to the following accreditation scope of the IBE: EMEP 2019 (www.bmdw.gv.at/akkreditierung)”

The managing directors of the Environment Agency Austria bear the overall responsibility for the QMS. They have to provide sufficient resources for the implementation, management and continuous improvement of the QMS.

The QMS covers the task as described in Chapter 1.5 and described in detail in Chapter 3. Any related tasks which go beyond the tasks listed in Chapter 3 (e.g. preparation of reports about emission inventories) are not covered by the QMS at the moment.

⁶ Akkreditierungszeichenverordnung (AkkZV) BGBl. II Nr. 116/2013

⁷ <https://www.bmdw.gv.at/Services/Akkreditierung/Downloads.html>

QUALITY MANUAL: IBE C1 Organization**1.5.3 Personnel**

The personnel of the IBE is made up of staff from various organisational units of the Environment Agency Austria, who **in the course of their inspection activity for the IBE are assigned to the IBE and therefore responsible to the head of the inspection body.**

The head of the inspection body (HI) supervises the project manager (PM), who is responsible for coordinating the IBE staff members (SM) when carrying out their inspections.

The organisational chart of the IBE can be found in in IBE C2.3.

The managing directors of the Environment Agency Austria declare that they will provide adequate personnel, both in terms of quantity and competence, for the operation of the IBE in line with the requirements of the ISO/IEC 17020 and the relevant technical requirements. **The preparation of emission inventories in a timely and professional manner is of absolute priority: spin-off or other inventory related projects are possible only if *additional* resources are available.**

Human resources are assigned for at least one year according to an annual work plan following the Environment Agency Austria's internal procedures. In the case of unexpected staff shortages due to absence or resignations additional human resources will be provided to ensure the preparation of emission inventories in a timely and professional manner.

The managing directors declare that they will stimulate and actively support the qualification and continuing training of the IBE personnel.

1.5.4 Integration into the hierarchical structure of the Environmental Agency Austria

Generally, the QMS of the IBE is integrated into the respective organisational structure of the inspection body as outlined above (simplified: HI – PM – SM). This structure is applicable for all technical aspects of the IBE as well as for general IBE-specific procedures as set out in this manual.

However, being part of the Environment Agency Austria, the IBE is also integrated into the internal procedures of the Environment Agency Austria. Here the structure of the Environment Agency Austria is applicable (where a staff member is accountable to his/her head of department, who typically has no function within the IBE; e.g. in the process of annual employee reviews). Furthermore, the hierarchical structure applicable under public sector employment law (which corresponds to the structure of the Environment Agency Austria) is also applicable for the IBE.

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1.5.5 Technical manager, authorised signatories

The (technical) manager of the inspection body⁸, referred to as head of the inspection body (HI), is

DI Michael ANDERL

Deputy: Mag.^a Katja Pazdernik

Both act as authorised signatories.

HI is accountable to the managing directors of the Environment Agency Austria GmbH.

HI has the overall responsibility for the maintenance and continual improvement of the QMS.

Further responsibilities of the HI are:

- Representing the IBE externally, including communication with customers/clients and the accreditation body
- Integrating the IBE into the resource management and structure of the Environment Agency Austria GmbH
- Adapting the IBE to changing international requirements
- Quality planning and review of the QMS
- Supporting and monitoring the implementation of IBE quality policy and quality objectives
- Examination and approval of proposals and inspection reports
- Staff recruiting, authorization and monitoring
- Promotion of quality awareness and making sure that the importance of complying with legal and official requirements is generally understood

1.5.6 Facilities and Equipment

The managing directors of the Environment Agency Austria shall provide all the resources necessary to ensure preparation of emission inventories in a timely and professional manner and in line with the requirements of the ISO/IEC 17020 standard and the applicable technical requirements.

For the technical competence of the IBE, personal computers and supporting IT infrastructure (providing data security and a backup system) are needed, which are provided and maintained by the respective department of the Environment Agency Austria (see *EMI Q1.13.5*).

No laboratory is operated by the IBE; no other facilities or equipment in terms of the IEC/ISO 17020 standard are thus necessary for the performance of the IBE.

⁸ according to EN ISO/IEC 17020 Chapter 5.2.5 and 8.2.1 respectively

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1.6 Impartiality and independence

The impartiality and independence of the Environment Agency Austria can be deduced from the principles laid down in the UKG (especially sections 5, 6 and 11):

- The Environment Agency Austria GmbH is an independent company which has been assigned public governance functions and specific tasks of public administration.
- In addition to these, the Environment Agency Austria performs only tasks which are in the public interest of protecting the environment.
- Basic annual funds are provided to the Environment Agency Austria as stipulated in the UKG. The responsibility for managing these funds lies with the managing director of the Environment Agency Austria.

The inspection body and its personnel are responsible for their impartiality, independence and integrity when undertaking inspection activities.

The inspection body and its personnel are free from any commercial, financial and other pressures that might influence their technical judgment. **Attempts to influence the results of inspections have to be reported to the head of the inspection body immediately.** No technical instructions shall be given for the preparation of emission inventories from anyone outside of the IBE. As some members of the IBE and its staff are civil servants, these principles have been confirmed by the Austrian Federal Minister for agriculture, forest management, environment and water management (in his capacity of representing the ownership of the Environment Agency Austria).

The remuneration of the personnel of the IBE is not based on the actual number of inspections carried out or the results achieved.

The inspection body and its personnel shall not engage in any activities that may conflict with their independence of judgment and integrity in relation to their inspection activities.

As the IBE is fully independent of all parties involved and the subject inspected it conforms to the requirements of a third party inspection body (type A) according to Annex A.1 EN ISO/IEC 17020.

1.7 Confidentiality

The inspection body and its personnel shall not engage in any activities that may conflict with their commitment of confidentiality of data and information obtained during their work for the IBE (refer to IBE Q1 and IBE C3.8), including information about clients obtained from sources other than the client.

The management of the Environment Agency Austria shall not take orders that may conflict with the IBE's commitment of confidentiality as described above. Generally, the head of the inspection body renders the judgement if, or if not, an order is in conflict with the IBE's commitment to confidentiality; however if questions of interpretation arise the accreditation body shall be consulted.

1.8 Terms and conditions of the IBE

Geschäftsbedingungen⁹ der Inspektionsstelle Emissionsbilanzen (Inspection Body for Emission Inventories) der UMWELTBUNDESAMT GmbH

Diese Geschäftsbedingungen legen die Rechte und Pflichten der Inspektionsstelle und der AuftraggeberInnen fest.

Die Inspektionsstellenleitung verpflichtet sich, dafür zu sorgen, dass die Inspektionsstelle sämtliche Vorgaben der folgenden Unterlagen einhält:

- Akkreditierungsgesetz, BGBl. I Nr. 28/2012 (AkkG 2012)
- AkkreditierungsgebührenVO, BGBl. Nr. 70/1994 idF. BGBl. II Nr. 490/2001
- AkkreditierungsversicherungsVO, BGBl. II Nr. 13/1997 idF. BGBl. II Nr. 490/2001
- AkkreditierungszeichenVO, BGBl. II Nr. 116/2013 (AkkZV 2013)
- Internationale Norm EN ISO/IEC 17020 (*Allgemeine Kriterien für den Betrieb verschiedener Typen von Stellen, die Inspektionen durchführen*)
- sämtliche für die Tätigkeiten der IBE relevante Leitfäden der Akkreditierung Austria¹⁰ (siehe *IBE Q2.5*)

Die Inspektionsstelle verpflichtet sich, die Inspektionen unabhängig von jeglichen kommerziellen, finanziellen und anderen Einflüssen, die ihr technisches Urteil beeinträchtigen könnten, durchzuführen. Sie hat das Recht, sich gegen jegliche Einflussnahme außenstehender Personen und Organisationen auf die Untersuchungs- und Inspektionsergebnisse zu verwehren.

Die Inspektionsstelle verpflichtet sich zu Unparteilichkeit, Unabhängigkeit, Integrität und Vertraulichkeit sowie zur strikten Einhaltung der relevanten gesetzlichen und sonstigen verpflichtenden Anforderungen.

Die Inspektionsstelle betreibt ein Qualitätsmanagement-System, das der Norm ISO/IEC 17020 entspricht und in dem alle qualitätsrelevanten Abläufe festgelegt sind. Dazu zählen unter anderem die Auftragsfestlegung und -abwicklung, das Inspektionsverfahren zur Erstellung von Emissionsbilanzen, die Qualitätskontrolle und die Erstellung von Inspektionsberichten. Unteraufträge, die Teile der Inspektionstätigkeit zum Inhalt haben, werden nur an qualifizierte UnterauftragnehmerInnen vergeben.

AuftraggeberInnen haben das Recht auf Einsichtnahme in sämtliche Unterlagen, ihren Auftrag betreffend. Gegenüber Dritten können sie absolute Vertraulichkeit erwarten, außer es handelt sich um eine gesetzliche Forderung auf Offenlegung.

Forderungen der AuftraggeberInnen, die den gesetzlichen und sonstigen verpflichtenden Anforderungen, an welche die Inspektionsstelle gebunden ist, widersprechen, dürfen von der Inspektionsstelle weder eingegangen noch erfüllt werden, woraus sich jedoch keinerlei Ansprüche der AuftraggeberInnen ableiten. Die Inspektionsstelle hat das Recht, den entsprechenden Auftrag entweder niederzulegen oder im Sinne des Gesetzes zu erfüllen, unter Wahrung der vollen Ansprüche an die AuftraggeberInnen.

⁹ Diese Geschäftsbedingungen sind als Ergänzung zu den allgemeinen Vertragsbedingungen des Umweltbundesamt für den Geltungsbereich dieses QMHB zu verstehen.

¹⁰ <https://www.bmdw.gv.at/Services/Akkreditierung/Downloads.html>