CBAM Third Countries Operators - Access Request Procedure for the Non-EU companies

Carbon Border Adjustment Mechanism

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Document history

The document author is authorised to make the following types of changes to the document without requiring that the document be re-approved:

> Editorial, formatting, and spelling;
> Clarification.

To request a change to this document, contact the document author or project owner.

Changes to this document are summarised in the table in reverse chronological order (latest version first).

Version	Date	Description	Action[1]	Section
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1.00	04/12/2024	First public version of the document, submitted for acceptance (SfA)	I, R	As required

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[1] Action: I=Insert R=Replace

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1. INTRODUCTION

1.1 DOCUMENT PURPOSE

Non-EU companies who would like to become Carbon Border Adjustment Mechanism (CBAM) Operators of Third Countries Installations (O3CI) must have access to the CBAM Third Country Operator Portal to register and report information about their company and their installations as well as the details of the emissions from their production processes, on a voluntary basis.

Therefore, the purpose of this document is:

- To provide general business guidance related to the Legal Acts that govern the CBAM domain for the non-EU companies who would like to become CBAM Operators.
- To provide the access request steps that should be followed by non-EU Companies in order to get access to the CBAM Third Country Operators portal (CBAM O3CI portal).

After the access request is approved, the Third Country Operator will be able to access the CBAM Third Country Operator Portal, where he should perform additional steps to apply and become a registered CBAM Operator and submit information about the emissions from the production processes for the CBAM-related goods. These steps are described in the [User Manual for the Third Countries Operators portal](#).

1.2 TARGET AUDIENCE

The target audience for this document includes:

- European Commission;
- Operators of Third Countries' Installations.

1.3 STRUCTURE

This document is organised as follows:

Chapter 1 – Introduction: describes the scope and the objectives of the document;

Chapter 2 – Business Guidance on the CBAM processes: describes the general guidance on the legal acts governing the CBAM domain, as well as guidance on the main processes and how to add data about the companies.

Chapter 3 - Step-by-step guidance for gaining access : defines the guidelines and step-by-step procedure for granting access to the CBAM Registry.

Chapter 4 – User Responsibilities and Security Requirements: presents the user responsibilities and security requirements when using the IT system related to the management of access requests for the CBAM portal.

Chapter 5 – Helpdesk and user access management support: presents the helpdesk contact points that the operator from the third countries may use in order to get support on the access management requests.

Chapter 6 – Guidance on the use of the O3CI Portal to apply for registration: defines the guidelines on how to consult the user manual for the CBAM Operators portal in order to apply to become a registered CBAM Operator.

1.4 REFERENCE DOCUMENTS

The table below lists the documents that are referred to in the current document.

Ref.	Title	Originator	Version	Date
R01	General Data Protection Regulation	REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC	-	27/04/2016
R02	Internal Data Protection Regulation	REGULATION (EU) 2018/1725 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC	-	23/10/2018
R03	CBAM Regulation	Regulation (EU) 2023/956 of the European Parliament and of the Council of 10 May 2023 establishing a carbon border adjustment mechanism	-	10/05/2023

Table 1: Reference documents

1.5 APPLICABLE DOCUMENTS

The table below lists the documents to which the current document must be compliant .

Ref.	Title	Originator	Version	Date
A01	CBAM Regulation	Regulation (EU) 2023/956 of the European Parliament and of the Council of 10 May 2023 establishing a carbon border adjustment mechanism	-	10/05/2023

Table 2: Applicable documents

1.6   ABBREVIATIONS & ACRONYMS

For a better understanding of the present document, the following table provides a list of the principal abbreviations and acronyms used.

Abbreviation/ Acronym	Meaning
CBAM	Carbon Border Adjustment Mechanism
CBAM O3CI	CBAM Third Country Operators Portal
DG TAXUD	Directorate General for Taxation and Customs Union
EU	European Union
EC	European Commission
GDPR	General Data Protection Regulation
IDPR	Internal Data Protection Regulation
O3CI	Operators of Third Countries Installations
TCEMPL	Third Country Operator Employee
TCO	Third Country Operator
UAM	User Access Management
MFA	Multi Factor Authentication

Table 3: Abbreviations and acronyms

1.7   DEFINITIONS

Term	Meaning
Operators of 3rd Countries Installations	Installation operators in 3rd countries are the persons who operate or control an installation in a 3rd country.
Access Request Validator	An EC Official with the authority to approve or deny access to the CBAM Operators Portal for O3CIs from a business perspective.
EU Login	European Union user authentication service.
EU Access	EU Access serves as the infrastructure-layer authorisation solution for the O3CI portal.
TEMPO	TEMPO (TAXUD Electronic Management of Project Online) is a Quality Management System (QMS) that has been established in the DG TAXUD IT Unit environment to support its business goals and objectives.
Admin Operator	Third Country Operator – Administrator role (able to submit requests to the EU Commission)
Simple Operator	Third Country Operator – Simple user (able to prepare requests only)

Table 4: Definitions

2. BUSINESS GUIDANCE ON THE CBAM PROCESSES

2.1 INTRODUCTION

To ensure compliance with the CBAM Regulation, the **Third Country Operators Portal** (CBAM O3CI) section of the CBAM Registry has been established. This portal allows installation operators outside the EU to upload and share their installation and emissions data with reporting declarants from the EU in a streamlined manner, eliminating the need for multiple submissions.

The legal base for the establishment of the Third Country Operators portal is **Article 10** of the CBAM Regulation, which provides for:

1. **Registration**: The Commission shall, upon request from an operator of an installation located in a third country, register the operator's information in the CBAM registry.

2. **Information Required for Registration**: The registration request shall include:

   o (a) The operator's name, address, and contact information;

   o (b) The location of each installation, with complete address and geographical coordinates (longitude and latitude) accurate to six decimal places;

   o (c) The installation's main economic activity.

3. **Updates to Information**: The operator shall inform the Commission promptly of any changes to the registered information, and the Commission shall update the CBAM registry accordingly.

4. **Validity of registration**: The registration will be valid for a period of five years from the date of its notification to the operator of the installation, and is renewable.

5. **Emissions Data**:

   o (a) Operators determine the embedded emissions associated with each type of good produced at the installation; (This is only for operators who wish to share emissions data with the declarants on a voluntary basis)

   o (b) Ensure emissions data is verified; (applicable only from 2026)

   o (c) Keep a copy of the verification report and records used to calculate embedded emissions for four years after verification. (applicable only from 2026)

6. **Data Disclosure to CBAM Declarants**: An operator may disclose emissions data[2] to an EU declarant, who can use this information to meet its reporting obligations.

Furthermore, **Article 14(4) of the CBAM Regulation** addresses confidentiality, specifying that the CBAM registry data under Article 10(2) shall remain confidential. However, names, addresses,

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[2] Verification by an external independent body will only be mandatory from 2026 for reporting based on actual values. Secondary legislation for the definitive period is planned to be adopted in 2025 and will define the rules for verification of emissions.

and contact information of operators and the locations of installations in third countries may be made public. Operators have however the option to withhold their names, addresses, and contact information from public access. Public registry information shall be accessible in an interoperable format provided by the Commission.

2.2 REQUIRED DOCUMENTS TO BE SUBMITTED FOR THE ACCESS REQUEST

When submitting the request for access to the CBAM O3CI Portal, please prepare and submit the following business types of documents:

- **Registration Certificate of the Operator[3]**: Demonstrates that the operator is legally registered and includes essential details (name, address, contact information, and tax ID or equivalent).

- **Document Proving Authority to Represent the Company**: Provides proof that the representative is authorized.

- **ID of the Authorized Representative**: Identity document of the representative.

In order to send the 3 types of documents at once to the Commission, please **merge the documents into one single pdf file** and upload the pdf file in the request for access from the EU Access system.

It is strongly recommended to upload supporting documents in **English language**. Supporting documents which are not in English language may result in delays in the Operator's access request processing.

2.3 GUIDANCE FOR KEY COMPANY IDENTIFIERS

- **Company Identifier - Operator ID/Corporate Registration Number (CRN)**: Company Identifier represents the corporate registration number. This is a unique identifier assigned to a business entity upon its official registration with a national or regional business registry. This number serves as proof of a company's legal existence and is used for identification and record-keeping purposes by government agencies, financial institutions, and regulatory authorities. The format of this identifier varies by country, often consisting of a series of numbers, letters, or a combination that uniquely identifies the business. The

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[3] Power of Attorney – An official document granting the individual authority to act on behalf of the company in specified legal matters or;

Court Registration Decision – A document that lists individuals authorized to represent the company, as registered with the court or;

Extract from the Commercial Register – Often includes details of directors and other individuals with legal representation rights or;

Employment or Engagement Contract – A contract that explicitly states the authority of an employee or consultant to act on behalf of the company.

company identifier should start with the 2-letter country code for the country where the company is registered. The maximum length of this identifier is 25 characters.

Example identifiers (not to be used in your request):

- o IN123456ABCD (IN for the 2-letter country-code for India, followed by some letters and numbers)

- o BR.XYZ-1234567890 (BR for the 2-letter country-code for Brazil, followed by a separator (dot), followed by other characters.

> **We recommend using the following identifiers for the countries listed below:**
> 🟢 **For China:** Unified Social Credit (USC) number
> 🟢 **For India:** Corporate Identification Number (CIN) or Limited Liability Partnership Identification Number (LLPIN)
> 🟢 **For the United Kingdom:** Company Registration Number (CRN)
> 🟢 **For the United States:** Central Index Key (CIK)
> 🟢 **For South Korea:** Business registration number (TIN)
> 🟢 **For Turkey:** Vergi Kimlik Numarası
> 🟢 **For Ukraine:** Registration number (EDRPOU)
> 🟢 **For others:** Business or trade register number, tax identification number, or Legal Entity Identifier (LEI)

Example for the company identifier in the request for access from the EU Access system:

Figure 1: Example of company identifier added in the CBAM access request

3. STEP-BY-STEP GUIDANCE FOR GAINING ACCESS TO O3CI PORTAL

3.1 TYPES OF ACTORS

With regards to O3CI Portal users, there are two types of actors that can gain access to the O3CI Portal. Table 5 presents the two types of actors:

Type of Actor	Role
Third Country Operator (TCO)	This refers to the legal entity. It can be the CEO/legal representative for the operator who applies for access to the O3CI portal.
Third Country Operator Employee (TCEMPL)	This refers to a natural person (employee) who receives a delegation by the TCO to access the O3CI portal.

Table 5: O3CI Types of Actors

The TCO is the legal entity that initially requests access to the O3CI portal. However, the TCO can delegate access to the O3CI portal to an employee (TCEMPL) via the EU Access Admin-Ext portal. A high-level view of this process is depicted below:
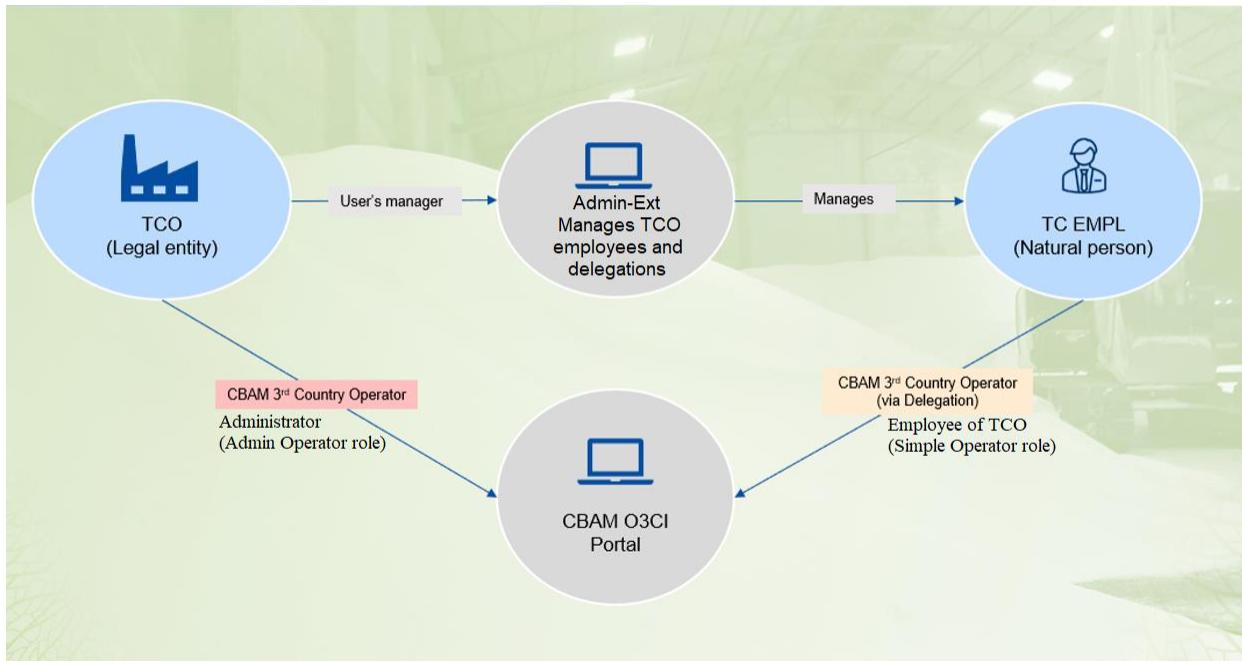

Figure 2: O3CI types of actors, roles and relationship

TCO can gain access to the O3CI portal via the process described in section 3.3.

TCO can delegate access to the TCEMPL via the process described in a separate procedure presented on the CBAM Website.

3.2   EU LOGIN ACCOUNT CREATION

A pre-requisite for an TCO Administrator to request access to the O3CI Portal or for an employee to be delegated rights to O3CI portal, is the creation of an EU Login account.

EU Login is the entry gate to sign in to different European Commission services and/or other systems. EU Login verifies your identity and allows recovering your personal settings, history and access rights in a secure way.

For guidelines on how to create an EU Login account, please refer to the relevant EU Login frequently-asked-questions (FAQs).

Please note that in order to authenticate in EU Login, 2-factor authentication is required, so this needs to be appropriately setup. Please consult the EU Login tutorial in order to select the preferred authentication method among the options below:
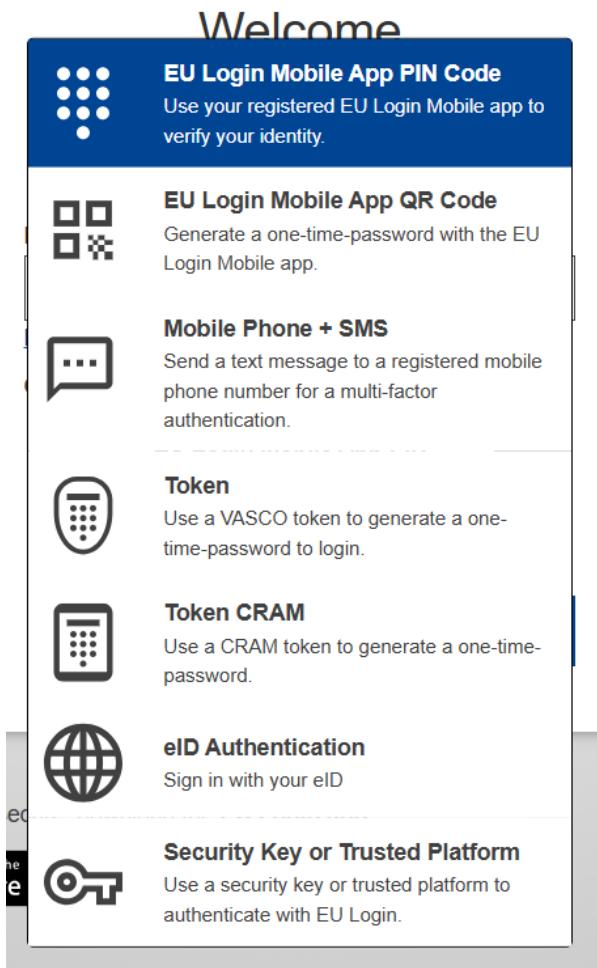

Figure 3: EU Login authentication methods

Depending on the country, the availability of authentication methods may vary.

For the purpose of the CBAM O3CI Portal, the recommended 2-factor authentication methods are any of the following:

- EU Login Mobile App PIN Code;

- EU Login Mobile App QR Code;
- Security Key or Trusted Platform.

Please note that in some countries the Google or Apple stores/services might not be available, thus the EU Login Mobile App is not available. In these cases, in order to authenticate you need to register your Security Key or Trusted Platform. The only requirement for the security key is to be FIDO2 certified (e.g. Yubikey).

You will be able to register a Security Key/Trusted Platform following the EU Login tutorial on this matter, which also includes a video tutorial with the necessary steps.

3.3 REQUEST ACCESS TO THE O3CI PORTAL

The figure below presents the workflow for requesting access rights to the O3CI Portal:
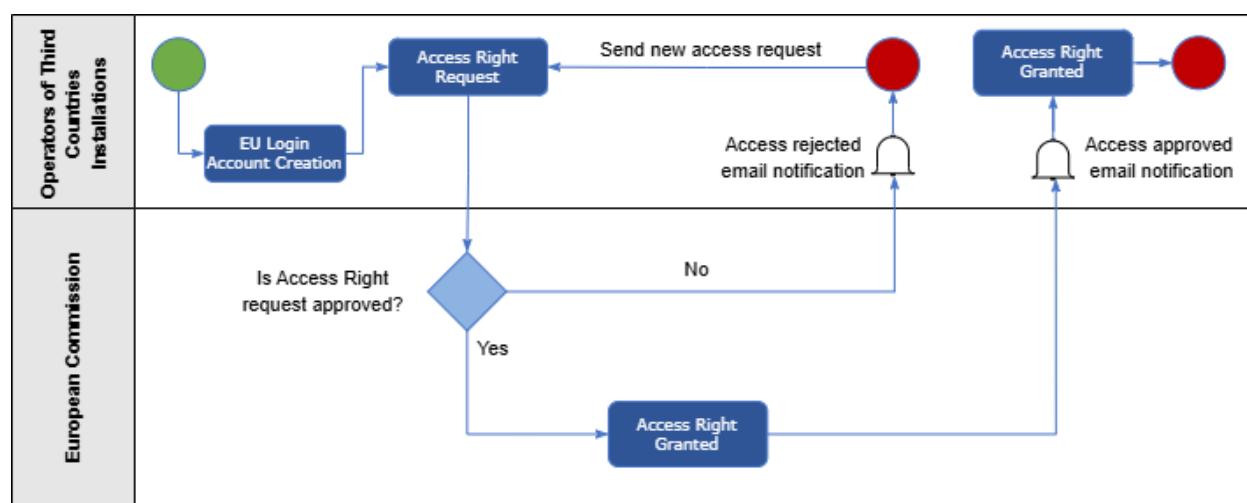
Figure 4: TCO Access request workflow

3.3.1 Authenticate in EU Login

Once the TCO administrator has successfully created an EU Login account (as outlined in section 3.2), the TCO can proceed with submitting a request for access to the O3CI Portal through EU Access by following the steps listed below.

Click on the following link: https://cbam.ec.europa.eu/o3cinstallation to access CBAM O3CI Portal.

You will be redirected to the EU Login system, to be authenticated.

Please add your email address in the indicated field and click on "Next" (the same email address used to create your EU Login account).
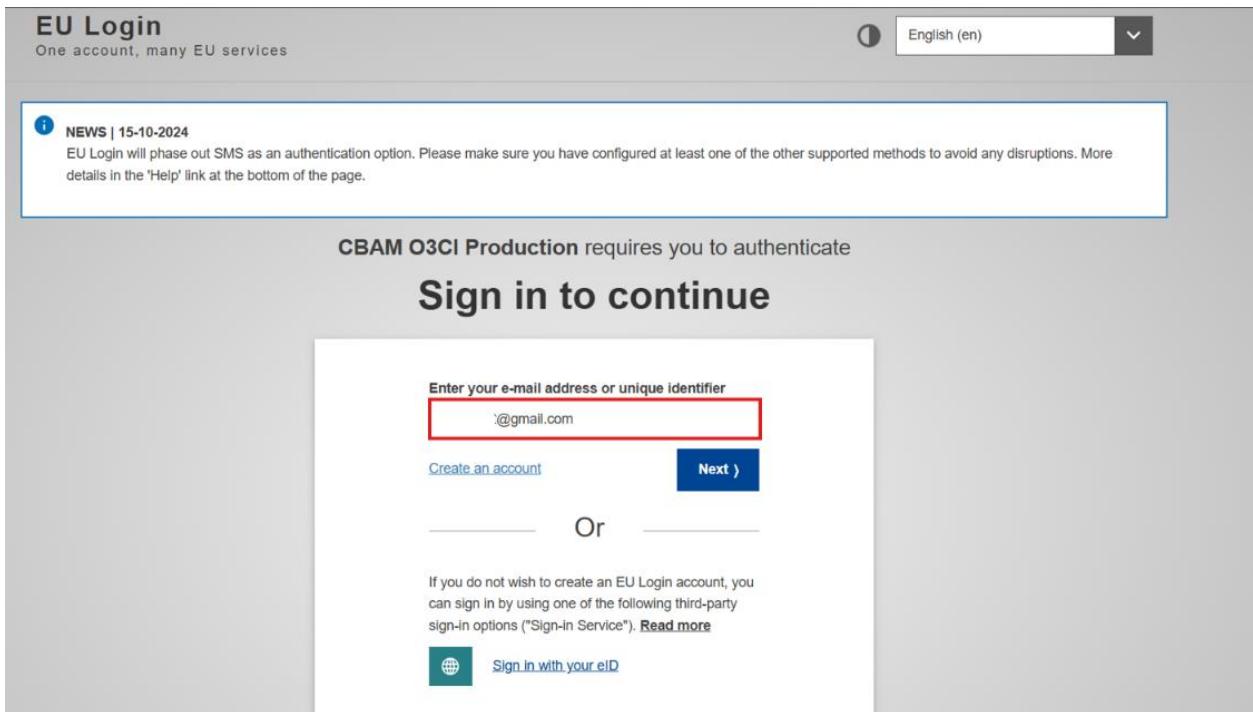
Figure 5: CBAM O3CI authentication through EU Login (e-mail)

Enter your password (the same password used when creating your EU Login account) in the indicated field as displayed below, select the verification method of choice and click on "sign in". For this example, we have selected the "EU Login Mobile App PIN code" as the authentication method.
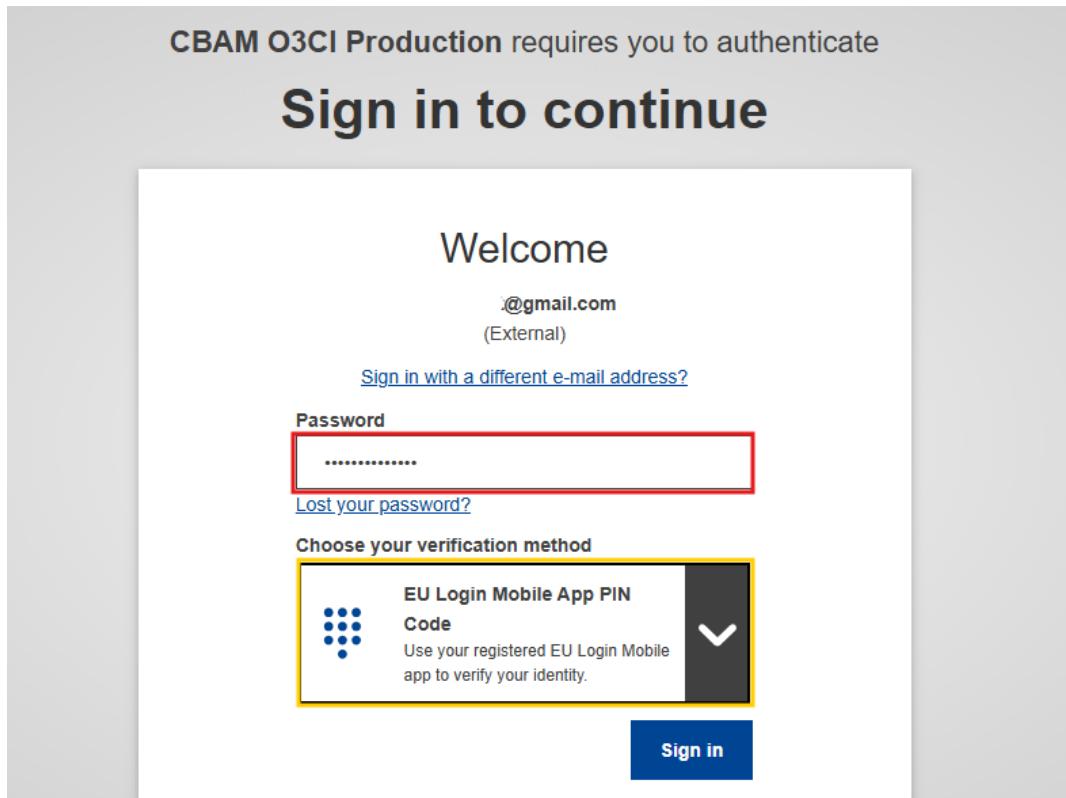
Figure 6: CBAM O3CI authentication through EU Login (password and verification method)

3.3.2 Request an EU Access profile

After clicking "Sign in" to be authenticated and authorised by the EU Login system (using EU Login mobile app PIN code or other verification method), you will receive a message indicating that "No EU Access identity profile" is found. Click on "**Request an EU Access profile**" as displayed below:
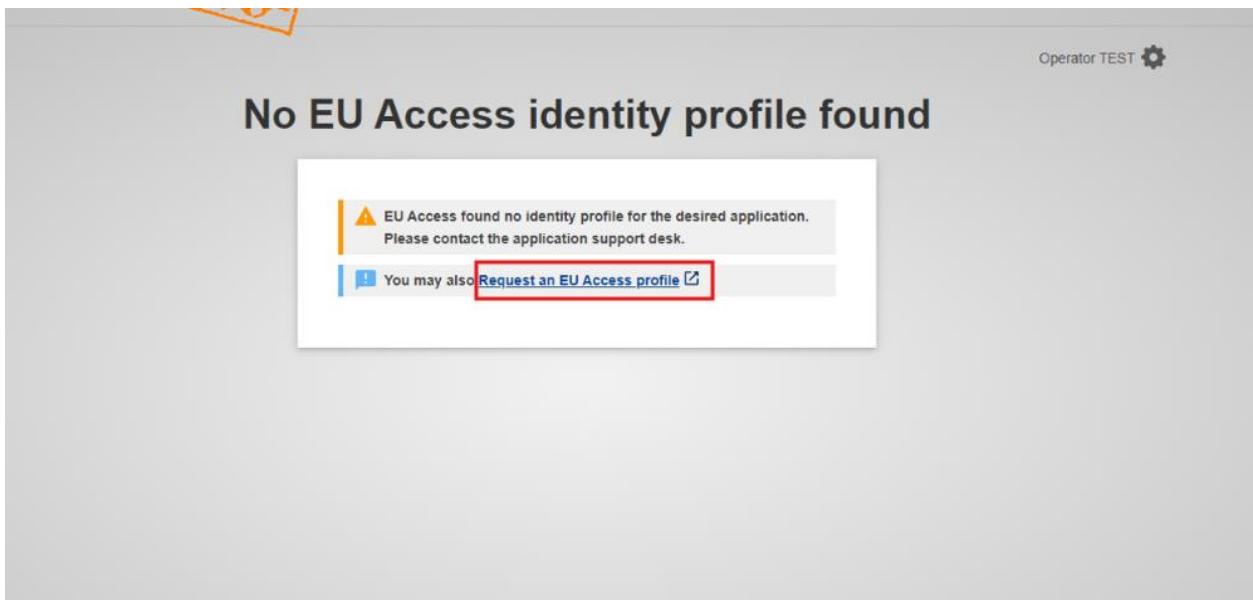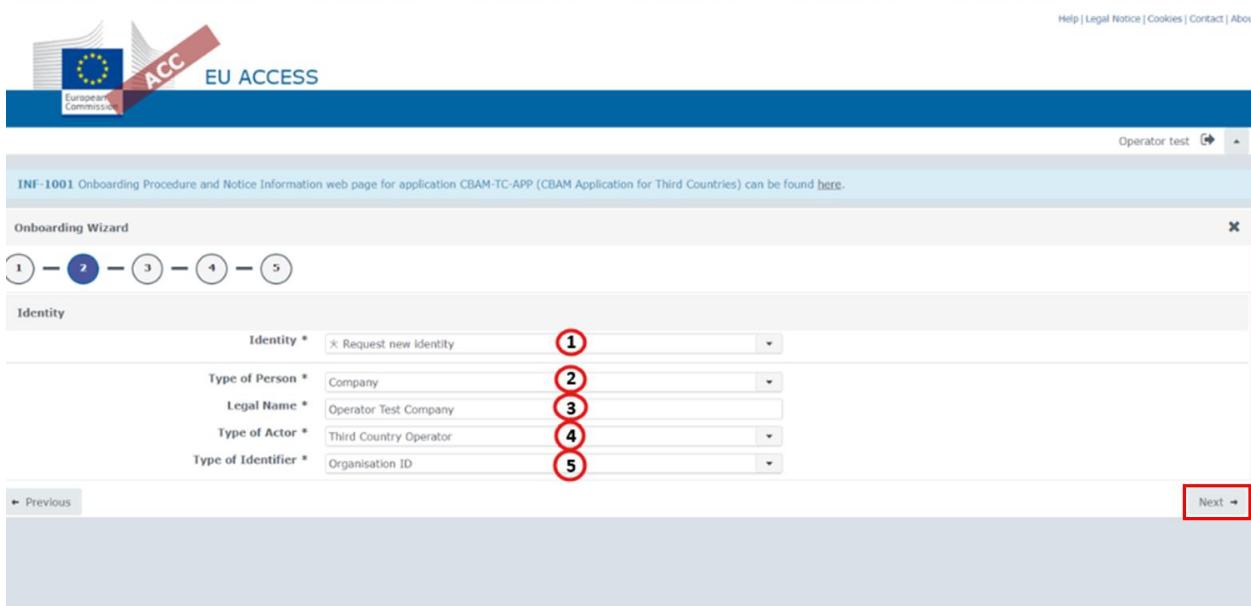
Figure 7: Request an EU Access profile

3.3.3 EU Access on-boarding – step 2

You will then be redirected to the EU Access Onboarding wizard, where you will be prompted to enter the company details and then click on the "Next" button, as indicated below:

Figure 8: EU Access Onboarding Wizard – Step 2 - Enter the company details & click "Next" button

Field No.	Field Name	Field Description
1	Identity	Retain default selection "*Request new identity*"
2	Type of Person	As a legal entity requesting access, select "*Company*" from the dropdown
3	Legal Name	Enter the legal name of the company. Name of the company should not exceed 70 characters. Please use the internationalized transliterated name of your company.
4	Type of Actor	As a legal entity requesting access, select "*Third Country Operator*"
5	Type of Identifier	Retain default selection "*Organisation ID*", which represents the corporate registration number of your company in the Third Country

Table 6: Company Details

3.3.4 EU Access on-boarding – step 3

At this point, you will be directed to the next step of the onboarding wizard, where you will be asked to choose the assignable profiles. Make sure to select both profiles (Admin and Simple Operator) and then click on the "Next" button, as shown below.
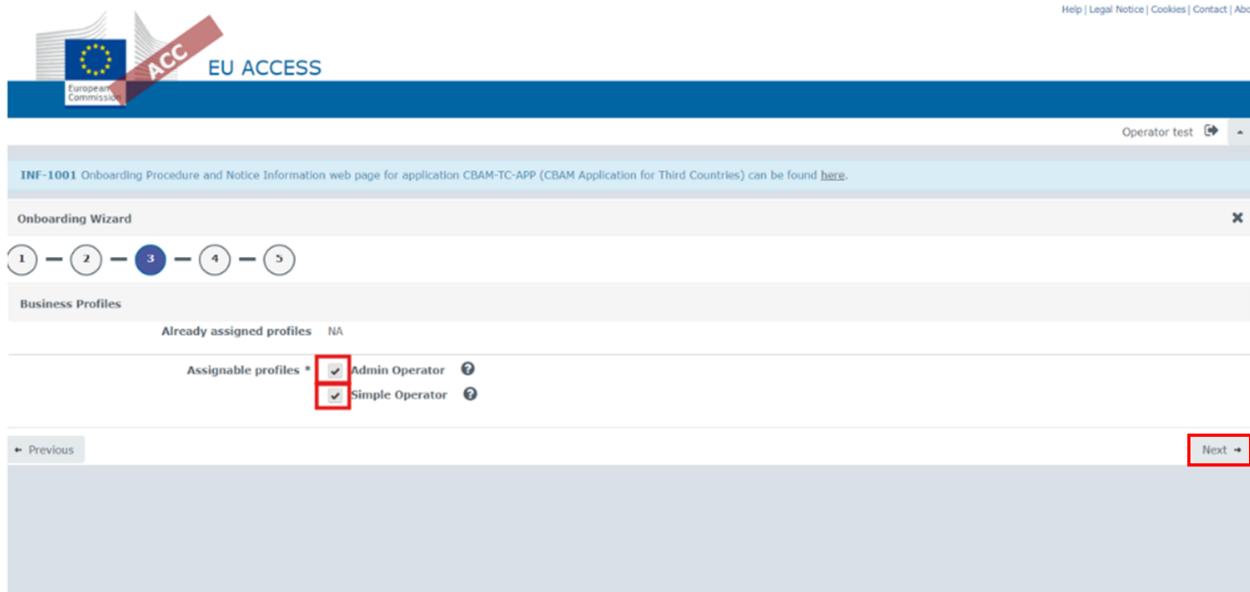
Figure 9: EU Access Onboarding Wizard – Step 3 - Business Profiles

Business Profile Name	Business Profile Description
Admin Operator	Allows the TCO Administrator to access the O3CI Portal and submit requests to the European Commission (e.g., request to become a registered operator, request for change, request for revocation etc).
Simple Operator	Only allows to save a request (e.g., fill in and save a request to become a registered operator but not submit).

Table 7: Business Profiles

3.3.5 EU Access on-boarding – step 4

At this point, you will be directed to the next step of the onboarding wizard, where you will be prompted to add the company attribute values and then click on the "Next" button, as shown below.

Figure 10: EU Access Onboarding Wizard – Step 4 - Company Details

Field No.	Field Name	Field Description
1	Company Address	This is a mandatory field. Enter your company's physical address of the main office.
2	Company Email	This is a mandatory field. Enter your company's corporate email address. The value entered in the "Company Email" attribute must adhere to the following rules: • The local part (before the "@" symbol) can contain letters (both uppercase and lowercase), numbers, periods (.), underscores (_), percentage signs (%), plus signs (+), and hyphens (-). • It must contain the "@" symbol, which separates the local part and the domain part of the email. • The domain part (after the "@") must be composed of letters, numbers, periods (.), and hyphens (-). • The domain part must be followed by a period (.). • The domain extension (after the period) must consist of at least two letters. Example of a valid email: • user.name@example.com Example of an invalid email:

Field No.	Field Name	Field Description
		• user@com (Missing domain extension) • user@.com (Invalid domain format)
4	Company Website	This is an optional field, but it is highly recommended to provide it, as doing so will speed up the validation of your access request. Enter your company's website address. The value entered in the "Company Website" attribute must follow these rules: • It can start with www., http://www. or https://www. • The domain name is mandatory. It can include only letters, numbers and hyphen and it must be followed by a period. • After the domain, the top-level domain (TLD, example: .com or .cn or .in or .ca or .tr) is mandatory and must be between 2 and 6 letters long. • Optionally, the website address may end with a path or query parameters. If provided, it should start with a slash (/) and can include only letters, numbers, hash (#), and slash (/) characters. Examples: • https://www.example.com • http://example.com • www.example.com • example.com • https://example.com/path/to/resource
4	Company Identifier **(see chapter 2.3)**	This is a mandatory field. Company Identifier represents the corporate registration number. This is a unique identifier assigned to a business entity upon its official registration with a national or regional business registry. This number serves as proof of a company's legal existence and is used for identification and record-keeping purposes by government agencies, financial institutions, and regulatory authorities. The format of this identifier varies by country, often consisting of a series of numbers, letters, or a combination that uniquely identifies the business. The identifier entered in the "Company Identifier" attribute must adhere to the following rules: • It must begin with the 2-letter country code (in uppercase) of the country where the company is incorporated. If your national corporate registration number does not start with the 2-letter country code, you must add it at the beginning when entering it in this field. For example, if your national corporate registration number is 12345 and the company is registered in a country with the country code "IN," you should enter IN12345 in this field. • The first 2-letter country code must match the country code selected in the "Company ISO-2 Country Code" dropdown below. For instance, if you entered IN12345 in the "Company Identifier" field, you must select the "IN [India]" option in the "Company ISO-2 Country Code" dropdown. If the codes do not match, the "Company
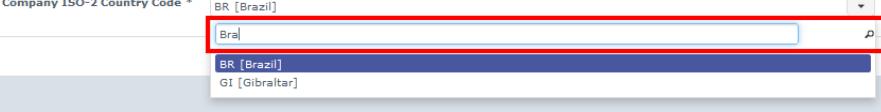
Field No.	Field Name	Field Description

		Identifier" attribute will be considered invalid when you proceed to the last step of the registration onboarding wizard, where these validations are performed, as explained further in step 0.
		• <u>Maximum size is 25 characters.</u>
		• <u>It must contain only valid characters.</u> The valid characters are as follows:
		    o Any Latin letter in lowercase or uppercase (a-z, A-Z)
		    o Any digit (0-9)
		    o Dot (.)
		    o Dash (-)
		• <u>Examples of type of company identifiers:</u>
		    o For China: Unified Social Credit (USC) number.
		    o For India: Corporate Identification Number (CIN) or Limited Liability Partnership Identification Number (LLPIN).
		    o For the United Kingdom: Company Registration Number (CRN).
		    o For the United States: Central Index Key (CIK).
		    o For South Korea: Business registration number (TIN).
		    o For Turkey: Vergi Kimlik Numarasi.
		    o For Ukraine: Registration number (EDRPOU).
		    o For others: Business or trader register number, tax identification number or Legal Entity Identifier (LEI).

5	Company ISO-2 Country Code	This is a mandatory field. Select from the dropdown the 2-letter code of the country where your company is based. The user can type the country name within the dropdown lookup (as shown in the screenshot below) to quickly locate and select it. Examples: • BR [Brazil] • CN [China] • CA [Canada] • GB [United Kingdom] • IN [India] • KR [South Korea] • RU [Russia] • TR [Turkiye] • UA [Ukraine] • US [United States]

Table 8: Company attribute details

3.3.6 EU Access on-boarding – step 5 – last step

At this stage, you will be taken to the final step of the onboarding wizard, where you will have the opportunity to:

- Review a summary of the details you've entered and make any necessary corrections, as outlined in the table below.
- Provide a justification for your registration request, as explained in the table below.
- Attach the mandatory justification documents to verify your company's identity.

For the required documents that the operator is asked to upload as justification documents, please refer to chapter 2.2.

Once all the information is correct, submit your request by clicking the "Submit" button.

Figure 11: EU Access Onboarding Wizard – Step 5 – Upload attachment document

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Figure 12: EU Access Onboarding Wizard – Step 5 - Review and Submission – No error message

Figure 13: EU Access Onboarding Wizard – Step 5 - Review and Submission – Error messages

Screen Element	Screen Element Description
Error message	When the final step of the onboarding wizard is loaded, if the company data has been entered correctly, no error messages will be displayed at the top of the screen.
	If at least one of the company details was not provided in the expected format in the previous steps, one or more error messages will appear in red at the top of the screen, highlighting the fields that failed validation.
	The following error(s) may occur and could be shown once or multiple times:
	• VAL748 The attribute [Company Identifier] has invalid value [xxxxx], please check the onboarding manual for more details.
	o This error occurs when the value entered in the "Company Identifier" attribute (in step 4 of the wizard) violates one or more of the rules outlined in Table 8. If the error appears multiple times, it indicates that at least two rules have been violated.
	o For example, in the above screenshot from Figure 13, this error appears twice because the "CH#123" value that was entered in the "Company Identifier" field contains invalid character "#" and it doesn't start with

Screen Element	Screen Element Description

	the "BR" country code that was entered in the "Company ISO-2 Country Code" attribute.
	
	• VAL748 The attribute [Legal Name] has invalid value [xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx], please check the onboarding manual for more details.
	    o This error occurs when the value entered in the "Legal Name" attribute (in step 2 of the wizard) violates the rule outlined in Table 6.
	    o For example, in the screenshot above (Figure 13), this error appears twice because the value entered in the "Legal Name" field, "TCO Test xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxx" exceeds the maximum allowed length of 70 characters.
	
	• VAL748 The attribute [Type of Person] has invalid value [Physical Person], please check the onboarding manual for more details.
	• VAL748 The attribute [Type of Person] has invalid value [Link with persons], please check the onboarding manual for more details.
	    o One of these errors occurs when the value entered in the "Type of Person" attribute (in step 2 of the wizard) is different than "Company", which is the only valid value for an access request submitted by an O3CI Administrator.
	
	• VAL748 The attribute [Company Email] has invalid value [xxxxxx], please check the onboarding manual for more details.
	    o This error occurs when the value entered in the "Company Email" attribute (in step 4 of the wizard) violates one or more of the rules outlined in Table 8.
	• VAL748 The attribute [Company Website] has invalid value [xxxxxx], please check the onboarding manual for more details.
	    o This error occurs when the value entered in the "Company Website" attribute (in step 4 of the wizard) violates one or more of the rules outlined in Table 8.
	
	If there is at least one error, the user will not be able to submit the access request until the data is corrected. To fix the issue, navigate to the previous step(s) (by clicking the "Previous" button) where the invalid field(s) were entered, correct the values, and then proceed back to the final step of the wizard.

Justification	This is an optional free text. If the TCO administrator wishes to obtain the rights to delegate access to the O3CI portal to one or more employees, they should specify this request in this field, by entering the following text: "**We request the possibility for delegation to employee**" (please check also the screenshot from Figure 12)
Attachment	This is a mandatory field. Only one file can be submitted with the request, and it must not exceed 5 MB in size.

Screen Element	Screen Element Description
	It is strongly advised to upload supporting documents exclusively in PDF format. To incorporate multiple business documents into a single technical file, please merge them into one PDF file.
Submit	The "Submit" button will only become visible and enabled once all the data has been entered correctly (there are no validation errors) and the mandatory attachment has been added.

Table 9: Registration request – "Review" Step

After submitting the registration request, you will receive an email confirming that your access request has been successfully created, as shown in the screenshot below.
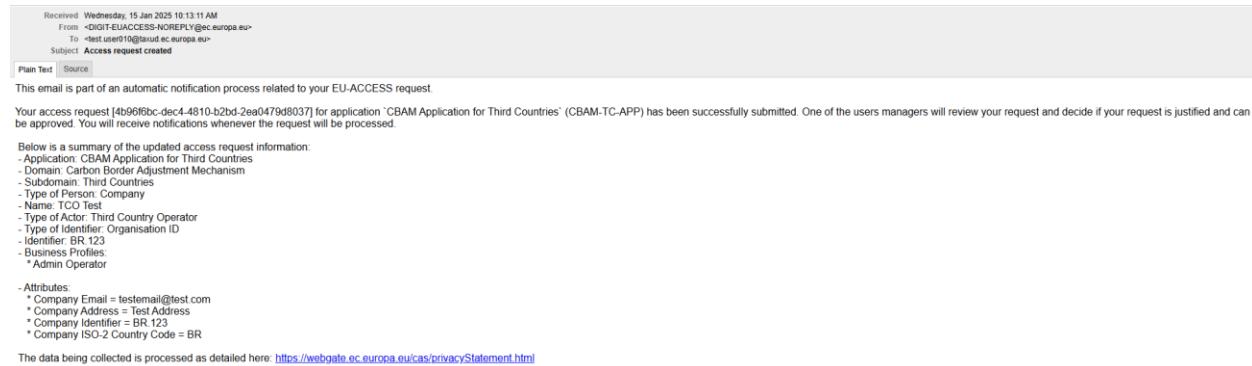
Figure 14: EU Access Registration – O3CI Access Request Creation Notification

Once the access request was created, an administrator at the European Commission will review it, and you will be notified of its approval or rejection via email. Please be aware that this process may take several days after submission. The following scenarios are possible:

- If the access request is approved, you will receive several email notifications, as shown below. At this stage, you should be able to connect to the O3CI Portal, as described in chapter 6.

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Figure 15: EU Access Registration – O3CI Access Request Approval Notifications

- If in the access request you requested also rights to delegate access to your employees (via the comments inside the "Justification" field, as explained above in Table 9) and your access request was approved, then you should get one additional email notification. This notification will inform you about the rights granted to you for accessing the "EU Access Admin-Ext" tool. TCO can delegate access to the TCEMPL via the process described in a separate procedure presented on the CBAM Website.

Figure 16: EU Access Registration – Delegation Rights Approval Notification

- If the access request is rejected, you will receive an email notification containing a justification, as shown below. Please review the feedback and restart the registration process.

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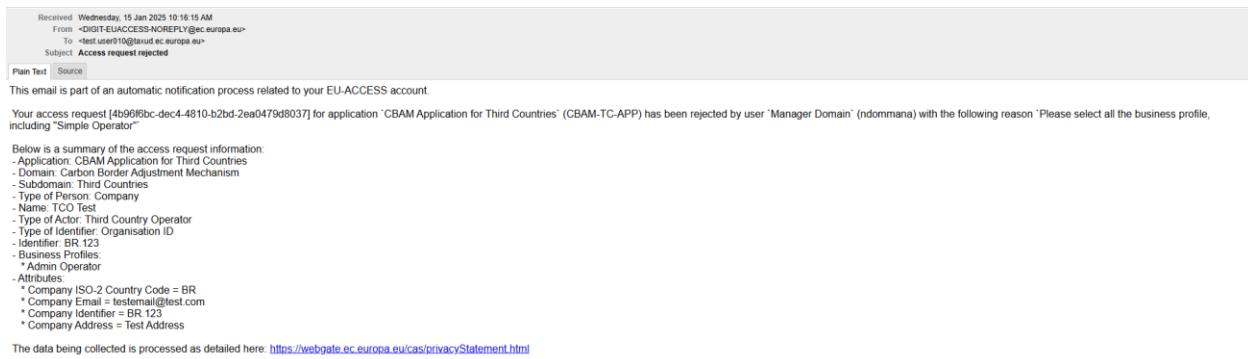
Figure 17: EU Access Registration – O3CI Access Request Rejection Notification

- <u>If you do not receive an email notification after a few days</u>, please be sure to check your spam folder, as the message may have ended up there.

4. USER RESPONSIBILITIES AND SECURITY REQUIREMENTS

To ensure the security of the O3CI Portal, all users, including O3CI Administrator and their delegated employees, must adhere to specific responsibilities and security requirements. The European Commission invests significant time and resources in implementing effective controls to mitigate risks and vulnerabilities. However, the security of information also relies on the care exercised by users in their day-to-day roles.

4.1 USER RESPONSIBILITIES

O3CI Administrator has specific tasks and responsibilities within the O3CI Portal. These responsibilities include managing their accounts, installations, and user delegations efficiently. The key tasks and responsibilities of O3CI Administrator are as follows:

- **Request for Registration**: O3CI Administrator can submit a request for registration to register and report the details of the emissions from their production processes, making this information available for CBAM Declarants to refer to in their declarations;

- **Delegation of Users**: O3CI Administrator can delegate access rights to O3CI Portal for their employees without requiring additional approvals.

The O3CIs Administrator is obliged to provide true and valid information in their access requests and submissions.

By fulfilling these tasks and responsibilities, O3CI Administrator gains access (approved by the EC) to the O3CI Portal.

4.2 USER SECURITY REQUIREMENTS AND RESPONSIBILITIES

To prioritise information security and ensure compliance with regulatory standards, users must adhere to the following security requirements:

- Data protection rules of GDPR [R01] and IDPR [R02] are applicable to the O3CI Portal;

- Under the O3CI Portal regulation [R03], all information in O3CI Portal shall be covered by the obligation of professional secrecy (art 13 § 1[4]);
- Users must follow the principles of least privilege, need to know, need to use.

In addition to the password requirements[5] enforced by EU Login, every user plays a vital role in safeguarding their access. To further enhance information security, each user must:

- Utilize a strong password and regularly update it (e.g., every 90 days);
- Never share their password with anyone or allow others to use their account;
- Avoid writing down or storing passwords electronically, such as in files or emails;
- Refrain from using the same password for personal or other business-related accounts;
- Avoid displaying any information containing access credentials, such as login names and passwords;
- Notify the appropriate authorities of any changes in their role or access requirements;
- Use Multi-Factor Authentication (MFA) wherever applicable;
- Notify if the account has been leaked or compromised and immediately change the password.

Finally, the use of a Password Manager application is strongly recommended.

4.3 COMPLIANCE

Compliance with CBAM security requirements described in this document (*4.2 User Security Requirements and Responsibilities*) is mandatory for all individuals accessing the O3CI Portal. Any non-compliance or violation of these requirements shall be reported, investigated, and appropriate actions shall be taken. Regular audits and reviews shall be conducted to assess adherence to this document and the effectiveness of user access controls internally by O3CIs.

4.4 DATA PROTECTION AND LEGAL NOTICE

The O3CI Portal will function according to the following data protection and legal notice notes:

- Data protection notice
- Legal notice.

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[4] All information acquired by the competent Authority or the Commission in the course of performing their duties which is by its nature confidential, or which is provided on a confidential basis shall be covered by the obligation of professional secrecy. Such information shall not be disclosed by the competent Authority or the Commission without the express prior permission of the person or Authority that provided it or by virtue of Union or national law.

[5] As set out in the EU Login Tutorial

5. HELPDESK AND USER ACCESS MANAGEMENT SUPPORT

Operators of third country installations may encounter access management issues or difficulties when attempting to access the CBAM O3CI Portal.

In such cases, it is important to ensure an efficient resolution by accurately categorizing and communicating the nature of the user access management issues or requests.

In the event of any issues, Third Country Operators should send an email to support@itsmtaxud.europa.eu for support.

The official language of communication when reaching out to the aforementioned email address is English.

The working hours of the support desk is 07:00 – 21:00 CET/Europe-Belgium time-zone, Monday to Friday.

The following information should be included in the request to facilitate effective troubleshooting:

- URL in Use: The specific URL where the issue is occurring;
- Screenshot of the Error: An attachment of a screenshot reflecting the error message displayed;
- Timestamp of the Error: The date and time when the issue occurred.

6. GUIDANCE ON THE USE OF THE O3CI PORTAL TO APPLY FOR REGISTRATION

Once the Third Country Operator has requested access to the CBAM Third Country Operators portal (CBAM O3CI Portal) and the access request has been approved, as presented in the previous chapters, the next step is to access the CBAM O3CI Portal.

The Third Country Operators portal section of the CBAM Registry allows installation operators outside the EU to upload and share their installations and emissions data with reporting declarants in a streamlined manner, instead of submitting it to each declarant separately. Portal allows operators to ensure the confidential treatment of business-sensitive data.

The CBAM O3CI Portal is available at the address https://cbam.ec.europa.eu/o3cinstallation.

In order to be guided on how to use the portal, third country installation operators from outside EU may consult online the User Manual for the Third Countries Operators portal.