

ANNUAL
REPORT **2014**



REPORT OF THE ACCREDIA DIRECTIVE COUNCIL FOR THE YEAR 2014

(Data at December 31, 2014)

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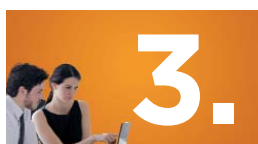
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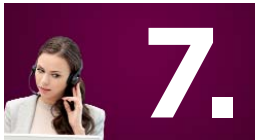
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1.

THE PRESIDENT'S REPORT

Dear Members and Friends,

Competence, impartiality, transparency and independence. These are the cardinal principles of accreditation on which I've based my Presidency, first of SINCERT and then following the creation of ACCREDIA. I can look back on the Association's activities with satisfaction for everything we've achieved but with a pinch of sadness because this is the last time I'll be presenting the Report.

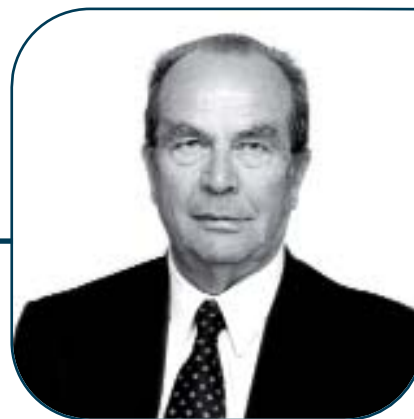
The renewal of the responsibilities of ACCREDIA's personnel for 2015 is a fundamental step forward in its path and I'm sure that we will drive ahead with a fresh impulse and effectiveness, spreading ever wider the value of our services for the benefit of the national economy.

The conformity assessment system has changed appreciably in recent years. Amongst all the steps involved in developing and supporting the values of accreditation, I would like to recall three in particular: the fusion with SINAL and the subsequent recognition in 2009 of ACCREDIA as the sole national accreditation body, and the progressive increase in the number of functions entrusted to ACCREDIA by the national government.

This last factor is perhaps the one I'm proudest of because it is a tendency which was confirmed in 2014 reflecting the way in which all of ACCREDIA's structure works competently and professionally. And this despite the major changes in staff that have taken place over the last three years, especially the passing away of Paolo Bianco, Director of the Department of Testing Laboratories, which required a rapid recovery in the wake of an immense loss.

The trust placed in ACCREDIA didn't only come from the government ministries and other major national institutions which are all Members, but also entities and individuals who need ACCREDIA's services for reasons of certification, testing and calibration reports. Another confirmation of ACCREDIA's ever-stronger position lies in its frequent participation in talks with governmental and parliamentary authorities for providing technical support for the correct references to accredited certification.

2014 was an especially important year for ACCREDIA internationally, beginning in April with the EA Peer Assessment to permit ACCREDIA to retain its signatory status of the International Agreements of Mutual Recognition for the dedicated sector of the verification of greenhouse gas emissions, an activity which is already ongoing. While at the end of the year preparations were underway for the Full Peer Evaluation at the start of 2015, again by an EA team for the four-year cycle.



The fusion in 2009 of Italy's previous accreditation bodies into one association meant that ACCREDIA was still a new body, requiring Biennial evaluation under EA rules. And finally, in 2014 ACCREDIA was busy getting ready for the great events due to take place in 2015 when, alongside the closing days of EXPO MILAN, ACCREDIA will host the IAF and ILAC Annual Assembly – an historical first for Italian accreditation.

These commitments have called for a redefinition of the roles of our staff in the various EA-IAF-ILAC committees and working groups, now involving eight ACCREDIA collaborators, together with six assessors who are qualified as Auditors and Audit Team Leaders for international assessments and there are other Technical Officers following in their footsteps. These developments have been helped also by changes in the management of the departments which are now three in number with the creation of one department for Testing Laboratories and Testing Laboratories for Food Safety.

Another important development regards the Department of Calibration Laboratories in Turin where, since the start of 2014, the staff members have become ACCREDIA employees. Now they carry out their work in a location which INRIM has leased, creating an even stronger tie between metrology and accreditation, and the renewal of the agreement with the Institute of Metrology has sanctioned this type of collaboration.

.Although our Association has retained the form it began with six years ago it has continued to grow all the while as we can see from all the indicators: the number of accreditations, the growing teams of qualified assessors, new staff members and our role on the international scene. The path we have taken has worked well and, over these six years, we've successfully absorbed all the changes along the way. And amongst these indicators, a special place is reserved for the Members, who have grown both in numbers and in the various forms of participation.

I'd like to think that I've given my best possible contribution to these positive trends.

I'd also like to feel that I've made my small contribution to national economic progress, showing that honesty and dedication can produce results and that the private and public sectors, which often seem so far apart, can work together in a common cause-

Cav. del Lav. Federico Grazioli
President of the ACCREDIA Directive Council

2.

THE ASSOCIATION

AT 16TH MARCH 2015



The Association's members

PARTNER MEMBERS

Ministry of Economic Development
Ministry of the Environment & Land & Maritime
Protection
Ministry of Defense
Ministry of Infrastructures and Transport
Ministry of Internal Affairs
Ministry of Education, Universities and Research
Ministry of Labour and Social Policies
Ministry of Agriculture, Food and Forestry
Ministry of Health

SPONSOR MEMBERS

National public entities:

CNR
ENEA
INAIL
INRIM
ISPRA
ISS
UNIONCAMERE

Business organizations

ANIA
CASARTIGIANI
CIA
CNA
COLDIRETTI
CONFAGRICOLTURA
CONFAPI
CONFARTIGIANATO IMPRESE
CONFCOMMERCIO
CONFCOOPERATIVE
CONFESERCENTI
CONFINDUSTRIA
LEGACOOOP

Standardization bodies

CEI
UNI

Major clients

FERROVIE DELLO STATO ITALIANE S.P.A.
GRUPPO ENEL

ORDINARY MEMBERS

ACU
AGIDAE
AIAS
AICQ
AIOICI
AISES
AIZS
ALA
ALPI
ANACAM
ANCE
ANGQ
APCO
ASCOTECO
ASSOCALZATURIFICI ITALIANI
ASSOCONSULT
ASSORECA
ATECAP
COLAP
COMPAGNIA DELLE OPERE
CONAF
CONFINDUSTRIA SERVIZI INNOVATIVI E TECNOLOGICI
CONFORMA
CONSIGLIO NAZIONALE DEI CHIMICI
CONSIGLIO NAZIONALE DEGLI INGEGNERI
FEDERAZIONE CISQ
FEDERBIO
FEDERCHIMICA
FINCO
FNOVI
INFRASTRUTTURE LOMBARDE S.P.A.
OICE
SOCIETA' CHIMICA ITALIANA
UNOA

2.

The Management

PRESIDENT

Federico GRAZIOLI

Vice Presidents

Enrico GARACI

Bruno PANIERI

Paolo VIGO

General Director

Filippo TRIFILETTI

Department Directors

Certification and Inspection - Emanuele RIVA

Testing Laboratories - Silvia TRAMONTIN

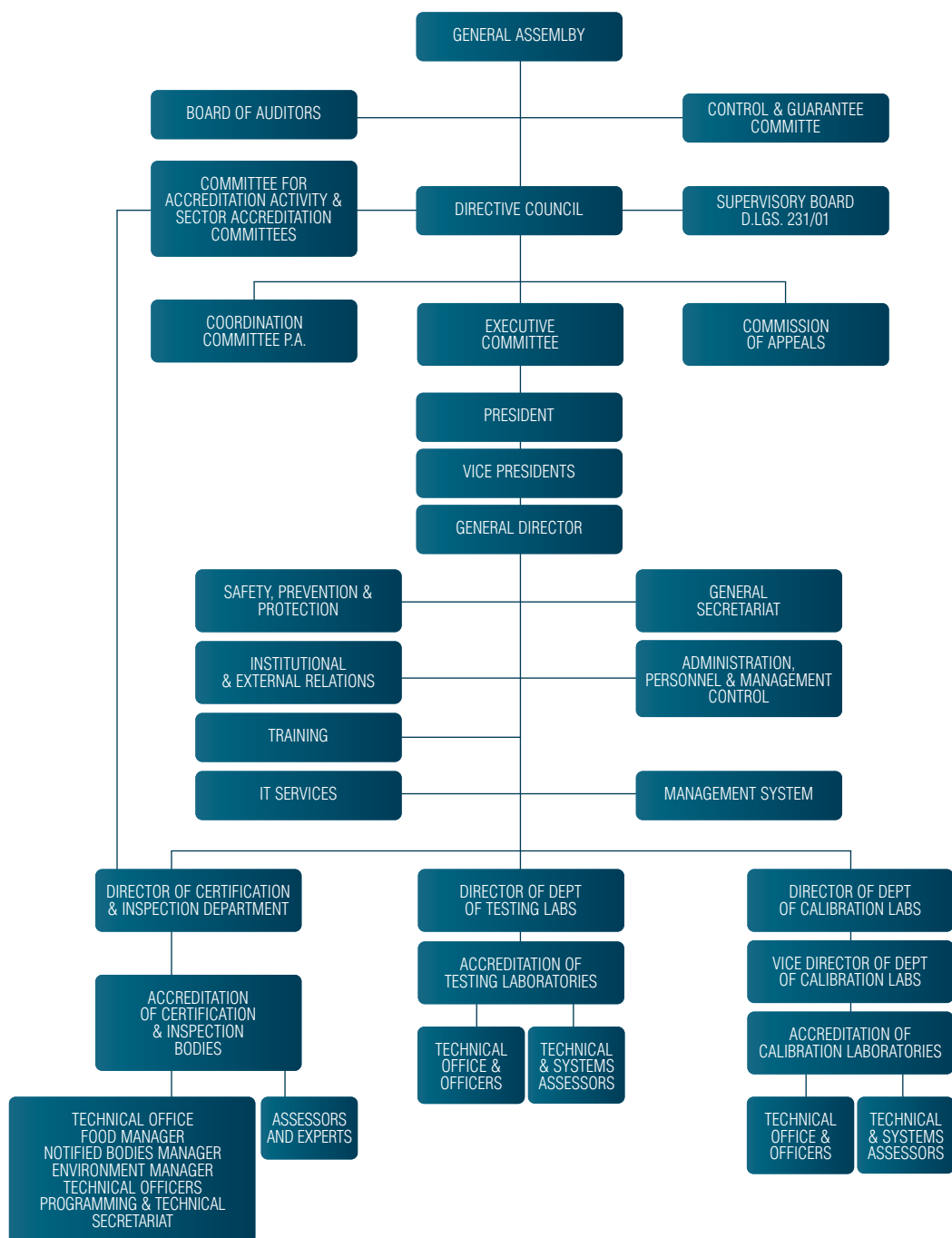
Calibration Laboratories - Mario MOSCA

THE ASSOCIATION

3.

THE ORGANIZATION





4.

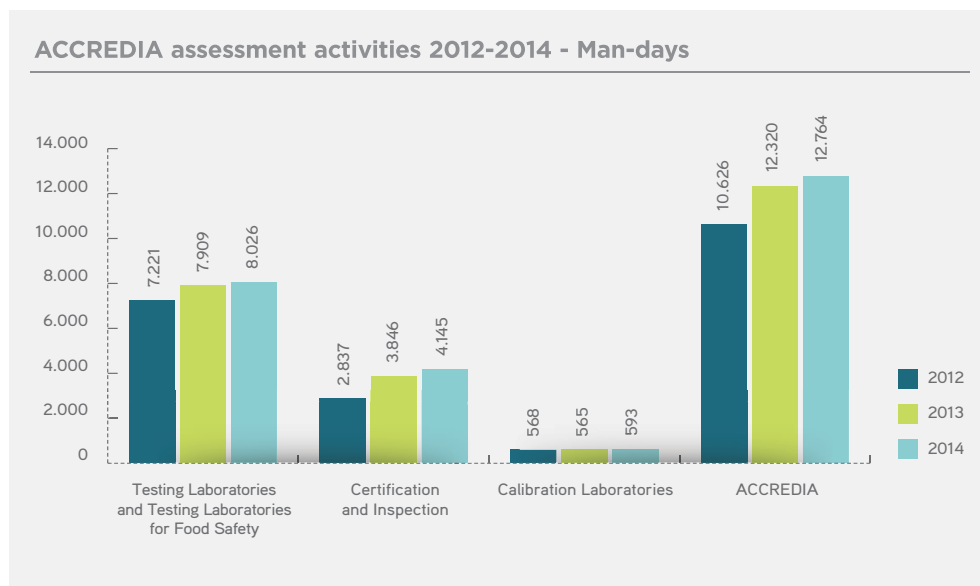
THE ACTIVITY OF ACCREDITATION



ACCREDIA

Since its inception in 2009 the assessment activities conducted by ACCREDIA's departments in 2014 have shown a constant growth. The number of audit days worked by ACCREDIA's assessors and technical officers stood at 12,764 – an increase of 4% on 2013. In 2012 the number of days was 20% lower: 10,626.

The increase in assessments is in keeping with the increase in the accreditations of laboratories and in recognitions: there were 1,572 accredited bodies in 2014, 1,501 in 2013 and 1,389 in 2012, constituting a 13% hike in two years.

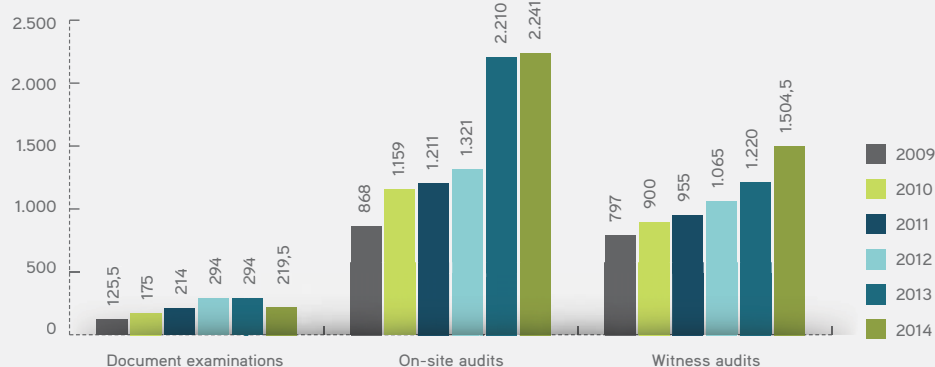


Department of Certification and Inspection

Assessment activities for the accreditation of certification, inspection and verification bodies rose from 1,790 days in 2012 to 3,965 in 2014. Witness assessments showed the greatest leap, going from 1,220 in 2013 to 1,504.5 last year.

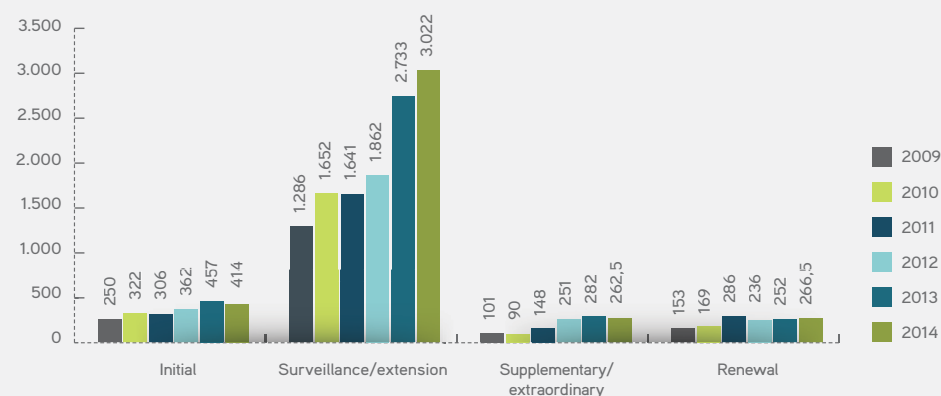
4.

Assessment activities for accreditation 2009-2014 in days



An analysis of the typologies of assessment in the 4-year accreditation cycle – initial visit for granting accreditation, ordinary surveillance, surveillance for extension to new sectors, supplementary, special visits and renewal of accreditation – reveals a sharp rise from 2010 to 2014 in supplementary and special assessments (90 to 262.5) and from 1,862 to 3,022 in the number of surveillance and extension assessments.

Assessment activities according to type 2009-2014 - Man-days



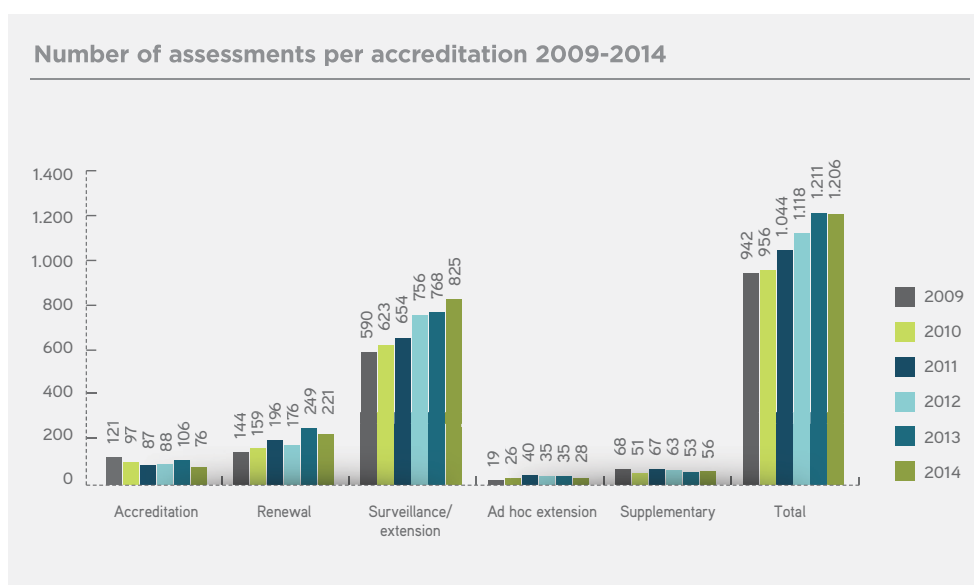
THE ACTIVITY OF ACCREDITATION

Department of Testing Laboratories and Testing Laboratories for Food Safety

Assessment activities for the accreditation of testing, medical and food safety laboratories and the organization of inter-laboratory comparisons have been under the care of two different departments – Testing Labs and Testing Labs for Food Safety – which were operative until December 31, 2014, but following a decision taken by the Directive Council on December 4, 2014, from January 1, 2015 the two departments merged to form one Department of Testing Laboratories under the directorship of Silvia Tramontin.

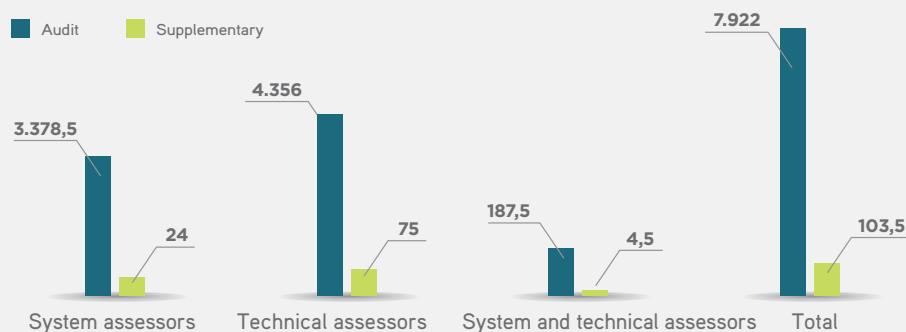
The assessments conducted by testing laboratories and testing labs for food safety in 2014 at medical analysis laboratories and at organizers of interlaboratory comparisons totaled 1,206 for the various typologies: initial accreditation, renewal of accreditation, surveillance and supplementary assessments and for extension of accreditation.

Total accreditation activity of the two departments in 2014 shows a slight decline for the first time of 0.4% - 5 fewer assessments (1,211) than in 2013 – an acceptable and natural drop when placed alongside the progress of accreditation activities, and in keeping with the volume of activity for the management of accredited labs in 2014.



For the year 2014, the number of assessment days was 8,026 (of which 104 were supplementary), an increase on the previous year of 1.5% and less than the increase over the years 2012/2013, which was 10% (7,221 days in 2012). An analysis of the total effort of the assessors of testing laboratories in 2014, in terms of document reviews and on-site assessments, the technical assessors performed 4,431 days (55%), whilst the system assessors performed 3,403 days (26%), and the assessors carrying out both of these roles did 193 days (19%).

Assessment activity per typology 2014
Total number of assessment days



Department of Calibration Laboratories

Accreditation files

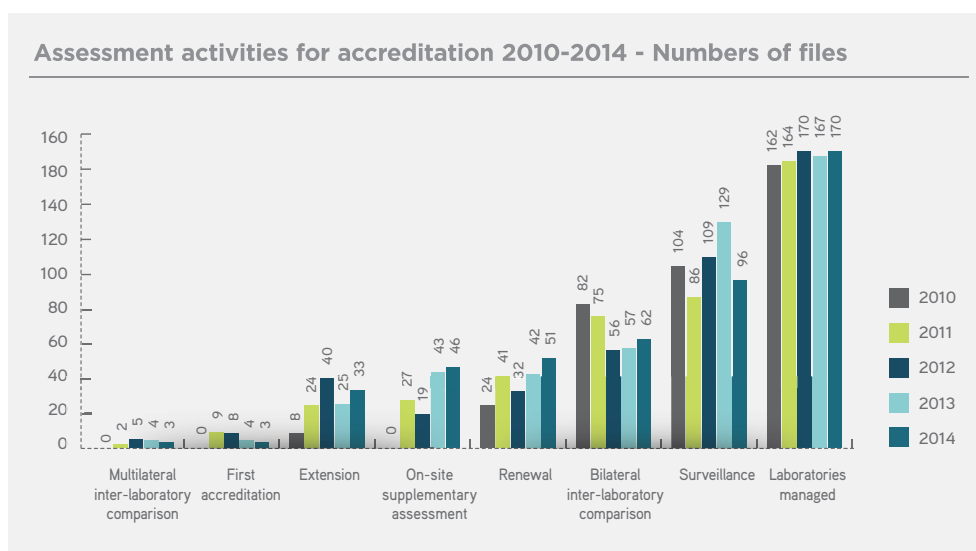
The assessment activities of the Department of Calibration Laboratories show a general overall growth of 4.5% in its five years of activity. In 2014, the department reorganized its structure with the inauguration in October of a new location within the spacious location belonging to INRIM in Turin.

In 2013 and 2014 the progress of assessment activities was in line with the number of labs managed, with renewal visits leading the way with 51 performed – 21% more than 2013, followed by 33 extension visits (+ 32%). Experimental on-site assessments went up from 43 in 2013 to 46 in 2014, whilst showing minimal fluctuations, the figures concerning bilateral interlaboratory comparisons were as follows: 62 in 2014 compared with 57 in 2013 (up 9%) and multilateral ILCs for which there was a reduced volume of activity: 4 in 2013 and 3 in 2014.

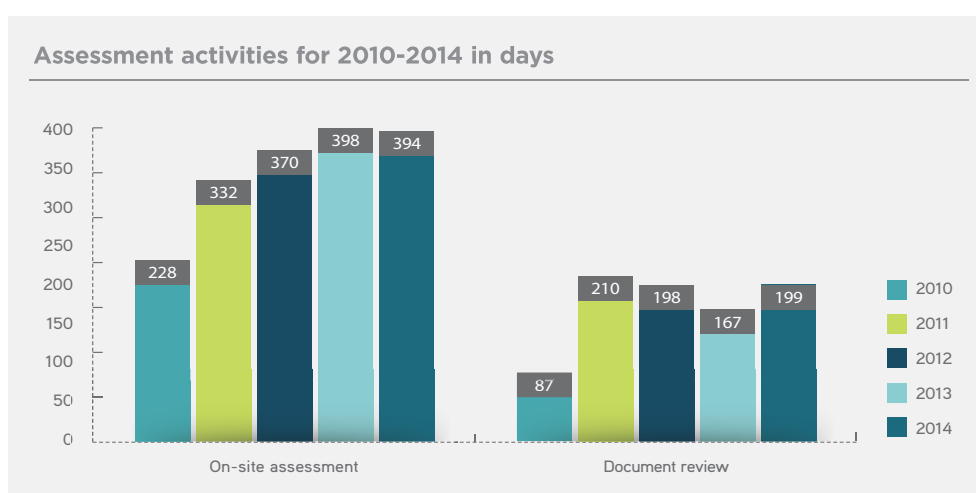
The inconsistent trend in the numbers of accreditations of calibration laboratories reflects the general economic crisis although not in too drastic a fashion. Initial accreditations dropped in number to 3 in 2014, 9 were performed in 2011, 8 in 2012 and 4 in 2013.

Surveillance visits declined from 129 to 96, but it has to be borne in mind that these are also planned timelines in accordance with the date of the first accreditation and they are therefore subject to periodical fluctuations.

THE ACTIVITY OF ACCREDITATION



With regard to assessment days, in 2014 there were 593 – 5% up on 2013 (565 days). Of these, 366 were undertaken by technical assessors and 227.5 by system assessors, whose efforts were evenly distributed among assessments at calibration labs and document reviews. 394 days were taken up by on-site assessments, 4 fewer than 2013 but a 6% increase over three years. Document reviews were up by 19% – from 167 to 199, in keeping with the 198 days of 2012.



4.

The assessors

There are 431 assessors working for the various departments, 16 more than in the previous year, and 47 technical experts operating for the certification, verification, inspection and calibration schemes, down by 2 from 2013.

The Department of Certification and Inspection avails itself of the services of 65 assessors, 8 of whom qualified in 2014, and 34 sector technical experts, up from 32 in 2013.

The Departments of Testing Laboratories and Testing Laboratories for Food Safety has 307 assessors (in 2013 there were 292), of whom 215 are technical assessors (9 more than the year before), 74 are system assessors and 13 have both qualifications.

The Department of Calibration Laboratories has 72 assessors (of whom 6 qualified in 2014) – 52 technical assessors, 6 system assessors and 14 performing both roles, and the structure also has 13 experts. The competences of the team are concentrated (55%) in activities concerning the calibration of electrical sizes, temperature and humidity, mass, force, deformation and torque.

THE ACTIVITY OF ACCREDITATION

5.

THE ACCREDITATION SECTORS



QUALITY

For the Quality Management Systems (QMS) scheme, in conformity with UNI EN ISO 9001:2008 and with the sector standards (UNI CEI EN ISO 13485 for medical devices, AVSQ MIA for the automotive sector, the series UNI EN 9100 for aerospace and defense and others), ACCREDIA manages 92 Certification Bodies (CBs), which is one more than in 2013.

37 CBs accredited by other ABs, signatory to the EA MLA agreements for QMS certification in the construction sector (IAF 28), operate with ACCREDIA recognition.

There are currently 14 bodies operating for the granting of **QMS certification in the medical devices sector** (QMS MD) in conformity with UNI CEI EN ISO 13485:2012.

In the QMS scheme for **aerospace and defense** (QMS ASD), there are 6 bodies accredited to issue certification to UNI EN 9100:2009 and three bodies for certification in accordance with UNI EN 9110:2010, and four bodies accredited to issue certification in accordance with UNI EN 9120:2010. For accreditations the scheme is based on the requirements of the new edition of UNI EN 9104-001:2013 and on the requirements of ACCREDIA technical regulation RT-18.

BUSINESS CONTINUITY

Accreditation in the scheme **business continuity management systems** in conformity with the standard ISO 22301:2012 was started in 2013 regarding management system certification capable of ensuring the continuity of a business organization's activities against the risks inherent in disruption caused by uncontrollable and unpredictable factors which can compromise performance.

SUSTAINABLE EVENTS

Accreditation activities have continued with regard to CB's certifying the **management systems for sustainable events**, in conformity with the standard ISO 20121:2013. There are four accredited CBs operating in the scheme and a substantial number of applications for certification have been received.

SERVICES FOR LEARNING

Also begun in 2013, the scheme **management systems of "learning services regarding instruction and non-formal training"**, in conformity with UNI ISO 29990:2011, registers two extensions of accreditation of CBs already holding accreditation to issue management system certifications.

ROAD SAFETY

In 2014 accreditation activities got underway for bodies providing the certification of **management systems for road safety** against the standard ISO 39001:2012. A system is being studied for the introduction of an international management system aimed at the prevention of road accidents, respecting national standards as well as the application of ISO international standards. To date, three accredited bodies have requested extension to this new scope.

CONSERVATION OF INFORMATION TECHNOLOGY DOCUMENTATION

2014 also saw the start of the certification scheme of bodies certifying the **conservation systems of IT documents**, used by public and private entities on the list of accredited conservers belonging to the “Agenzia per l’Italia Digitale” (Agency for Digital Italy), which carries out activities in accordance with article 44-bis, paragraph 1 of the Code of Digital Administration (Law Decree n.82/2005).

ENVIRONMENT

The **environmental management systems (EMS)** scheme involves 40 bodies which, against UNI EN ISO 14001:2004, have certified 19,700 productive sites – an improvement of 5% on 2013.

In 2014 a new body was accredited for the scheme of **verification and validation of the Environmental Product Declaration (EPD)**.

There continue to be 15 bodies accredited to undertake environmental verification activities – EMAS in compliance with Regulation (CE) 1221/2009. ACCREDIA manages the accreditation of environmental verifiers, defined as juridical persons (certification bodies), while individual verifiers (physical persons) remain the competence of the Committee for Ecolabel and for Ecoaudit.

In the **GHG (greenhouse gas) scheme**, bodies operate issuing declarations of verifications of GHG emissions in the voluntary sector against UNI EN ISO 14064-1:2012 for which there is one body operating, and in the mandatory sector in accordance with the EU ETS (Emission Trading Scheme), for which there are currently 15 bodies.

ENERGY EFFICIENCY

On July 18, 2014, publication was made, in the Government Official Gazette, of Law Decree n.102 of 04.07.2014 for the implementation of Directive 2012/27/EU which sets out a measurement framework for the promotion and improvement of energy efficiency in construction. As defined in article 12, ACCREDIA presented to the Ministry of Economic Development and to the Ministry of the Environment, by December 31, 2014, the certification and accreditation schemes with regard to:

- EScO (Energy Service Company) – companies providing Energy services;
- Energy management experts;
- Energy management systems;
- Energy auditors.

SAFETY IN THE WORKPLACE

The **Health and Safety** scheme regarding the certification of H&S management in the workplace in accordance with the standard BS OHSAS 18001:2007, has 3 new accreditations. The 29 accredited bodies have certified about 13,000 company sites – 12% more than in 2013.

INFORMATION AND IT SECURITY SERVICES

The number of accreditations (10) in the **management systems for information security (ISMS)** remains unchanged, with over 650 certified company sites – a growth rate of 15% on the previous year.

The **management systems for IT services (ITSM)** has one new accreditation, taking the total to 4 bodies granting certifications in conformity with ISO/IEC 20000-1 for a total of about 50 certified productive sites.

AGRIFOOD QUALITY AND SAFETY

Agrifood products

In the **mandatory** sector there are 13 accredited control bodies for the issue of product certification for the organic sector against Reg. (CE) n.843/2007, 22 (compared with 31 in 2013) for quality agrifood production with the marks PDO, PGI and TSG (Reg. (CE) n.1151/2012) and 7 (one less than in 2013) for certification activities in the wine production market, expecting the granting of controlled origin (including both CDO and CDOG) and the geographical indication (PGI) in accordance with Reg. (CE) n.491/2009.

In the voluntary sector, 17 bodies (1 less than 2013) are accredited for the certification of chain traceability in accordance with ISO 22005:2007 and for the owner scheme Global Gap. Many bodies are operating for the issue of certifications against private regulations set out by international mass retail consortiums: 20 for the IFS (International Food Standard), 9 for the BRC (British Retailer Consortium "Global Standard for Food Safety"), 6 bodies for the certification of integrated production systems in the agrifood chain in conformity with UNI 11233:2007 and for NO OGM certification.

Food safety management systems

For the **FSM scheme** there are 10 accredited bodies (there were 11 in 2013). About 750 productive sites are certified against ISO 22000:2005 and the international technical specific ISO/TS 22003:2013, still in the three-year transitory phase as set out in IAF ID 8:2014.

5.

In the scheme **Food Safety Systems - FSSC 22000** 4 bodies retain accreditation for FSM certification to ISO 22000, integrated with the programs of pre-requisites (PRPs) of the technical specific ISO/TS 22002-1:2009.

There are 2 accredited bodies in the **FAMI-QS** scheme for the certification of companies producing, distributing and marketing foodstuffs and (bio)chemical products also for animal feed.

PERSONNEL

The **personnel scheme – PRS** – regards 29 CBs, one more than in 2013.

In the **fluorinated gases sector – F-Gas** – on May 20, 2014, Regulation (EU) n.517/2014 was published concerning F-Gases and superseding Regulation (CE) n.842 of 2006, and it will be applicable in all Member States from January 1, 2015. In Italy implementation was covered by DPR n.43 of 2012 which, for the enforcement of Regulation n.842, regulated the procedures regarding the designation of personnel CBs carrying out control activities of leaks, of recovery, of maintenance and of installation on fixed refrigeration equipment, air-conditioning systems, heat pumps and antit-incendiary equipment. In 2014 there were 13 accredited bodies for the certification of F-Gases technicians, in conformity with the Presidential Decree and with ACCREDIA technical regulation RT-28.

The CB accredited in 2013 to grant ECDL CORE certification, in conformity with the international standard of certification of the **digital competences of use of a computer** “ECDL” (European Computer Driving License), has already issued over 6 thousand certificates.

2014 saw a significant rise in the number of applications for accreditation for the certification of new professional persons as an effect of the Law n.4/2013 “Dispositions regarding non-organized professions” which classified such professions in associations or similar groupings and which provided for the voluntary self-regulation for the qualification of individual persons.

Below is a list of some examples of the professions for which accredited certification can now be sought by persons operating in **non-regulated professions**:

- post gas meter operators
- estate evaluators
- credit operators
- refrigeration technicians
- experts in the control of isothermal properties in motor vehicles
- Life Cycle Assessment experts
- information technology

PRODUCT AND SERVICES

The **product and services scheme – PRD** – has 171 accredited CBs and it leads the way in volume of activity (35%) managed by the Department of Certification and Inspection.

The product scheme of **biofuels and bioliquids** for which 6 bodies are accredited conforms to the national standard defined by the Decree of the Ministry of the Environment in collaboration with the Ministry of Economic Development and the Ministry of Agriculture, on the basis of Law Decree n.55/2011 for the implementation of Directive 2009/30/CE which instituted the national certification system of the sustainability of biofuels and bioliquids.

For the certification of the **Chain of custody of forest origin products - PEFC CoC** (Programme for the Endorsement of Forest Certification - Chain of Custody) there are 6 accredited bodies of which, in 2014, ACCREDIA assessed the adequacy of the new regulation set by PEFC "ITA 1002:2013".

The first accreditation was granted against the owner scheme **ReMade in Italy** which was begun in 2013 and regards products manufactured in Italy using only recycled materials.

There are 2 accreditation for the certification of products in the mandatory scheme **End of Waste - EoW**, in accordance with the provisions of Directive 2008/98/CE, which, for the first time at an EC level, the cessation of use of the classification of waste as non-recyclable.

The **F-Gas sector**, whilst waiting for the application in 2015 of Regulation EU n.517/2014, is regulated by DPR n.43/2012 which provides for the mandatory accreditation of product and service CBs in conformity with ACCREDIA Regulations RT-29 (19 bodies) and RT-30 (6 bodies). The total stands currently at 2 new accreditations.

In the mandatory sector the collaboration with **ANSF, the national railway safety entity**, has been strengthened with the signing of the Protocol renewing the existing collaboration for guaranteeing the competence of safety control officers with respect to tests, welding on vehicles, railway infrastructure, by means of the recognition by ANSF of bodies accredited by ACCREDIA, which number 14 at the time of writing.

Following requests received from ENEL, in 2014 certain specifications were made for the accreditation of bodies certifying the service providing professional courses and the conduct of exams for the qualification of **technical and operative personnel in the electrical systems sector**.

The certification of private security organizations, of operative centers and video surveillance was made mandatory by the Decree issued by the Ministry of Internal Affairs n.115 of June 4, 2014.

Voluntary certification of the **measures adopted for railway rolling stock for protection from fire** is, in terms of characteristics, a reaction and a resistance to fire in the various components of railway transport (including trams, metro, night trains etc.) and it refers to Regulation EU n.402/2013 related to common safety measures for the determination and evaluation of risks, and also to Law Decree n.191/2010 for the implementation of the Directives on the inter-operability of the Community railway system and to the technical standards of the series EN 45545.

INSPECTION

The inspection scheme – INSP – has 79 bodies, 15 more than in 2013 and it covers 16% of the activities of the Department of Certification and Inspection, with an increase in the numbers of applications for accreditation in the area of project validation, technical controls during processes and for industrial products and processes (non-destructive tests).

NOTIFIED BODIES

Bodies granting certifications or carrying out inspections of products for the purpose of CE marking are currently 120, operating with 234 accreditations for the various European Directives and Decisions.

The Public Administration Authorities have continued to recognize accreditation as an effective instrument for the assessment of competence of bodies, entrusting to accredited bodies the control activities provided for in the implementation of the Directives, as required under Ministerial Decree n.75 of 2012 for the periodical controls of measuring instruments and gas volume converters. In 2014, for these activities, 13 Type C inspection bodies gained accreditation.

TESTING AND MEDICAL LABORATORIES

Accreditations are issued against UNI CEI EN ISO/IEC 17025:2005 and some are granted in conformity with owner schemes, such as AEMCLRP (automotive sector electromagnetic compatibility), Bluetooth (IT&T) and WADA (antidoping). There is only one medical analysis laboratory accredited to UNI EN ISO 15189:2007.

In collaboration with the “Istituto Superiore di Sanità” the drawing up of guidelines has been started for testing laboratories for food safety which have led to the preparation of two ACCREDIA-ISS guides: “Official control and self-control of food products: the choice of chemical testing methods”, currently being published.

In 2014 it was decided to invest effort and resources for the development of the accreditation scheme of medical analysis labs to the standard UNI EN ISO 15189. A working group was set up to review the documentation and to issue a revision of the regulations and modules in accordance with the 2012 edition of the accreditation standard.

PROFICIENCY TESTING PROVIDERS

In the PTP scheme (Proficiency Testing Providers) 6 bodies have accreditation, 2 more than 2013, in conformity with UNI CEI EN ISO/IEC 17043:2010.

Pre-qualification activities have continued for assessors with competence to carry out assessment activities in the scheme. The general trend, though limited, has been positive, bearing in mind that there are not many accreditations in what is not a very large operative sector.

CALIBRATION LABORATORIES

168 **calibration labs** are assessed and accredited against UNI CEI EN ISO/IEC 17025:2005 and UNI EN ISO 15195:2004, while medical labs carrying out reference measurements are accredited to UNI CEI EN ISO/IEC 17025 in conjunction with UNI EN ISO 15195:2004.

In 2014 the entire operative staff of the department of calibration laboratories became ACCREDIA employees whilst keeping their collaboration with the primary metrological institutes INRIM and ENEA-INMRI through an agreement to safeguard the role of accreditation in the national system of calibration in compliance with Law n.273/91.

Preparatory and revision work of the reference documents of calibration labs continued with the aim of completing the transition of the former SIT documents for application as ACCREDIA documents.

REFERENCE MATERIAL PRODUCERS

The accreditation of **producers of reference materials - RMPs** is performed in conformity with ISO Guide 34, a non-harmonized standard in compliance with the European regulations and not covered by the EA MLA agreements of mutual recognition or by the ILAC MRA agreements. In 2014, conformity to ISO Guide 34 was attested for one RMP (one accreditation) and for 3 accredited calibration labs which therefore recognized the double competence.

6.

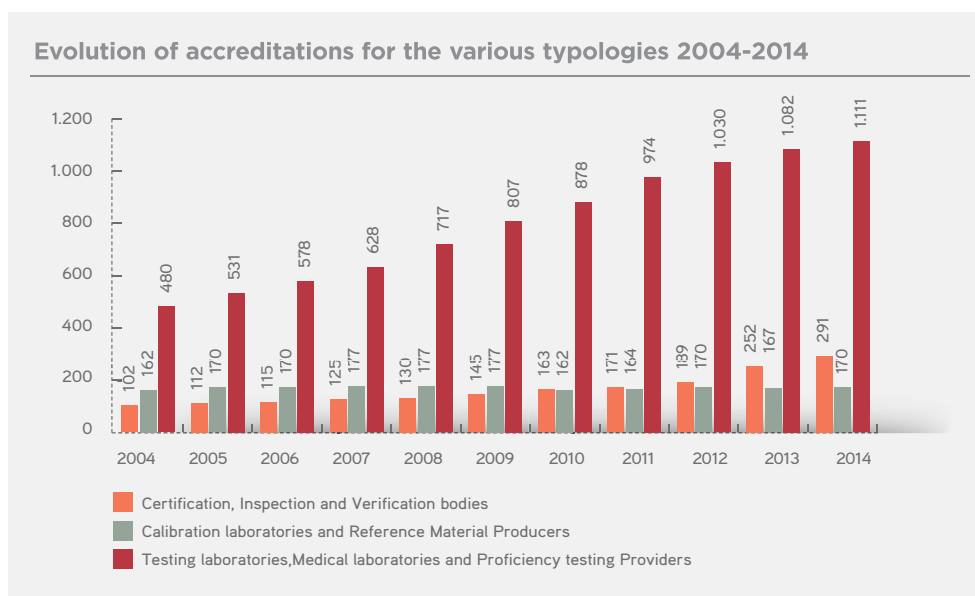
ACCREDITED BODIES AND LABORATORIES



At December 2014 there were 1,572 accredited bodies, of which:

- 1,111 Testing Laboratories, Testing Laboratories for Food Safety, Medical Analysis Labs and organizers of Interlaboratory Comparisons;
- 291 Certification, Inspection and Verification Bodies;
- 170 Calibration Laboratories and Producers of Reference Materials.

The positive trend of accreditations managed by ACCREDIA was confirmed in 2014. The general growth in the number of accreditations stands at 5% over the 2013-2014 period – all this against a backdrop of economic doom and gloom. The strength of the growth over the last 10 years is 93%: in 2015 there were 813 accredited bodies and labs; this rose by 30% after 5 years with 1,203 accreditations in 2010, reflecting the growing importance of the conformity assessment market in Italy.

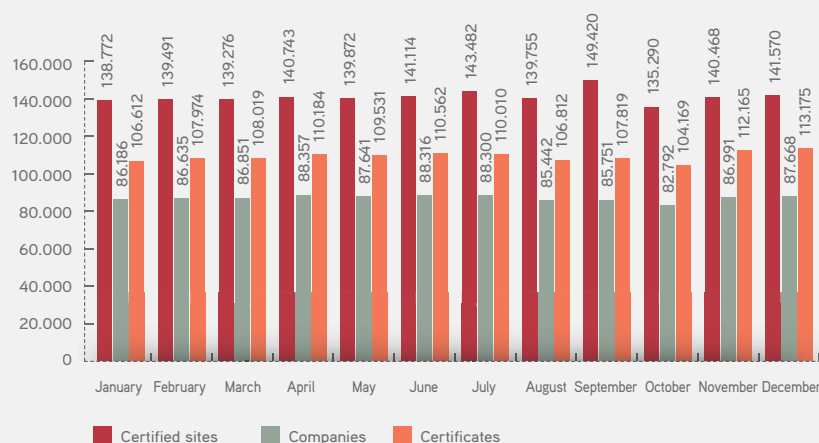


The certifications

Management systems

Management system certifications also showed an upward trend (with fluctuations) in 2014 as shown in the chart for the 3 typologies of data groups: certified sites, companies and certificates.

Evolution of certifications for management systems in 2014
Comparison between certified sites, companies and certificates



Products and services

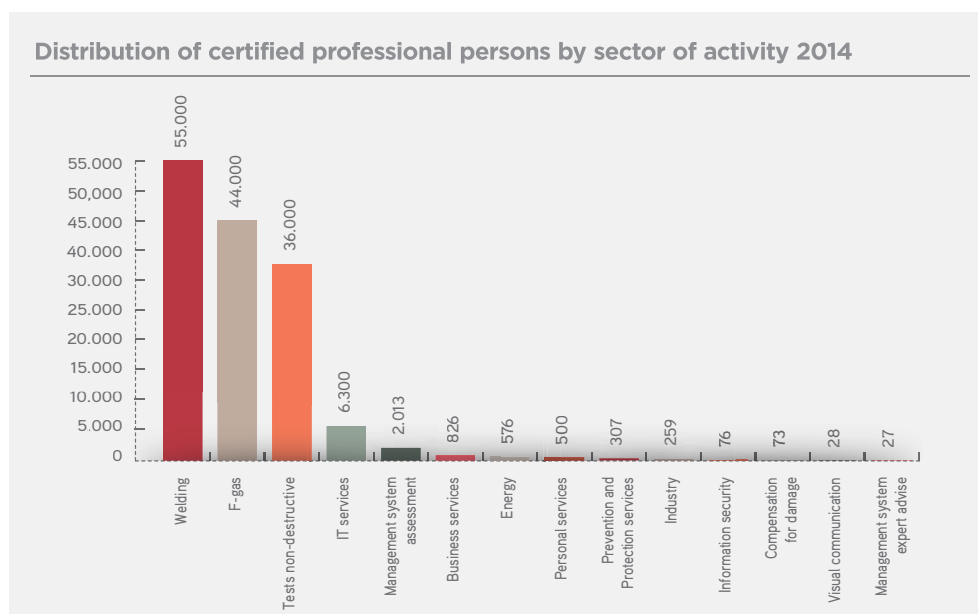
The certification of products and services is increasing constantly as ACCREDIA broadens its activities on both the voluntary and mandatory sectors. The agrifood sector, where products are controlled and certified on a voluntary basis in conformity with private schemes, as well as products bearing the CE marking on the basis of accreditation in accordance with EU Directives and Decisions.

The types of certified services are also increasing, especially in the mandatory sector involving businesses operating in the F-Gas sector, Energy Service Companies, private security organizations and others.

Professional persons

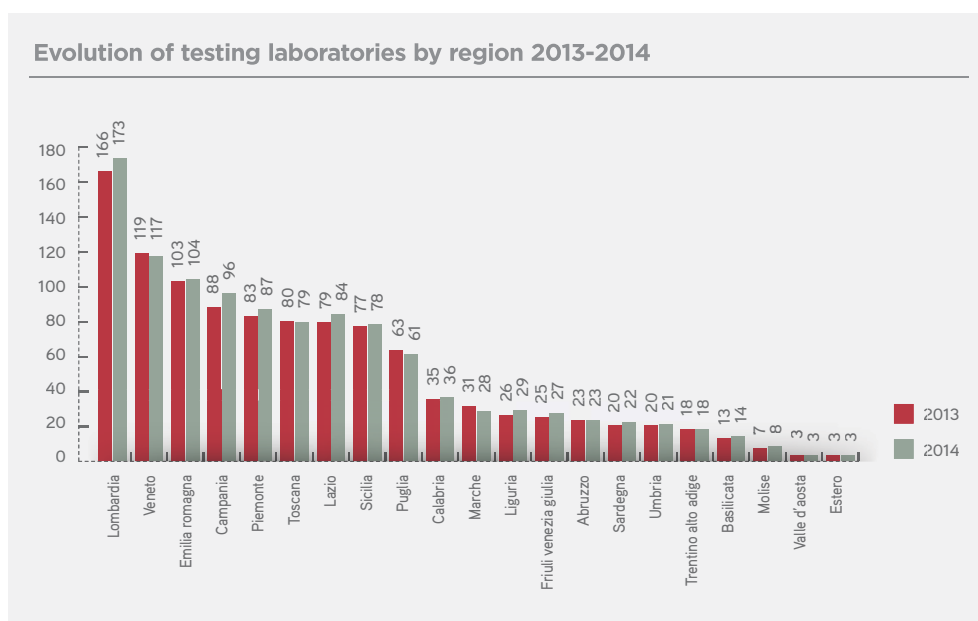
In 2014 the number of certified professional persons exceeded 145,000, the most popular among these being welders and other industrial workers for whom certification is a legal requirement (e.g. processing centers in conformity with EN 1090 or with Directive 97/23/CE in the case of PED pressure equipment).

ACCREDITED BODIES AND LABORATORIES



Testing labs and testing labs for food safety

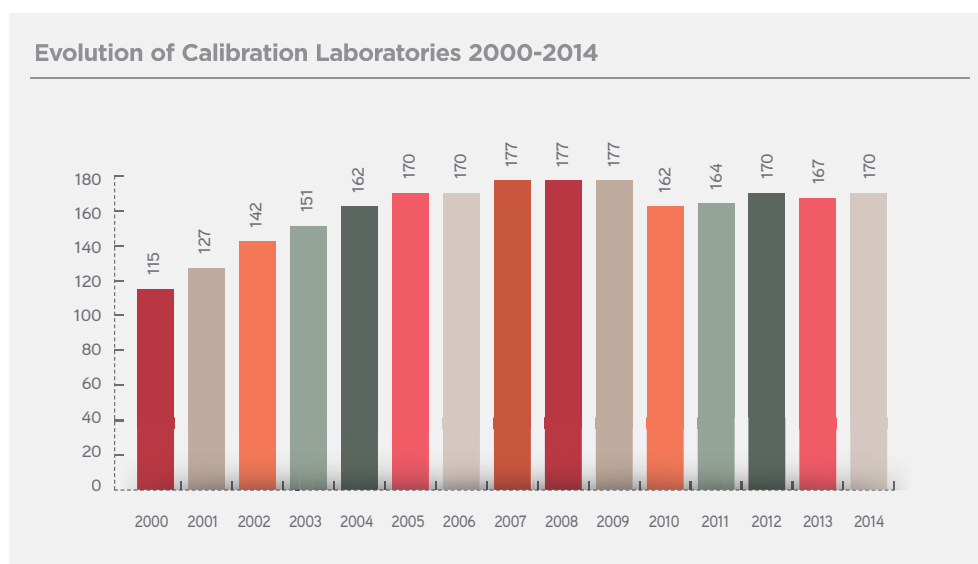
Also in 2014 there was a 3% rise in accreditations issued by the departments of testing labs and testing labs for food safety for a total of 1,111 accredited bodies against 1,082 in 2013. Growth in accreditation activities over the 2013-2014 period varied across the country. Looking briefly at the phenomenon from a regional perspective, the greatest rise was in Lombardy (+ 6%) and Piedmont (+ 5%), whilst both Emilia Romagna and Tuscany lost 1 lab and the Veneto region lost 2.



Among the accredited testing labs there were also public ones, with 208 locations out of a total of 1,322 in Italy.

Calibration laboratories

In 2013 the Department of Calibration Laboratories issued 170 accreditations with 2 labs more in conformity with UNI CEI EN ISO/IEC 17025 and one RMP accredited for the ISO Guide 34. The negative trend of the last few years seems to have been overcome and the calibration centers have once again begun to show signs of new life.



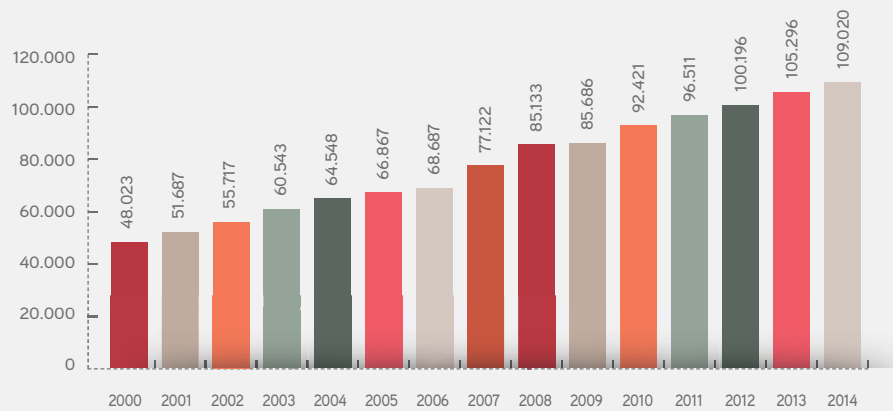
Calibration certificates

The evolution of certificates issued by accredited calibration labs to organizations has continued to show a positive trend despite the fall in the number of accredited operative labs in certain periods.

In particular, in 2013 and 2014 there was an increase of 4% in the number of certificates issued: from 105,296 to 109,020.

ACCREDITED BODIES AND LABORATORIES

Evolution of calibration certificates 2000-2014



7.

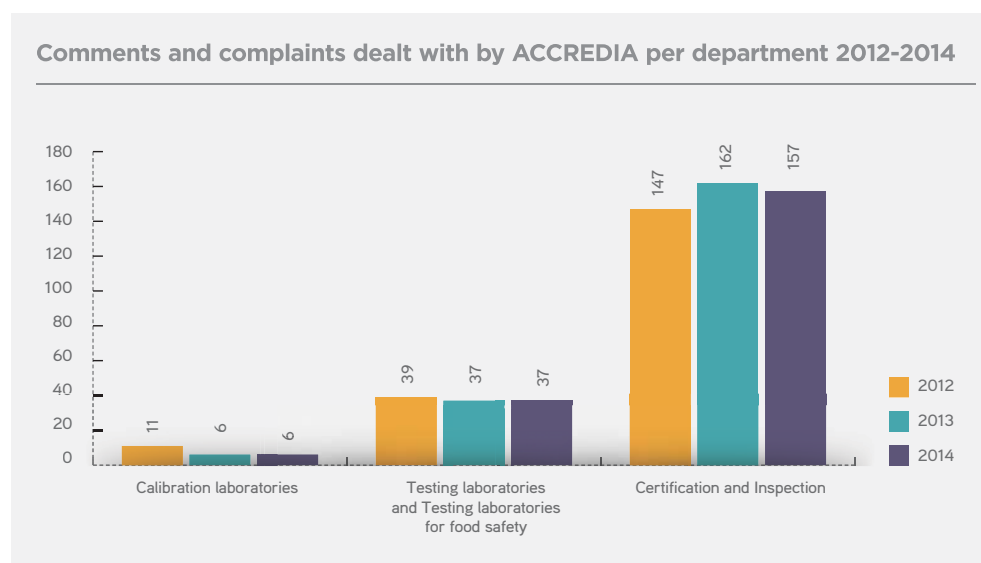
THE HANDLING OF COMPLAINTS



ACCREDIA handles complaints from all market sources – accredited bodies, public organizations, businesses and consumers. There are specific procedures for this task for each department.

The process of management of complaints and comments or observations from the market is an essential instrument for the effectiveness of the conformity assessment system and is a key factor in ACCREDIA's policy, aimed at safeguarding user satisfaction of accredited certification, inspection, testing and calibration services as well as products and services certified under accreditation.

In 2014 ACCREDIA received 208 comments and complaints which was 3 more than the previous year. This increase is far exceeded by the total number of activities performed by the four departments and the accreditations granted in the same period which rose by 5% in 2013 and 13% in 2012.



8.

COMMUNICATION



Activities were based on the biennial communication program for 2014-15 with the aim of simplifying and making it easier to understand ACCREDIA's role and activities, especially in the sectors considered strategic for strengthening its standing and credibility. Stakeholders and the media have been involved, as well as accredited bodies and labs, the public administration and not forgetting the market: representatives of organizations, business organizations and consumers – the end users of accredited certified products and services.

The **press office** activities are centered on both the traditional and online media, using communiqués, press notes and releases, announcements of ACCREDIA's top management activities, breaking news actions aimed at publications and journalists regarding the specific sectors where relations are well established and ongoing.

The integration of the competences of all the departments gave birth to **guidelines** for competitive tenders, prepared with the assistance of CONSIP S.p.A., the entity responsible for public administration purchases and certification in public tender contracts.

ACCREDIA's new brochure was written in 2014 – a clear and simple communicative instrument setting out the Association's activities for all users of the services of accredited bodies and laboratories, institutions, business organizations and consumers.

The newsletter "**ACCREDIAletter**" is now in its eighth successful year, boasting some 8 thousand readers – up by one thousand per year over the last two years.

2014 saw the first **institutional campaign**, focalized on its role as principal authority for guaranteeing the conformity assessments of certifications, inspections, testings and calibrations.

Started in 2011, the "**ACCREDIA Osservatorio**" is now in its fourth year. It provides interesting and important information about a host of issues and activities, from the stimulation of ideas, considerations and comparisons to detailed analysis for the open discussion of all interested parties. It deals with the dynamics, the developments and the strengths of the conformity assessment system, highlighting its criticalities and looking at options for going forward.

In terms of contacts the results of ACCREDIA'S website (www.accredia.it) have been positive in 2014: at December 31 there were some 400,000 users and over 790,000 visits, 48% of which were new hits. The services implemented responded to the needs of accredited bodies with regard to the simplification of the procedures for the management of accreditations, as well as the general public using ACCREDIA's services.

There is now an online connection between the ACCREDIA databanks and the **AVCpass** IT system of ANAC (the national anti-corruption authority) for checking that quality management system certifications (UNI EN ISO 9001) held by organizations operating in construction (IAF sector 28) and taking part in public tender contract bidding.

8.

The collaboration with FederBio has led to the databank **Data Bio**, created by ACCREDIA for the traceability of production and organic transactions, already containing the data of over 48 thousand businesses, controlled by 9 CBs which contribute to the database and correspond to 95% of the Italian market.

ACCREDIA's **twitter** account opened in 2013 and it already has 1,400 followers, growing by 40% in one year.

The second online **Customer Satisfaction survey** was carried out for all accredited CBs and laboratories to evaluate ACCREDIA's services in meeting their needs and in the efficiency of the process of accreditation.

An important **event** took place in October in Turin, with the inauguration of the head office of the department of calibration laboratories – an opportunity also for analysis of the themes of calibration and traceability. A round table was held, entitled "Accreditation and calibration – instruments of competitiveness" and it was managed by INRIM.

In April ACCREDIA had a stand at the Turin **fair** "Reliability and technology". ACCREDIA also organized the 28th Convention of accredited calibration centers, hosting two discussions: "Testing and tests: primary instruments for competitive innovation in design and production" and "Scenarios and instruments for measuring natural gas."

There were also **update meetings** in 2014 for testing and calibration labs and for assessors of all four departments, as well as training days for certification and inspection bodies on new editions of standards and reference documents for accreditation.

ACCREDIA has also taken part in the third edition of the **award** "Business for safety", planned by CONFINDUSTRIA and INAIL. ACCREDIA and APQI gave initial technical support to reward the most aware companies in the area of workplace health and safety.

Training and update activities were organized to bolster relations with the universities and with the Istituto Superiore della Sanità.

9.

INTERNATIONAL RELATIONS



ACCREDIA is a full member of the EA (*European Cooperation for accreditation*) family of ABs in Europe, and worldwide of IAF (*International Accreditation Forum*), of ILAC (*International Laboratory Accreditation Cooperation*) and ACCREDIA is also signatory to the EA, IAF, MLA, ILAC MRA international agreements.

In April, 2014, ACCREDIA successfully underwent the EA peer evaluation for extension of the EA MLA accords to the new accreditation scheme GHG EU ETS for the verification of GHG emissions in conformity with Reg. EU n.600 of 2012; this concerns 15 CBs.

As required by the EA MLA accords, ACCREDIA conducts regular peer evaluation activities at other European ABs, using its own assessors from the list of EA assessors. This activity follows the conclusion of a qualification process and right now there are 8 qualified EA peer assessors.

Also in 2014, ACCREDIA took part in the EA, IAF and ILAC General Assemblies and on a number of committees: (Horizontal Harmonization, Certification, Inspection, Laboratory, Marketing and Communication) and in several sector workshops (Environment, Food, Testing, Calibration, Proficiency testing, etc.), in both an operative and institutional capacity, especially in EA. The Department Directors also took part in meetings of other supra-national bodies operating in the conformity assessment field at European and global level - EURAMET - *European Association of National Metrology* and APLAC - *Asia Pacific Laboratory Accreditation Cooperation*.

ACCREDIA is also active in the development of *best practice* activities and homogeneous accreditation procedures throughout Europe also at sectoral level in its role, for example, as contact point between EA and the Directorate General for Agriculture and Rural Development with regard to organic farming.

In the ambit of IAF activities, ACCREDIA coordinates the working group "Audit Duration" and for ISO CASCO ACCREDIA participates in discussion groups for the revision of UNI CEI EN ISO/IEC 17025 and regarding the ISO Guide 34:2009 with the aim of introducing a new standard for RMPs regarding ISO 17034: "Conformity assessment - General requirements for the competence of reference material producers".

Still in the area of international cooperation, together with BAM, the German Federal Institute for Materials Research and Testing, ACCREDIA has won a contract from the European Commission to take part in a twinning project to support the Egyptian accreditation body EGAC in the implementation of its conformity assessment system.

Again in 2014, ACCREDIA organized a study tour financed by the European Commission for the Belarus accreditation body, BSCA, and ACCREDIA also hosted a delegation from the South Korean Health Department of the province of Gyeongsangbuk.

During the course of the Joint General Assembly of IAF and ILAC held in Vancouver in October 2014, ACCREDIA presented a plan for the organization of the upcoming meetings in Milano, 2015, to be held concurrently with the closing weeks of the Milan EXPO, and the dates for this important event in ACCREDIA's history are October 28 to November 6.

10.

FINANCIAL RESULTS



At the end of 2014 ACCREDIA closed with a positive pre-tax profit of di 694* euro, after tax 324 thousand, to be allocated to other profit reserves

The financial statement is based on the analysis of the four departments (certification and inspection, testing labs, testing labs for food safety, calibration labs) and on operating expenses. In particular, with regard to the total value of production; in 2014 this reached a quantity of 17,859 euro which is 1.4% more than 2013 when it stood at 17,344 euro. With regard to production costs, these reached an overall value of 16,970 euro, a 6.7% increase on 2013 when the figure was 15,833.

In 2014 ACCREDIA's level of capitalization was 7,954 euro which, compared to total assets of 16,987, amounts to around 47%.

* in thousands of euro



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