

ANNUAL REPORT 2015



REPORT OF THE ACCREDIA
DIRECTIVE COUNCIL
FOR THE YEAR 2015

(Data at December 31, 2015)



THE PRESIDENT'S REPORTPAG. 4

Harmonization	pag. 6
Transparency	pag. 6
Subsidiarity	pag. 7
Reputation	pag. 8
Simplification	pag. 9
Competitiveness	pag. 9
Knowledge	pag. 9



THE FINANCIAL RESULTS PAG. 12

ACCREDIA PAG 14



Assessments	pag. 16
The assessors	pag. 16
Accreditations	pag. 17
Complaints	pag. 18



CERTIFICATION AND INSPECTION DEPARTMENT PAG. 20

The accreditation sectors	pag. 22
Assessment activities	pag. 26
The assessors	pag. 27
The CABs	pag. 27
The certifications	pag. 28
Complaints	pag. 29



TESTING LABORATORIES DEPARTMENT PAG. 30

The accreditation sectors	pag. 32
Assessment activities	pag. 32
The assessors	pag. 33
The laboratories	pag. 34
Complaints	pag. 35



**CALIBRATION LABORATORIES
DEPARTMENTPAG. 36**

The accreditation sectors pag. 38
Assessment activities pag. 38
The assessors pag. 39
The laboratories pag. 40
The certificates of calibration pag. 40
Complaints..... pag. 41



THE ORGANIZATION CHARTPAG. 42



ACCREDIA'S MANAGEMENT PAG. 44



ACCREDIA'S MEMBERS PAG. 46

The President's report



THE PRESIDENT'S REPORT



Dear Members and Friends,

preparing to illustrate the activities carried out by the National Accreditation Body during 2015, I, first of all, have to extend my sincere thanks to all of You who have put their trust in me to lead our Association.

The role of President, since May 21 of the last year, honors me, along with the responsibilities which I have been assigned, i.e. continue on the path of accreditation activities' consolidation, to make them more and more a tool, according to the role ACCREDIA has been appointed by the Government since 2009.

In seven years the Accreditation Body has grown and strengthened, since the merger of SINAL and SINCERT with the contribution of SIT-INRIM and the National Institute of Health, under Cavalier Federico Grazioli leadership, who goes my special recognition for having contributed to the creation of the national system of conformity assessment, with which Italy has complied with EC Regulation no. 765 of 2008, a milestone for the Accreditation Body in the European Union.

Balance and sharing, seriousness and commitment, and also sense of the challenge and the spirit of innovation, characterized the mandate of my predecessor; I tried to make those values mine, together with those who support me in this task, Vice Presidents Vito Fericola, Massimo Guasconi and Bruno Panieri, and all members of ACCREDIA's Institutional bodies.

Throughout these difficult years for our country, where the financial crisis has harshly impacted on the real economy, causing suffering to the business system, the conformity assessment activities issued under accreditation, however, increased.

By certifications to inspections, by testing to calibration of measurement instruments, not to mention environmental declarations represented by specific verifications, all quantitative indicators also show a positive trend in 2015, as a result of a system that works.

A system in which Businesses are placing increasing confidence - those who, even in times of crisis, believe in quality as an investment to continue to be competitive, Consumers - increasingly aware that behind a label there is a world controlling their safety - and the Institutions, which in recent years of collaboration were able to avail of the verifications performed by ACCREDIA with competence, independence and impartiality, in order to guarantee the circulation of safe products and quality services in the market.

Finally, I am pleased to recall the principles we focus our activities in the past year, confident that we will continue together on this path, to consolidate the results achieved and strengthen the credibility of the certificates issued under accreditation, facilitating their dissemination including new areas.

*Ing. Giuseppe Rossi
President of ACCREDIA*

HARMONIZATION

Renewal of institutional bodies

The restructuring process undertaken through May and June 2015 created profound changes in ACCREDIA's top management and it was also aimed at ensuring the balanced and harmonized participation of all parties involved in accreditation, from government ministries and other public authorities (including control authorities) to research institutes; from business and trade associations to the world of consultancy, of freelance professionals and of consumers, reaching the standardization bodies and associations of accredited conformity assessment bodies.

The three departments for accreditation

For a number of reasons, in 2015 ACCREDIA underwent major changes, including those necessitated by the passing away of Paolo Bianco who was Director of the Testing Laboratories Department. The number of departments was reduced from four to three with the creation of a single structure dedicated to the accreditation of all testing laboratories.

TRANSPARENCY

Participation in International agreements

Following the peer evaluation conducted by EA in January 2015, the EA MAC Committee confirmed ACCREDIA's signatory status of the international agreements of mutual recognition (EA MLA) for all the accreditation schemes, including the recent one regarding verifications of greenhouse gas emissions.

ACCREDIA also successfully underwent a peer evaluation performed by FALB - Forum of Accreditation and Licensing Bodies, concerning the accreditation activities of certification bodies performing EMAS environmental audits in accordance with Regulation (EC) no. 1221 of 2009.

The main principles for creating trust in ACCREDIA's capacity to operate with impartiality, independence, transparency and confidentiality are instilled by means of regular updates in our team of assessors to whom we dedicated, in 2015, special attention for their continuous professional development in all aspects covered by their role, including ethical conduct and security.

Prevention of corruption

2015 saw the implementation of the 3-year plan for the prevention of corruption, in keeping with the introduction in 2014 of a Program for Transparency and Integrity for ACCREDIA.

Although it is true to say that ACCREDIA cannot be considered simply a "private body subject to public control", it has been decided to apply – on a voluntary basis – the principles contained in Law no. 190 of 2012, rigorously combining the ethical principles which inspired the creation of the sole national accreditation body, with the operative requirements of ACCREDIA's private nature.

The regulation of competitive tenders

With regard to transparency, ACCREDIA took part in the consultation process for the drawing up of the new Code for Tender Contracts issued by the government for the implementation of EC directives. With a view to full collaboration with all the interested parties and regarding matters of its own competence, ACCREDIA put forward a technical contribution in the preparation of the regulation, highlighting the importance of correct references to the technical standards of certification and accreditation (and their reliability) as an instrument of qualification or criterion of selection regarding tenders.



“ A single department for the accreditation of testing laboratories ”

SUBSIDIARITY

Agreements with the government Ministries

For the third time the Ministries of Economic Development, of Labor and of Social Policies, have confirmed their empowerment of ACCREDIA for the verification of the competence of certification bodies operating in the mandatory sector with notification to the European Commission on the part of the Ministry of Economic Development.

On a Europe-wide level the Commission continues to consider accreditation as a strong point in its policies concerning the environment, agri-food, the safety of individual persons, products and information, confirming the importance of accredited certifications, inspections, tests and calibrations for the benefit of the single market. This is reflected in various measures such as the New Approach directives which were revised on a European level and also during the period of implementation in Italy. The conformity assessment activities in question will be both strengthened and widened.

New areas of collaboration

New areas of collaboration with the public authorities have been undertaken.

Private safety

In 2015 an agreement was signed with the Department of Public Safety of the Ministry of Internal Affairs intended to guarantee the good functioning of conformity assessment activities in the sector of private safety.

Energy efficiency

Law Decree no. 102 of 2014 for the implementation of the EC directive on energy efficiency has established for large and energy-intensive businesses the obligation to undergo an energy diagnosis by accredited certified bodies, such as ESCo companies or professional experts in energy management and energy auditors, especially following the implementation of an energy management system.

Sustainability

Also in 2015 Law no. 221 was approved which refers specifically to the use of environmental and energy certifications issued by accredited CABs as an instrument for promoting a new model of development based on environmental sustainability by means of the adoption of a series of simplifications and incentives which regard good practices by businesses and consumers.

Professional persons

In 2015 the sector of the qualification of non-regulated professional persons continued to increase. Law 4 of 2013 laid the foundations for a beneficial and effective collaboration among the parties of a complex system involving national legislators and technical standards together with the role of public and private certification.

Medical analyses

In the sector of medical laboratories ACCREDIA has invested considerable efforts in strengthening its structure and technical competencies also by means of the organization of training activities regarding the applicable standards and procedures, in collaboration with the main associations of professional persons operating in medical laboratories.



“ Competence and integrity, the strenght of our assessors ”

REPUTATION

The enhancement and strengthening of ACCREDIA's mission is also tied to our increased international reputation which is the result of growing collaboration with other accreditation bodies, both in the EU and beyond, and with supranational organizations managing the agreements of mutual recognition – EA in Europe, IAF (International Accreditation Forum) and ILAC (International Laboratory Accreditation Cooperation) worldwide.

The European network

The EA peer evaluation system is based on the collaboration of all accreditation bodies, and ACCREDIA regularly contributes in these activities, using six internal assessors who have gained the necessary EA qualification. ACCREDIA also takes part regularly in meetings of EA's institutional and technical bodies, including the General Assembly, operative committees (Horizontal Harmonization, Certification, Inspection, Laboratory, Marketing and Communication) as well as sector workshops (Environment, Food, Testing, Calibration, Proficiency Testing).

In 2015 ACCREDIA obtained important recognition with the appointment of Emanuele Riva (Director of the Certification and Inspection Department) to the Executive Committee of EA with responsibilities for the management and policies.

The global network

On the occasion of EXPO 2015, held in Milan, and with the patronage of the Italian pavilion, ACCREDIA hosted the annual meetings of IAF and ILAC with the participation of over 350 delegates representing accreditation bodies from all over the world as well as sector stakeholders from 80 countries involved in 10 days of workshops and with over 60 technical meetings and 3 general assemblies.

It was an especially significant moment for ACCREDIA with the formal appointment of Emanuele Riva as Vice-President of IAF for the next 3-year tenure and it was the first appointment at such a high level of an Italian since the inception of IAF 1993.



“ The strategic role between business and public administration ”

Memorandums of Understanding

EXPO 2015 also provided an opportunity for ACCREDIA to form new partnerships on an international level. During the course of the bilateral meetings between the Italian government and the United Arab Emirates ACCREDIA signed a MoU with ESMA, the UAE authority for standardization and metrology, for the accreditation of CABs which will certify with the Halal mark products made in Italy in conformity with Islamic practices. Also during the IAF-ILAC meetings ACCREDIA signed two other collaboration agreements in the conformity assessment sector with GAC of Saudi Arabia and NCA of Kazakhstan.

The European projects

Among the aims of ACCREDIA's international activities in collaboration with EU institutions there are also the Twinning and TAIEX projects financed by the European Commission, the objective of which is to transmit knowledge regarding accreditation, conformity assessment, product safety and market protection to facilitate international commerce. In 2015 ACCREDIA continued in its support work for the Egyptian accreditation body, EGAC for setting up a national accreditation infrastructure as a part of the Twinning project started in 2014 together with the German body BAM, with the precious support of the European Commission and the Italian Ministry of Foreign Affairs. In view of the recognition status as a Mandated Body granted by the European Commission in 2015, ACCREDIA was awarded the Twinning project for the Moldavian accreditation body (MOLDAC), to support MOLDAC in its preparation for the EA peer assessment.

Together with staff at the Turkish Ministry of Labor ACCREDIA has collaborated with regard to the new TAIEX project.

SIMPLIFICATION

The issue of simplification is of considerable importance to ACCREDIA in a political/economic context in which all stakeholders are in agreement concerning the prioritization of drawing the public authorities closer to the aspirations and expectations of businesses and citizens; a matter which is also being given greater attention by both parliament and the government.

ACCREDIA has been active on this front for some years as testified by the agreement with Unioncamere and Infocamere and the accord with ANAC for the transmission of the data of organizations with a certified management system under accreditation. There is still a long way to go with regard to simplification, but there are promising signs that collaboration with the public authorities and business organizations are moving in the right direction.

COMPETITIVENESS

The strengthening of three-way relations between ACCREDIA, the public authorities and business organizations serves to ensure the reliability of attestations issued by accredited conformity assessment bodies, as is the rigor of performance of technical verifications. These objectives have been sought by ACCREDIA with ever-greater commitment through 2015.

Studies have shown that, for a business, "standardized quality" does not only mean compliance with requirements which are often considered by the public authorities for access to a higher grade of a classification list for taking part in competitive tenders or obtaining tax benefits, but also to maintain and reinforce trust in collaborators and external suppliers and improving relations with clients as well as raising reputation, increasing business, revenue and employment.

KNOWLEDGE

ACCREDIA's work is highly technical, but in a world of ever-increasing complexity it cannot limit itself to the management of assessments of the competence of laboratories and CABs because certifications, inspections, tests and calibrations must find space and recognition in the lives of businesses, consumers and institutions.

In 2015 communication activities were oriented both on traditional systems and online giving special attention to digital channels – an increasingly strategic driver for reinforcing standing and credibility in ACCREDIA's role through the advantages of accreditation.

Website and social media

There was a constant increase in the number of website visits; the newsletter also showed a growth in readers and there were also more followers of ACCREDIA's Twitter profile. The databank was a high value tool and in 2015 there was also the addition of "Data Bio" – organic data for organic operators and created with the collaboration of Federbio with the aim of tracing sector production and transactions.

The press office

Media relations have been oriented towards consolidating the relationship with a number of national titles, both general and sector specific, and to take new opportunities of raising visibility in the digital press through press communiqués, declarations, agency launches, in-depth articles and top level interviews.



“ Recognition in international markets ”

The “Osservatorio” and collaborations

In 2015 the ACCREDIA Osservatorio produced two research booklets, continuing the work of the last five years offering a periodical technical and economic update to stakeholders and the media of the most interesting topics for the conformity assessment community.

“Certification as an instrument of administrative simplification” was triggered by the open debate on connecting certification to simplified bureaucratic procedures. Meanwhile “Certification, Quality and new agri-food production strategies” took up the theme of quality and food product safety analyzing the tools of guarantee offered by the certification system, from production to retail.

ACCREDIA has collaborated with initiatives of other stakeholders and interested parties to enhance the use of conformity assessment tools on the part of businesses. Together with APQI, Confindustria, Efqm and Fondazione Symbola, ACCREDIA has promoted the Consorzio QUINN project which has led to the research “Quality 2015: evolution and experiences in Italy and worldwide”. ACCREDIA also gave its support to the fourth edition of the “Business Awards for Safety” of INAIL and Confindustria.

Events

2015 was the year of the EXPO universal exhibition in Milan, launched with the message “Nourish the planet – energy for life” and ACCREDIA was, naturally, very much involved, including the organization – with the backing of EXPO – of a convention on “Agri-food certification”, as well as the first national congress of the Testing Laboratories Department, bringing together accredited CABs and assessors specialized in analytical tests in four meetings held in Verona and Milan. A convention for accredited calibration centers, also open to the public for the first time, was held in Turin during the course of the “Reliability and Technologies” fair, and on June 9 ACCREDIA took part in the World Accreditation Day of IAF and ILAC.

Training projects

Also in 2015 a major program of specialist updating and training on the new editions of standards and reference documents for accreditation for personnel, assessors of all three departments, for accredited conformity assessment bodies. The program has been realized also with the collaboration with the associations promoting AICQ and ANGQ for whom ACCREDIA sponsors conventions and didactic projects on topics of conformity assessment and, in addition, relations with universities have been strengthened.



“ Taking part to EU projects ”

THE PRESIDENT’S REPORT



“ A certified company is more controlled and more reliable ”

Financial results

02

ACCREDIA closed 2015 with a positive pre-tax balance of 969¹ euro, and a profit for the year of 570 euro to be used as surplus funds. In 2015 production value reached 18,462 euro which is a 5% rise on 2014. Production costs totaled 17,417 euro, an increase on 2014 of 2.6%. ACCREDIA's sponsorship activities in 2015 reached 8,139 euro which, related to total assets of 18,340 euro, stands at around 44%.

FINANCIAL STATEMENT 2013-2015

BALANCE SHEET			
ASSETS	2015	2014	2013
Intangible assets	581	534	487
Tangible assets	8.238	8.502	8.546
Long-term investments	65	60	59
Short-term receivables	4.770	4.836	4.771
Long-term receivables	373	427	156
Liquid assets	4.046	2.575	2.884
Other assets	268	232	258
TOTAL ASSETS	18.341	17.166	17.161
LIABILITIES	2015	2014	2013
Capital and reserves	8.709	8.129	7.795
Severance indemnity reserve	1.339	1.181	1.039
Short-term payables	5.613	4.900	5.117
Long-term payables	2.675	2.937	3.191
Other liabilities	5	19	18
TOTAL LIABILITIES	18.341	17.166	17.160
INCOME STATEMENT			
	2015	2014	2013
Production value	18.460	17.588	17.345
Production costs	17.413	16.969	15.836
Difference between production value and production costs	1.047	619	1.509
Financial income and expenses	-28	-23	-20
Extraordinary income and loss	-50	98	0
Earnings before income taxes	969	694	1.489
Income taxes	399	370	663
Net income	570	324	826

¹ All figures in thousands of euro.

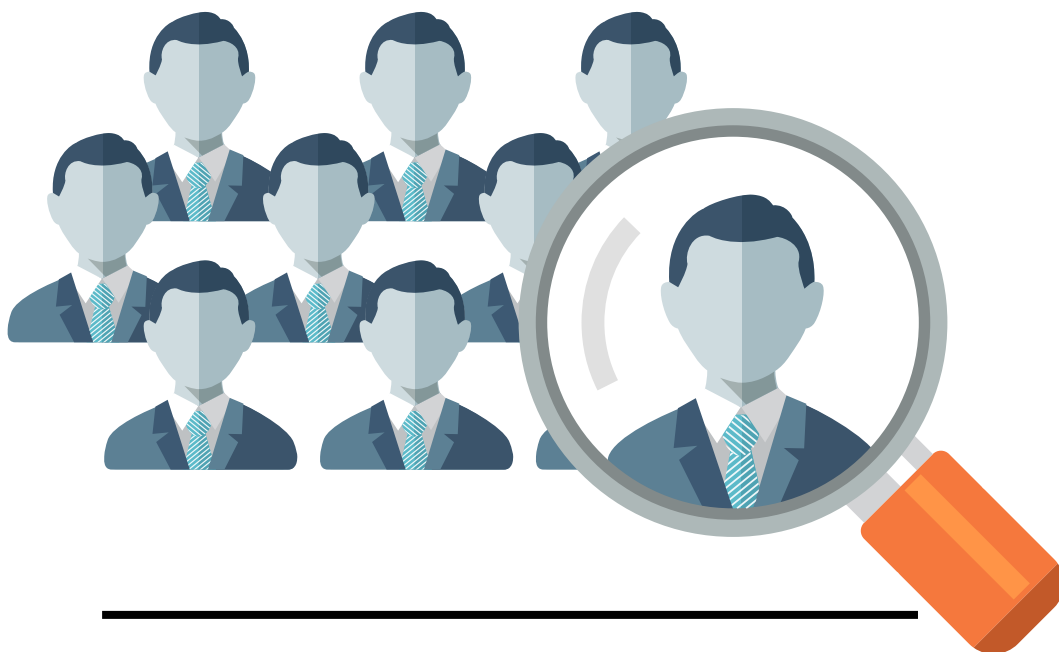
ACCREDIA

03

13,378
days of assessment

for conformity assessment bodies

+5%
on 2014



454
assessors
and experts

23 more than 2014



1,869
accreditations

+4% on 2014



10%
172
laboratories
Calibrations
and RMPs

1,629
accredited
organizations
57 more than
2014

70%
1,135
laboratories
Testing, medical
analyses and
PTPs

+28%
personnel
certifications

+23%
inspections

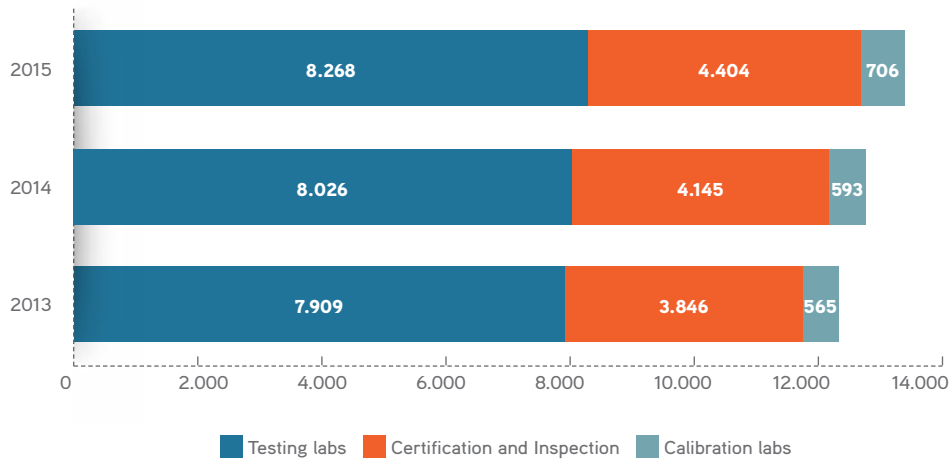
20%
322
bodies
Certifications, inspections and verifications

+14%
product
and service
certifications

ASSESSMENTS

Also in 2015 there was a constant increase in assessment activities of the competence of conformity assessment bodies and laboratories, reaching 13,378 days of assessment performed, undertaken by technical officers and external assessors of ACCREDIA's three departments. This constituted a 5% increase (12,764 days) on last year and a 9% increase over the previous two-year period from 2013 to 2015 (in 2013: 12,320 days) consistent with the increase on accredited CABs: up from 1,501 in 2013 to 1,629 in 2015 (+9%).

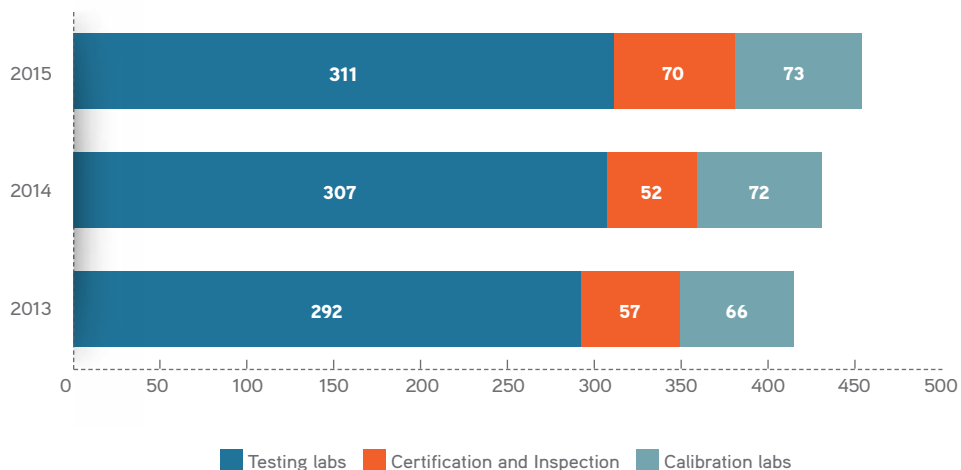
ASSESSMENT ACTIVITIES 2013-2015 - MAN-DAYS



ASSESSORS

Currently there are 454 assessors and experts performing assessments of conformity assessment bodies – 23 more (5%) than in 2014.

ASSESSORS 2013-2015



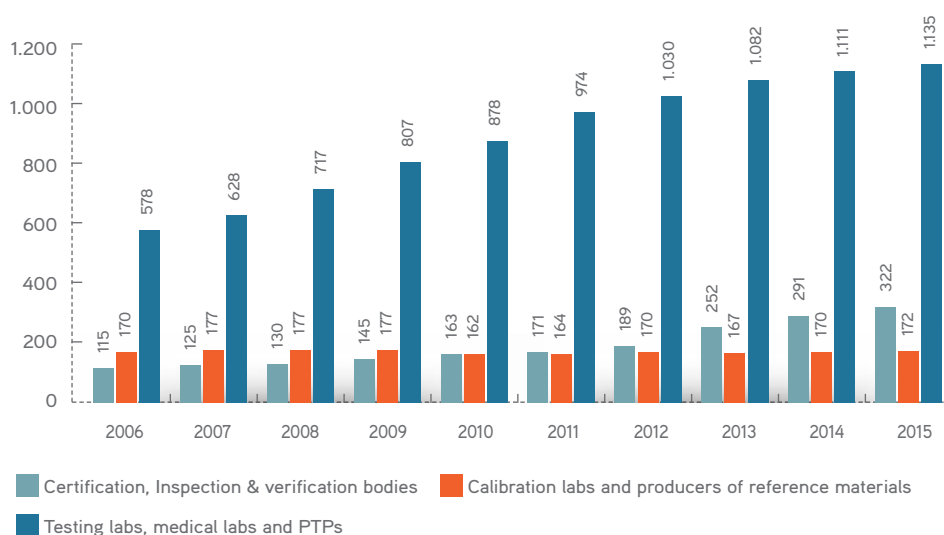
ACCREDITATIONS

At December, 2015, there were 1,629 CABs operating with ACCREDIA accreditation, breaking down thus:

- 1,135 testing laboratories, medical laboratories and proficiency testing providers (PTPs),
- 322 certification, inspection or verification bodies;
- 172 calibration laboratories.

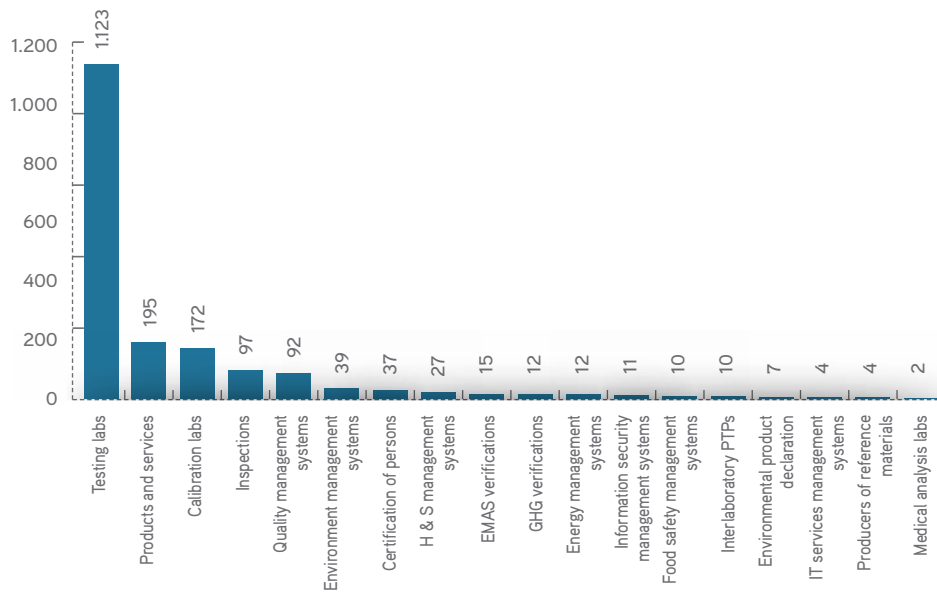
The increase covers all categories, totaling 1,572 – up by 4%, with a rise of 57 in the number of CABs. This represents a constant upswing with respect to previous years of 5% through 2013 and 2014 and it also reflects the solidity of the market.

EVOLUTION OF ACCREDITATIONS FOR THE VARIOUS TYPOLOGIES 2006-2015



Considering the results of ACCREDIA's activities regarding accreditations granted in the various sectors, there was 4% rise through 2014 and 2015, with a hike of 75 accredited schemes: from 1,794 to 1,869.

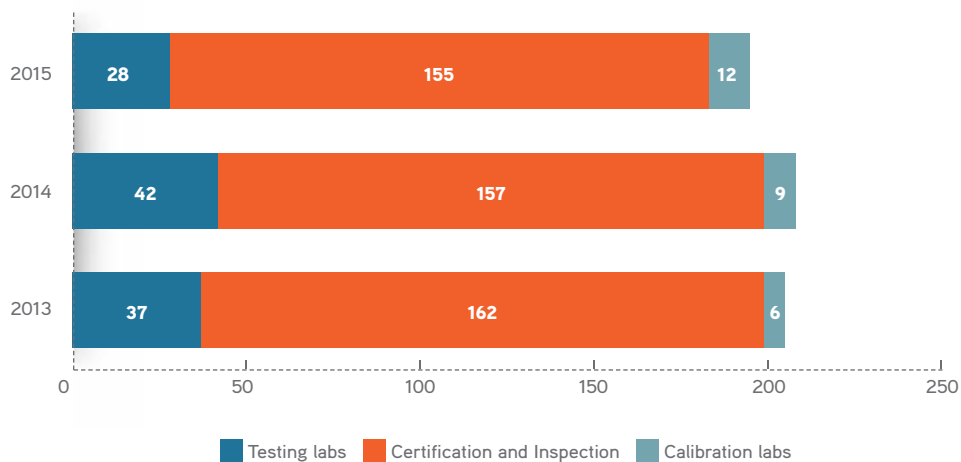
ACCREDITATIONS BY SCHEME 2015



COMPLAINTS

In 2015 the procedure for managing complaints for the three departments was unified, enabling more effective handling also of indications coming from the market. Overall, ACCREDIA received 195 remarks/comments and complaints which is 6% down on 2014 and 5% less over 3 years – with a significant decrease regarding activities of certification, inspection and laboratory tests.

COMPLAINTS AND REMARKS HANDLED BY THE DEPARTMENTS 2013-2015



**Certification
and Inspection
Department**

04

4,404
days of assessment
for accreditation, recognition and cross frontier

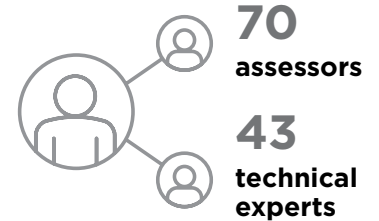
+6%
on 2014



322
certification,
inspection and
verification
bodies

113
**assessors
and experts**

14 more than 2014



170 thousand
certified professionals
welders, F-gas operators,
auditors and consultants,
banking operators, ...

139,185
**management system
certifications**

+6%
**workplace health
and safety**

+2%
environment

558
accreditations
45 more than 2014

16%
92
for quality
management
system certifications

17%
97
for inspections

35%
195
for product
and service
certifications

THE ACCREDITATION SECTORS

MANAGEMENT SYSTEM CERTIFICATIONS

In 2015 ACCREDIA began the two-year transition of accreditations from the standard ISO/IEC 17021 to the new standard ISO/IEC 17021-1, published in June 2015 and to be implemented by all management system certification bodies.

Quality

The quality management system - QMS - is regulated by UNI EN ISO 9001 of which the new international edition was published in September 2015. It is also regulated by the sector standards (UNI EN CEI ISO 13485 for medical devices, the series UNI EN 9100 for the aerospace and defense sectors etc.). ACCREDIA manages 128 certification bodies of which 92 have been granted accreditation and 36 operating with recognition active in Italy with foreign accreditation to issue certifications in the construction sector, IAF 28.

Environment

There are 39 CABs with environment management system certification, one less than in 2014, and they have certified 20,137 productive sites (+2%) in conformity with UNI EN ISO 14001 (the new international edition of this standard was published in September 2015). Environmental Product Declaration - EPD - is complementary to this and it is issued in conformity with UNI ISO 14025 and it is issued by 7 accredited CABs.

Workplace health and safety

Management system certifications for workplace health and safety - OHSAS - are granted in compliance with British Standard OHSAS 18001 by 27 CABs (2 fewer than in 2014) regarding 13,751 company locations (+6%). On the international level, ACCREDIA participates in a UNI working group for the development of the future standard ISO 45001 which will substitute the BS standard, and ACCREDIA also heads the IAF task force for the drawing up of the international guideline which will set out the new rules of certification.

Information security

For the information safety management system - ISMS - there are 11 accredited CABs (one more than 2014), certifying 737 productive sites (+13%). In 2015 the process was completed for the transition of ISO/IEC 27001 certifications to the new edition of 2013.

IT services

There are 4 accredited CABs issuing IT services management system certification - ITSMS - implemented by 12 organizations in conformity with the applicable standard ISO/IEC 20000-1.

Food safety

The food safety management system - FSM - regards 10 CABs which have granted certifications in conformity with ISO 22000 to 321 organizations. In 2015 ACCREDIA began the transition period of accreditations to the new edition of 2013 of ISO/TS 22003, which incorporates the requirements of ISO/IEC 17021 for certification bodies operating in the scheme.

In the same area, 4 CABs were accredited, granting certifications to 30 productive sites in conformity with the owner scheme Food Safety Systems - FSSC 22000, recognized by the Global Food Safety Initiative (GFSI) and issued in version 3.2 in 2015.

Event sustainability

Started in 2013, the event sustainability management system – ESMS – now has 4 accredited CABs issuing certifications against the standard UNI ISO 20121 with which an organization intends to hold events ensuring environmental protection and energy saving, as well as the careful management of social and economic issues – health, safety, impact on the local community etc. In 2015 the successful EXPO 2015 in Milan implemented the ESMS system.

Business continuity

Management system certification of the business continuity BCMS is issued in accordance with ISO 22301 to organizations which aim to ensure the continuity of their activities with regard to risks of interruption coming from external factors which could negatively impact performances. At the moment there is one body operating this scheme which began in 2013.

Road safety

There are 11 company sites with a certified road safety management system in conformity with ISO 39001, which sets out the requirements for an organization involved in the road transport of things or persons, with the objective of reducing the number of deaths and serious injuries in road accidents. There are 2 CABs operating currently, with accreditation since 2014.

Major accidents

In 2015 activity began for the accreditation of CABs certifying management systems in conformity with the standard UNI 10617. Certification regards installations or systems with a high risk of major accidents, as defined in Law Decree no. 105 of 2015, for the implementation of Directive 2012/18/EU (cd. Seveso III”).

Asset management

Accreditation in the asset management scheme – AMS – got under way in 2015. Certifications are issued in accordance with the international standard ISO 55001 and with the related standards ISO 55000 and ISO 55002 to organizations whose aim is to protect and exploit the potentials of their tangible and intangible resources in view of growing external factors and influences in the context of their operative activities.

ENERGY CERTIFICATIONS

In the light of the obligations of energy diagnosis introduced by Law Decree 102 of 2014 for large businesses and those with high energy consumption, accreditation schemes have been established for the energy sector. The rules defined by ACCREDIA, together with the interested parties and approved by the Ministries of Economic Development and of the Environment regard the certification of:

- **ESCo** (Energy Service Company) in accordance with UNI CEI 11352, for which there are 5 CABs currently active;
- **Energy management experts** (EME) in conformity with standard UNI CEI 11339, 130 persons certified by 14 CABs;
- **Energy management systems** (EnMS) in accordance with ISO 50001, for which there are 12 company sites certified by 12 CABs. ACCREDIA manages the transition period regarding accreditations to the new standard ISO 50003.
- **Energy assessors** who will be certified in accordance with UNI CEI EN 16247-5 after the start of accreditation activities.

PRODUCT AND SERVICE CERTIFICATION

The certification of products and services is constantly increasing as ACCREDIA's activities expand in both the voluntary and mandatory sectors. There are 195 CABs in question – 24 more than in 2014; in 2015 they completed the transition from the standard EN 45011 to the international standard ISO/IEC 17065 of 2012.

One of the most important sectors is agri-food products controlled in accordance with EC standards, as follows:

- Regulation (EC) no. 843 of 2007 for organic production – with 13 accredited CABs;
- Regulation (EC) no. 1151 of 2012 for guaranteed quality production (PDO, PGI, TSG) – with 21 accredited CABs;
- Regulation (EC) no. 491 of 2009 for wines (DOC, DOCG and IGT) – with 7 accredited CABs.

In the food area there is a broad range of certified products according to voluntary schemes, defined by technical standards and private disciplines, amongst which accreditations in conformity with a series of owner schemes, established by large international organized retailers, as follows:

- 10 for IFS Food certifications;
- 7 for IFS Logistics;
- 4 for IFS Brokers;
- 3 for inspection activities against IFS Food store requirements;
- 9 for the issue of certifications against BRC Global Standard for Food Safety;
- 8 for BRC Global Standard for Packaging and Packaging Materials.

Many product certifications are in response to the need to quantify or reduce environmental impacts, such as:

- products made with recycled materials (Re-Made in Italy) – with just one accredited body,
- scrap materials (glass, metal, copper) whose end of waste status is attested in accordance with EU regulations of the End of Waste series – with 3 accreditations;
- sustainable management of forests, regulated by the PEFC schemes – with 13 accreditations.

In the mandatory sector certifications have been issued for products marketed with the CE marking (e.g. toys, lifts, pressure equipment, personal safety equipment) for which there are 159 certification and inspection bodies active. And with regard to biofuels and bioliquids there are 6 accredited CABs in conformity with the “National system of certification of the sustainability of biofuels and bioliquids”.

The fluorinated gases (F-Gas) sector, before the update of the certification system to the EU regulations no. 517 of 2014 and no. 2067 of 2015, is regulated by the Presidential Decree no. 43 of 2012 which provides for the obligatory accreditation of certification bodies of persons and businesses operating in the sector. 15 CABs were accredited for the certification of F-Gas personnel, 22 for the certification of businesses and 5 for the qualification of training courses for operators.

Accreditation activities were begun in 2015 for the certification of new typologies of product and service.

Private security organizations

With the Decree issued by the Ministry of Internal Affairs no. 115 of 2014 and the Provision of the Head of Police of February 24, 2015, the following obligatory certifications were introduced for:

- **private security organizations and relative services** in accordance with standard UNI 10891 whereby 183 organizations were granted certification, 12 of which accredited;
- **operative centers and CCTV** in accordance with UNI CEI EN 50518 which involves 49 accredited CABs, of which 12 are accredited;
- **security operators** in conformity with UNI 10459, involving 153 operators certified by 9 accredited CABs;

CERTIFICATION AND INSPECTION DEPARTMENT

Halal

On the basis of the agreement signed with ESMA, the UAE authority for standardization and metrology, accredited CABs will be able to certify with the Halal mark, products made in Italy verified in conformity with UAE.S 2055-2.

Plastic tubes

For the certification of tubes and related plastic products accreditation has begun in conformity with a new owner scheme developed by Assocomplast and Federchimica PlasticsEurope Italia.

Cosmetics companies

The certification of cosmetics companies will be issued in conformity with the harmonized standard UNI EN ISO 22716. Regulation (EC) no. 1223 of 2009 on cosmetic products lays down that, if the manufacture of the cosmetic product complies with the harmonized standard, the references of which are published in the EU's Official Gazette, it is assumed that the good manufacturing practices required by the EU standard are respected.

Audio video controls

The systems of audio video controls (AVC) are widely used in many areas: public, private, hospitality sector, residential buildings etc. to ensure the quality and reliability of these services, UNI, SIEC (System Integration Experience Community) and ACCREDIA have developed the reference praxis UNI PdR 15:2015 for accredited CABs to supply a series of specifications in certification activity of companies in the AVC sector in accordance with UNI PdR 4:2013.

CERTIFICATION OF PERSONS

The certification of persons involves 37 CABs – 8 more than last year – which, in 2015, concluded the transition process to the 2012 edition of ISO/IEC 17024, and the number of persons in question exceeded 170,000.

In 2015 accreditation activities began of the CABs issuing certifications of new non-regulated categories of persons:

- **banking sector operators** in accordance with UNI PdR of series 10 of 2014;
- **fire prevention technical maintenance** in accordance with UNI 9994-2:2015;
- **gas meter operators** in accordance with UNI 11554 and with UNI/PdR 11:2014 developed by ACCREDIA, UNI and CIG;
- **doping control officer and chaperone** - antidoping sector - in accordance with standard ISTI WADA 2015;
- **project manager** in accordance with future standards of the series ISO 2150x and UNI.

INSPECTIONS

In 2015 the inspection bodies completed the transition of accreditations to ISO/IEC 17020, 2012 edition, for the application of which the guideline ILAC P15:06 also came into force. Accreditations rose by 18 to total 97, whilst there was an increase in the number of applications in the field of project validation, operative technical control as well as in industrial products and processes (non-destructive tests) and also one application for the Mystery Audit. Two CABs have accreditation to perform inspections of environmental technology for the implementation of the European program EU ETV - Environmental Technology Verification. Accreditation also began of CABs for the performance of periodic and special audits of lifts in compliance with Presidential Decree no. 162 of 1999, as modified by Presidential Decree no. 8 of 2015.

ENVIRONMENTAL AUDITS

EMAS

Fifteen CABs are competent to perform environmental audit activities in compliance with Regulation (EC) no. 1221 of 2009, Eco-Management and Audit Scheme, of which ACCREDIA manages the accreditation.

Greenhouse Gas

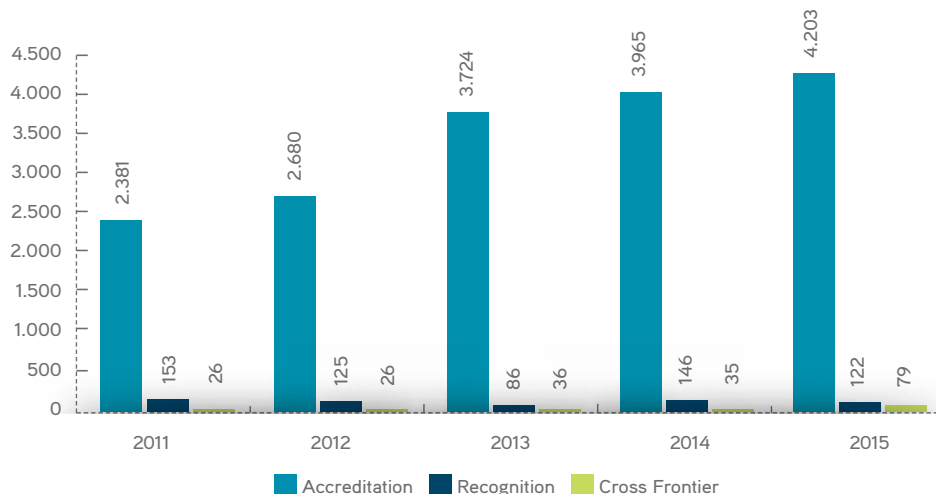
For the issue of declarations of verification of GHG emissions in the voluntary area and in conformity with UNI EN ISO 14064-1, there is one accredited CAB. There are 12 accreditations – 3 fewer than in 2014 – in the EU ETS Emission Trading Scheme which is the EU's trading scheme for emissions allowances based on UNI EN ISO 14065 and on Regulation (EC) no. 600 of 2012.

ASSESSMENT ACTIVITIES

For the management of 322 CABs, 4,404 man-days were needed, undertaken by the technical officers, assessors and experts, representing a rise of 15% in the three-year period and 6% more than last year which is in line with the general upward trend of 7% recorded through 2014 and 2015.

In the last two years, in particular, there was a 6% increase in assessments for the granting of accreditations – from 3,965 to 4,203 man-days – and the number of Cross Frontier accreditations almost doubled, going from 35 man-days to 79. Recognition activities of foreign ABs for the transfer to the accreditation of recognized CABs slowed down slightly, from 146 to 122 man-days.

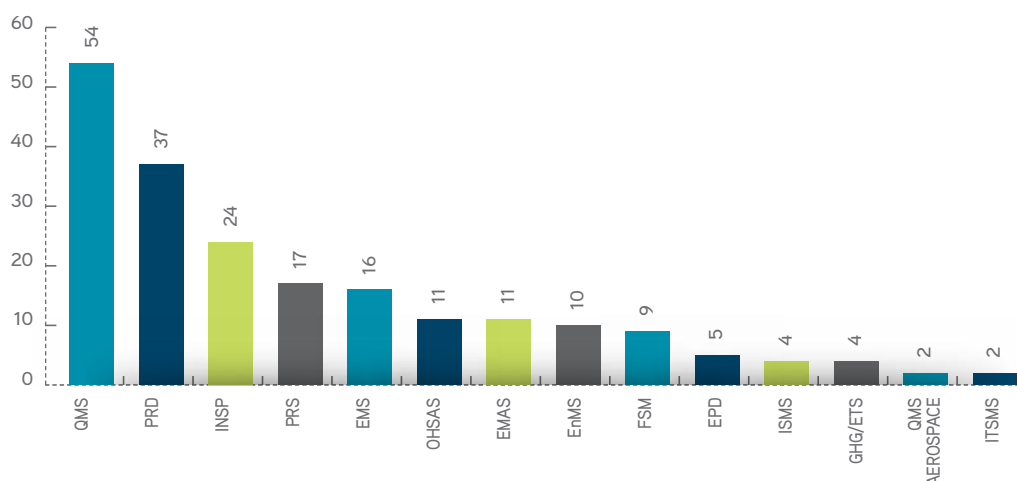
ASSESSMENTS 2011-2015 - MAN-DAYS



THE ASSESSORS

For the assessments of certification, inspection and verification bodies there are 70 assessors and 43 technical experts working with the inspection teams in high-specialty sectors. Altogether, there are 14 more assessors and experts than in 2014. Over half of the assessors (54) are qualified for the assessment of quality management systems. The number of assessors/experts operative in the product scheme has risen from 31 in 2013 to 37, whilst for inspection there are now 24, and in 2013 the figure stood at 19, which is in keeping with the increased range of assessment activities in the mandatory area.

ASSESSORS PER AREA OF COMPETENCE 2015



Legend – accreditation schemes per assessor competencies

QMS – certification of quality management systems

PRD – product/service certification in the voluntary sector

INSP – inspection

EMS – certification of environmental management systems

PRS – certification of persons

OHSAS – certification of workplace health and safety systems

EMAS – eco-management and audit scheme (Reg. (CE n. 1221, 2009)

EnMS – certification of energy management systems

FSM – certification of food safety management systems

EPD – environmental product declaration

ISMS – certification of IT security management systems

GHG/ETS – GHG emission verification – voluntary and mandatory sectors

QMS aerospace – certification of quality management systems – aerospace sector

ITSMS – certification of IT management systems

THE CABS

The 322 CABS hold a total of 558 accreditations in the various schemes – an increase of 45, or 9%, on last year and 23% on 2013. The biggest rise was in the scheme for the issue of certifications of persons which went up from 29 to 37 accreditations (+28%) and following that came the inspection scheme, going up by 23% and then products and services (+14%).

INCREASE IN ACCREDITATIONS PER SCHEME 2011-2015

Accreditation scheme	2015	2014	2013	2012	2011
QMS – certification of quality management systems	92	92	91	90	89
EMS – certification of environmental management systems	39	40	40	37	42
EnMS – certification of energy management systems	12	12	10	7	7
OHSAS – certification of workplace health and safety systems	27	29	26	23	21
ISMS – certification of IT security management systems	11	10	10	10	10
ITSMS – certification of IT services management	4	4	3	2	1
FSM – certification of food safety management systems	10	10	11	11	12
PRD – product/service certification in the voluntary sector	195	171	149	84	66
PRS – certification of persons	37	29	28	23	15
INSP – inspection	97	79	64	62	57
EPD – environmental product declaration	7	7	6	6	4
EMAS – eco-management and audit scheme (Reg. (EC) no. 1221, 2009)	15	15	15	-	-
GHG/ETS – GHG emission verification – voluntary and mandatory sectors	12	15	1	-	-
Totale	558	513	454	355	324

THE CERTIFICATIONS

Through 2014 and 2015 the trend of certifications in management systems issued by accredited CABs was slightly downward – between 2 and 3% for the three typologies for aggregating data: certified locations, certified companies and certificates².

The certified organizations and companies, which passed from 87,977 to 85,314, are owners of 139,185 certified locations (offices, departments, branch offices) – some 3,000 fewer than the previous year, and they hold 110,797 management system certifications – in 2014 the figure was 113,838.

The most common certification remains QMS in accordance with standard UNI EN ISO 9001.

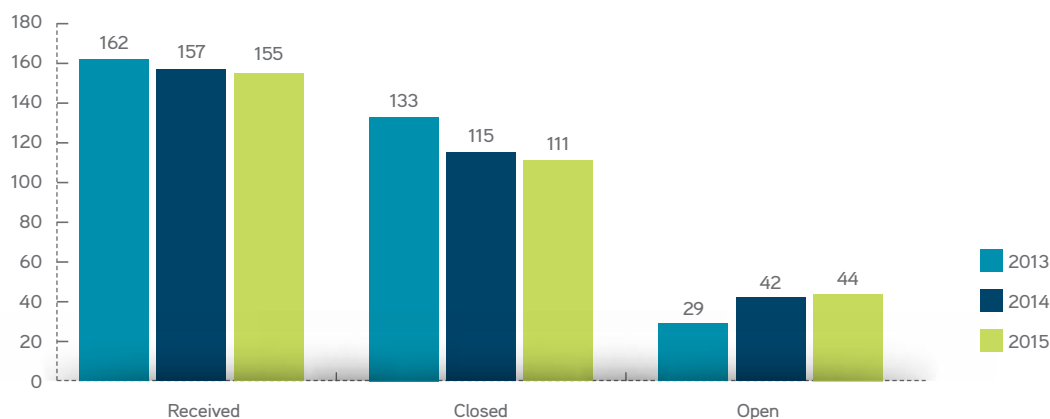
EVOLUTION OF MANAGEMENT SYSTEM CERTIFICATIONS 2013 - 2015 COMPARISON OF CERTIFIED LOCATIONS PER STANDARD³

Certification standard	2015	2014	2013
QMS – certification of quality management systems (UNI EN ISO 9001)	122.748	126.594	124.600
EMS – certification of environmental management systems (UNI EN ISO 14001)	20.137	19.669	18.800
OHSAS – certification of workplace health and safety systems (BS OHSAS 18001)	13.751	12.928	11.500
ISMS – certification of IT security management systems (UNI ISO 27001)	737	654	570
FSM – certification of food safety management systems (UNI EN ISO 22000)	321	-	-
EnMS – certification of energy management systems (UNI CEI EN ISO 50001)	12	-	-
ITSMS – certification of IT services management (ISO/IEC 20000)	12	47	20

COMPLAINTS

In 2015 the certification and inspection department recorded 155 complaints and not one remark/comment, almost the same as 2014 when there were 157. 111 were closed at December 31 following the identification of the responsibilities in question and the treatment actions implemented.

COMPLAINTS AND REMARKS/COMMENTS HANDLED 2013-2015



² Provisional data at Nov. 30, 2015.

The statistical reports of management system certifications are made on the basis of the data of certified organizations/companies communicated to ACCREDIA by the accredited CABs. The data are processed and aggregated according to three different categories:

- Certified location or site – the single production/company location which may be an office, a department, a productive unit of the certified organization. Therefore there may be more than one certified location.
- Certificate – the specific scope developed as a procedure which, together with the data of the first issue, identifies unequivocally the management system certification issued by the certified organization.
- Certified organization – the unit/organization/company in possession of a management system certification, identified unequivocally by a VAT number or fiscal code number.

The monthly statistical reports are published in the appropriate section of ACCREDIA's website www.accredia.it

³ The data given in the table are not aggregate, so the figures cannot be aggregated. One single location can be certified for more than one management system (quality, environment, safety etc.).

**Testing
Laboratories
Department**

05

8,268

days of assessment

for document exams and on-site assessments

+3%

on 2014

311

professionals

4 more than 2014



109
chemical
sector



61
biological
sector



20
mechanical
and electronic
sector

1,135

laboratories
and PTPs

24 more than 2014

51%

NORTHERN

579 accreditations

19%

CENTRAL

217 accreditations

30%

**SOUTHERN
AND ISLANDS**

336 accreditations

INTERNATIONAL
3 accreditations

1,123



testing laboratories

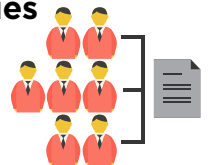
2



**medical
laboratories**

10

**proficiency testing
providers (PTPs)**





THE ACCREDITATION SECTORS

TESTS

The department grants accreditation to testing laboratories in accordance with UNI CEI EN ISO/IEC 17025 and in conformity with the owner schemes of the sector such as AEMCLRP (electromagnetic compatibility automotive sector), Bluetooth (IT&T) and WADA (antidoping). Food safety testing laboratories are also accredited against ISO 17025 in both the voluntary and mandatory areas. About 60% of accredited labs issue attestation in the food sector, from the analysis of wine and olive oil to parasite research, from water to milk.

Laboratory analyses in food safety are also applied to the validation and verification of the control systems (HACCP) prepared and made available by food companies. The new editions of the main applicable regulations for the assessment of the competence of laboratories were published in 2015 with the aim of implementing the modifications related to the fusion of the ACCREDIA testing labs and testing labs for food safety departments and implementing the updates of the standards and specifying certain operative modalities, and also to help with the harmonization with the other departments. Among the regulations, we mention the following general ones: RG-02 "Regulation for the accreditation of testing laboratories and medical laboratories", RG-02-01 "Regulation for the accreditation of multisite laboratories", and the technical regulations RT-08 "Provisions for the accreditation of testing laboratories", RT-23 "Rules for the definition of the scope of accreditation", RT-24 "Proficiency tests" and RT-26 "Provisions for flexible scope accreditation".

MEDICAL ANALYSES

The department also manages accreditations in conformity with UNI EN ISO 15189 whereby medical labs can show their technical competence in carrying out exams for diagnoses in sectors such as clinical pharmacy, hematology, immunology, microbiology, virology and others. 2015 also saw the issuance of the new technical regulation RT-35 "Provisions for the accreditation of medical laboratories", implementing the modifications introduced by the new edition of ISO 15189 "Medical laboratories - Requirements for quality and competence", published as an Italian standard in 2013.

PROFICIENCY TESTING PROVIDERS (PTPs)

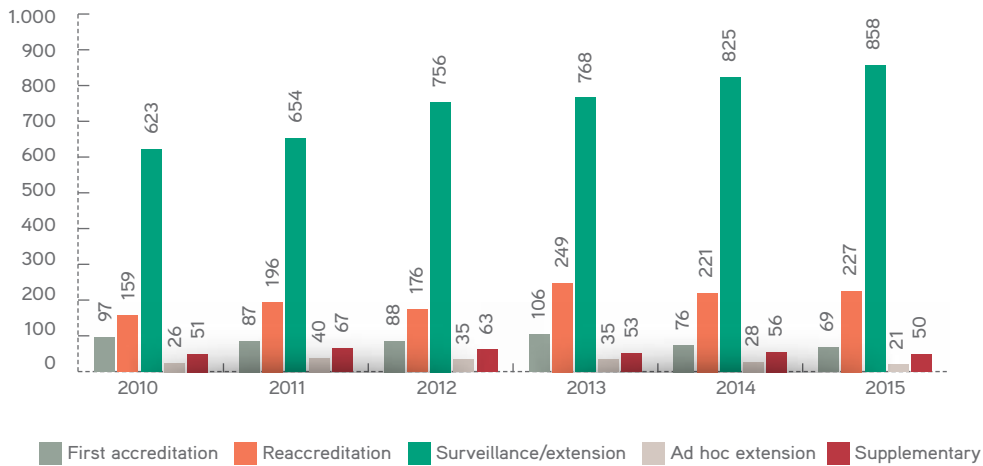
PTPs are accredited in conformity with UNI CEI EN ISO/IEC 17043. For the scheme, which was started in 2012, ACCREDIA undertook the necessary preparatory measures to undergo the EA peer evaluation in order to obtain signatory status to the new EA MLA agreement on PTPs.

ASSESSMENT ACTIVITIES

Assessment activities in 2015 remained stable with respect to the previous year, showing a slight rise of 2% of accreditations in testing schemes, medical analyses and interlaboratory PTPs.

Taking into consideration the different typologies of assessment, first assessments showed a small decline, from 76 to 69, whilst accreditation renewal assessments rose from 221 to 227 and surveillance and extension assessments were also up by 4%.

**ACCREDITATION ASSESSMENT - TYPOLOGY OF ASSESSMENT 2011-2015
NUMBER OF ON-SITE ASSESSMENTS**

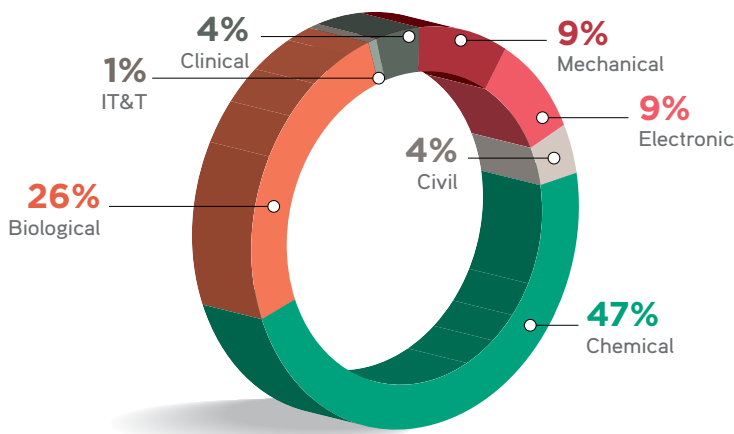


THE ASSESSORS

The team of assessors currently working for the testing laboratories department consists of 311 professionals (4 qualified in 2015), of whom 226 are technical assessors (11 more than last year) and 73 system assessors; 12 assessors are qualified as both system and technical assessors.

73% of the assessors are competent in the chemical (109 assessors) and biological (61 assessors) sectors; 20 are specialized in the mechanical and electronic fields (both 9%) and around 10 for the assessment of laboratories performing clinical and civil tests (4%).

TECHNICAL ASSESSORS PER SECTOR OF COMPETENCE 2015

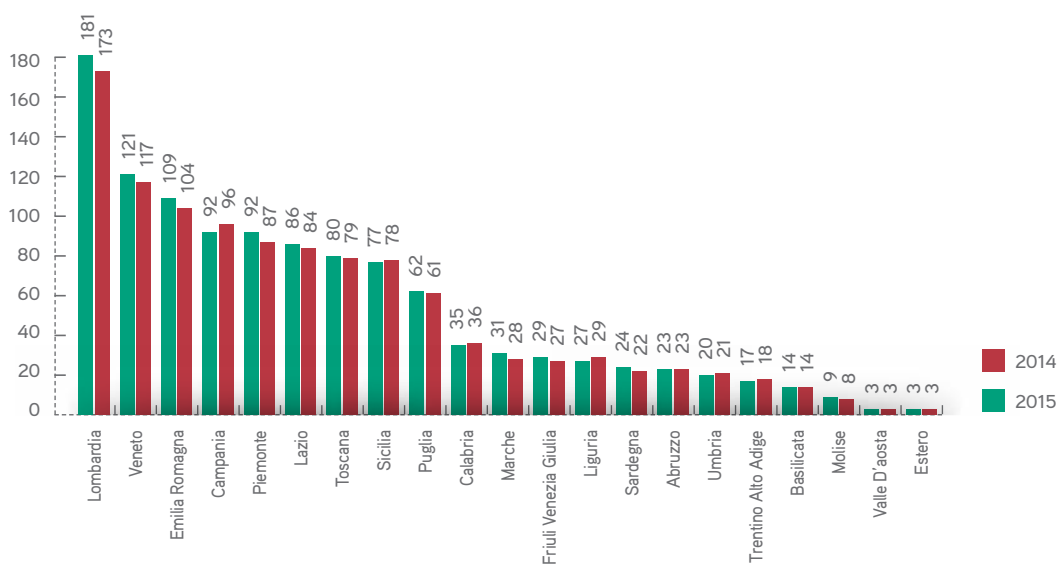


THE LABORATORIES

Also in 2015 the number of accreditations issued by the department showed a positive trend for all schemes managed, with 1,135 accredited labs – up by 2%. For the standard UN EN ISO 15189 there are two new accredited medical labs after a few years during which there was just one accreditation. There are 10 PTPs in conformity with UNI CEI EN ISO/IEC 17043 which is 4 more than last year, whilst the accreditation of tests against UNI CEI EN ISO/IEC 17025 rose from 1,104 to 1,123 for a total of 1,417 locations.

With regard to accreditation on a regional level in Italy, the increase is spread over most of the regions, with Lombardy leading the way for labs (181), an increase of 5%. Second comes the Veneto region with 121 labs, then Emilia Romagna with 109 for an average growth of 4%. However there was a slight fall in accreditations in the regions of Campania, Sicily, Calabria and Liguria.

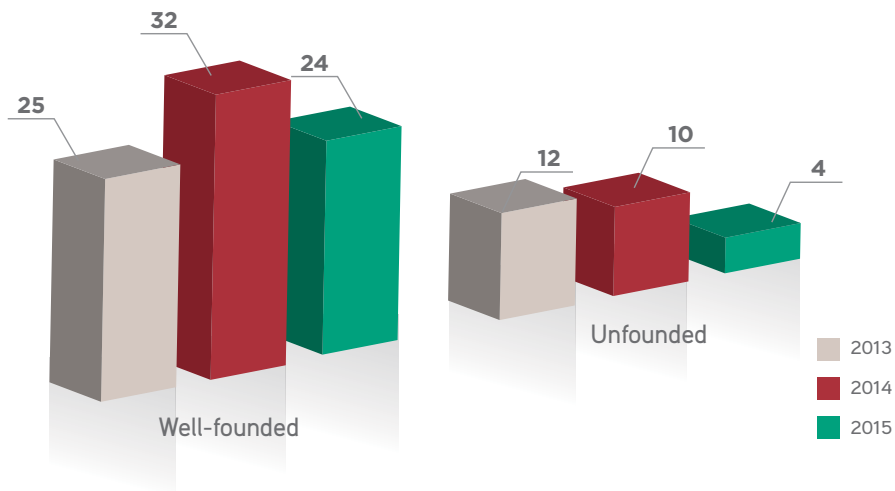
EVOLUTION OF TESTING LABORATORIES PER REGION 2014-2015



COMPLAINTS

In 2015 the testing labs department opened 28 files for complaints and remarks – 33% down in the previous year's total.

REMARKS AND COMPLAINTS HANDLED 2013-2015

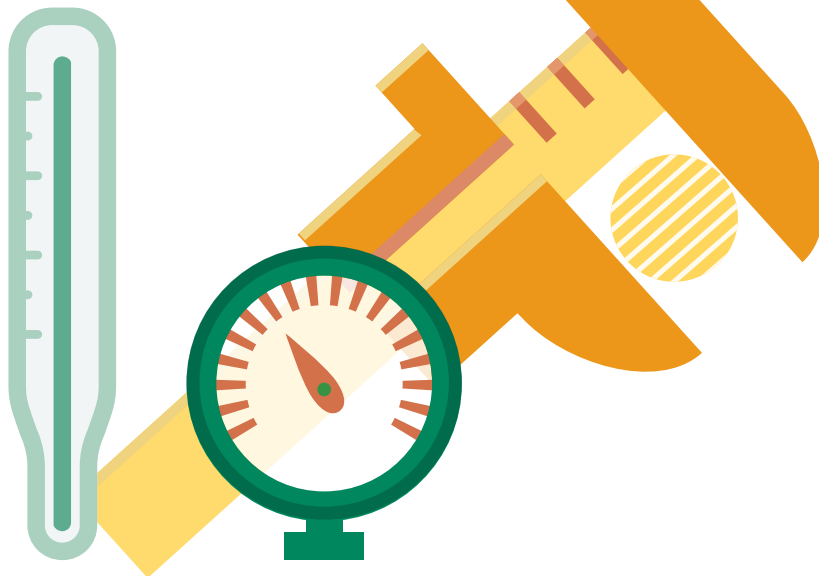


**Calibration
Laboratories
Department**

06

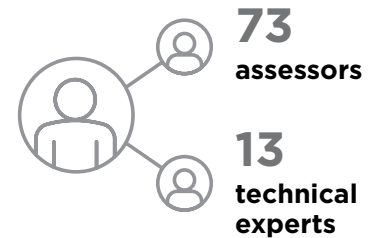
761
days of assessment
 for document exams, on-site assessments and
 experimental inspections

+14%
 on 2014



86
assessors
and experts

6 more than 2014



172

2 more than 2014



calibration laboratories
and reference materials
producers (RMPs)

117,168
 calibration
 certificates

88%
 NORTHERN

102,792 certificates

9%
 CENTRAL

10,610 certificates

3%
 SOUTHERN
 AND ISLANDS

3,766 certificates

267 metrological
 sectors

accredited
quantities

length and angles

45 laboratories

electric

34 laboratories

temperature and humidity

33 laboratories

THE ACCREDITATION SECTORS

CALIBRATIONS

The department issues accreditations in conformity with UNI CEI EN ISO/IEC 17025 for calibration laboratories and UNI EN ISO 15195 for bodies performing reference measurements in the medical field.

The new editions of the main applicable regulations for the assessment of the competence of calibration labs were published in 2015 with the objective of implementing improvements and new international requirements and also with a view to the harmonization using the operative modalities of the other departments.

Two general regulations were revised: RG-13 "Regulation for the accreditation of calibration laboratories and producers of reference materials" and RG-13-01 "Regulation for the accreditation of external calibrations and multisite calibration laboratories", as well as technical regulation RT-25 "Provisions for the accreditation of calibration laboratories". In order to regulate experimental assessments the new technical regulation RT-36 has been published regarding PPTs and comparisons (ILCs) which are entrusted by the provider of measurement comparisons directly to the accredited laboratories. Special attention has been given to the sector of the calibration speed control systems of motor vehicles, for which applications for accreditation have grown since the sentence of the Constitutional Court no. 113 of 2015 (Official Gazette no. 25 of June 24). The rules ruled as unconstitutional article 45 of the new road code (Law Decree 285 of 1992) where (paragraph 6) it states that all speed control equipment and machines shall be verified periodically in terms of functioning and calibration.

REFERENCE MATERIALS PRODUCERS (RMPs)

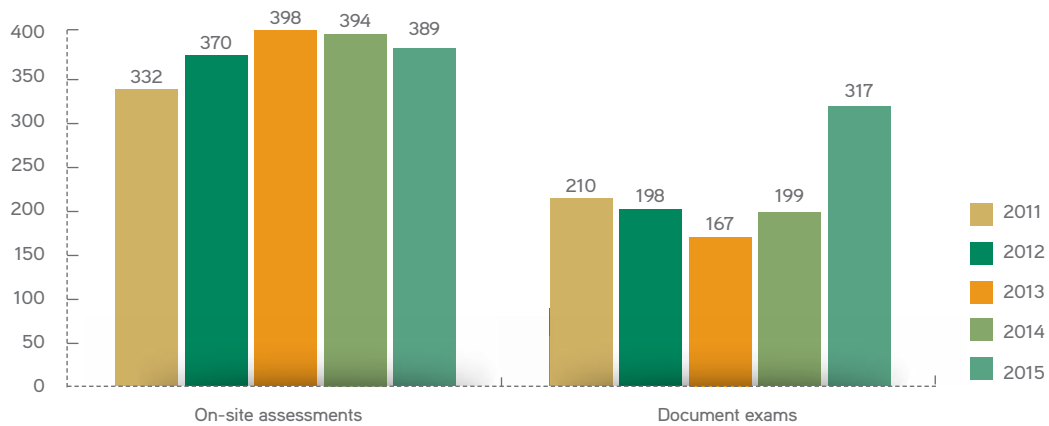
The department's activities also regard the assessments of RMPs in accordance with ISO Guide 34, whose accreditations are recognized only nationally and not yet covered by the ILAC MLA mutual recognition agreement, and therefore pending publication of ISO 17034 "General requirements for the competence of reference material producers", currently in draft version.

ASSESSMENT ACTIVITIES

The assessment activities carried out by the calibration laboratories department reached a total of 761 days – up by 14% on 2014.

Document exams/reviews have increased by 59%, involving 317 days which is 118 more than in 2014, however on-site assessments have dropped fractionally from 394 to 389. Altogether, for assessment of calibration labs, 706 days were necessary, up by 19%.

ASSESSMENT ACTIVITIES 2011-2015 - MAN-DAYS

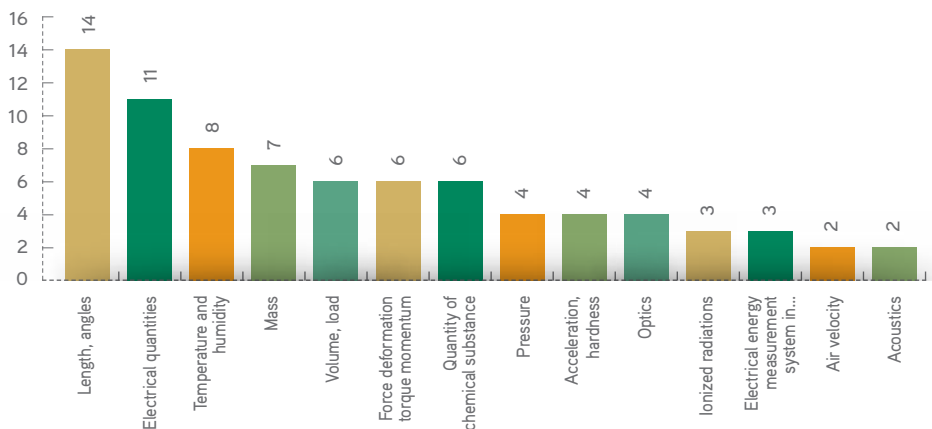


THE ASSESSORS

There are 73 assessors working on the assessment of calibration laboratories, of whom 6 qualified in 2015; 54 technical, 5 system and 14 technical and system assessors, and there are also 13 experts.

The competencies of the assessment team are concentrated (55%) on the calibration of quantities “length”, “angles”, “electric”, “temperature and humidity”, “mass” and “force, deformation and torque momentum”.

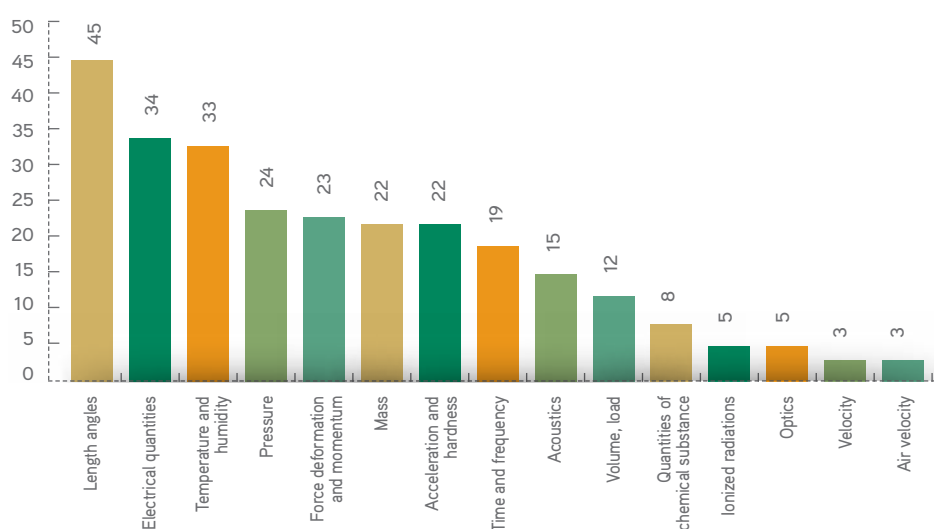
ASSESSORS PER COMPETENCE SECTOR 2015



THE LABORATORIES

The accreditations of the 172 laboratories make it possible to perform calibrations in 267 metrological sectors distributed over all the main physical quantities. The labs are primarily accredited (17% of them) for “length and angles” quantities. These labs, together with those accredited for “electrical” quantities and “temperature and humidity” account for over 40% of accreditations.

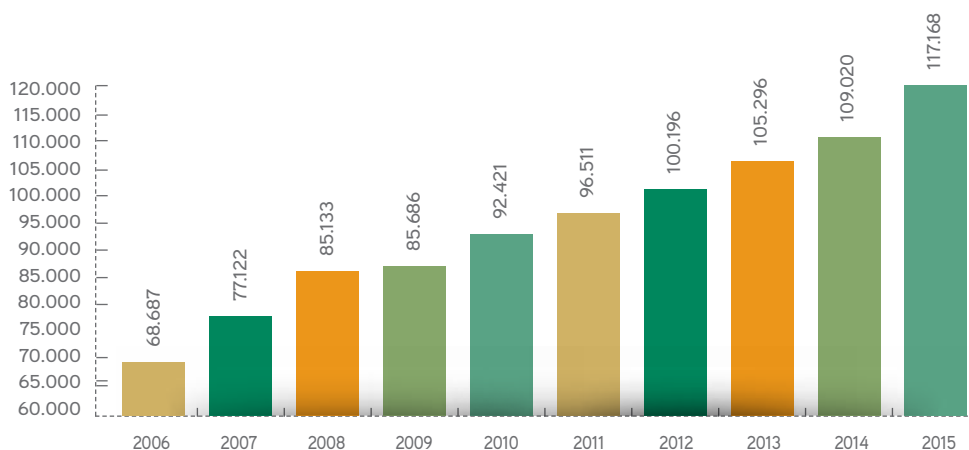
DISTRIBUTION OF CALIBRATION LABORATORIES PER GROUPS OF QUANTITIES 2015



CALIBRATION CERTIFICATES

The trend of calibration certificates issued by accredited laboratories to client companies and organizations has always registered positive values, also during the period when accreditations were declining. Between 2014 and 2015 there was an increase of 7% in the number of certificates issued - from 109,020 to 117,168 which is more than the previous two-year period (+4% through 2013/2014).

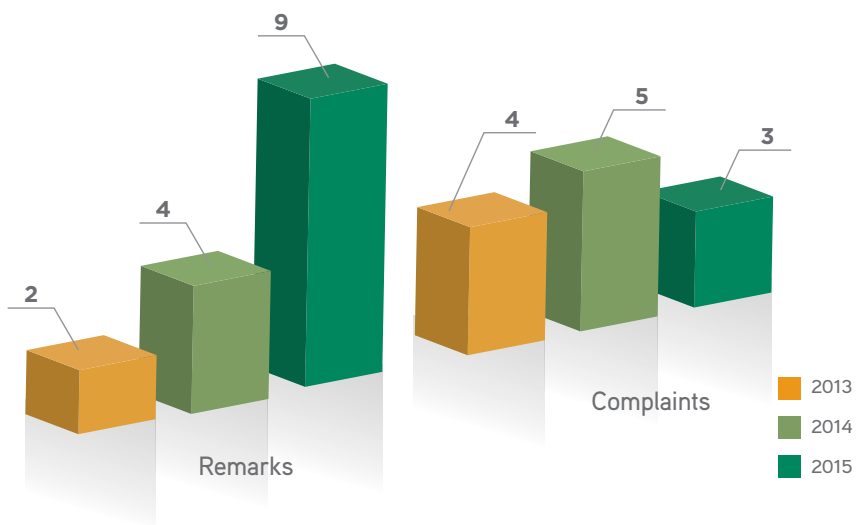
EVOLUTION OF CALIBRATION CERTIFICATES 2006-2015



COMPLAINTS

In 2015 the calibration labs department recorded 3 complaints and 9 remarks/comments –2 complaints fewer and 5 remarks more than in the last year. At December 31, 10 of the 12 files opened had been closed.

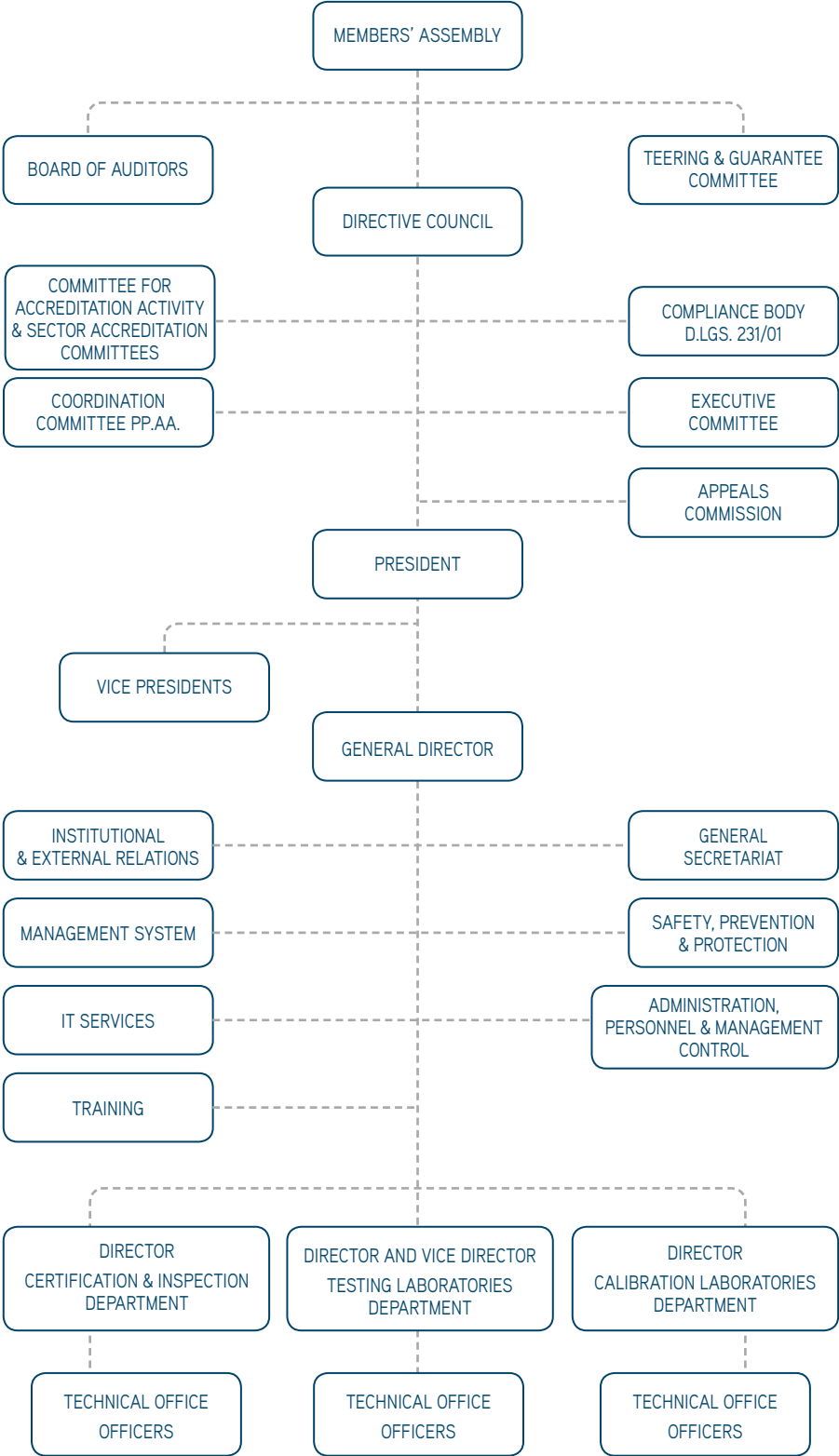
REMARKS AND COMPLAINTS HANDLED 2013-2015



Organization chart



ORGANIZATION CHART



ACCREDIA
management

08

President

Giuseppe Rossi

Vice Presidents

Vito Fericola

Massimo Guasconi

Bruno Panieri

General Director

Filippo Trifiletti

Department Directors and Vice Directors

Certification and Inspection - Emanuele Riva - Director

Testing laboratories - Silvia Tramontin - Director

Testing laboratories - Federico Pecoraro - Vice Director

Calibration laboratories - Rosalba Mugno - Director

**ACCREDIA's
members**



PARTNER MEMBERS

Ministry of Economic Development
 Ministry of the Environment and Land and Maritime
 Protection
 Ministry of Defense
 Ministry of Infrastructures and Transport
 Ministry of Internal Affairs
 Ministry of Education, Universities and Research
 Ministry of Labor 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
 CDO
 CNC
 CNI
 CNPI
 COLAP
 CONAF
 CONFINDUSTRIA SIT
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The complete list of
CABs and laboratories
accredited by ACCREDIA
and of the certified
bodies can be found in
the databank section of
ACCREDIA's website

www.accredia.it

Read the code with the
smartphone and see the
Databank of ACCREDIA



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