

ANNUAL REPORT 2016



REPORT OF THE ACCREDIA DIRECTIVE COUNCIL FOR THE YEAR 2016

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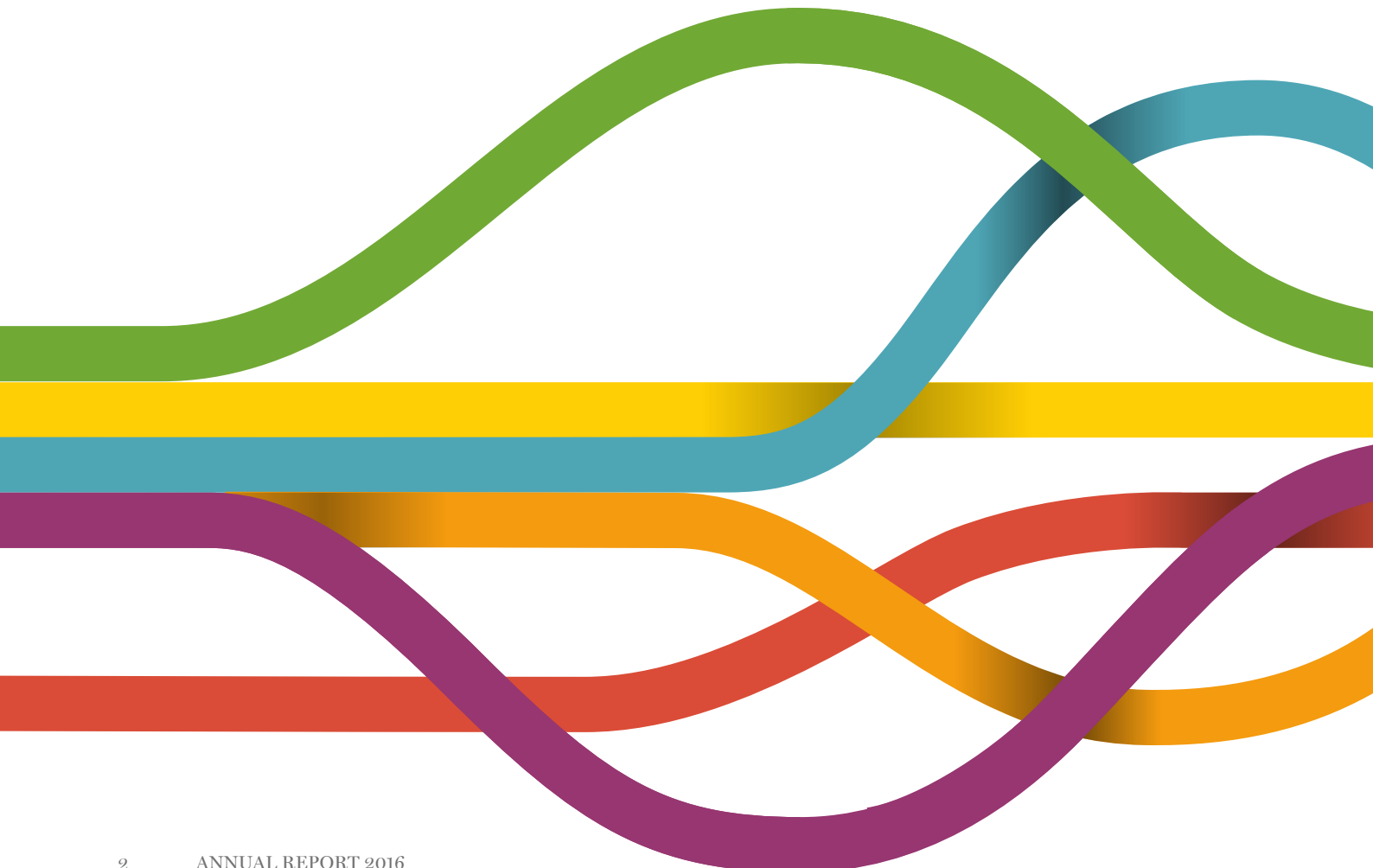
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The President's report

To increase awareness of the value of certifications by businesses and consumers, for greater synergy between the public and private sectors thanks to strengthening the number of competences and of assessors to manage ever-wider and more complex areas of assessment; these are the fundamental objectives which guided ACCREDIA's activities in 2016.

The significant response in terms of more accreditations of bodies and laboratories – up from 1,629 to 1,676 – bears witness to the value which the market has confirmed in the past year in the system of certifications, inspections, environmental verifications, as well as laboratory tests, medical analyses and calibrations undertaken under accreditation.

The new procedural rules

2016 was an important year also from an institutional point of view, with the approval of the new ACCREDIA Statute during the Extraordinary Assembly of November 15 and, subsequently, the General Regulation for enforcing the Statute after consultation and work involving all ACCREDIA's institutional bodies. The guiding intention was to provide balanced and harmonious participation of all the parties with interests in accreditation activities.

Over the years ACCREDIA has improved its efficiency profile by reducing the time spent working on files and by making procedures clearer and more transparent. The image of reliability and ethical behavior which ACCREDIA gives to bodies and laboratories must also be reflected in greater credibility of the entire system as a fundamental factor of its good functioning. To fulfill this policy aim, the document of the Working Group of the Steering and Guarantee Committee "ACCREDIA recommendations concerning the definition of consistent criteria for the verification of some requirements of the standard ISO/IEC 17021-1", given to the assessors, who must apply them during the assessments and to the certification bodies of management systems as a guideline for analyzing and managing their risks to impartiality. The document is an example of the effectiveness of ACCREDIA's action.

The reductions of the pricelist in 2016, amounting to about 2.5% of the costs sustained by bodies and laboratories to obtain ACCREDIA's services, constitutes another step in the ongoing cost-reduction process, undertaken with the principle of non-discrimination and impartiality of treatment with respect to all bodies seeking accreditation.

The dialogue with accredited organizations

The ongoing dialogue between ACCREDIA and the associations of bodies and laboratories continues by means of a stable and lasting method of preliminary consultation, enabling, also in 2016, a real sharing of aims, favoring a simplified approach in the revision of documents applicable to accredited bodies.

This growing attention to the needs of accredited bodies is also reflected in the outcomes of the customer satisfaction survey carried out for all bodies and laboratories. The level of satisfaction rose to 90% or more, with respect to the quality of ACCREDIA's service in all operative areas, from the management of accreditations to the performance of assessments, from the assistance given by the secretariats to administration support and to communication activities. In addition, from the improvement inputs gathered in the 2014 survey, ACCREDIA has tried to organize its activities taking the proposals it received into consideration, such as fixing a program of meetings with accredited bodies throughout the country, strengthening its position and promoting a more effective exchange of know-how.

Agreements with Ministries

In keeping with the greater diffusion of accreditation activities, the signing of new agreements with the Public Administration Authorities and the renewal of existing ones testify the good results of the subsidiarity between the public and private sectors, which have characterized ACCREDIA's operations since it was constituted.

In 2016 the Ministries of Economic Development, of Labor and Social Policies and of Internal Affairs delegated to ACCREDIA activities of assessment of the notified bodies for the CE marking of new product typologies, whilst collaboration has been started with the Ministry of Infrastructures and Transport to ensure the functioning of the system of certification and inspection in the railway sector, in order to optimize verifications of the competence of operators of controls, tests, of the welding of vehicles and of railway infrastructures, in line with the actions of the European Railway Agency (ERA).

Also last year, the agreement with the Ministry of the Environment was renewed, confirming ACCREDIA's task to perform accreditations of certification bodies in the sectors of the environment and energy, extending verification activities to include services for the improvement of energy efficiency of public and private buildings, as set out in Law Decree 192 of 2014, and the carbon footprint related to greenhouse gas emissions throughout the life cycle of a product.

New areas of collaboration

An important collaboration concerning both economic and social impact took off in 2016 with AgID – the agency for digital Italy – for which bodies with ACCREDIA accreditation, on the basis of the applicable international technical standards, issue certifications of IT document retention and managers of the public system of electronic identification (SPID).

Still in the same area, accreditation began of certification bodies of trust service providers intending to obtain notification from the European Commission to operate against EU Regulation 910 of 2014 “eIDAS” for electronic identification. Italy was one of the few countries to respect the date of entry into force, July 1, 2016, and, with regard to the standard and to operative activities, Italy has established itself as leader in Europe because the authentication of economic transactions undertaken electronically has now become essential for the functioning of the single market.

The agreements of mutual recognition

Originating from the necessity of the economic world and organized in private and voluntary form, the international system of conformity assessment has been identified by the European Union as the instrument preferred by governments to ensure the safety/security and quality of goods and services, also due to the fact that the system is supported by the mechanism of peer evaluations carried out among accreditation bodies. Successful completion of a peer evaluation means acquiring signatory status of the MLA and MRA agreements of mutual recognition managed by EA – European Cooperation for Accreditation, IAF – International Accreditation Forum, and ILAC – International Laboratory Accreditation Cooperation, with the objective of guaranteeing in Europe and worldwide the conformity to international standards and the uniformity of the assessment activities of accreditation bodies in a widening field of activities.

In this context, in 2016 ACCREDIA signed the new IAF international agreement on the accreditation of certification bodies of professional persons, in accordance with ISO/IEC 17024, and soon it will sign the EA agreement for proficiency testing providers (PTPs) in compliance with the accreditation standard ISO/IEC 17043, after having successfully undergone the relative peer evaluation in October 2016.

Support for public policies

In 2016 the government supported the efficiency of the production system by means of its economic policy, also through incentives in a constantly changing fiscal framework, aimed at encouraging technological renovation and the necessary investments for upgrading productive efficiency. Recourse to accredited conformity assessment was also included in the plan “Industria 4.0” which provides for its use as a guarantee of the possession of the necessary requirements for gaining facilities for investment for certain categories of goods. This is the added value which accreditation guarantees to the Public Administration Authorities, also by means of improvement of the processes of selection and the correct evaluation of competences.

The new rules for public tenders set out in Law Decree 50 of 2016, rationalizing public spending and directing it more towards specific interventions and making it more efficient, have adopted accredited conformity assessment as the most suitable tool for qualifying products and economic operators in a context of greater transparency.

The new code for public contracts implements the three EU Directives (23, 24 and 25) of 2014 which redefine the sector rules, making it mandatory for public contracts which require “certificates or test reports” which demonstrate conformity to the requirements or criteria established in the technical specifics, to accept only those which were issued by accredited bodies in compliance with EU Regulation 765 of 2008.

ACCREDIA intervened many times during the process of implementation of the Directives to offer its contribution to the legislator to assure correct reference to the conformity assessments contained in the standard. Moreover, in 2016, amendments were proposed to the provisions of the so-called “soft law”, like the guidelines issued by ANAC.

Also concerning public tenders, it became compulsory to apply the minimum environmental criteria (MEC), formulated by the Ministry of the Environment, based on conformity assessment schemes, from the EMAS record to environment and energy management systems, ensuring better environmental or energy performances or enabling precise measurement of the impact of production on the environment.

The competitiveness of businesses

Trust in the conformity assessment system and therefore its credibility is reflected in the trend in accreditations, showing steady growth in recent years, also as a consequence of the start of new accreditation activities. Of particular importance among the new schemes related to products, services, persons and management systems which got underway in 2016, we find the certification of management systems against the standard ISO 37001 for the prevention of corruption, presented last February during a convention organized by UNI with the collaboration of ACCREDIA.

In our country the value of quality is still the axiomatic element on the basis of which businesses manage to achieve growth also at times when domestic demand has slumped, as can be seen from the surveys in which ACCREDIA took part in 2016. These analyses highlighted how an accredited management system gives organizational benefits to a business, as well as greater competitiveness.

The trust of the markets

The role of conformity assessment against international standards is also recognized by major commercial agreements whereby the EU contributes to the integration of markets and the development of Member States. CETA - the Comprehensive Economic and Trade Agreement – is the economic and commercial agreement between Canada and the EU, providing a protocol regarding the mutual recognition of the results of accredited conformity assessments which will be implemented thanks to the collaboration between EA and the SCC – the Standards Council of Canada.

Thanks to the mutual acceptance of laboratory tests and product certifications issued by laboratories and bodies recognized by the EU and by Canada, the problems tied to differences of rules and standards – often the cause of delays or access restrictions for businesses to international markets – will be solved.

This provides a concrete advantage for European companies – and so for Italian ones – for which new commercial opportunities are opened together with greater containment of costs, as it will no longer be necessary to submit certified products or tests to further tests or controls upon entry into Canada.

Consumer protection

Accreditation is also of increasing effectiveness as an instrument for reinforcing the trust of consumers in accredited services and products, including laboratory tests and calibrations of instruments at the basis of their safety/security and correct functioning.

The sentence of the highest Italian court (Corte di Cassazione) called upon, in 2016, to rule with regard to the breaking of speed limits on the roads (speed-cam sector), recognized the right of the citizen under accusation, to be sanctioned under the law only if the speed measurement was done by a regularly calibrated instrument.

The culture of accreditation

On the European level, the Commission considers accreditation to be a point of strength in policies concerning the environment, agri-food, energy, personal security/safety, products and information, consolidating the role of conformity assessment for the better functioning of the single market. The use of accreditation is widespread where qualified conformity assessment is required; however it is not yet fully diffused amongst all national and European institutions and governments.

With regard to this, in 2016 ACCREDIA played a leading part, within the EA Communication Committee, in the creation of an international brochure "Accreditation, a tool to support regulators", to promote accredited conformity assessment as an instrument of public policy supporting the European legislator and the national Public Administration Authorities.

The aim was to highlight the role of accreditation to qualify products and services, providing clarifications regarding the specific conformity requirements for bodies and laboratories. At the basis of the effectiveness of conformity assessment there is the awareness of the instruments offered by the system, in order to always use those which are most suitable for the scope in question, whether it is the qualification of an energy supplier or the quality and safety assurance of agri-food products or guaranteeing the reliability of the analyses of a medical laboratory or the traceability of the measurements of a calibration laboratory.

Communication activities

The impartiality, independence and transparency of accreditation activities give value to the entire economic system. Perception of this value is of prime importance to ACCREDIA which, with specific actions, promotes the benefits of accreditation and conformity assessments of accredited bodies and laboratories, for institutions, businesses and consumers. With greater knowledge of the tools offered by the system managed by ACCREDIA on the part of market operators and the Public Administration Authorities, ACCREDIA's work with accredited bodies and their public and private clients and with consumers will be more effective. One of the most useful means for reaching these goals is communication, aimed at disseminating and promoting the culture and use of certifications, inspections and verifications, as well as tests and accredited calibrations, in all economic sectors and regarding the many diverse typologies of users.

The “ACCREDIA Osservatorio”

The market analyses conducted by ACCREDIA into issues of special interest carried out using surveys, sometimes alongside specialist research partners and involving directly the Public Administration Authorities, businesses, accredited bodies and consumers who, in different ways, make their contribution, are all factors treated which are given great importance. In 2016 a collaboration was begun with ISNOVA with the request to produce a study, presented last March together with ENEA, which was dedicated to the role and opportunities provided by certification in the energy efficiency sector.

The communication plan for 2016-2017

ACCREDIA's communication actions in 2016 also involved specialist providers for the best possible performance of media relations and social network activities which have strengthened corporate communication and sector initiatives, from training courses to editorial collaborations. 2016 saw the conclusion of the first annual communication plan for 2016-2017, the result of the work of a group selected from the Directive Council, defining objectives and the realization of important activities, including the make-over of the website.

The new website

The project of the new website, begun in June 2016 with the publication of the tender for choosing the supplier, became operative in October. It's based on an innovative approach, bearing the imprint of the User Experience Design (UXD), a design which is created around the user, aimed at understanding needs and use habits. Among the tools used for the design – apart from the setting up of two workshops involving various user typologies – interviews were conducted of a social and anthropological nature for defining the so-called “personas” through the analysis of situations of usage and the performance expectations with respect to the new website.

Social networks

During the course of the year, communication activities were oriented towards greater openness for new social platforms, alongside the Twitter profile which now has over 2,300 followers, the LinkedIn channel posted good engagement results, with over 2,000 professional connections, and YouTube, hoping to reach a wider public thanks to its real time capacity and its pervasive moving images.

The organic sector video

Together with the news means of communication there is also a growing activity in specific content production, always moving towards a more visual orientation, from infographics to videos. A video was made in 2016 on the role of accreditation in the organic sector with ACCREDIA's participation, also in view of the information coming from the traditional media, trying to explain its role clearly and simply to users who are more consumers with respect to the reference target.

Training activities

Finally, in keeping with previous years, in 2016 ACCREDIA carried out an extensive program of updates and specialist trainings on the new editions of technical standards and accreditation reference documents, for the benefit of personnel and assessors of the three departments, of the laboratories and of the accredited bodies. Collaborations have continued with associations promoting the culture of quality, including AICQ and ANGQ which have ACCREDIA's backing for conventions and study projects on themes of conformity assessment, and, in addition, relations have been strengthened with the universities, including the delivery of scholarships.

The international network

ACCREDIA's activities in the international sphere are constantly evolving with numerous initiatives in Europe and worldwide, further enhancing its reputation in 2016 among accreditation bodies signatory to the EA, IAF and ILAC agreements.

Working groups

ACCREDIA's staff has always been directly involved in the international accreditation activities of EA, IAF and ILAC, with its qualified assessors taking part in six peer evaluations at other European accreditation bodies. ACCREDIA's staff has also participated in ISO, UNI and CEI working groups, as well as in national and international conventions and congresses. Special importance has been given to revision activities of the standards ISO/IEC 17011 for accreditation bodies and ISO/IEC 17025 for the assessment of testing and calibration laboratories and also to the preparation of the standard ISO/IEC 17034 for the producers of reference materials.

The new rules

The harmonization drive continued together with EA, with the publication in 2016 of the mandatory document EA-3/13 M:2016 "EA Document on the Application of ISO/IEC 17021-1 for the Certification of Occupational Health and Safety Management Systems (OH&SMS)" which disciplines the accreditation of certification bodies operating in the workplace health and safety scheme. The joint effort was made under the leadership of ACCREDIA and it involved many EA members; the guideline encourages a uniform approach to the issue of certifications in accordance with the current standard BS OHSAS 18001 and the upcoming ISO 45001.

Peer evaluations

In 2016, ACCREDIA underwent a series of evaluations on the part of the international accreditation networks, performed to confirm competence in the conduct of the assessment of bodies and laboratories in conformity with the international technical standards and the European regulations.

After the EA peer evaluation for the qualification of proficiency testing providers, the official go-ahead is expected of the MAC (Multilateral Agreements Council) for signing the international agreement, also in the start-up phase at ILAC level, thanks to which the worldwide level of the acceptance of interlaboratory proficiency tests issued by the PTPs will be extended.

Another major plus for the year for ACCREDIA was the positive evaluation by the Forum of Accreditation and Licensing Bodies (FALB) of the evaluation report of the activities performed by ACCREDIA for the accreditation of certification bodies conducting environmental EMAS audits in accordance with EC Regulation 1221 of 2009. At the IAF level a new agreement of international mutual recognition has been activated for the "personnel" scheme; it was signed by ACCREDIA during the General Assembly held in New Delhi.

On the basis of the agreement, accreditations issued to certification bodies of persons are deemed reliable on the international market, but not equivalent because the recognition refers to the accreditation standard ISO/IEC 17024 but it does not cover the specific certification schemes associated to individual certified professionals.

The leadership role

At the European level ACCREDIA has continued its collaboration in the Breast Cancer Service in the ambit of the ECIBC (European Commission Initiative on Breast Cancer) with ACCREDIA in the front line of the fight against breast cancer.

Under the coordination of the JRC (Joint Research Center) at Ispra, Italy, a group made up of experts in the accreditation of health services in the various European countries, coordinated by Franco Gattafoni, an ACCREDIA assessor, has identified the standards which accreditation and certification bodies taking part in the initiative must apply in order to accredited medical and diagnosis laboratories for images and for the certification of breast cancer centers.

ACCREDIA's role has grown also in the drawing up of international conformity assessment rules: along with nine other accreditation bodies (three of which are European), in November 2016, it became a founder member of IHAF (the International Halal Accreditation Forum) – the global network for Halal certification, and Emanuele Riva, the Director of ACCREDIA's Certification and Inspection Department, was elected to be Vice President.

Cooperation projects

ACCREDIA also takes an active part in international cooperation initiatives of the European Union, of which the Twinning Project and technical support (TAIEX) are the main instruments. Under these programs ACCREDIA offers direct assistance to a beneficiary state for reaching objectives which regard the enlargement of the EU. Although ACCREDIA is a private legal entity, ACCREDIA is recognized by the European Commission as a Mandated Body and, in this capacity, it is similar to a Public Administration entity and it takes part in tenders for the technical assistance for applicant countries.

ACCREDIA carried out two TAIEX programs at its premises in 2016 for the Albanian and the Macedonian accreditation bodies and it concluded the Twinning Light Project for the Moldovan accreditation body (MOLDAC), a project which began in 2015 to prepare the Moldovan staff for the EA peer assessment, preliminary to the signing of the MRA international agreements of mutual recognition.

Activities in support of EGAC, the Egyptian accreditation body, continued last year for the implementation of a quality assurance and conformity assessment system in line with the international standards which were concluded at the start of 2017, at the same time as being awarded the new tender for the Azerbaijan accreditation body in an assistance project which will include ACCREDIA and the German and Lithuanian accreditation bodies until 2018.

Financial results

FINANCIAL STATEMENT 2014-2016¹

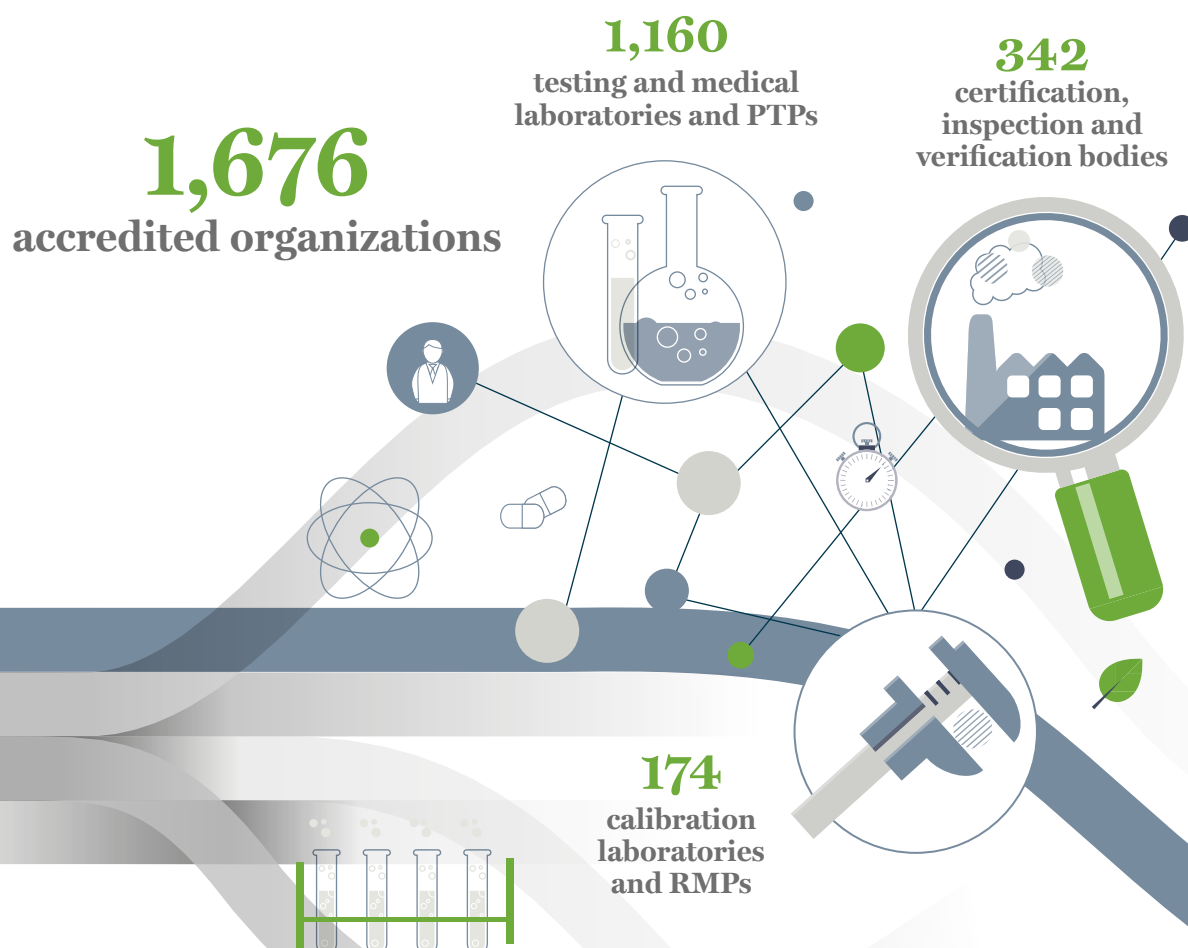
At December 31, 2016, the ACCREDIA balance sheet closed showing a positive pre-tax result of 981 euro with a budget surplus of 579 euro, destined to other profit reserves. The salient aspects of the economic/financial management can be summarized as follows (all data in thousands of euro).

BALANCE SHEET	2016	2015	2014
ASSETS			
Intangible assets	559	581	534
Tangible assets	7.991	8.238	8.502
Long-term investments	467	65	60
Short-term receivables	5.333	4.770	4.836
Long-term receivables	308	373	427
Liquid assets	3.633	4.046	2.575
Other assets	247	268	232
TOTAL ASSETS	18.538	18.341	17.166
LIABILITIES			
Capital and reserves	9.279	8.709	8.129
Severance indemnity reserve	1.473	1.339	1.181
Short-term payables	5.372	5.613	4.900
Long-term payables	2.406	2.675	2.937
Other liabilities	8	5	19
TOTAL LIABILITIES	18.538	18.341	17.166

¹ In thousands of euro.

INCOME STATEMENT	2016	2015	2014
Production value	19.182	18.474	17.588
Production costs	18.204	17.473	16.969
Difference between production value and production costs	978	1.001	619
Financial income and expenses	3	-28	-23
Extraordinary income and loss	0	0	98
Earnings before taxes	981	973	694
Income taxes	402	403	370
Net income	579	570	324

Accredia



ASSESSMENT ACTIVITIES

In the three-year period from 2014 to 2016 the assessment activities of the three departments posted an increase (Table 1). At the end of 2016 there were 1,676 accredited bodies and laboratories – a 3% rise on the year before. In line with this, the assessment days of the assessors grew by 10% to 14,026.

Table 1 - ASSESSMENT ACTIVITIES 2014 - 2016 - MAN-DAYS/ACCREDITED BODIES

Department	2014		2015		2016	
	days	accredited organizations	days	accredited organizations	days	accredited organizations
Testing laboratories	8,026	1,111	8,268	1,135	8,707	1,160
Certification, inspection & verification	4,145	291	4,404	322	4,639	342
Calibration laboratories	593	170	706	172	680	174
Total	12,764	1,572	13,378	1,629	14,026	1,676

471
assessors

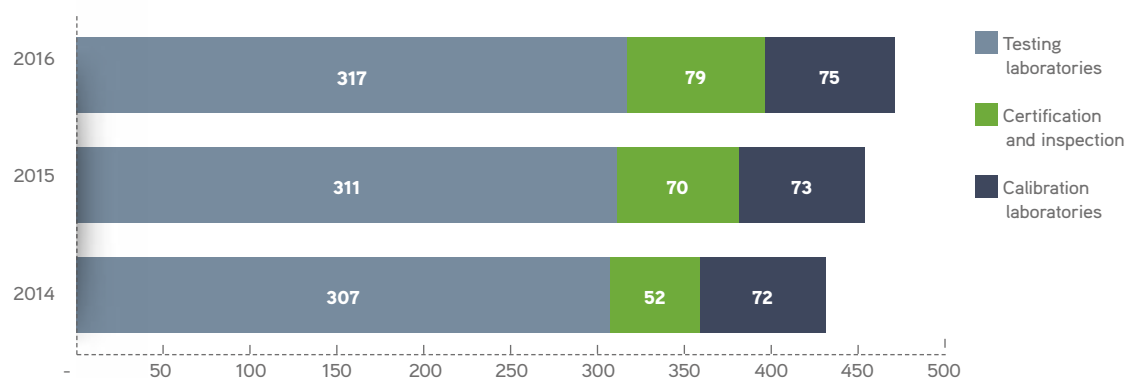


14,026
days of
assessment

ASSESSORS

The assessors, chosen by ACCREDIA according to their knowledge and experience gained in the respective sectors of activity, ensure the conformity of assessment activities against the international standard ISO/IEC 17011 and the consistency of ACCREDIA's way of operating with other accreditation bodies. Through training and continuous updates the maintenance of competences is ensured as well as professional growth for all assessors. Compared with 2015 the team has expanded by 4% - going from 454 to 471 (Fig. 1).

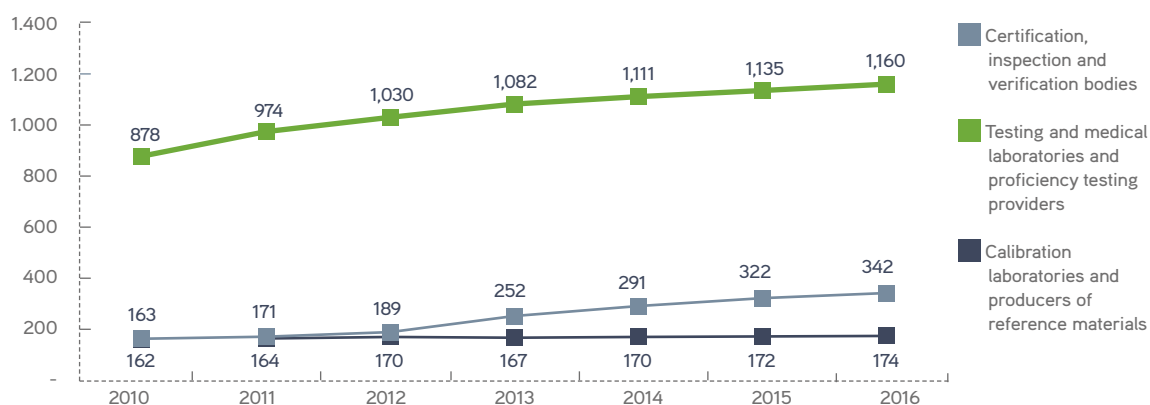
Figure 1 - THE TEAM OF ASSESSORS 2014 - 2016



ACCREDITATIONS

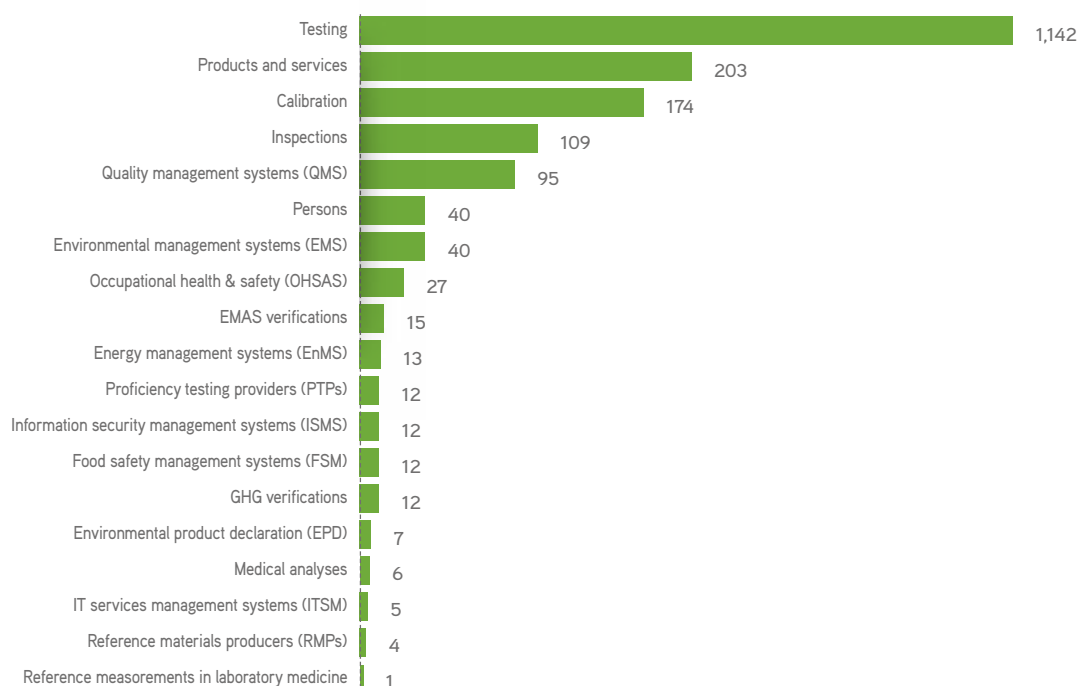
In the last seven years accreditations have gone up continuously and appreciably (Fig. 2) – rising from 1,203 to 1,676, with the numbers of certification, inspection and verification bodies doubling in number.

Figure 2 - ASSESSMENT ACTIVITIES 2010 - 2016 - ACCREDITED BODIES



At December 2016 the leading 10 sectors in terms of the number of accreditations (Fig. 3) reveal an almost universal positive trend against the year before.

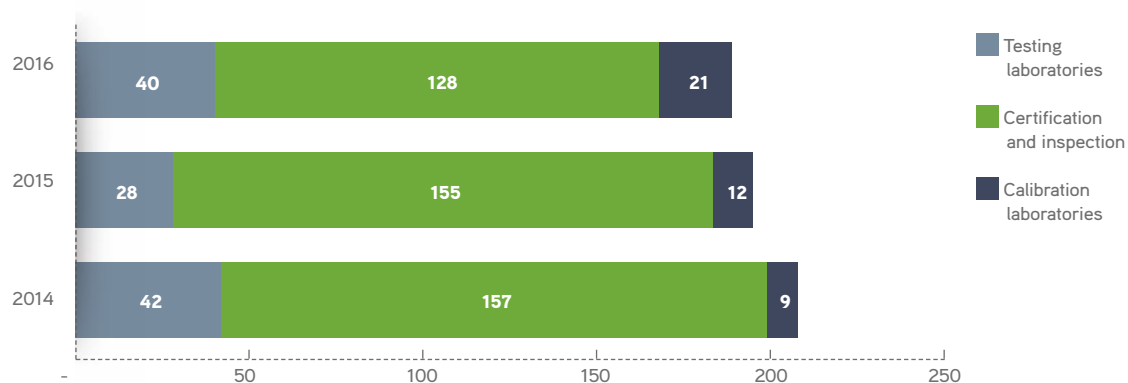
Figure 3 - ACCREDITATIONS PER SCHEME 2016



COMPLAINTS

The management of remarks and complaints is an integral part of the conformity assessment system, with a view to continuous improvement, strengthening the trust of the market and of institutions in the work carried out by ACCREDIA; trust which is based on the effectiveness and reliability of the accreditations granted to bodies and laboratories. Activities grew in 2016 whilst complaints and remarks were fewer – down by 3%, from 195 to 189 (Fig. 4), on the previous year.

Figure 4 - COMPLAINTS AND REMARKS MANAGED 2014 - 2016



Certification and Inspection Department

342

certification, inspection
and verification
bodies



143,600

organizations sites
with a certified
management
system

ACCREDITATION SECTORS

Management system certifications

In 2016 ACCREDIA began assessments for the transition of the 219 accreditations to the new standard ISO/IEC 17021-1:2015, with a transition period of two years set by IAF.

Quality management systems

For QMS certification in accordance with the standard UNI EN ISO 9001 and other sector standards, ACCREDIA manages 127 accredited and recognized bodies in the construction sector (IAF 28). Assessments have continued for the transition to accreditations to the new 2015 edition of the standard.

118
assessors and experts



4,639
days of assessment

Quality management systems in the medical devices sector

For granting quality management system certifications in the medical devices sector in conformity with UNI CEI EN ISO 13485 there are 14 bodies, accredited against the IAF Guide MD9 "Application of ISO/IEC 17021 in Medical Device Quality Management Systems (ISO 13485)".

In 2016 the new ISO 13485 was published for which ACCREDIA defined the update modalities of accredited bodies.

Aerospace and defense quality management systems

In the aerospace and defense quality management system there are 6 accredited bodies issuing certifications in conformity with UNI EN 9100, 4 bodies certifying against UNI EN 9110 and 4 against UNI EN 9120. Also in 2016 the annual surveillance assessment conducted on ACCREDIA by AIAD-CBMC (Italian Federation of Aerospace Companies, defense and security - Certification Body Management Committee) was successfully completed without any findings raised.

Environmental management systems

Environmental management systems are issued by 40 bodies in conformity with UNI EN ISO 14001. In 2016 the transition of accreditations to the new 2015 edition of the standard went ahead.

Energy management systems

There are 13 accredited bodies for the certification of energy management systems against the standard UNI CEI EN ISO 50001.

Workplace health and safety management systems

For the certification of workplace health and safety management systems in accordance with British Standard 18001 there are 27 accredited certification bodies, and with their collaboration, as well as that of the assessors qualified for the scheme, ACCREDIA contributed, also in 2016, to the "Business prize for safety" award together with CONFINDUSTRIA, INAIL and APQI.

Information security management systems

There are 12 accredited bodies in the scheme, issuing certifications against the standard UNI CEI ISO/IEC 27001.

IT services management systems

There are no new accreditations in this scheme with respect to 2015: 5 bodies issue certifications against the standard UNI CEI EN ISO/IEC 20000-1.

Food safety management systems

12 bodies are accredited against the standards UNI CEI EN ISO/IEC 17021 and ISO/TS 22003 for issuing certifications in conformity with ISO 22000 for food safety management systems.

4 bodies carry out certifications against the owner scheme Food Safety Systems - FSSC 22000 which incorporates the requirements of ISO 22000 with the programs of requirements (PRPs) of the specifics ISO/TS 22002-1 and ISO/TS 22002-4. For the certification of companies producing, distributing and marketing fodder and (bio)chemical products there are 2 bodies operating in the owner certification scheme FAMI-QS.

Road safety management systems

To date there are 2 accredited bodies for issuing certifications in conformity with ISO 39001 concerning the management system of organizations involved in the road transport of goods and persons, with the aim of reducing the number of serious accidents.

Event sustainability management systems

4 bodies currently hold accreditation to certify, in compliance with UNI ISO 20121, management systems of organizations intending to organize sustainable events, able to contain not only the environmental and energy impact, but also in terms of economic and social issues.

Business continuity management systems

Accreditation in the business continuity management system, which regards one body, regulates the issue of certifications in conformity with ISO 22301, whose aim is to assure the continuity of business activities against the risks of interruptions deriving from external events.

Management systems for commercial credit

In 2016 the first body was accredited for the certification of management systems for commercial credit in accordance with the owner scheme CRMS FP 07, for companies which want to improve their organization and procedures in the management of their commercial credit portfolio, ensuring the economic and financial balance of their company.

Asset management systems

This was started in 2016: accreditation for the certification of asset management systems regards bodies verifying the requirements of organizations against the new standards ISO 55001 and ISO 55000 and the guideline ISO 55002.

Anti-bribery management systems

Also started in 2016, the accreditation of bodies certifying management systems for the prevention of bribery/corruption in accordance with UNI ISO 37001, based on the British standard BS 10500 which was the first standard dealing with this issue since 2011.

EMAS

There are 15 accredited bodies – the same number as for 2015 – undertaking EMAS environmental verification activities in compliance with EC Regulation 1221/2009 in the capacity of verifiers as juridical persons, whilst the accreditation of single verifiers remains the responsibility of the Committee for the Ecolabel and for Ecoaudit.

Energy certifications

With Law Decree 102 of 2014, implementing the Directive 2012/27/EU on energy efficiency it has become mandatory to obtain accredited certification for ESCos (energy services companies), for EGEs (energy management experts) and for EAs (energy auditors) performing the energy diagnoses required by the law on large energy intensive businesses at their production sites in Italy.

Companies providing energy services

The services performed by ESCos are certified in accordance with UNI CEI 11352:2014 by 23 accredited bodies.

Energy management experts

The EGE is a professional figure, introduced by Law Decree 115 of 2008 and certification is in accordance with UNI CEI 11339 by 16 accredited bodies.

Energy auditor

The certification and accreditation scheme jointly prepared by ACCREDIA and the other interested parties is due to be approved by the Ministries of the Environment and of Economic Development. An energy auditor is certified under accreditation in accordance with UNI CEI EN 16247-5, which sets out the characteristics and competences in such a way as to effectively implement the requirements of UNI CEI EN 16247-1 and the sector specific parts of UNI CEI EN 16247-2,3,4.

Certifications of products and services

The product and service scheme, with 203 bodies accredited against UNI CEI EN ISO/IEC 17065 is the first in terms of volume of activity managed by the Certification and Inspection Department.

Agri-food products

In the regulated sector there are 14 control bodies accredited to issue organic product certification in conformity with EC Reg. 834 of 2007 – 27 for agri-food quality production with the PDO, PGI and TGS marks in conformity with EU Reg. n. 1151 of 2012 and 7 bodies for PDO and PGI product certification for wine producing (in Italy these bear the marks DOC, DOCG, IGT) in compliance with EC Reg. n. 491 of 2009. In the voluntary sector there are 17 accredited bodies certifying food chain traceability in accordance with ISO 22005.

There are 6 bodies accredited for the certification of integrated production systems in the agri-food chains in compliance with the standard UNI 11233, with respect to private associations for the certification of non-GM agri-food products.

With regard to owner schemes made by mass retail organizations there are 10 accredited bodies to issue certifications against the standard IFS Food, 7 bodies for the standard IFS Logistics, 6 for the standard IFS Broker and 3 for inspection activities against the standard IFS Food Store. 9 bodies are accredited to issue certifications against the BRC Global Standard for Food Safety and 8 for the BRC Global Standard for Packaging and Packaging Materials. With regard to the Global Gap owner scheme, there are 14 bodies accredited for the Integrated Farm Assurance scope Crops Base standard; 1 accreditation for the Integrated Farm Assurance scope Aquaculture standard, 5 for the Chain of Custody standard and 2 accreditations for the Compound Feed Manufacturing standard. There is one accreditation for the owner scheme “Controlado por FACE” for the certification of gluten-free products.

Forest management

Regarding the schemes of the Programme for the Endorsement of Forest Certification (PEFC) there are 5 bodies accredited for the certification of Chain of Custody standard of sustainably managed forest origin, 5 bodies for Sustainable Forest Management schemes (3 in Italy and 2 in Indonesia), and 3 for the certification of the Sustainable Management of Poplar trees.

Products with the CE marking

For the conformity assessment of products for the CE marking - from lifts to toys to machine pressure equipment - there are 160 bodies operating with the authorization of national authorities with European Commission notification by virtue of being accredited.

Halal products

Accreditation began in 2016 of bodies for the certification of products made in Italy which conform with Islamic rules (Halal systems). The new scheme responds to the requirements of UNI CEI EN ISO/IEC 17065 and of the document UAE.S 2055-2 drawn up by ESMA the authority of the United Arab Emirates for standardization and metrology, with which ACCREDIA has signed an agreement of collaboration.

Biofuels and bioliquids

There are 6 accredited bodies which issue certification in conformity with the “national certification system of sustainability of biofuels and bioliquids”.

End of Waste

There are 3 accreditations for the certification based on the End of Waste European regulation (EoW) for creating a level playing field for product waste.

Fluorinated GHG

In the fluorinated GHG sector the law DPR n. 43 of 2012 provides for the mandatory accreditation of bodies certifying service operators. In 2016 there were 14 accredited bodies certifying persons for the recovery of GHG, 20 for the certification of organizations performing the installation, maintenance or repair, and 4 for the certification of training services.

Environmental Product Declaration

The Environmental Product Declaration for which there are 7 accredited bodies is a scheme operating in conformity with UNI ISO 14025 which regards products in terms of environmental quality, complementing and in synergy with the QMS scheme.

ReMade in Italy

There is one accredited body for the scheme “ReMade in Italy” for attesting the recycled materials used from a company’s production and the traceability of such production.

Second Life for plastic

In 2016 accreditation was started in the owner scheme “Plastica Seconda vita” concerning the certification of products obtained from the treatment of recycled plastic waste (post-consumption) and from industrial waste which was never introduced onto the market (pre-consumption).

Railway sector

15 accreditations have been granted to bodies to operate in the railway sector: 6 as conformity verifiers of railway components with ANSF recognition, 5 for the verification of companies performing rolling stock welding activities and 4 for the qualification of non-destructive testing staff performing maintenance activities.

Private security companies

The Decree of the Ministry of Internal Affairs n. 115 of 2014 and the Provision of the Head of Police of February 24, 2015, the following mandatory certifications were introduced to attest the conformity of the services and professional working for private security organizations. In 2016 22 bodies were accredited for the certification of private security organizations and their services, 15 for the certification of operative centers and 9 to attest the competence of security professionals.

Digital services

In 2016 ACCREDIA began the accreditation of bodies which, in the sectors overseen by AgID (the Italian digital agency), certify the following services:

- Trust Service Providers, seeking notification from the European Commission to operate in compliance with EU Reg. n. 910 of 2014 “eIDAS-Electronic IDentification Authentication and Signature”;
- Digital identity managers – SPID – public system for the management of digital identity and IT document retention, seeking public accreditation from AgID.

Certifications of professionals

The scheme for persons involves 40 accredited certification bodies in conformity with UNI CEI EN ISO/IEC 17024.

In 2016 accreditation activities began of bodies certifying new non-regulated professionals as follows:

- Maintenance technicians for fire extinguishers;
- Locksmiths and lock technicians;
- Installers and maintainers of opening fireproof doors and windows
- and/or for the control of smoke diffusion;
- Experts in the transport of perishable goods;
- Car body experts;
- Insurance liquidators (excluding the branch RC Auto and relative damages);
- Technicians for the reconstruction and analysis of road accidents;
- Professionals operating in the planning and control of management for juridical persons, associations and bodies in the banking, finance and insurance sector;
- Technical managers for the installation of GNC and GPL systems;
- Surveillance staff of natural gas distribution plants.

Inspections

109 inspection bodies are accredited in conformity with UNI CEI EN ISO/IEC 17020.

In 2016 the first Mystery Audit accreditation was issued and applications for accreditation for public tenders increased with regard to the verification of projects for the validation and in the area of non-destructive oil & gas controls.

Regarding conformity verifications of the "Protocollo ITACA" one new body has been accredited in accordance with ACCREDIA Technical Regulation RT-33.

With the entry into force of Law Decree n. 50 of 2016 – the new code for tenders – there has been an increase in support activity for ANAC for the issuance of some guidelines related to the code for public tenders, drawing attention to the role of accredited inspection bodies.

Verifications

For the performance of environmental verifications there are 12 bodies accredited against UNI EN ISO 14065.

GHG emissions

Bodies currently operating under accreditation which issue the declarations of verification of GHG emissions in voluntary the scheme "GHG – Green House Gases" in accordance with UNI EN ISO 14064-1 and on the basis of the EU system of emission trading system - "EU ETS Emission Trading" – based on the standard UNI EN ISO 14065 and on EU Reg. n. 600/2012. There are 11 accredited bodies in this mandatory area.

Product carbon footprint

Accreditation in compliance with UNI EN ISO 14065 and UNI EN ISO 14064-3 has begun of the bodies for the verification and validation of the carbon footprint of products and services. For the calculation of the carbon footprint, in terms of the quantification of the GHG emissions during the entire product life cycle, the technical specific UNI ISO/TS 14067 is applicable.

Maritime sector

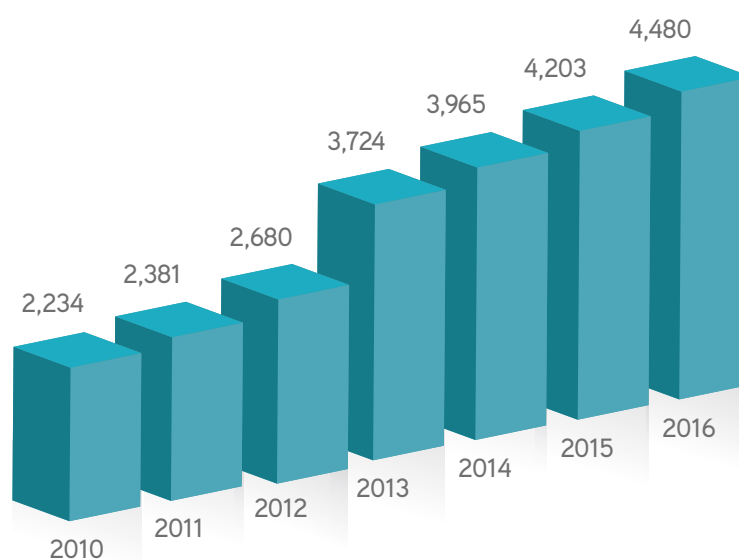
With EU Reg. n. 757 of 2015, which establishes a European system of monitoring, reporting and verifying GHG emissions related to maritime transport, a new accreditation scheme (MRV) has been activated. ACCREDIA is setting out the requirements for bodies verifying the annual CO₂ emissions declaration for ships (of over 5000 tons) which dock in or navigate around European ports.

ASSESSMENT ACTIVITIES

In 2016 the Certification and Inspection Department performed accreditation, recognition and cross frontier activities, for a total of 4,480, 106 and 52 assessment days respectively.

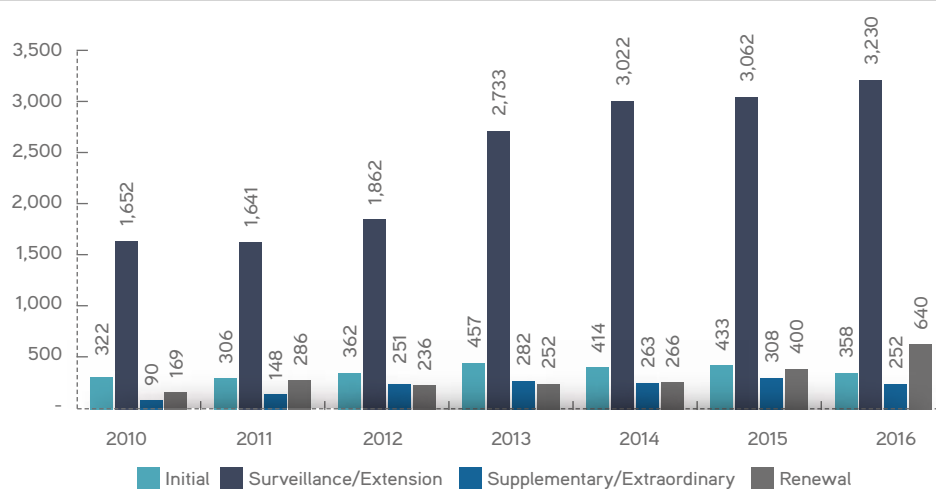
In the 7 years analyzed, the days for accreditation activities rose from 2,234 in 2010 to 4,480 in 2016 (Fig. 5).

Figure 5 - ASSESSMENT ACTIVITIES FOR ACCREDITATION 2010 - 2016 - MAN-DAYS



In 2016 there was a slight decline of initial assessments for granting the first accreditation: from 433 to 358 days, whilst renewals were up by 60% totaling 640 days, and surveillance and extension activities also grew by 6%, from 3,062 to 3,230, reflecting the new areas of activity of accredited bodies. (Fig. 6).

Figure 6 - ASSESSMENT ACTIVITIES FOR ACCREDITATION 2010 - 2016
TYPOLGY OF ASSESSMENT - MAN-DAYS

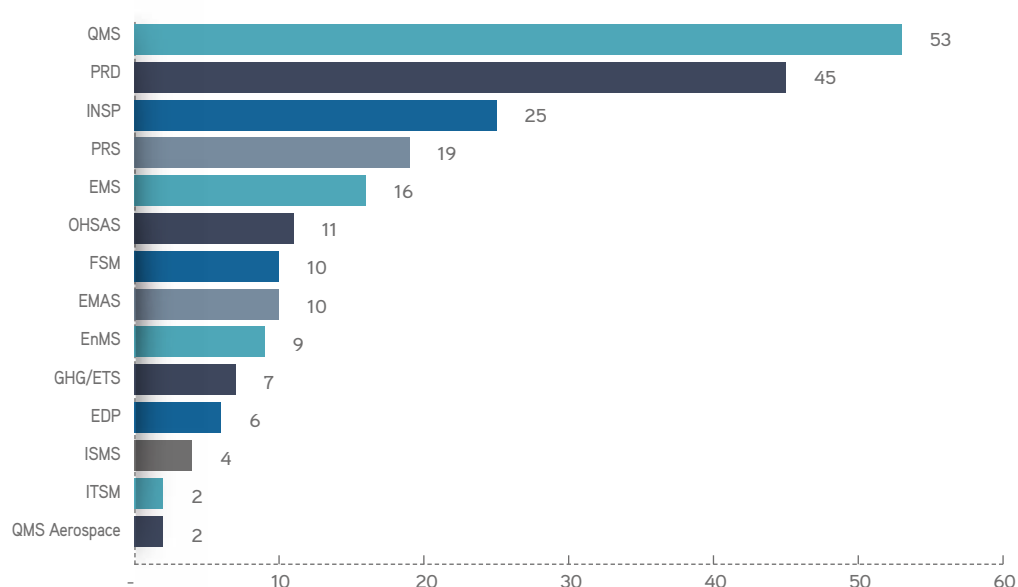


ASSESSORS

In line with the increase in accreditation activities, in 2016 the Department's team of qualified assessors rose by 13%. Currently there are 79 assessors and 39 technical experts, making a total of 118 professionals. Of these, 53 are involved in assessment activities for the quality management scheme (QMS). Compared with 2015 the biggest hike is in the assessment competences for accreditation in the product and services schemes (PRD), which increased by 22%.

Figure 7 shows the number of assessors qualified to perform audits in the various schemes, in which one assessor may possess multiple specializations.

Figure 7 - ASSESSORS PER SCHEME OF COMPETENCE 2016



Legend of the accreditation schemes

QMS - Certification of quality management systems
PRD - Certification of products/services in the voluntary sector
INSP - Inspection
PRS - Certification of persons
EMS - Certification of environmental management systems
OHSAS - Certification of workplace health and safety management systems
FSM - Certification of food safety management systems
EMAS - Certification for environmental verification activities (EC Reg. n. 1221 of 2009)

EnMS - Certification of energy management systems
GHG/ETS - Verification of GHG emissions – voluntary and mandatory sectors
EPD - Environmental product declaration
ISMS - Certification of information security management systems
ITSM - Certification of management systems for IT services
QMS Aerospace - Certification of quality management systems - aerospace sector

CERTIFICATION INSPECTION AND VERIFICATION BODIES

In 2016, the 342 accredited bodies holding a total of 590 accreditations, many of them operating in various schemes related to the main ones of certification, inspection and verification. The increase in the number of accredited bodies was 6% more than in 2015 and in keeping with the growth in accreditations issued in the various schemes, again, up by 6%.

Table 2 - INCREASE IN ACCREDITATIONS PER SCHEME 2010 - 2016

Accreditation scheme	2010	2011	2012	2013	2014	2015	2016
QMS - Certification of quality management systems	85	89	90	91	92	92	95
EMS - Certification of environmental management systems	37	42	37	40	40	39	40
EnMS - Certification of energy management systems	2	7	7	10	12	12	13
OHSAS - Certification of workplace health and safety management systems	17	21	23	26	29	27	27
ISMS - Certification of information security management systems	9	10	10	10	10	11	12
ITSM - Certification of management systems for IT services	1	1	2	3	4	4	5
FSM - Certification of food safety management systems	12	12	11	11	10	10	12
PRD - Certification of products/services	63	66	84	149	171	195	203
PRS - Certification of persons	15	15	23	28	29	37	40
INSP - Inspection	52	57	62	64	79	97	109
EPD - Environmental product declaration	4	4	6	6	7	7	7
EMAS - Certification for environmental verification activities (EC Reg. n. 1221 of 2009)	-	-	-	15	15	15	15
GHG/ETS - Verification of GHG emissions	-	-	-	1	15	12	12

CERTIFICATIONS

Overall, at the close of 2016, the certification of accredited management systems regarded over 87,000 organizations, both public and private, with the issuance of 113,900 certificates.

Of the 143,600 organization sites (Table 3), 76% have a certified management system. After dropping a little in 2015, in 2016 certifications against UNI EN ISO 9001 showed an upward swing of 3%.

The positive trend posted in 2015 continued for environmental management systems (UNI EN ISO 14001) and for workplace health and safety (BS OHSAS 18001) with an increase in the number of certified sites of 6 and 9% respectively. There was also a significant rise of 24% for information security management systems (UNI ISO 27001).

At a lower level but still with a strong positive growth rate, were certifications of management systems for IT service in accordance with ISO/IEC 20000.

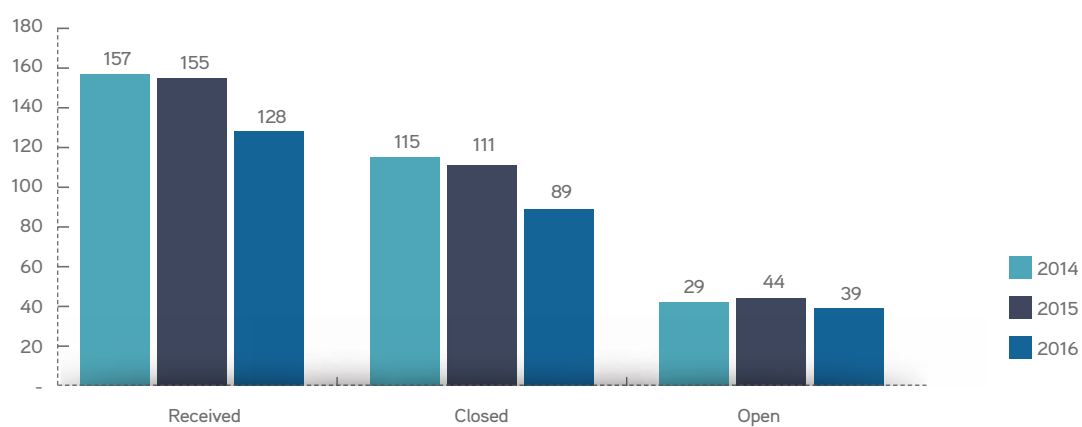
**Table 3 - EVOLUTION OF MANAGEMENT SYSTEM CERTIFICATION 2014 - 2016
CERTIFIED SITES PER STANDARD**

Certification standard	2014	2015	2016
QMS - quality management systems (UNI EN ISO 9001)	126,594	122,748	125,869
EMS - environmental management systems (UNI EN ISO 14001)	19,669	20,137	21,299
OHSAS - workplace health and safety management systems (BS OHSAS 18001)	12,928	13,751	14,983
ISMS - information security management systems (UNI ISO 27001)	654	737	914
FSM - food safety management systems (UNI EN ISO 22000)	-	321	1,153
EnMS - energy management systems (UNI CEI EN ISO 50001)	-	12	1,316
ITSM - management systems for IT services (ISO/IEC 20000)	47	12	80

COMPLAINTS

In 2016 there was a 17% fall in the number of complaints reaching the Certification and Inspection Department and there were no remarks or comments. Of the 128 complaints received, 89 were closed within the year, a percentage which is in line with 2015 and equal to about 70% of the total received (Fig. 8).

Figure 8 - COMPLAINTS MANAGED 2014 - 2016



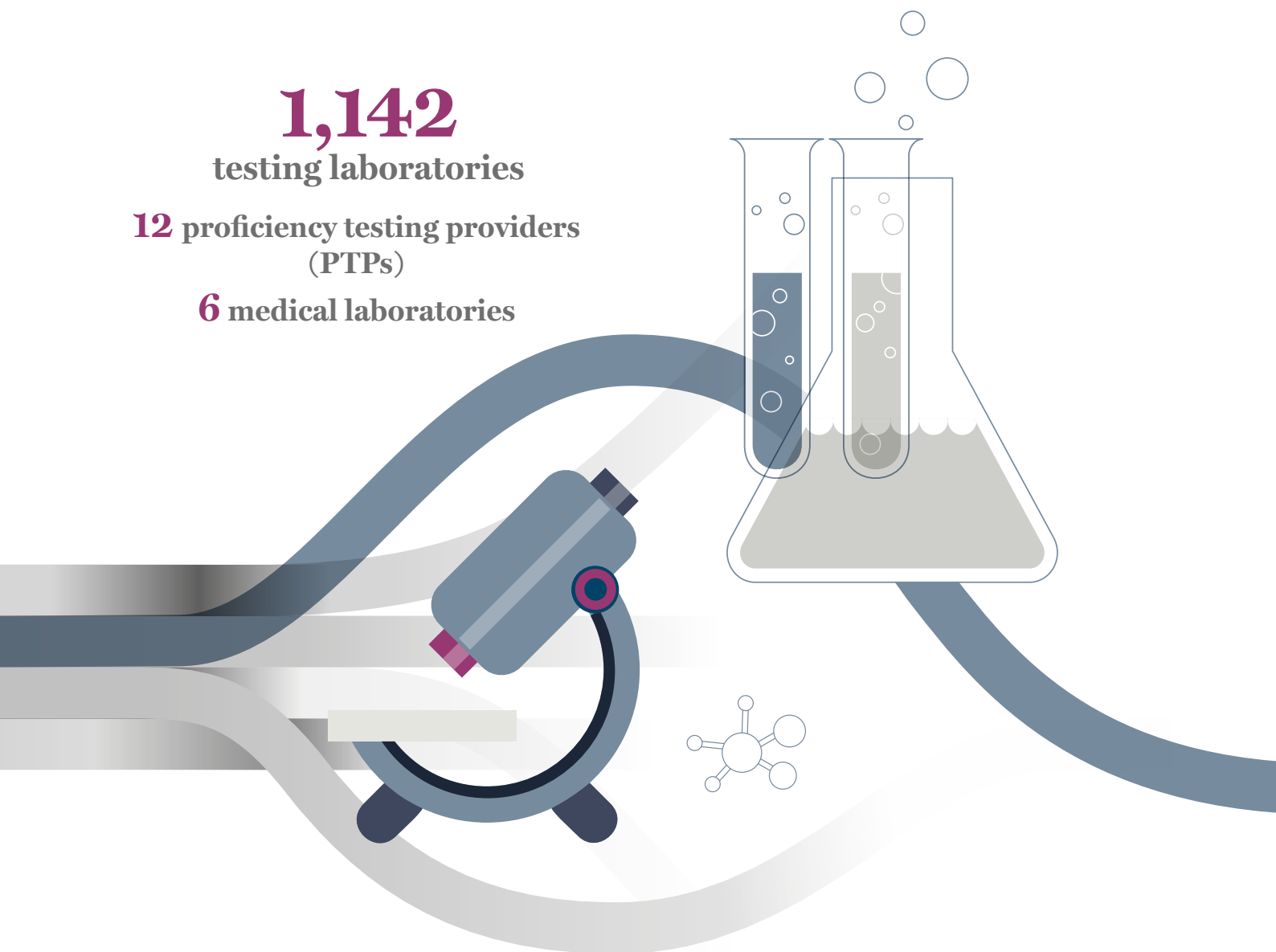
Testing Laboratories Department

1,142

testing laboratories

12 proficiency testing providers
(PTPs)

6 medical laboratories

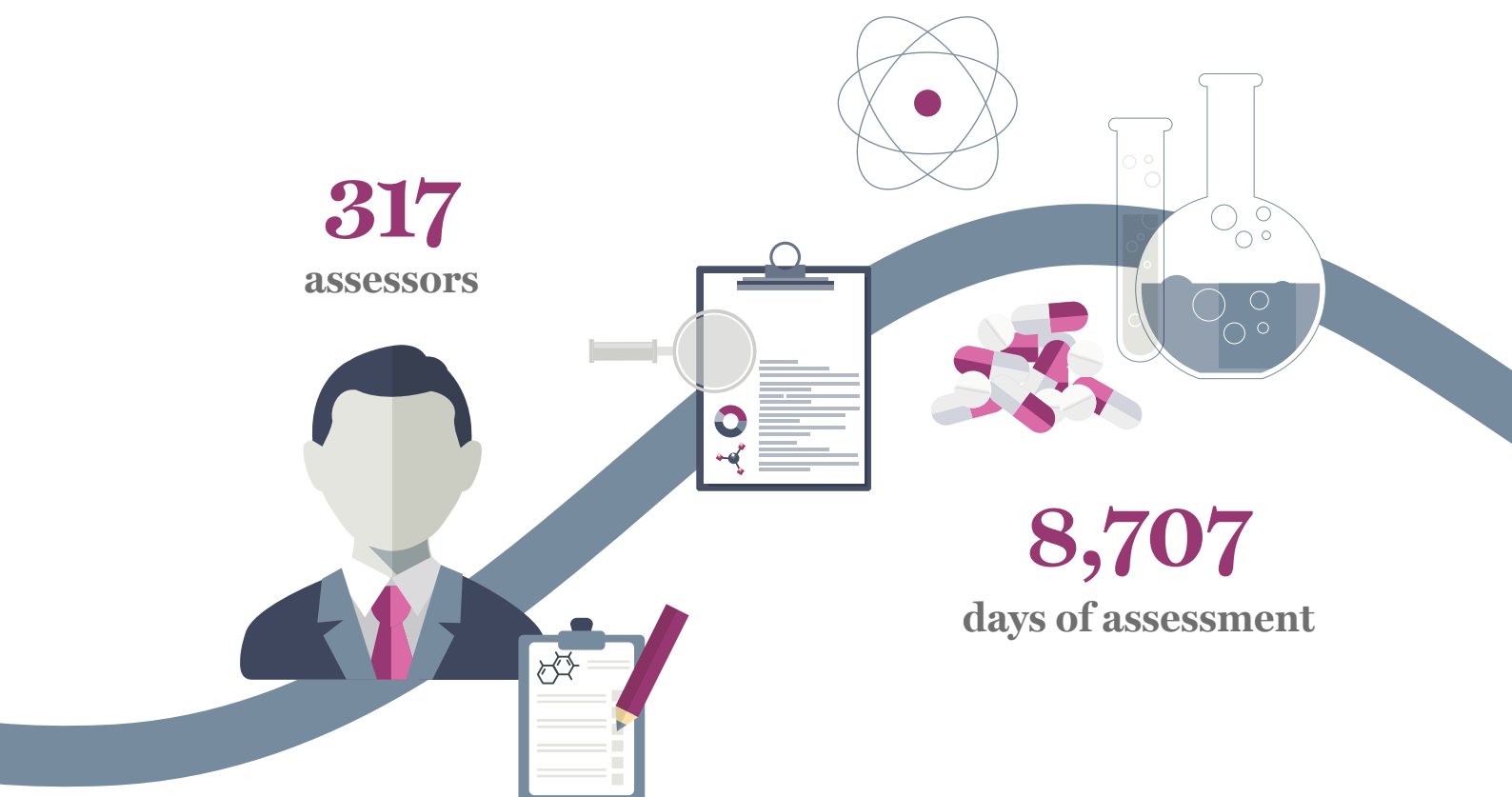


ACCREDITATION SECTORS

Tests

The testing laboratories are accredited by the Department in conformity with UNI CEI EN ISO/IEC 17025. Of a total of 1,142 accreditations in 2016, there were fewer applications in some sectors owing to the fact that a good coverage of operative laboratories for the specific tests has been achieved, such as in the field of food self-assessment.

Applications for accreditation in the field of flexible scope continue to rise, enabling laboratories to manage and record directly on ACCREDIA's website the details of accredited tests, with a considerable simplification of the updating process of accreditation of the relative test lists.



Medical analyses

The Department also accredits a total of 6 laboratories of medical analysis against the standard UNI EN ISO 15189. In 2016 relations were reinforced with national associations of laboratory medicine so that accreditation can be recognized as an effective instrument of guarantee also by medical laboratories. A working group was set up under the coordination of FISMELAB, the Italian federation of medical laboratories, to discuss the requirements of EA and ILAC applicable to medical laboratories, also through comparison with international experiences in this area.

The map of the competences for accreditation against ISO 15189 now covers almost all medical disciplines: clinical biochemistry, hematology, coagulation, microbiology, genetics, pathology and cytodiagnosis.

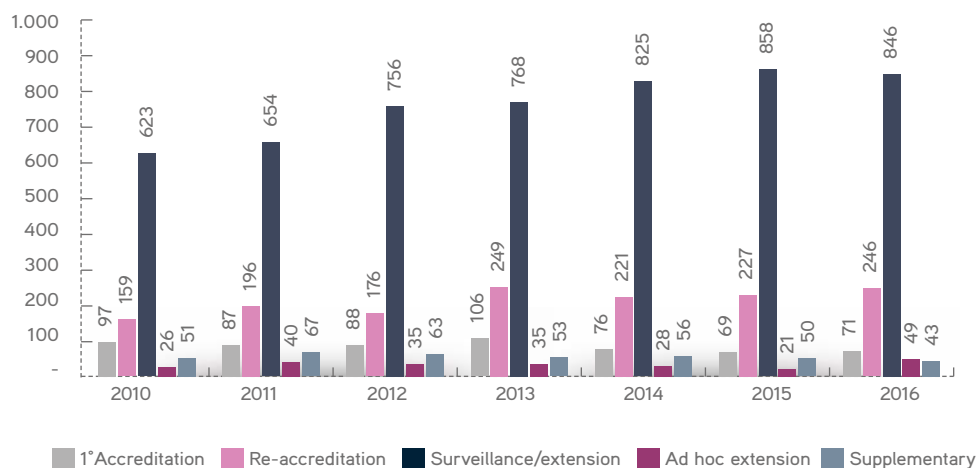
Interlaboratory proficiency testing

PTPs – Proficiency Testing Providers are accredited against UNI CEI EN ISO/IEC 17043, regarding, in 2016, 12 operators. The EA peer evaluation undergone last year consisted of a document review of the accreditation files and management procedures, as well as the observation in witness modality of the assessment conducted by ACCREDIA on a PTP.

ASSESSMENT ACTIVITIES

2016 also saw an increase in the assessment activities of the Testing Laboratories Department with 1,255 files managed, especially concerning first accreditations and renewals (Fig. 9), involving 1,142 testing laboratories, 6 medical laboratories, 12 PTPs. compared with 2015 ad hoc extensions have doubled, probably due to updating the methods for determining Legionella in environmental matrices; for these methods, in 2016, the possibility was created of requesting extension ad hoc for the adaptation of methods. There was a very slight fall in surveillance/extension files and supplementary visits.

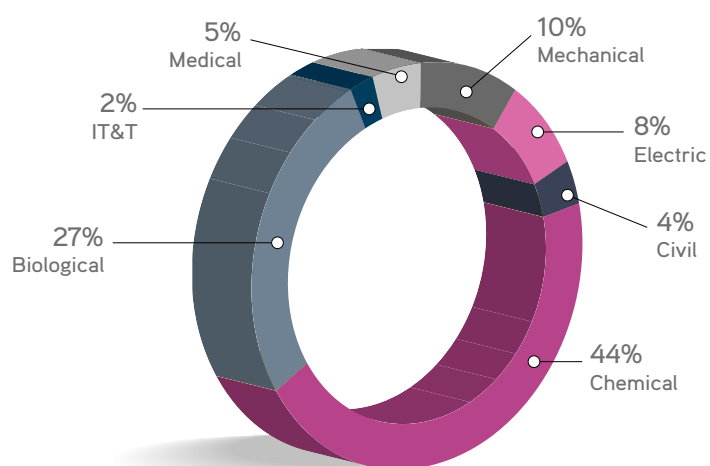
Figure 9 - ASSESSMENT FOR ACCREDITATION 2010 - 2016
TYPOLOGY OF ASSESSMENT - NUMBER OF FILES



ASSESSORS

The Department's growth has necessitated increasing the number of technical assessors, system assessors and those qualified for both, from 311 in 2015 to 317 in 2016. Regarding the distribution of competences (Fig. 10) there is a clear prevalence of the chemical and biological areas which together constitute over 70% of the total. The Department's assessment competences are widely represented also in the mechanical (10%) and electric (8%) sectors.

Figure 10 - ASSESSORS PER SCHEME 2016



TESTING LABORATORIES, MEDICAL LABORATORIES AND PTPS

The number of bodies accredited by the Department showed an increase of 2% on 2015. There are 1,160 bodies, divided between testing laboratories, medical laboratories and PTPs, concentrated in the northern regions of Lombardy, Veneto and Emilia Romagna, together representing almost 40% of all accredited laboratories, but also in the south (Fig. 11). Sicily and Campania, for example, represent 8.2 and 6.5% respectively of accredited laboratories.

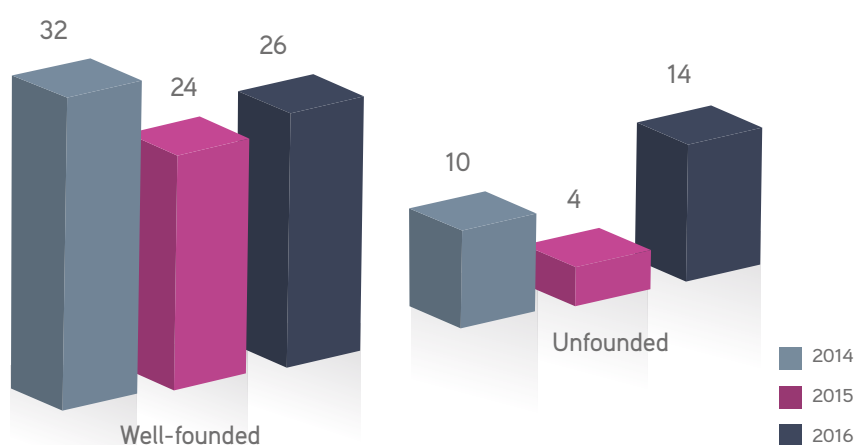
Figure 11 - DISTRIBUTION OF TESTING LABORATORIES BY REGION 2016



COMPLAINTS

Complaints and remarks received by the Testing Laboratories Department in 2016 should be taken into consideration along with the increase in assessment activities (Fig. 12). Altogether there were 40 complaints – 12 more than the year before – of which 26 were well-founded.

Figure 12 - COMPLAINTS AND REMARKS MANAGED 2014 - 2016



Calibration Laboratories Department

174

calibration laboratories

4 reference material producers
(RMPs)

1 reference measurement
laboratory in laboratory medicine

126,042
calibration
certificates



ACCREDITATION SECTORS

Calibrations and reference measurements

The Calibration Laboratories Department issues accreditations in compliance with UNI CEI EN ISO/IEC 17025 for the calibration scheme. There are 174 accredited bodies, and accreditations are issued in compliance with UNI EN ISO 15195 for bodies performing reference measurements in the medical sector for which there is just one accreditation.

Special attention was given to the calibration of speed cameras for motor vehicles where there was an upswing in the number of applications for accreditation following ruling n. 23, in 2015, of the Constitutional Court which made legal the cancellation of fines if the instrument has not been calibrated, ratifying that certificates of approval cannot replace certificates of calibration.

Producers of reference materials

The Department also grants accreditations in conformity with ISO Guide 34 for producers of reference materials currently only recognized at national level. In 2016 there were 4 calibration laboratories also operating as RMPs - Reference Materials Producers. The Guide was replaced in November 2016 by the new standard ISO 17034, enabling ACCREDIA to extend its ILAC MRA agreements to the assessments of RMPs, in order to ensure recognition on the international markets.



90
assessors and experts

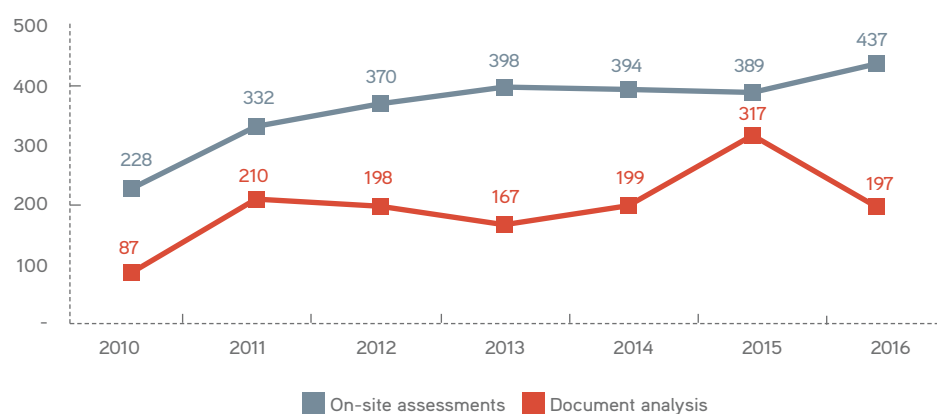


680
days of assessment

ASSESSMENT ACTIVITIES

In the period from 2010 to 2016 there were fluctuations in the audit activities of calibration laboratories (Fig. 13), resulting in a rise of 91% in the on-site assessments performed and an even greater rise in the number of days worked, up by 126%.

Figure 13 - ASSESSMENTS FOR ACCREDITATIONS 2010 - 2016
TYPOLOGY OF ACTIVITY - MAN-DAYS

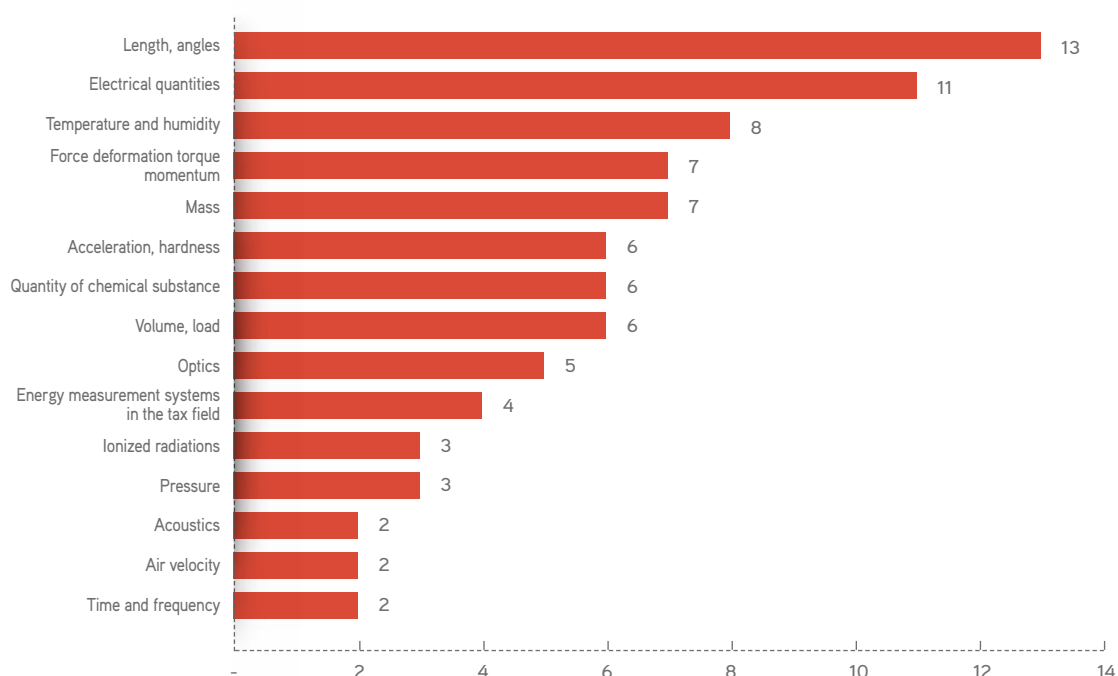


ASSESSORS

The assessment team for calibration laboratories and producers of reference materials stands currently at 75, of whom 6 are system assessors and 56 are technical assessors, whilst 13 have both qualifications. For the purposes of assessment activities in sectors of a high level of specialization, the support of 15 technical experts may be called upon.

The competences of assessors (Fig. 14) are concentrated in the calibrations of quantities “length”, “angles”, “electric”, “temperature” and “humidity”.

Figure 14 - ASSESSORS PER COMPETENCE SECTOR 2016

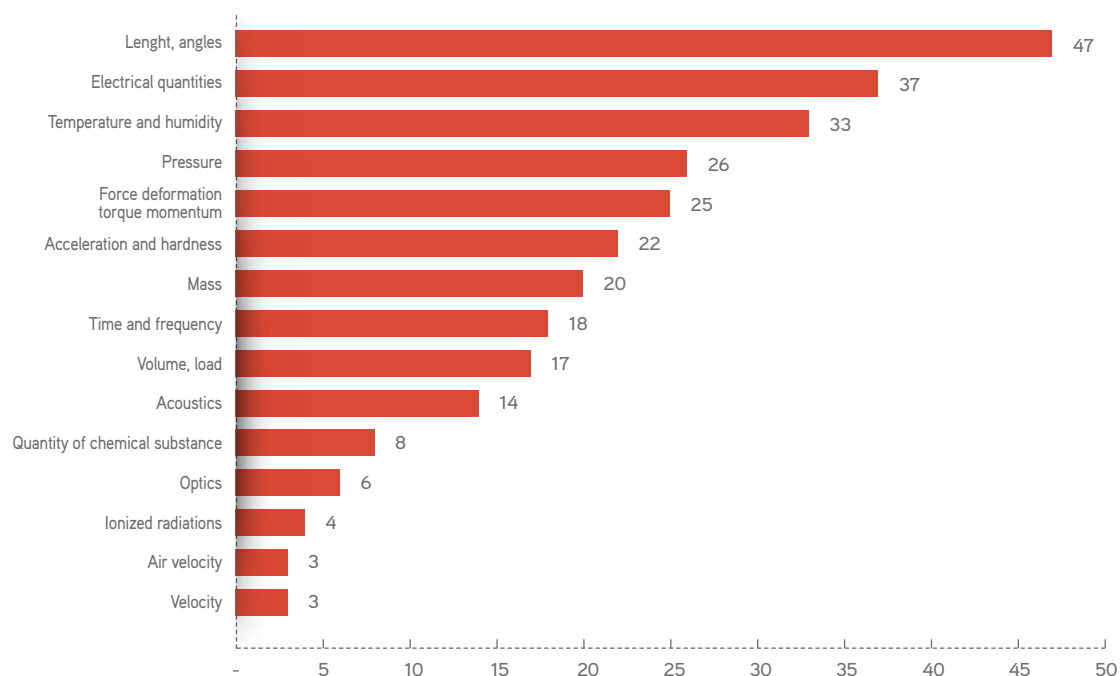


CALIBRATION LABORATORIES AND RMPS

Of the 174 laboratories accredited 17% operate for the calibration of the quantities “length” and “angles”, constituting, together with laboratories competent for “electrical quantities” and “temperature and humidity”, over 40% of the total (Fig. 15).

Compared with 2015 there’s been a 42% rise in the number of accredited laboratories for the quantity “volume, load”.

Figure 15 - DISTRIBUTION OF LABORATORIES PER GROUPS OF QUANTITIES 2016

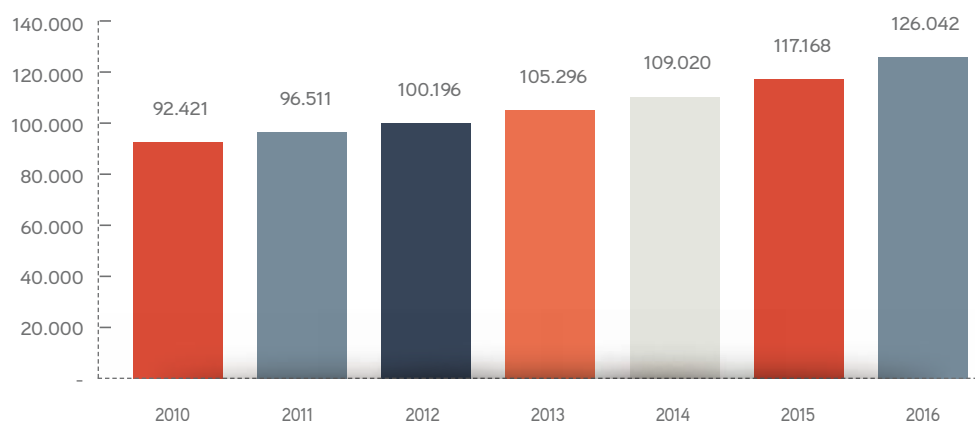


CALIBRATION CERTIFICATES

The effectiveness of the Department’s accreditation activities is reflected in the market, with over 126,000 calibration certificates issued by accredited laboratories in 2016, testifying the good functioning of the instruments used by both public and private organizations (Fig. 16).

The growth trend since 2010 has been constant over time and led to a 3% rise in the number of certificates, corresponding to the increase in accredited laboratories: from 162 to 174, highlighting the ever broader nature of their competences for the calibration of the various quantities.

Figure 16 - EVOLUTION OF CALIBRATION CERTIFICATES 2010 - 2016

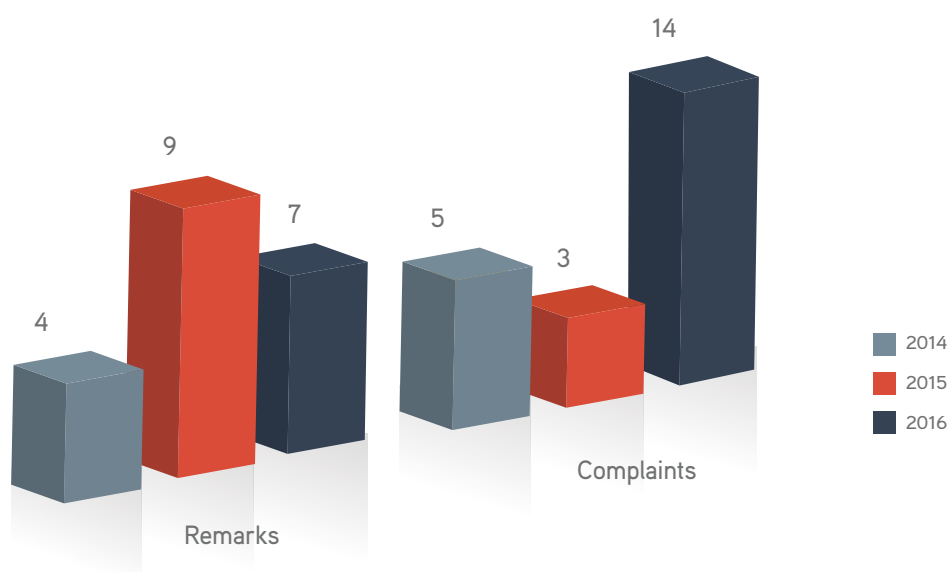


COMPLAINTS

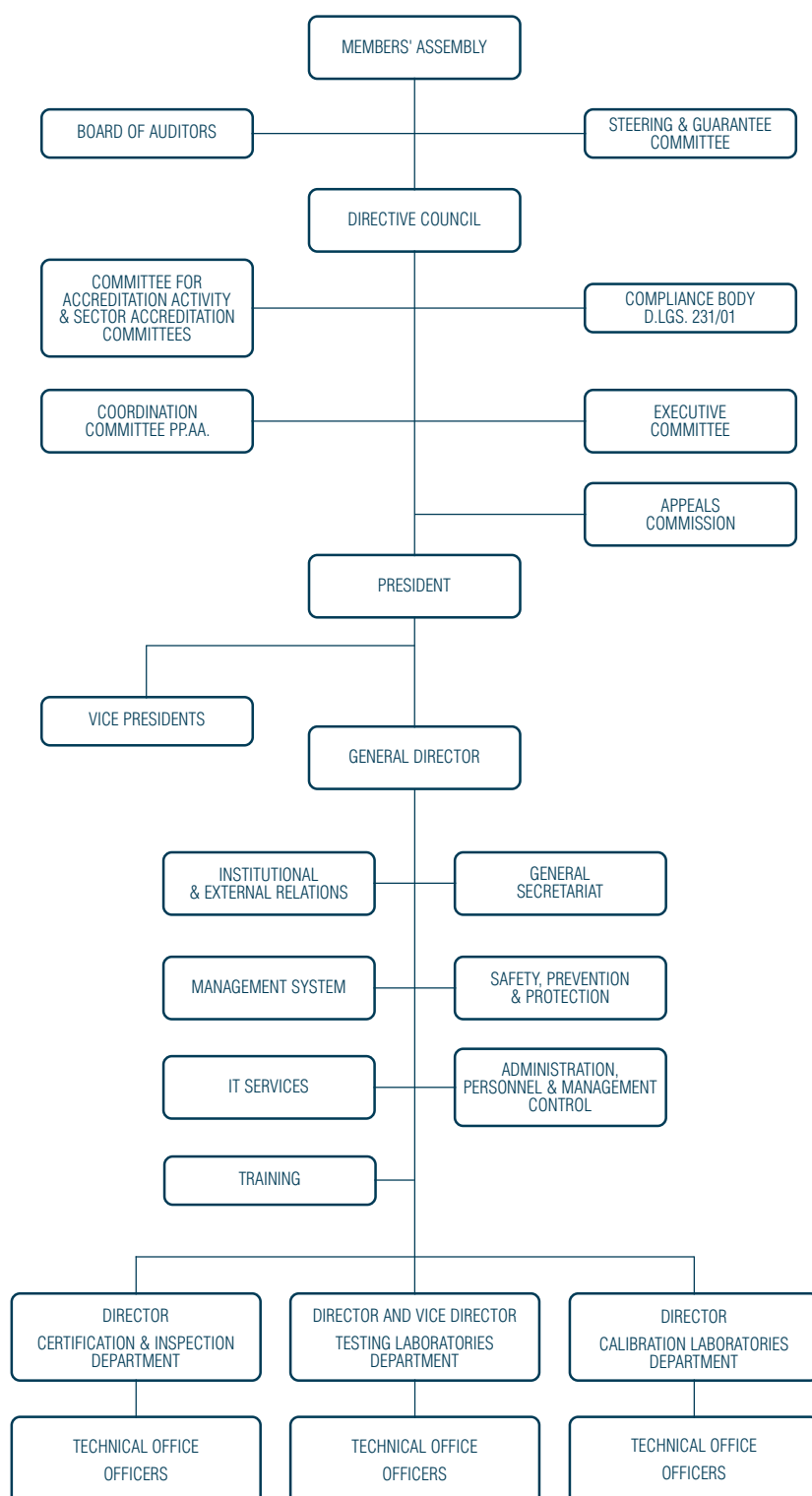
In 2016 the number of complaints and remarks received by the Calibration Laboratories Department rose, reflecting the increased attention given by the market and by institutions and consumers with respect to the service provided in terms of metrological traceability.

Among the feedbacks received in 2016 – 9 more than the previous year – there were 14 complaints and 7 remarks (Fig. 17), of which 5 complaints and 1 remark were unfounded.

Figure 17 - REMARKS AND COMPLAINTS MANAGED 2014 - 2016



The Organization chart



Functions and Institutional bodies

President

Giuseppe Rossi

Vice Presidents

Vito Fernicola

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

At 13 04 2017.

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
CONFORMA
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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:
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Read the code with the
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