

2021

ANNUAL REPORT

ACCREDIA

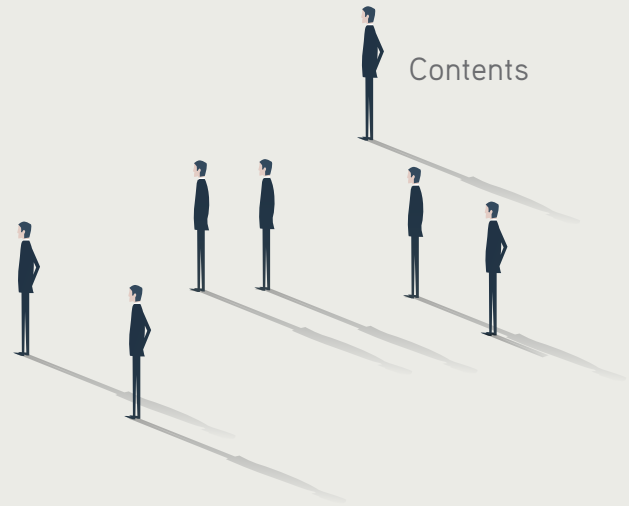
L'ENTE ITALIANO DI ACCREDITAMENTO

REPORT OF THE ACCREDIA DIRECTIVE COUNCIL FOR 2021

Data at 31 12 2021

Contents

Chapter I	THE ITALIAN ACCREDITATION BODY IN 2021	5
Chapter II	CORPORATE ACTIVITIES	6
	New governance	7
	The new Statute: simpler procedures	7
	Conflict of interest in the CIG's activities	7
	Further progress for bodies and laboratories	8
	Stakeholders	8
	Public administration and certifications	9
	The European picture	9
Chapter III	TECHNICAL ACTIVITIES	10
	New assessment methods	11
	The Testing Laboratories Department	11
	The Certification and Inspection Department	12
	The Calibration Laboratories Department	13
Chapter IV	COMMUNICATION AND TRAINING ACTIVITIES	14
	The Press Office	15
	Digital channels	15
	The Accredia "Osservatorio"	16
	Courses and conventions	17
Chapter V	INTERNATIONAL ACTIVITIES	18
	Accreditation worldwide: union is strength	19
	Cooperation for development	19
	Progress in international collaboration	19
Chapter VI	FINANCIAL RESULTS	20
Chapter VII	OPERATIVE RESULTS	22
	Assessments performed by the 3 Departments	23
	Assessors and experts of the 3 Departments	25
	Accreditations of the 3 Departments	26
	Complaints received by the 3 Departments	27



Chapter VIII	TESTING LABORATORIES, MEDICAL LABORATORIES AND INTERLABORATORY PROFICIENCY TESTING PROVIDERS (PTP)	28
	Assessments performed by the Testing Laboratories Department	29
	Assessors and experts of the Testing Laboratories Department	31
	Accreditations of the Testing Laboratories Department	33
	Complaints received by the Testing Laboratories Department	33
Chapter IX	CERTIFICATION, INSPECTION AND VERIFICATION BODIES	34
	Assessments performed by the Certification and Inspection Department	35
	Assessors and experts of the Certification and Inspection Department	38
	Accreditations of the Certification and Inspection Department	38
	Management systems certifications	39
	Complaints received by the Certification and Inspection Department	41
Chapter X	CALIBRATION LABORATORIES, REFERENCE MATERIALS PRODUCERS (RMP) AND BIOBANKS	44
	Assessments performed by the Calibration Laboratories Department	45
	Assessors and experts of the Calibration Laboratories Department	47
	Accreditations of the Calibration Laboratories Department	49
	Calibration certificates	50
	Complaints received by the Calibration Laboratories Department	51
Chapter XI	THE ORGANIZATION	52
Chapter XII	CORPORATE BODIES AND MEMBERS	54
	Roles and Corporate bodies	55
	Members	59

Chapter I

The italian accreditation body in 2021



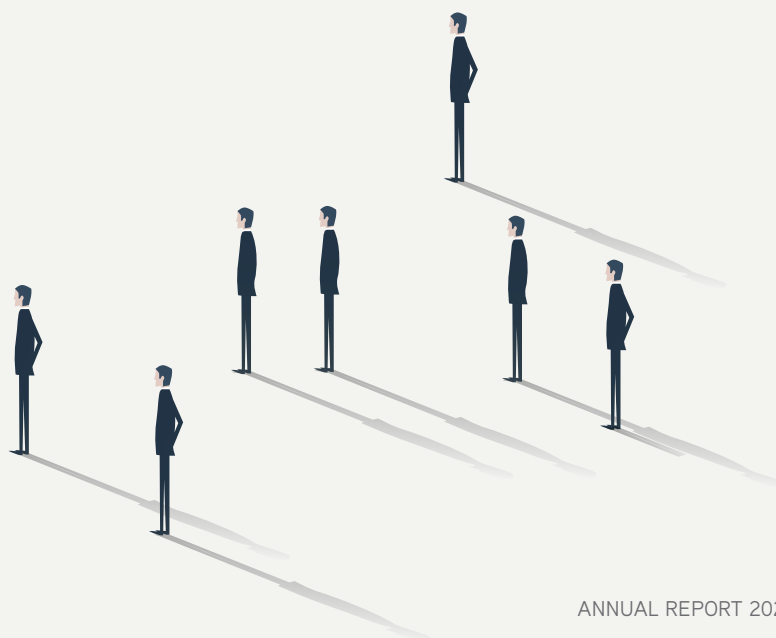
THE ITALIAN ACCREDITATION BODY IN 2021

The need for market transparency that derives from an offer of increasingly complex goods and services, and with growing technological content, becomes an essential pre-requisite for development. In addition, the need to rely on shared and recognized criteria to develop European policies is a stimulus to accreditation activities, and they condition its progress. This was also the case in 2021, when Accredia gave support to businesses enterprises and assisted public action, with the aim of making markets more efficient, whilst continuing to ensure the competence, independence and impartiality of bodies providing the conformity assessment of goods and services available on the market.

The general trend of accreditations in areas directly related to the ecological and digital transition, at the heart of the European Commission's policies, was an increase of 7%. The orientation of the market towards schemes relevant to growth was also very evident in the data regarding certified companies, where, against a 2% increase in quality management systems, the certifications of environmental and energy management systems increased by 15% and 13% the certifications of information security management systems.

Within the framework of Accredia's activities, the regulatory development and the adoption of accreditation in public action were also crucial: from Legislative Decree 50/2016 to tax credits to stimulate Transition 4.0 investments, from Decree 102/2014 on the obligation of energy diagnosis to the use of accredited services in the Minimum Environmental Criteria (MEC), from Presidential Decree 462/2001 on inspections of electrical systems to Ministerial Decree 93/2017 regarding measuring instruments for legal purposes, the strong boost to accreditation in the mandatory sector also bore fruit in 2021.

Overall, Accredia now oversees more than 2,100 accredited bodies and laboratories, carrying out approximately 19,000 assessment days. The growth in demand for accredited services has also led to an increase in the number of professionals involved in assessments. Almost 600 assessors and technical experts were involved in assessment activities in 2021, offering a wealth of competences that has been enriched with the new accreditation schemes for biobanks and for the testing and certification of construction products, for which some applications for accreditation have already been received.



Chapter II

Corporate Activities



NEW GOVERNANCE

A year - 2021 - in the name of renewal and opening up to new opportunities, fully respecting the principles of accreditation and aiming for future scenarios based increasingly on efficiency, quality and sustainability. 2021 saw the election of the new President of Accredia, Prof. Massimo De Felice, who took over from Giuseppe Rossi, continuing the process of renewal of Accredia's corporate bodies, respecting the principles of transparency and representativeness, with the fair participation of all interested parties.

Three new Vice Presidents were elected: Gaetana Ferri of the Ministry of Health, with responsibility for relations with the Public Administration; Natalia Gil Lopez of CNA, for business relations; Paolo Vigo of the Ministry of University and Research, for the calibration sector. Roberto Cusolito was confirmed as Chairman of the Steering and Guarantee Committee, while there are now six Sector Accreditation Committees:

- CSA AG - Agri-food, belonging to the Certification and Inspection Department, for both the voluntary and regulated agri-food chain;
- CSA AR - Regulated area, regarding the Certification and Inspection Department, for the activities contained in the agreements with the various Ministries competent for the qualified, authorized and notified bodies;
- CSA CI - Certification and Inspection, regarding the Certification and Inspection Department, for voluntary and regulated activities covered by the agreements with the Ministries of Sustainable Infrastructures and Mobility and of Internal Affairs (Private security companies);
- CSA CPR - Construction products, regarding the Certification and Inspection Department, for activities falling under EU Regulation 305/2011 relating to agreements with the Council of Public Works and the Ministries of Economic Development and of Internal Affairs;
- CSA DL - Testing Laboratories, belonging to the Testing Laboratories Department for the activities of the testing and medical laboratories and the proficiency testing providers;
- CSA DT - Calibration Laboratories, belonging to the Calibration Laboratories Department for the activities of the calibration laboratories, reference materials producers and biobanks.

THE NEW STATUTE: SIMPLER PROCEDURES

Greater operative flexibility is among the main objectives that Accredia pursued in 2021, also through the new Statute ST-00 and the General Regulation for the Application of the Statute ST-01 (rev. 06). The reform, leaving intact the composition of the governance bodies and the procedures for admitting new Members, envisaged interventions aimed at making various procedures more streamlined and efficient, including the remote holding of meetings, in particular the Members' Assembly.

CONFLICT OF INTEREST IN THE CIG'S ACTIVITIES

The work for the drafting of the 2021-2023 Planning Document of the Accredia Steering and Guarantee Committee (CIG) focused on the principles of transparency and efficiency, which give credibility to the entire conformity assessment system. The document sets out lines of action and operative proposals for all three Departments over the next three years, with special attention to the issue of impartiality. Starting from the "Recommendations" already developed in 2019, the CIG has already investigated the issue of conflict of interest and impartiality for certification and inspection bodies, relating to international accreditation standards: UNI CEI EN ISO/IEC 17020:2012, for the assessment and surveillance of accredited inspection bodies; UNI CEI EN ISO/IEC 17024:2012, for the assessment and surveillance of accredited certification bodies of persons; UNI CEI EN ISO/IEC 17065:2012, for the assessment and surveillance of accredited product and service certification bodies.

FURTHER PROGRESS FOR BODIES AND LABORATORIES

Also in 2021 the constant dialogue between Accredia and the associations of bodies and laboratories made it possible to discuss the main issues and translate customer needs into solutions. The CO-00 (rev. 07) "Contractual agreement with bodies performing conformity assessment activities" has been simplified, specifying in the accreditation certificate the terms relating to the object, the sites and the timelines. Furthermore, the need for renewal at the four-year expiry of the accreditation cycle and the compliance with contractual obligations at every accreditation for new schemes have been abolished. Also with a view to catering for the needs of bodies and laboratories, Accredia has again revised its Pricelist TA-00 (rev. 09), introducing a reduction in costs that brings benefits to accredited bodies amounting to almost one million euros. The fee for the maintenance of accreditation for calibration laboratories has been reduced from 800 to 700 euros a year and from 800 to 500 euros a year for small testing laboratories, while for certification and inspection bodies the rate for maintenance has decreased on average by 5% thanks to the fact that the taxable amount is now incorporated in the accreditation standard and is no longer by scheme.

STAKEHOLDERS

Agreements with the Ministries

Subsidiarity between public and private is a founding value that Accredia has pursued since its earliest days. As evidence of its commitment to support the institutions, in 2021 the agreement with the Ministry of the Environment and Land and Maritime Protection (later the Ministry for the Ecological Transition) was renewed for the definition of collaboration relationships for the management of conformity assessment activities with the following provisions:

- Directive 2000/14/EC - Noise emission by equipment used outdoors;
- Directive 2003/87/EC - Greenhouse gas emission allowance trading within the Community;
- Directive 2009/28/EC - Promotion of the use of energy from renewable sources;
- Directive 2009/30/EC - Specification of petrol, diesel and gas-oil and introducing a mechanism to monitor and reduce greenhouse gas emissions and specifications relating to fuel used by inland waterway vessels;
- Reg. EC 1221/2009 - Voluntary participation by organisations in a Community eco-management and audit scheme (EMAS);
- Reg. EC 842/2006 as amended by Reg. EU 517/2014 - Fluorinated greenhouse gases;
- Directive 2012/27/EU - Energy efficiency;
- Reg. EU 757/2015 - Carbon dioxide emissions from maritime transport.

Agreements with GPDP and AgID

The exchange of information and data management are increasingly strategic issues in the contemporary scenario. Accredia has taken steps to enhance its role of guarantee and support to the bodies in the sector, through the two agreements signed with GPDR (the Data Protection guarantor) and AgID (the Agency for Digital Italy). The objective of the agreement with GPDR is to promote the sharing of information on data processing, in particular with regard to the accreditation activities provided for by article 43 of EU Regulation 679/2016 (GDPR). The agreement confirmed and extended the previous 2019 agreement from two to three years, expanding and specifying the mutual disclosure obligations between the guarantor and Accredia. The agreement signed in March with AgID identified as its object the assessments carried out by Accredia on certification bodies accredited to the standard UNI CEI EN ISO/IEC 17065, aiming to support the Agency in the activity of preparatory training for accreditation, to develop the assessment and control activities of accredited bodies in compliance with national, European and international legislation, and to inform Accredia regarding market surveillance activity.

Collaboration with UNI

Accredia is constantly engaged in the development of the Quality Infrastructure, combining its efforts with the accredited bodies and laboratories, INRiM (National Institute of Metrology), the Chambers of Commerce and the CEI standardization bodies (Italian Electrotechnical Committee) and UNI (Italian Standardization Body). A framework agreement was signed with UNI in 2021, which, thanks to the sharing and systematic in-depth knowledge of technical standards, promoted the synergy between accreditation and standardization. The common goal is to improve the quality of products and services, promote the effectiveness and efficiency of the processes and management systems of organizations, and assure the competences and reliability of professional services.

PUBLIC ADMINISTRATION AND CERTIFICATIONS

As part of the growing role of accreditation as a tool to support the activities of the Public Administration, in 2021 the public entities increasingly focused on accredited certifications and inspections, also concerning projects related to the PNRR (National Recovery and Resilience Plan). The Autonomous Province of Trento has obtained the accredited certification of its anti-bribery management system in accordance with UNI ISO 37001, to strengthen its image and increase its attractiveness to national and international investors. In particular, certification is part of the “Collaboration agreement aimed at promoting voluntary certification as a measure of rationalization, simplification and coordination of controls on enterprises” signed in 2017 between Accredia and the Autonomous Province of Trento. Finally, the Ministries of Equal Opportunities and Tourism have promoted the certification of gender equality and accessibility for the disabled.

THE EUROPEAN PICTURE

The ruling of the European Court of Justice

In May 2021, the ruling of the European Court of Justice (C-142/2020) confirmed the implementation of EC Regulation 765/2008 establishing that non-EU accreditation bodies are not equivalent to European ones and that the activity of accreditation falls within the realm of public authority. The Court confirmed that accreditation activities in Europe can only be performed by the National Accreditation Body designated under European law, and that adherence to international mutual recognition agreements is not sufficient to guarantee that a non-EU body satisfies the requirements of competence, independence and impartiality required in the EU. The Court also clarified that the establishment of a Sole Accreditation Body in each Member State does not violate the European principles of competition, freedom to provide services and prohibition of unequal treatment, because the Body carries out an activity of public authority, is non-profit and cannot be considered as a company subject to the provisions relating to the prohibition of abuse of a dominant position.

New EA categories

To avoid the effects of Brexit on the world of conformity assessment, the EA Assembly (European co-operation for Accreditation) of November 2021 approved the new categories of membership of the Association for the bodies of non-EU countries, so as to ensure full member status also to UKAS, the UK National Accreditation Body. To be a member of EA, an Accreditation Body must be designated by its Government:

- a) in an EU Member State, (like Accredia);
- b) in an EFTA Member State (European Free Trade Association);
- c) in a candidate country to join the EU or EFTA;
- d) in a Council of Europe country;
- e) in a country qualified within the European Commission’s Neighbourhood Policy.

By applying the criteria of membership in a uniform manner, the EA network has thus continued to ensure mutual recognition agreements and to promote the equivalence, transparency and efficiency of accreditation activities.

Chapter III

Technical Activities



NEW ASSESSMENT METHODS

2021 was above all the year of the consolidation of remote assessments. Adopted by the three Accredia departments to cope with the Covid-19 emergency, remote assessments have also proved to be an opportunity for the post-pandemic period, to make accreditation activities more efficient. During the year, the completely remote assessment method involved up to half of Accredia's on-site and witness assessments, while up to one third of the remote assessments were carried out in mixed mode, with some assessors by remote connection and others in presence. The remote techniques developed with the support of the international documents of IAF (International Accreditation Forum) and ILAC (International Laboratories Accreditation Cooperation) and of the evaluations of EA (European co-operation for Accreditation) and also Accredia's own documents, have been merged into the document "Accredia policy for the performance of remote assessments", approved by the Steering and Guarantee Committee. The document contains the guidelines for carrying out remote assessments on bodies and laboratories and will also constitute a reference for remote assessments undertaken by accredited bodies on organizations and professionals requesting certification.

THE TESTING LABORATORIES DEPARTMENT

In 2021 the Department developed the activities for the new accreditations and extensions of scope related to the tests carried out by testing laboratories (UNI CEI EN ISO/IEC 17025), medical laboratories (UNI EN ISO 15189) and interlaboratory proficiency testing providers (UNI CEI EN ISO/IEC 17043). Among the new accreditation activities in 2021 the schemes relating to protective masks, animal welfare and construction products have established themselves.

Protective masks

In the second year of the pandemic, attention was focused on the accreditation of tests on protective masks, both surgical "Medical face masks" and "FFP" (Filtering Face Piece) belonging to the category of PPE (Personal Protective Equipment) technically defined as "Respiratory protective devices - Filtering half-masks against particles". 18 laboratories have extended their accreditation to mask-relevant tests. Among these, 17 laboratories carry out tests in compliance with the standard UNI EN 14683 to measure bacterial filtration capacity or BFE, breathability, resistance to splashes, biological load or bioburden and biocompatibility of surgical masks; 3 laboratories perform tests on the PPE masks according to UNI EN 149+A1, relating to loss of inward protection, penetration of the filter material and breathing resistance.

National Quality System for Animal Welfare

Law 77/2020 introduced the National Quality System for Animal Welfare (SQNBA), with the aim of defining a national production scheme that establishes the general rules and technical requirements for the management of the animal breeding process according to scientific parameters. It is a complex system in which, in addition to the breeders and the professionals who operate in or around the breeding farms - starting from the veterinarians - the Ministry of Health, the Ministry of Agriculture, Food and Forestry, the Regions, Accredia and accredited certification bodies all intervene. In 2021, the Departments of Testing Laboratories and of Certification and Inspection supported the two ministries in drafting the Law Decree that defines the requirements for access to SQNBA certification, as well as the reference technical standards and professional figures.

Construction products

In 2021, the activities for accreditation in the construction products sector governed by EU Regulation 305/2011 cd. CPR (Construction Products Regulation) implemented in Italy with Legislative Decree 106/2017, which establishes the conditions for the marketing of CE marked construction products among the Member States.

The assessment activities performed on certification bodies and testing laboratories were delegated to Accredia by means of the agreement signed with the Council of Public Works and the Ministries of Economic Development and Internal Affairs, thus aligning Italy with the other EU countries, which provide for accreditation as a pre-requisite for the inclusion of notified bodies in the NANDO (New Approach Notified and Designated Organizations) database.

Accreditation standards

In 2021 all accredited testing laboratories completed the transition to the 2018 edition of the accreditation standard UNI CEI EN ISO/IEC 17025 “General requirements for the competence of testing and calibration laboratories”. The Calibration Laboratories Department participated on behalf of UNI in the ISO (International Organization for Standardization) working groups for the coming editions of the standards UNI EN ISO 15189 “Medical laboratories - Requirements for quality and competence” of 2013, and UNI CEI EN ISO/IEC 17043 “Conformity assessment - general requirements for the competence of providers of proficiency testing schemes” currently in the revision of the year 2010.

IT projects

Given the high number of accredited tests and bodies, the Testing Laboratories Department is leading the way for IT implementations with the purpose of simplifying and streamlining the accreditation process, both for Accredia and for bodies and laboratories. In 2021 the IT project “DA online” reached its final stages. It provides for the possibility to make an online application for accreditation and speed up the management of files: 97% of the test lists attached to the accreditation certificates of the laboratories were issued starting from this application. The application draws on the “Atlas of tests” database, which, at the end of 2021 recorded approximately 9,700 test methods subject to accreditation. Again, with a view to simplifying the interaction between laboratory, Accredia and assessors, the development of the “3A” application has almost been completed, for the computerized management of the entire audit process, from the sampling of tests to activities subsequent to on-site assessments.

THE CERTIFICATION AND INSPECTION DEPARTMENT

The Department issues accreditations for certification bodies of management systems (UNI CEI EN ISO/IEC 17021-1), of persons (UNI CEI EN ISO/IEC 17024) and of products/services (UNI CEI EN ISO/IEC 17065), as well as for inspection bodies (UNI CEI EN ISO/IEC 17020) and verification/validation bodies (UNI CEI EN ISO/IEC 17029). In 2021, the Department started 28 new conformity assessment schemes with UNI, CEN or ISO technical standards and 13 owner schemes, in conformity with private requirements and regulations. The schemes also affected areas such as agri-food, sustainability and digital.

Agri-food

In the organic agriculture sector, 2021 saw the product certification bodies engaged in the transition from EC Regulation 834/2007 to Regulation 848/2018, which governs additional controls to those established by EU Regulation 2017/625 on food safety. The Department defined the new accreditation requirements in compliance with European legislation, at the conclusion of work that involved all the interested parties (Ministry of Agriculture, Food and Forestry, the Regions, Associations of accredited certification bodies, Producers’ associations) in the drafting of the Technical Document DT-16 “Technical document for risk assessment in accordance with article 40.1.A.I of Regulation (EU) 2018/848 for CABs that issue declarations of conformity to companies that produce and/or label organic products”.

Sustainability

Economic, environmental and social sustainability, at the heart of global development strategies, has been the goal of standardization processes and the work carried out by the ISO Strategic Advisory Group on ESG (Environmental, Social, Governance) issues and by IAF’s Sustainability Working Group.

In line with international guidelines, in 2021 the Department developed new accreditation schemes regarding: verification of ethical sustainability claims according to the standard UNI ISO/TS 17033 and the PdR 102 (Publicly Available Specification), which can include topics ranging from organic to child labour, animal welfare, fair trade; validation of the “GIF Responsible Organization” ethical claim, issued following a rigorous investigation process based on a quantitative metric for the evaluation of non-financial risks (ESG Rating scheme - Environment, Social, Governance); “Made Green in Italy” certification defined by the Decree of the Ministry of the Environment 56/2018; “Leaf Mark” attestation, an agricultural production system that supports the integration and needs of the environment, the economic sustainability of companies and of society.

Digital

As a result of Law 120/2020 “Urgent measures for digital simplification and innovation” with which AgID (Agency for Digital Italy) has redefined the rules for the qualification of IT document keepers, the Department worked to ensure continuity and the validity of the certificates for the whole of 2021. In addition, the foundations have been laid to ensure voluntary accreditations in the sectors covered by AgID relating to the bodies that issue management system certifications in accordance with ISO 9001 for quality or ISO/IEC 20000-1:2018 for IT services, ISO/IEC 27001 concerning information security and ISO 37001 for the prevention of corruption.

THE CALIBRATION LABORATORIES DEPARTMENT

Already operative for the accreditation of calibration laboratories (UNI CEI EN ISO/IEC 17025) and reference materials producers (UNI EN ISO 17034), in 2021 the Department concentrated its activities on the new scheme applicable to research and development biobanks (UNI EN ISO 20387).

Biobanks

The fundamental step to start the accreditation of biobanks was made by the General Assembly of ILAC (International Laboratory Accreditation Cooperation) which officially recognized the international standard ISO 20387 “Biotechnology - Biobanking - General requirements for biobanking” as a normative reference, implemented in Italy by UNI in 2020. In 2021, following the preparation of applicable regulations, modules and procedures, the Department began to accept the first applications for accreditation, supporting biobanks in the conformity assessment process, with a rich training and informative program, and participating in all international working groups at EA and ILAC level. Relations with the institutions – most importantly, ISS (Istituto Superiore di Sanità) and the Ministry of Health - and with the IRCSS (Scientific Hospitalization and Care Institutes) are also central, as partners of choice for the purposes of research and development of their internal biobanks.

Measuring instruments for legal purposes

The periodic verification of measuring instruments for legal measuring functions can be performed by both calibration laboratories and inspection bodies, following accreditation according to Ministerial Decree 93/2017 of the Ministry for the Economic Development. In 2021 the Department managed the activities in the new operative phases determined by the extensions of expiries due to the Covid-19 pandemic and intensified exchanges with INRiM and the Chambers of Commerce in order to standardize and study more fully the issues and procedures of the sector.

Organizational improvements

The Department has set up a new organizational function “Technical and Support Service” in order to centrally manage the publication of the accreditation database and the updating of the database of calibration laboratories and reference materials producers; also to support the technical officers in drafting the scopes of accreditation (accreditation tables), and to coordinate the technical-IT projects launched using the Accredia Information System.

Chapter IV

Communication and training activities



Spreading the culture of quality and awareness of the value of accreditation was the focus of the communication activities implemented by Accredia during last year. The targeted use of digital tools has made it possible to reach an ever-wider audience, in line with the objectives of the 2020-2021 Communication Plan. By applying a databased communication strategy, Accredia made use of quantitative analyses and economic research aimed at demonstrating how accreditation benefits consumers in terms of safety and quality of goods and services, it increases the competitiveness of businesses and professionals operating in the globalized market, and it offers growing opportunities to institutions that must achieve the objectives of the UN Agenda 2030 for sustainable development and of the PNRR (National Recovery and Resilience Plan). Finally, important teamwork has made Accredia's image more recognizable, through a complete restyling of the brand identity and the consistency of the contents communicated through the various channels.

THE PRESS OFFICE

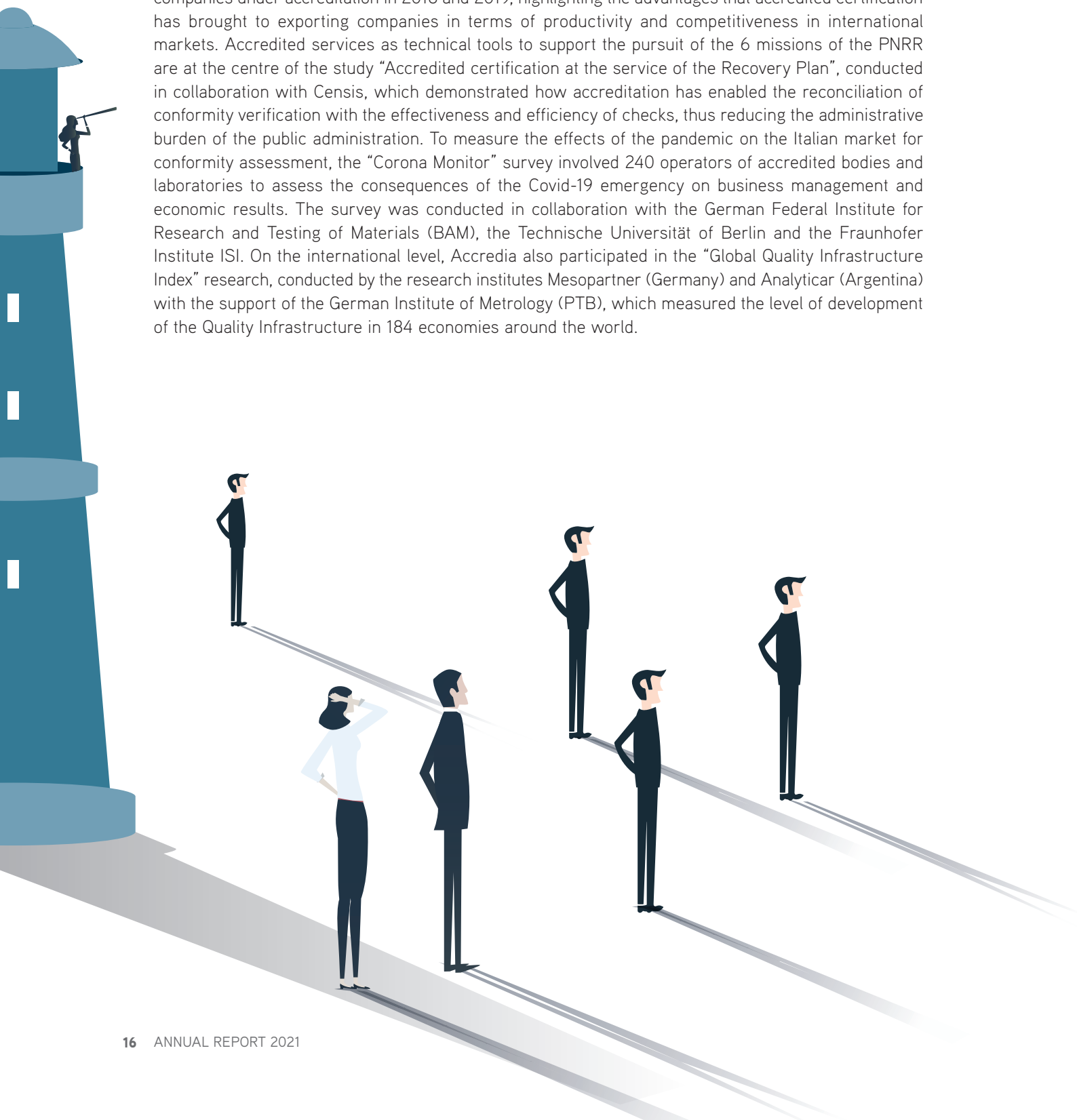
The 2021 objective for traditional media, privileged channels for reaching the general public, was to translate Accredia's activities into everyday terms, using ad hoc language and the full range of communication channels - TV, radio, podcasts, videos, social clips - which news organizations habitually use. Accredia managed to maintain the high-level positioning achieved in 2020, during the first phase of the Covid-19 pandemic, in relations with the press, radio and television, relying on the wealth of experience and standing acquired in the field of accredited tests and certifications for the compliance of surgical masks and PPE (Personal Protective Equipment). Among the results achieved: over 50 interviews and articles; more than 20 television interviews on Rai 1, Rai 2, Rai News 24, Rete 4, Canale 5, La 7 and Sky. Editorial collaborations with TuttoMisure and U&C were continued and specialized articles were published in vertical and sector publications such as Digital Agenda, Food & Beverage, Food Ingredients, Il Fatto Alimentare, Largo Consumo, and Il Salvagente.

THE DIGITAL CHANNELS

At the core of Accredia's digital communication and primary source of information for the public and for specialist content, lies the website, which has registered an ever-increasing number of visits over the years, reaching, in 2021, over 2 million page views and half a million of visitors. The growth in numbers is also the result of the projects carried out during the year. In fact, in 2021 the website was enriched with new contents: the focuses, vertical sites on strategic issues such as animal welfare and privacy; the Global Goals infographic of the UN Agenda 2030; the video on accreditation for the PNRR (National Recovery and Resilience Plan); the engine of accredited services, which maps over 500 types of certifications, inspections, tests and calibrations performed in the market; the innovative "Voce alla Qualità" (Giving quality a voice) podcast service, which every month makes a newsletter and an interview with the leading players in the world of conformity assessment available on all streaming platforms. The AccrediaLetter newsletter exceeded 12,000 users, with over 1,000 new subscribers during the year, while the social profiles Twitter, LinkedIn, Facebook and Youtube, recorded almost 30,000 followers.

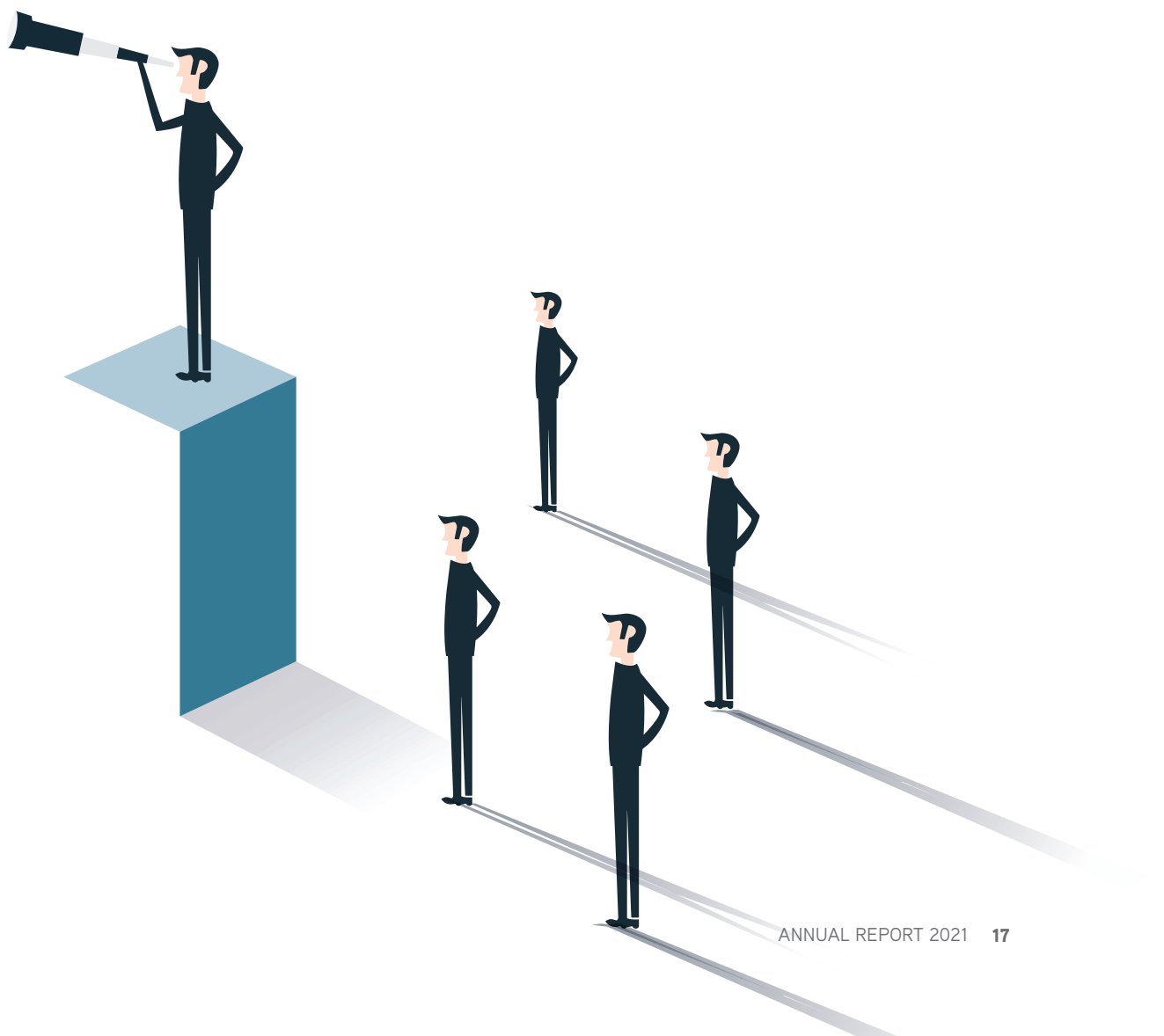
THE ACCREDIA “OSSERVATORIO”

The sustained study and research work of the Accredia “Osservatorio” continued in 2021, with the production of sectoral analyses of the conformity assessment system, also taken from publications in the specialist press, in-depth articles and interviews. The collaboration signed with ISTAT in 2018 resulted in two different researches on the topic of “Diffusion and effects of accredited certification among exporting companies”. The publications analyzed international trade data with reference to certified companies under accreditation in 2018 and 2019, highlighting the advantages that accredited certification has brought to exporting companies in terms of productivity and competitiveness in international markets. Accredited services as technical tools to support the pursuit of the 6 missions of the PNRR are at the centre of the study “Accredited certification at the service of the Recovery Plan”, conducted in collaboration with Censis, which demonstrated how accreditation has enabled the reconciliation of conformity verification with the effectiveness and efficiency of checks, thus reducing the administrative burden of the public administration. To measure the effects of the pandemic on the Italian market for conformity assessment, the “Corona Monitor” survey involved 240 operators of accredited bodies and laboratories to assess the consequences of the Covid-19 emergency on business management and economic results. The survey was conducted in collaboration with the German Federal Institute for Research and Testing of Materials (BAM), the Technische Universität of Berlin and the Fraunhofer Institute ISI. On the international level, Accredia also participated in the “Global Quality Infrastructure Index” research, conducted by the research institutes Mesopartner (Germany) and Analyticar (Argentina) with the support of the German Institute of Metrology (PTB), which measured the level of development of the Quality Infrastructure in 184 economies around the world.



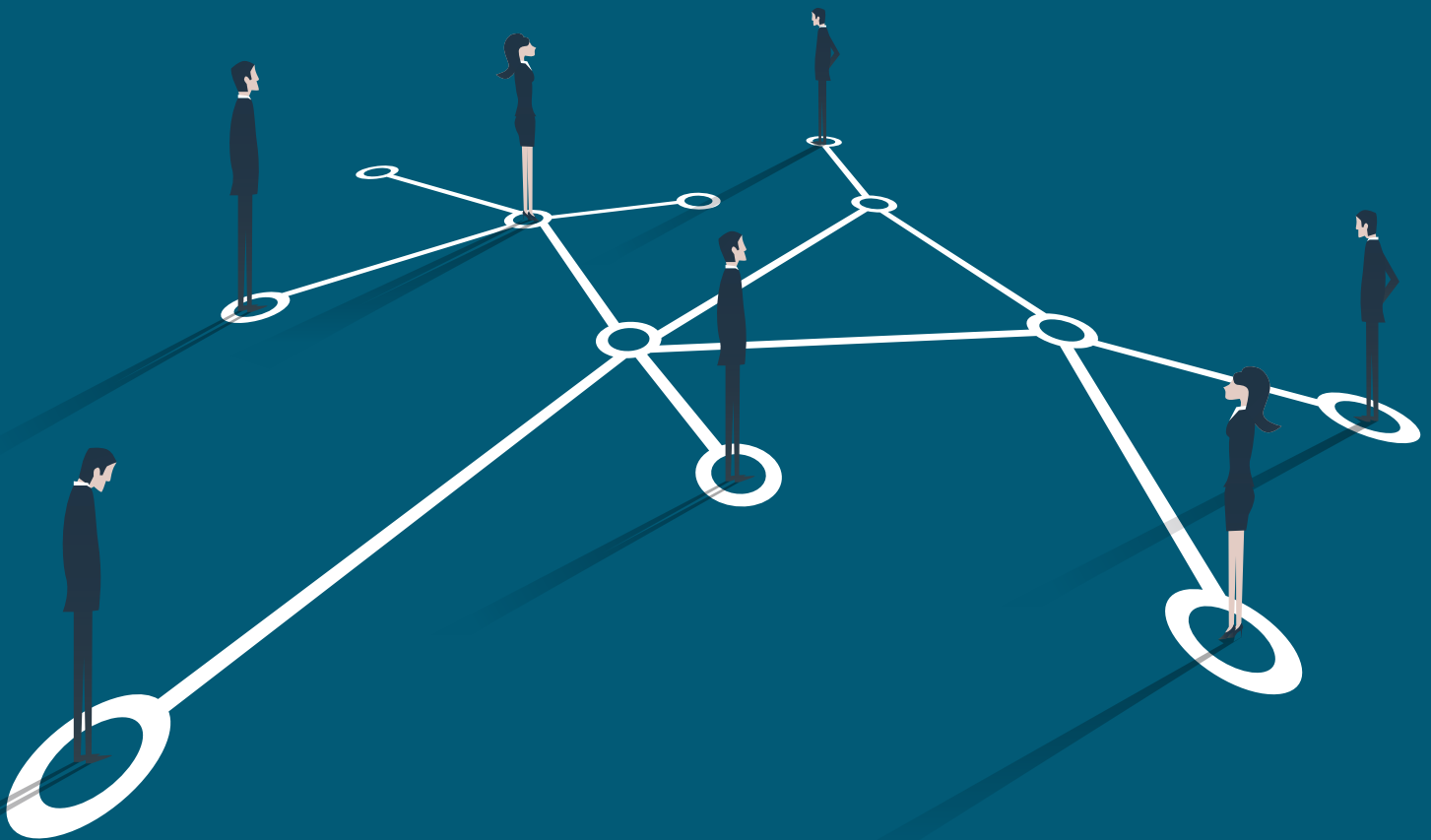
CONVENTIONS AND COURSES

Also in 2021 Accredia carried out an extensive program of updating and specialized training which, thanks to the use of webinars, was able to reach a considerable number of participants, not only among accredited bodies, laboratories and assessors, but also among institutions, businesses and professionals. In addition to the traditional annual conferences of the 3 Departments, which re-ported on the new editions of the technical standards and on the reference documents for accredi-tation, 74 specialized events on conformity assessment schemes and sectoral procedures were or-ganized, in collaboration with UNI, AICQ (Italian Quality Culture Association), ANGQ (National Quali-ty Assurance Association), A&T (Automation & Testing) and other associations and entities such as ENEA, INAIL, INRiM, ISPRA and ISS. Relations with the academic world have also been intensified: with the University of Padua, through the provision of lectures and the patronage of specialization courses and master's; with the University of Parma for a specialization course in the food sector; with the University of Campania for a cycle of seminars on design, science and technology; with the Milan Polytechnic as part of the master's course "Mobility Engineering"; with the University of Turin within the master's degree courses in Pharmacy and Pharmaceutical Chemistry and Technology. The collaboration with UNI and ITACA (Institute for Innovation and Transparency of Procurement and En-vironmental Compatibility) finally resulted in the first national training course on the issues of Quality Infrastructure in the public tenders sector, which involved over 120,000 RUPs (Procedure managers) of the approximately 30,000 Italian contracting stations.



Chapter V

International Activities



ACCREDITATION WORLDWIDE: UNION IS STRENGTH

Nell'attuale scenario di mercato, la partecipazione dell'Ente italiano di accreditamento alle attività dell'Infrastruttura internazionale per la Qualità è sempre più strategica, così come il suo posizionamento nella rete EA (*European co-operation for Accreditation*) che la Commissione europea ha riconosciuto come sistema di valutazione della conformità ai sensi del Regolamento CE 765/2008, e in quella mondiale, rappresentata da IAF (*International Accreditation Forum*) e ILAC (*International Laboratory Accreditation Cooperation*). Accredia è firmataria di tutti gli Accordi internazionali di mutuo riconoscimento EA MLA, IAF MLA e ILAC MRA, la cui sottoscrizione avviene a seguito di un processo di valutazione *inter pares* (*peer assessment*) in cui un gruppo di verifica internazionale valuta la competenza, la correttezza e il *modus operandi* dell'Ente di accreditamento.

Nel 2021 sono 10 gli ispettori di Accredia qualificati come *peer assessors* per far parte di questi gruppi di valutazione. Molti funzionari di Accredia partecipano inoltre attivamente ai Comitati di EA, IAF e ILAC, e sono presenti con ruoli di rilievo nei diversi Comitati di EA.

Infine, nel 2021 Accredia ha raggiunto una carica mai ricoperta prima nel network mondiale dell'accREDITamento con l'elezione di Emanuele Riva, Vice Direttore Generale e Direttore del Dipartimento Certificazione e Ispezione di Accredia, alla Presidenza di IAF.

COOPERATION FOR DEVELOPMENT

Twinning projects are one of the main tools of the European Commission for cooperation in the institutional development of non-EU countries, in which Accredia participates as it is recognized as a "Mandated Body", that is, a private legal entity similar to the Public Administration. At the end of 2021, three Twinning projects are underway aimed at improving the Quality Infrastructures of Georgia and Armenia, countries covered by the European Commission's "European Neighbourhood Policy". In detail, the Twinning project "Strengthening Georgian Accreditation System with the Focus on EU Technical Regulations" for the Accreditation Body of Georgia - GAC, launched in 2019 together with the German Accreditation Body DAkkS, continued, and two new projects were launched: "Setting conditions for recognition of the Armenian Accreditation System by the European Co-operation for Accreditation" for ARMNAB - the Armenian Accreditation Body and "Strengthening of institutional as well as human capacities of Georgian National Agency for Standards and Metrology (GEOSTM) according to the international/EU best practices" for the Georgian Standardization and Metrology Body, part of an Italian-Spanish consortium that also includes the participation of Accredia's national partners INRiM and UNI.

PROGRESS IN INTERNATIONAL COLLABORATION

With the NSAI (National Standards Authority of Ireland), a consortium was launched relating to the activity "MU training" promoted by MATHMET in order to improve the quality, effectiveness and dissemination of training on measurement uncertainty. MATHMET is the European Network in Metrology that involves most of the National Metrology Institutes with the aim of developing new training material on measurement uncertainty and creating an active community of parties involved. With regard to sustainability, in addition, in 2021 a Memorandum of Understanding was signed with ASI (Assurance Services International) to integrate the Italian accreditation system and the competence of ASI in voluntary standardization and conformity assessment projects for the objectives of Sustainable Development.

Chapter VI

Financial results



THE BALANCE SHEET 2019-2021

The balance sheet	2021	2020	2019
ASSETS			
Intangible assets	223	268	735
Tangible assets	9,595	9,862	10,207
Fixed assets	91	94	99
Short-term receivables	5,570	4,990	5,597
Long-term receivables	268	102	47
Liquid assets	6,181	4,517	1,877
Other assets	344	283	761
TOTAL ASSETS	22,272	20,116	19,323

LIABILITIES			
Net worth	11,357	10,294	9,543
Severance indemnity reserve	2,361	2,072	1,866
Short-term payables	7,473	6,387	6,328
Long-term payables	1,003	1,290	1,575
Other liabilities	78	73	11
TOTAL LIABILITIES	22,272	20,116	19,323

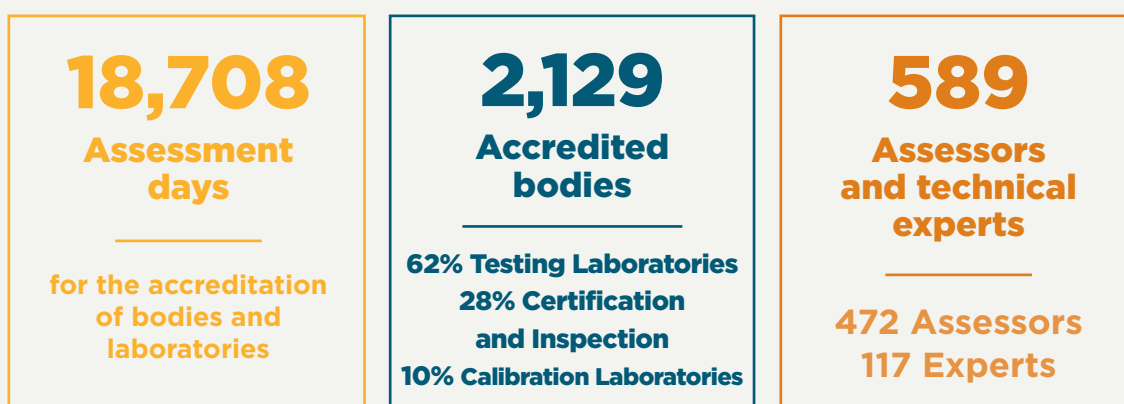
Income Statement	2020	2019	2018
Production value	23,761	21,212	21,789
Production costs	22,181	20,090	21,662
Difference between production value and production costs	1,580	1,122	127
Financial income and expenses	11	-2	-9
Pre-tax income	1,591	1,120	118
Income tax	528	379	101
Surplus for the year	1,063	741	17

In thousands of euro

Chapter VII

Operative results





ASSESSMENTS CONDUCTED BY THE 3 DEPARTMENTS

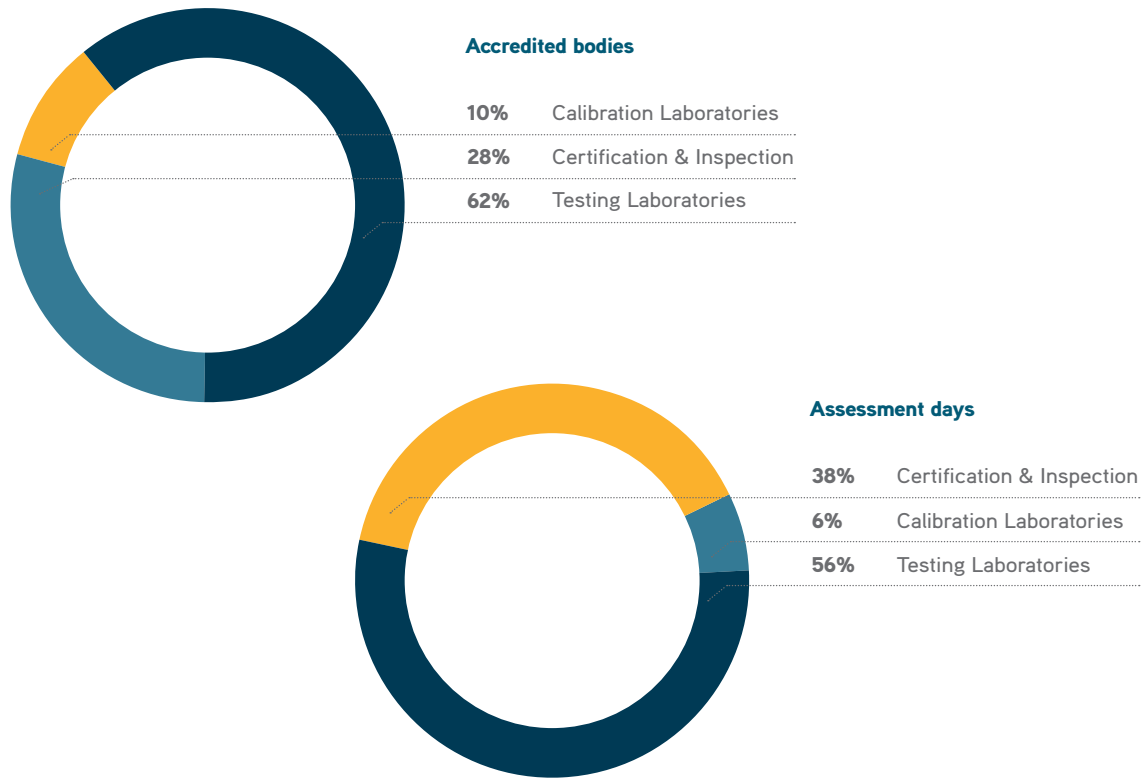
In 2021, Accredia's assessment days dedicated to ensuring the competence and effectiveness of the activities of the accredited bodies and laboratories increased significantly (Table 1) also thanks to the use of remote assessments. In fact, just under 13,000 assessment days were performed remotely out of a total of 18,708 (the total number of assessment days in 2020 amounted to 16,797). Alongside the consistent increase in assessment activities, the number of accredited bodies and laboratories also increased, totalling 2,129 at the end of 2021. Accredited bodies increased in every Department, with a marked increase in the Certification and Inspection area, in which the dynamics of mandatory and regulated accreditation have brought the number of bodies managed from 417 to 604 in 2 years.

Table 1 – Assessment activities 2019-2021 - Days performed/accredited bodies

Department	2021		2020		2019	
	Days	Accredited bodies	Days	Accredited bodies	Days	Accredited bodies
Testing Laboratories	10,503	1,314	10,020	1,272	9,720	1,250
Certification and Inspection	7,148	604	5,786	501	5,823	417
Calibration Laboratories	1,057	211	991	202	947	195
Total	18,708	2,129	16,797	1,975	16,490	1,862

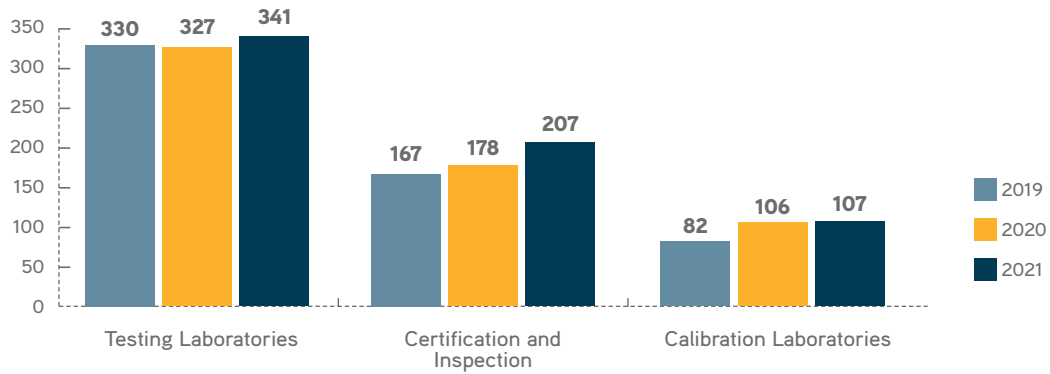
The largest proportion of accredited bodies regards the Testing Laboratories Department and is equal to 62%. 56% of the assessment days carried out in 2021 corresponded to this share (Figure 1). In the Certification and Inspection Department, however, the share of accredited bodies of 28% corresponds to 38% of the annual assessment days.

Figure 1 – Assessment days performed per Department 2021 - Percentage values



The 2,129 bodies and laboratories accredited by the 3 Departments possess a total of 2,494 accreditations for the various conformity assessment schemes (see Figure 4) since each body may be accredited for more than one scheme.

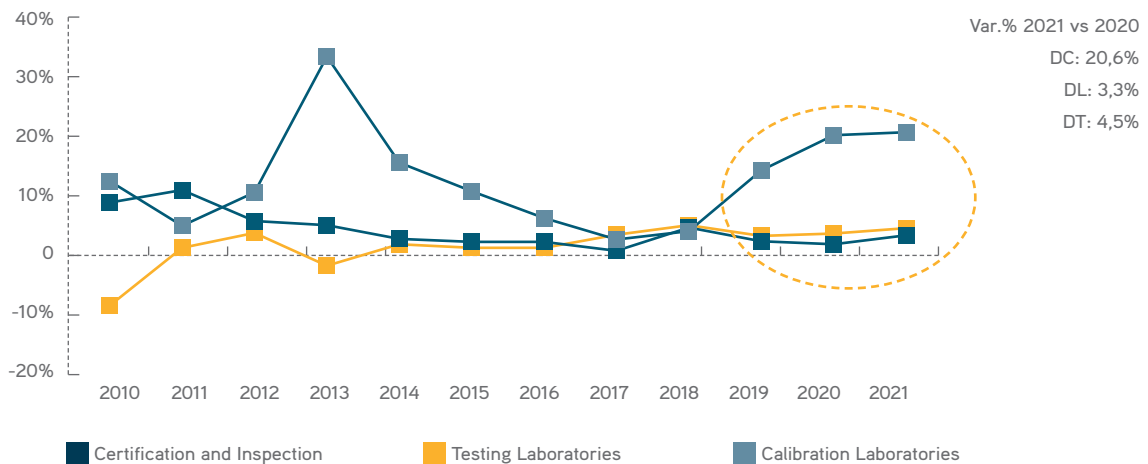
Figure 2 – The assessors 2019-2021



ASSESSORS AND EXPERTS OF THE 3 DEPARTMENTS

The increased competences required for accreditation activities has resulted in a rise in the number of professionals involved in the assessment activities. At the end of 2021 there were a total of 472 assessors engaged in specific scientific and technological sectors, supported by 117 technical experts for highly specialized areas. The assessors and experts involved in the assessment activities have increased significantly in the period 2019-2021, reaching 341 in the Testing Laboratories Department, 207 in the Certification and Inspection Department and 107 in the Calibration Laboratories Department (Figure 2).

Figure 3 – Assessments 2010-2021 – Accredited bodies per Department - Percentage values

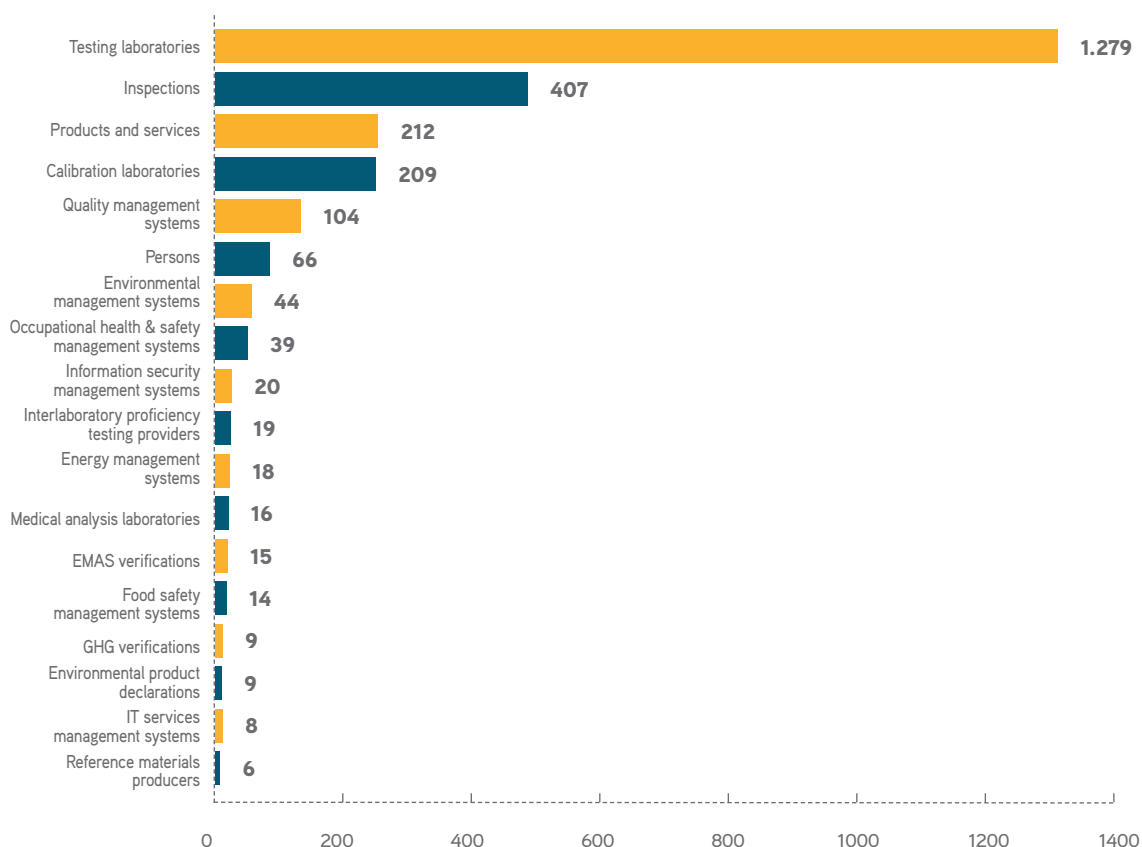


ACCREDITATIONS OF THE 3 DEPARTMENTS

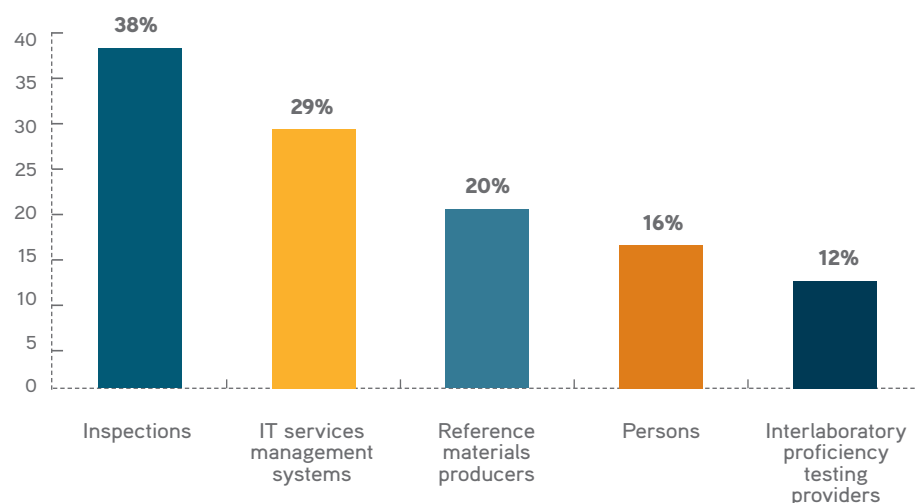
The data of the accredited bodies by Department, gathered since 2010, show positive annual variations in almost all cases. Starting from 2018, and in the following years, the dynamics have further improved. The number of bodies accredited by the Certification and Inspection Department has significantly increased, due to the growth of the regulated area and, in particular, the accreditations for the periodic verification of measuring instruments according to the Ministerial Decree 93/2017 and for electrical system verifications according to Presidential Decree 462/2001. In 2021 there was a growth in accredited bodies of 20.6% in the Certification and Inspection Department, 4.5% in the Calibration Laboratories Department and 3.3% in the Testing Laboratories Department (Figure 3).

The situation illustrated in Figure 4 shows a diversified scenario, in which the 1.279 accredited testing laboratories are still the majority, but the inspection scheme according to the standard UNI CEI EN ISO/IEC 17020 shows significant growth, due to the provisions already mentioned.

Figure 4 – Accreditations per schemes 2021



Compared to 2020, therefore, the greatest increase recorded in the number of accreditations regards inspection bodies, with a rise of 38% (Figure 5). However, the increase in accreditations issued for management systems and, in particular, for IT services, is also significant – a sign of the need for transparency, credibility and competence required by the market on a driving theme for economic growth.

Figure 5 – Accreditation schemes showing the highest growth rate in 2021 – Percentage values

Leaving aside the schemes “reference materials producers” and “interlaboratory proficiency testing providers”, given the low absolute number of valid accreditations, it is important to highlight the 16% growth in accreditations for the certification of persons, a scheme that has grown strongly in the last years in response to Law 4/2013 on non-regulated professions.

COMPLAINTS RECEIVED BY THE 3 DEPARTMENTS

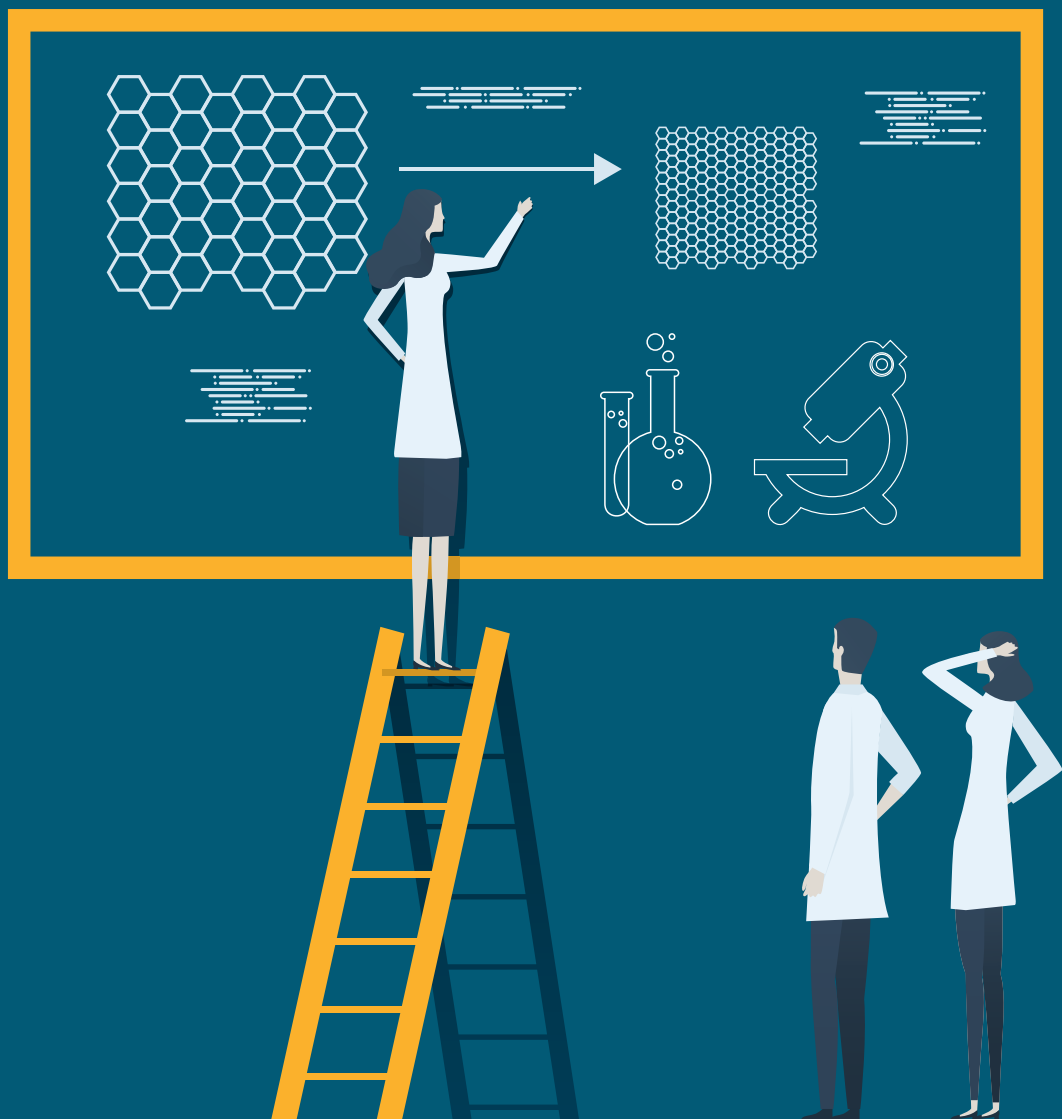
Accredia’s well-established reputation among accredited bodies and stakeholders is based on a process of continuous improvement in which the management of complaints and remarks by all Departments is essential. The complaints and remarks received in 2021 have, as usual, involved a rigorous examination of responsibilities and the identification of the causes and corrective actions to be implemented. Compared to 2020, the two most relevant aspects are the reduction in complaints received by the Testing Laboratories Department and the increase in those received by the Certification and Inspection Department (Table 2).

Table 2 – Complaints and remarks received in 2021

	Testing Laboratories		Certification and Inspection		Calibration Laboratories	
	complaints	remarks	complaints	remarks	complaints	remarks
2020	10	21	43	33	1	1
2021	3	25	53	70	2	2
2021 vs 2020	-7	4	10	37	1	1

Chapter VIII

Testing laboratories, Medical laboratories and Proficiency Testing Providers (PTP)

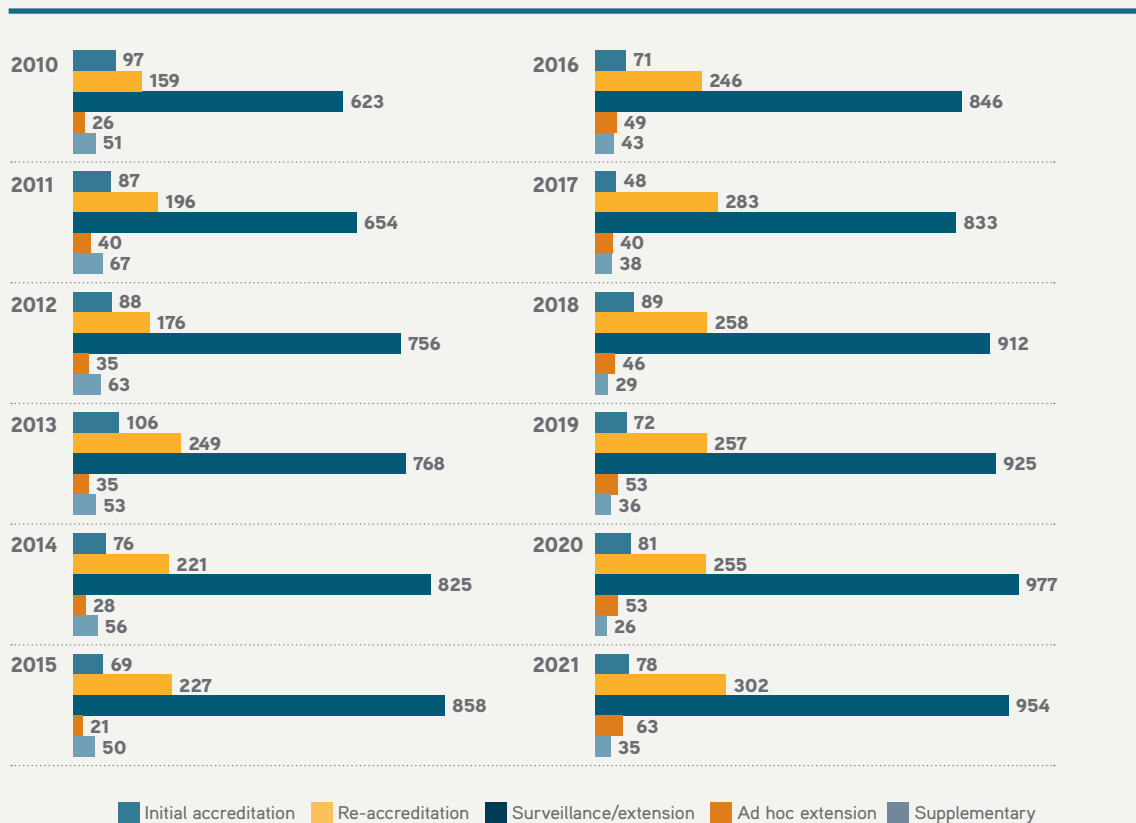


<p>10,503 Assessment days</p> <p>for the accreditation of laboratories and PTPs</p>	<p>1,314 Accredited bodies</p> <p>1,279 Testing laboratories 16 Medical laboratories 19 Proficiency testing providers</p>	<p>341 Assessors and technical experts</p> <p>72% Chemical and biological sectors</p>
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ASSESSMENTS PERFORMED BY THE TESTING LABORATORIES DEPARTMENT

Compared with 2020, the number of assessment days translated into an increase in the activities of the Testing Laboratories Department. In 2021, 78 initial accreditations were managed, 302 re-accreditations, 63 ad hoc extensions and 35 supplementary assessments, while the largest share still belongs to surveillance and extension assessments, totalling 954 (Figure 6).

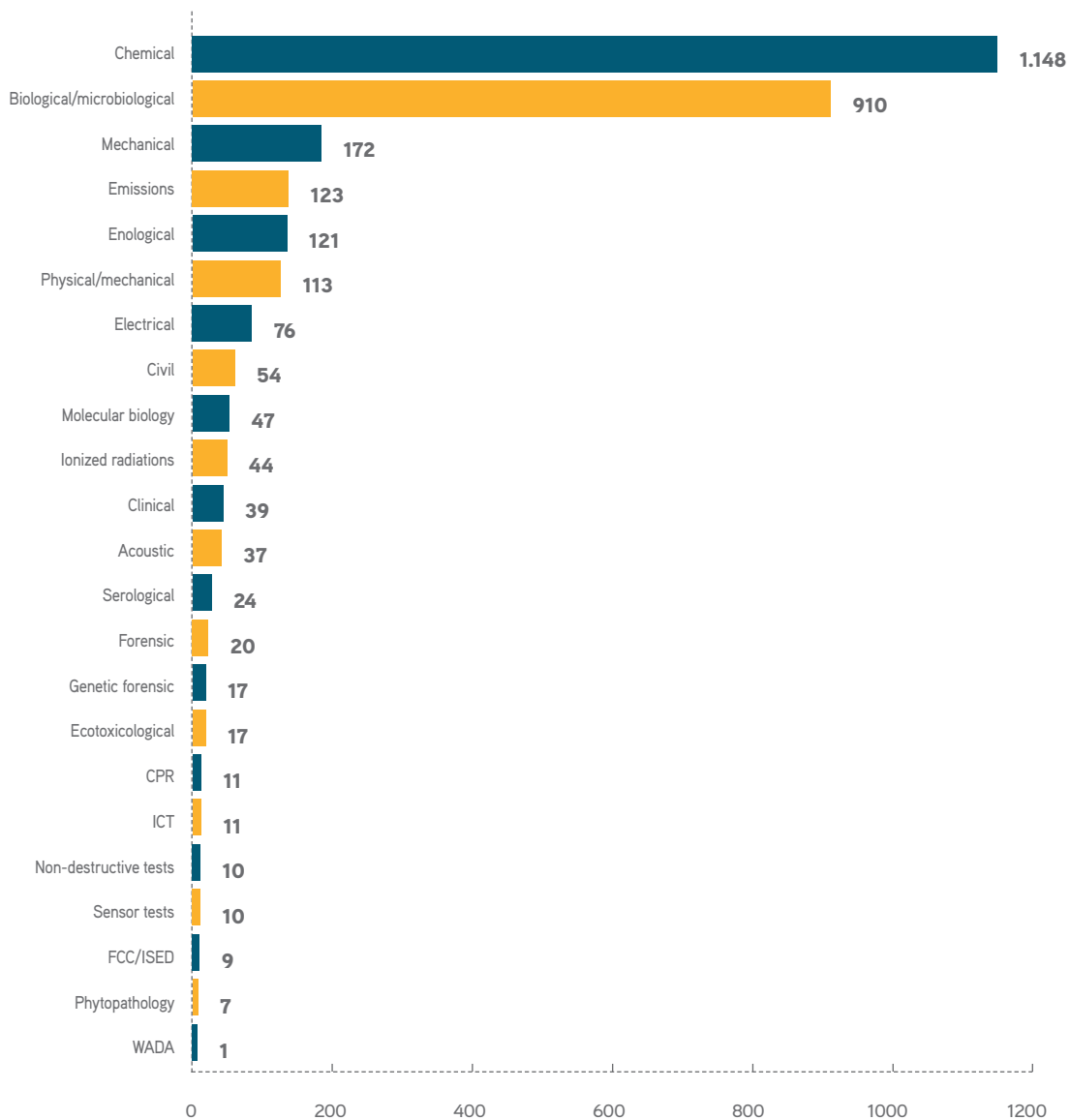
Figure 6 - Assessments for accreditation 2010–2021 – Typology of assessment – Number of assessments



The testing laboratories department

The breakdown of accredited sites according to the test sectors shows the clear prevalence of chemical and biological/microbiological with 1,148 and 910 accredited sites respectively (Figure 7). In 2021, of two new business sectors were included: construction products (CPR) and Phytopathology.

Figure 7 - Distribution of accredited sites per sector – 2021



ASSESSORS AND EXPERTS OF THE TESTING LABORATORIES DEPARTMENT

Consistently with the sectors most covered, the assessors performing assessments of testing laboratories, medical laboratories and interlaboratory proficiency testing providers, are specialized in the chemical and biological sectors: 117 assessors in the first case and 83 in the second (Figure 8). The new activities for construction products, on the other hand, required a significant increase in the number of assessors, which also had an impact in the mechanical-physical and civil-acoustic sectors.

Figure 8 - Assessors per sector of competence 2021

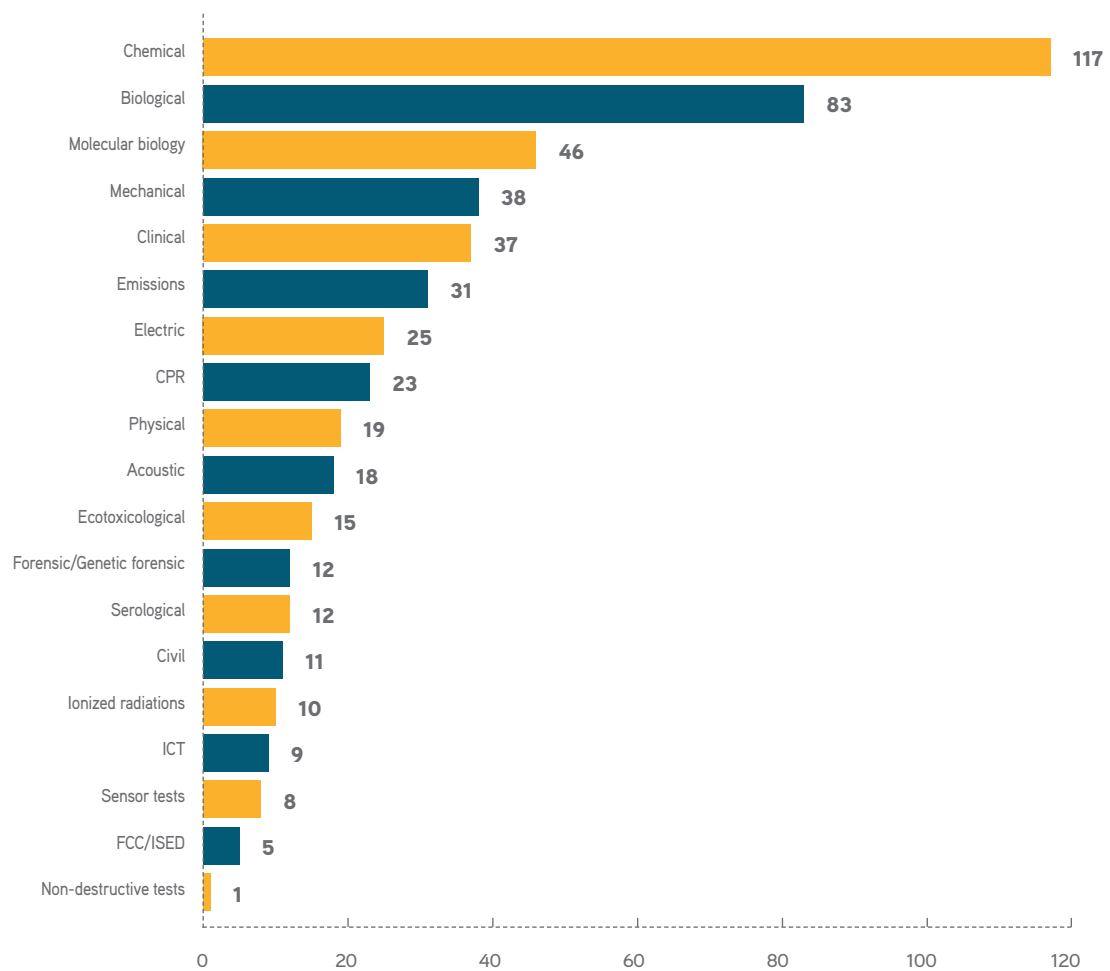


Figure 9 - Distribution of testing laboratories, medical laboratories and proficiency testing providers per region 2021



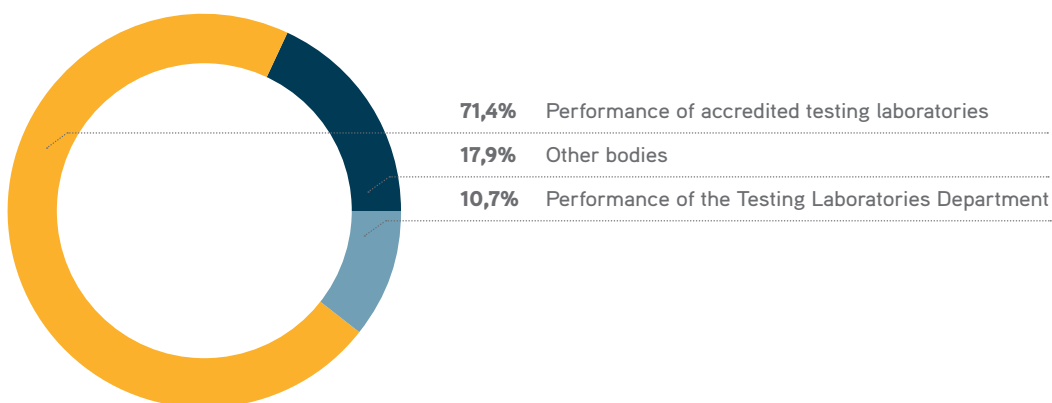
ACCREDITATIONS PERFORMED BY THE TESTING LABORATORIES DEPARTMENT

At the end of 2021, the 1,313 bodies accredited by the Testing Laboratories Department were concentrated in the northern regions, mainly in Lombardy (16.2% of the total of accredited bodies), Veneto (11.6%) and Emilia Romagna (9.5%). Among the southern regions, the share of Campania (7.2%) and Sicily (6.5%) of the total is significant (Figure 9).

COMPLAINTS RECEIVED BY THE TESTING LABORATORIES DEPARTMENT

In 2021, the Testing Laboratories Department received a total of 25 remarks and 3 complaints, 7 fewer than the previous year. In the clear majority of cases (71.4%) the complaints and remarks concerned the performance of the accredited testing laboratories and only in 10.7% concerned the activities of the Department. In 17.9% of cases, complaints and remarks were addressed to other bodies (Figure 10).

Figure 10 – Subject of the remarks and complaints - 2021



Chapter IX

Certification, inspection and verification bodies

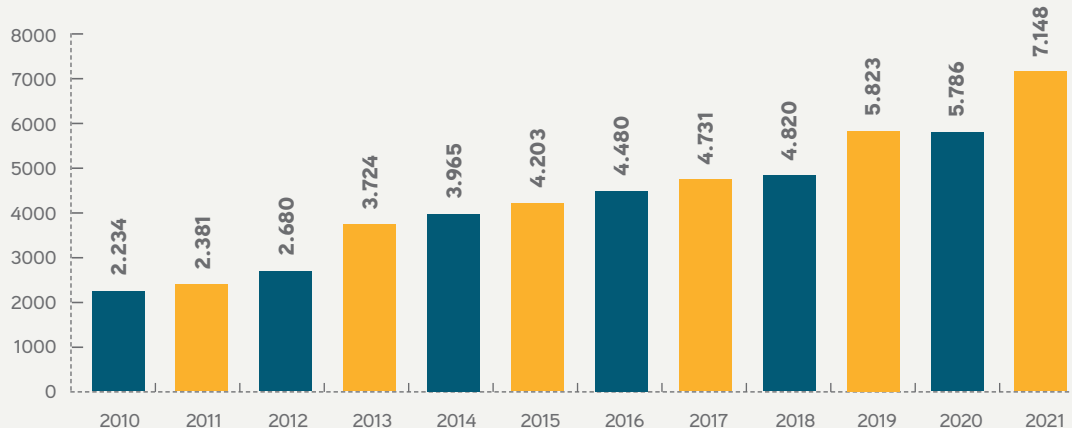




ASSESSMENTS PERFORMED BY THE CERTIFICATION AND INSPECTION DEPARTMENT

After a slight decline in 2020, the Department's assessment activities rose sharply to 7,148 days in 2021 (Figure 11). Some assessments, postponed during the acute phase of the pandemic, were recovered during the year and the volume of activity, driven by mandatory and regulated activities, reached an all-time high.

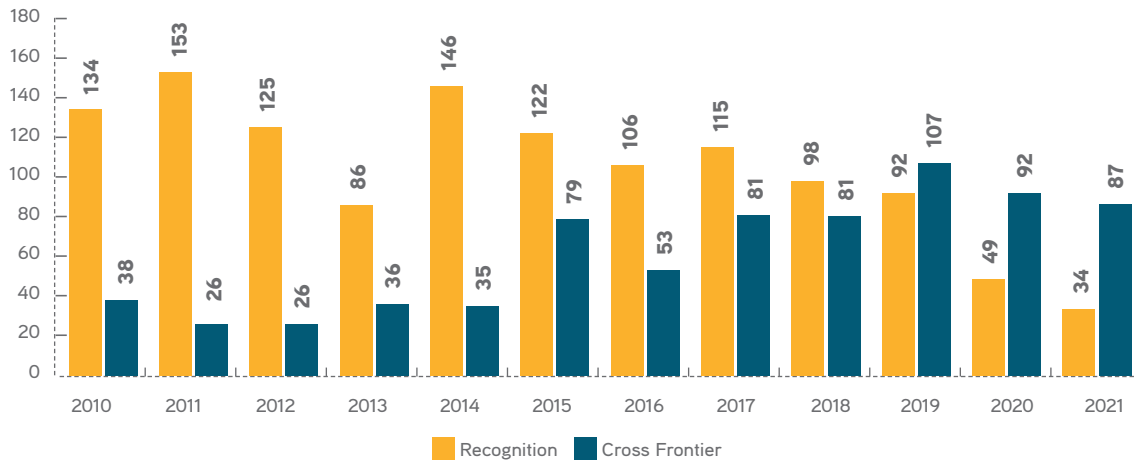
Figure 11 - Assessment activities for accreditation 2010-2021 - Days performed



Also as a result of the press release issued by ANAC in June 2021, the assessment activities for the recognition of accreditations issued by foreign accreditation bodies for quality management system certifications, according to the standard UNI EN ISO 9001, decreased in the IAF 28 construction sector, as well as Cross Frontier activities which reached 87 assessment days (Figure 12).

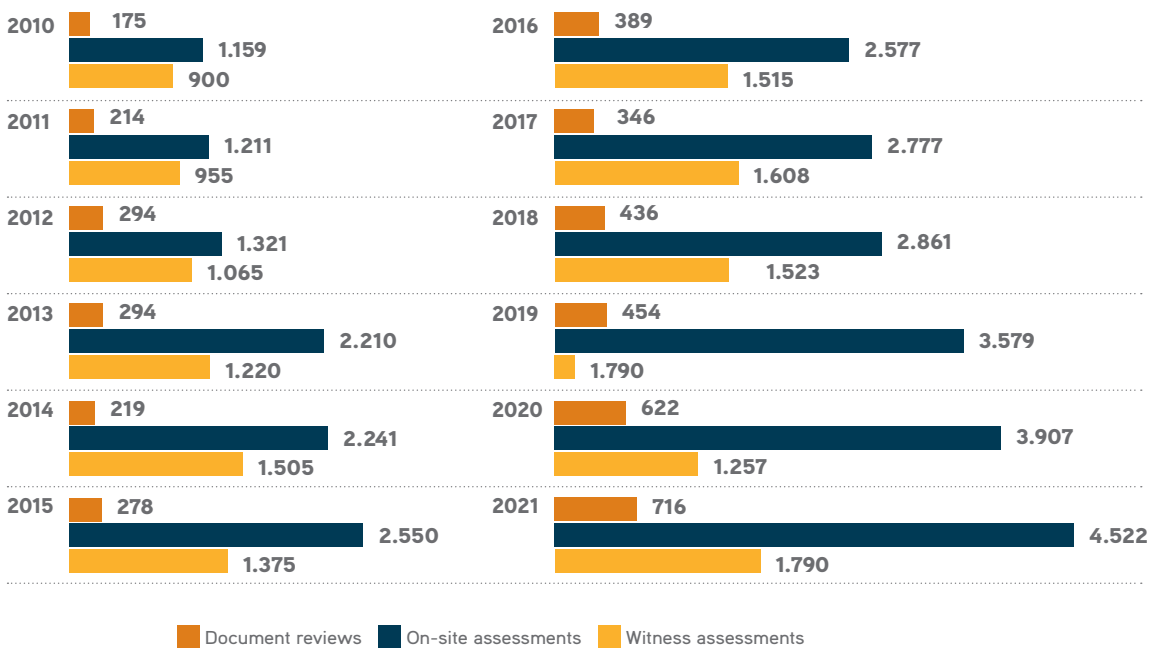
Tra le diverse tipologie di valutazione degli organismi di certificazione, ispezione e verifica, come negli ultimi anni, sono soprattutto le verifiche in sede ad aumentare, superando le 4.500 giornate di verifica.

Figure 12 - Assessment for recognition and Cross Frontier activities 2010-2021 - Days performed



Among the different types of assessment by certification, inspection and verification bodies, as in recent years, on-site activities increased the most, exceeding 4,500 assessment days. The relaxation of the restrictions in the second year of the Covid-19 pandemic and the economic recovery also made it possible to clear the backlog of the witness assessments, which reached a total of 1,790 (Figure 13).

Figure 13 - Assessments per accreditation 2010-2021 – Typology of activity – Days performed



In 2021 the number of days for initial accreditation fell to 14%, while it rose in all other types of activities; in particular, the number of days worked for renewals was just under 20%.

The management of active accreditations, through surveillance activities, covers the majority of the Department's commitments (Figure 14).

Figure 14 – Assessments per accreditation 2021–2020 – Typology of assessment– Days performed

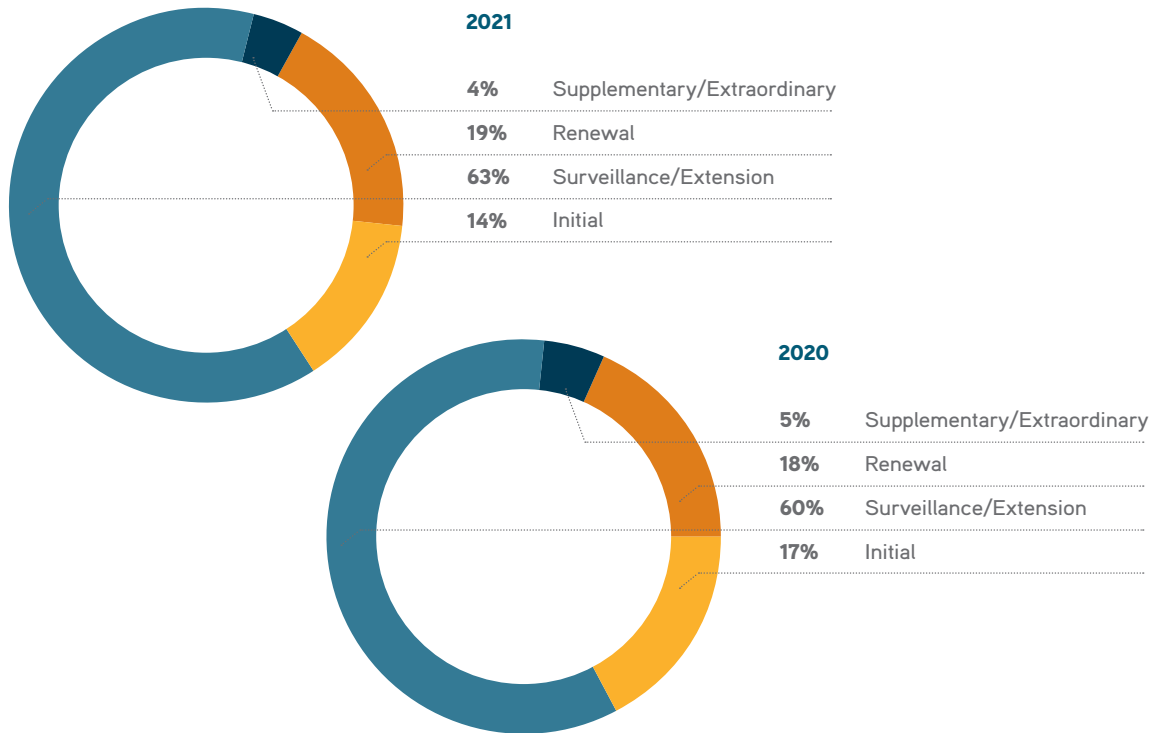
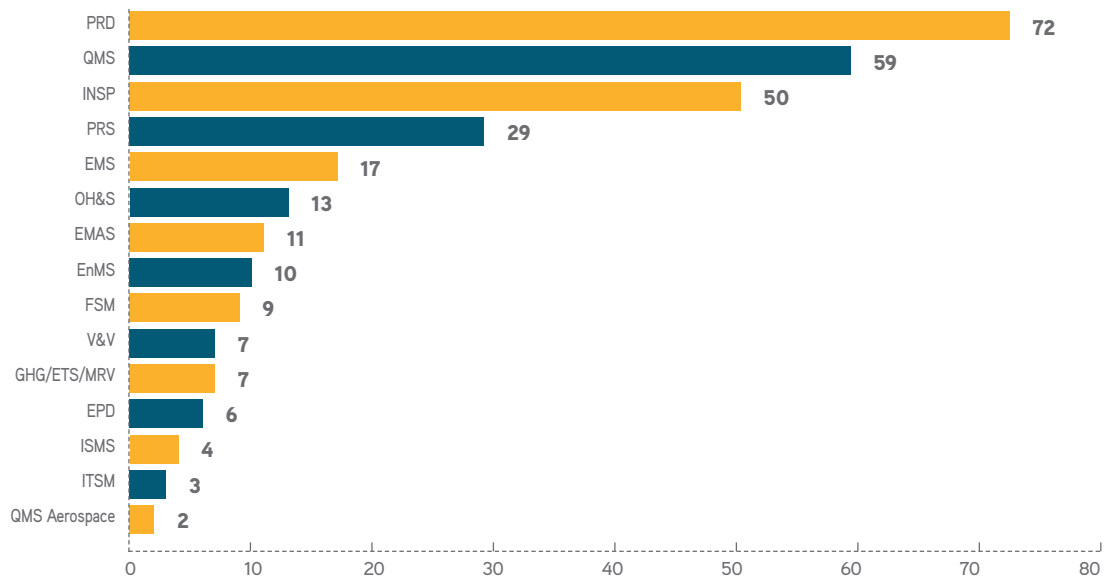


Figure 15 - Assessors per scheme 2021



ASSESSORS AND EXPERTS OF THE CERTIFICATION AND INSPECTION DEPARTMENT

The accreditation activities of the certification, inspection and verification bodies are performed by a team of assessors with a broad range of competences, assisted by technical experts capable of guaranteeing sectoral and specialist technical knowledge. Inspection schemes, quality and product management systems require the largest number of assessors, but in 2021 the competences available to the Department were further expanded with the inclusion of 7 professionals for the new verification and validation scheme in compliance with the standard UNI CEI EN ISO/IEC 17029 (Figure 15).

ACCREDITATIONS OF THE CERTIFICATION AND INSPECTION DEPARTMENT

The more than 600 bodies accredited by the Certification and Inspection Department correspond to 965 accreditations for the various schemes (Table 3). Excluding the dynamics of the inspection scheme, which in 2021 recorded 113 more accreditations due to the mandatory and regulated sectors, all the schemes increased, with the exception of the verification and validation emissions scheme, already saturated due to its mandatory nature.

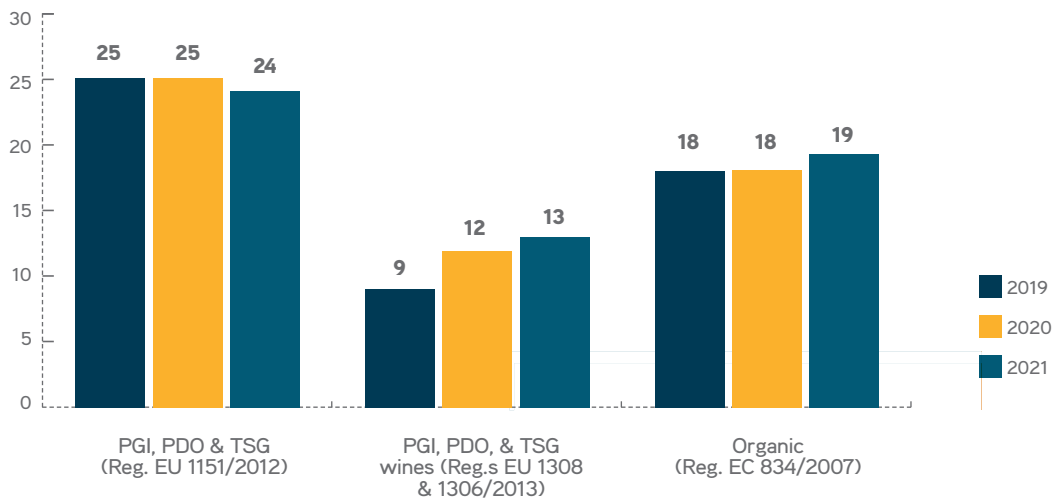
Table 3 - Increase in accreditations per scheme 2010-2021

Accreditation scheme	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
INSP - Inspection	407	294	191	133	119	109	97	79	64	62	57	52
PRD - Certification of products/services	212	208	214	212	212	203	195	171	149	84	66	63
QMS - Certification of quality management systems	104	102	98	96	95	95	92	92	91	90	89	85
PRS - Certification of persons	66	57	57	52	49	40	37	29	28	23	15	15
EMS - Certification of environmental management systems	44	43	43	39	40	40	39	40	40	37	42	37
OH&S - Certification of occupational health and safety management systems	39	37	34	31	30	27	27	29	26	23	21	17
ISMS - Certification of information security management systems	20	18	16	14	13	12	11	10	10	10	10	9
EnMS - Certification of energy management systems	18	17	16	14	13	13	12	12	10	7	7	2
EMAS - Certification for environmental verification activities	15	15	15	15	15	15	15	15	15	-	-	-
FSM - Certification of food safety management systems	14	14	15	14	13	12	10	10	11	11	12	12
GHG/ETS/MRV - Verification and validation of emissions	9	11	10	10	11	12	12	15	1	-	-	-
ITSM - Certification of management systems for IT services	9	7	7	7	5	5	4	4	3	2	1	1
EPD - Environmental product declaration	8	8	7	7	7	7	7	7	6	6	4	4
Totale	965	831	723	644	622	590	558	513	454	355	324	297

FOOD AND WINE – REGULATED ACCREDITATION FOR THE CERTIFICATION OF ORGANIC AND QUALITY PRODUCTS (PGI, PDO, TSG)

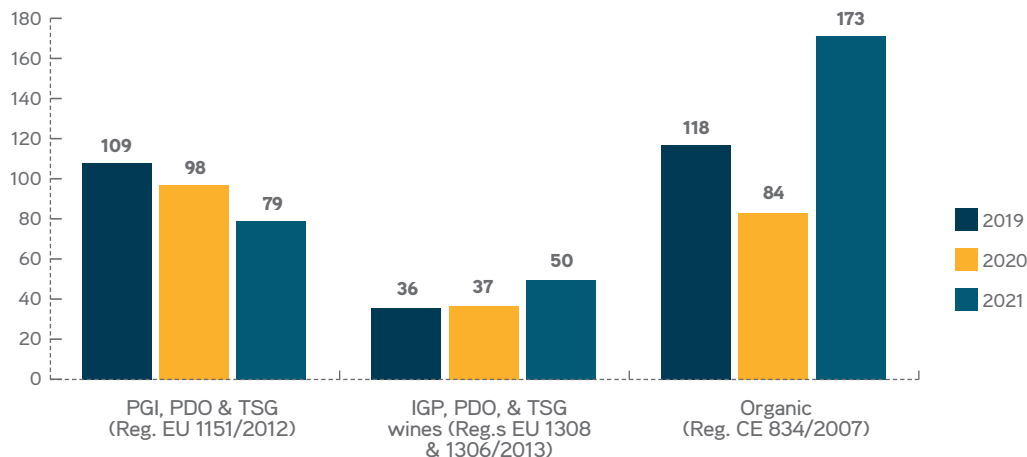
The strength of the agri-food sector lies in the trust that consumers recognize in the quality of the products, which in Europe is guaranteed by the organic, PGI (Protected Geographical Indications) and PDO (Protected Designation of Origin) control system aimed at verifying compliance with the specifications of recognized production. This system is based, in addition to the supervision conducted by the public authority and the self-control of producers, on the activities of the control bodies authorized by the Ministry of Agriculture, Food and Forestry or, in the case of private entities, accredited by Accredia. At the end of 2021 there were 19 accredited bodies in conformity with EC Regulation 834/2007 for organic production and 24 for geographical indications and denomination of origin that operate for PGI, PDO and TSG quality products. Finally, there are 13 operators in the wine market with the DOC, DOCG and PGI marks (Figure 16).

Figure 16 - Accredited control bodies for the issuance of product certifications in compliance with European Regulations (PGI, PDO, TSG, organic) - 2019-2021



The assessment activities for accreditation in the period 2019-2021 increased in particular for organic products, while they decreased in the PGI and PDO areas, from 109 to 79 days (Figure 17).

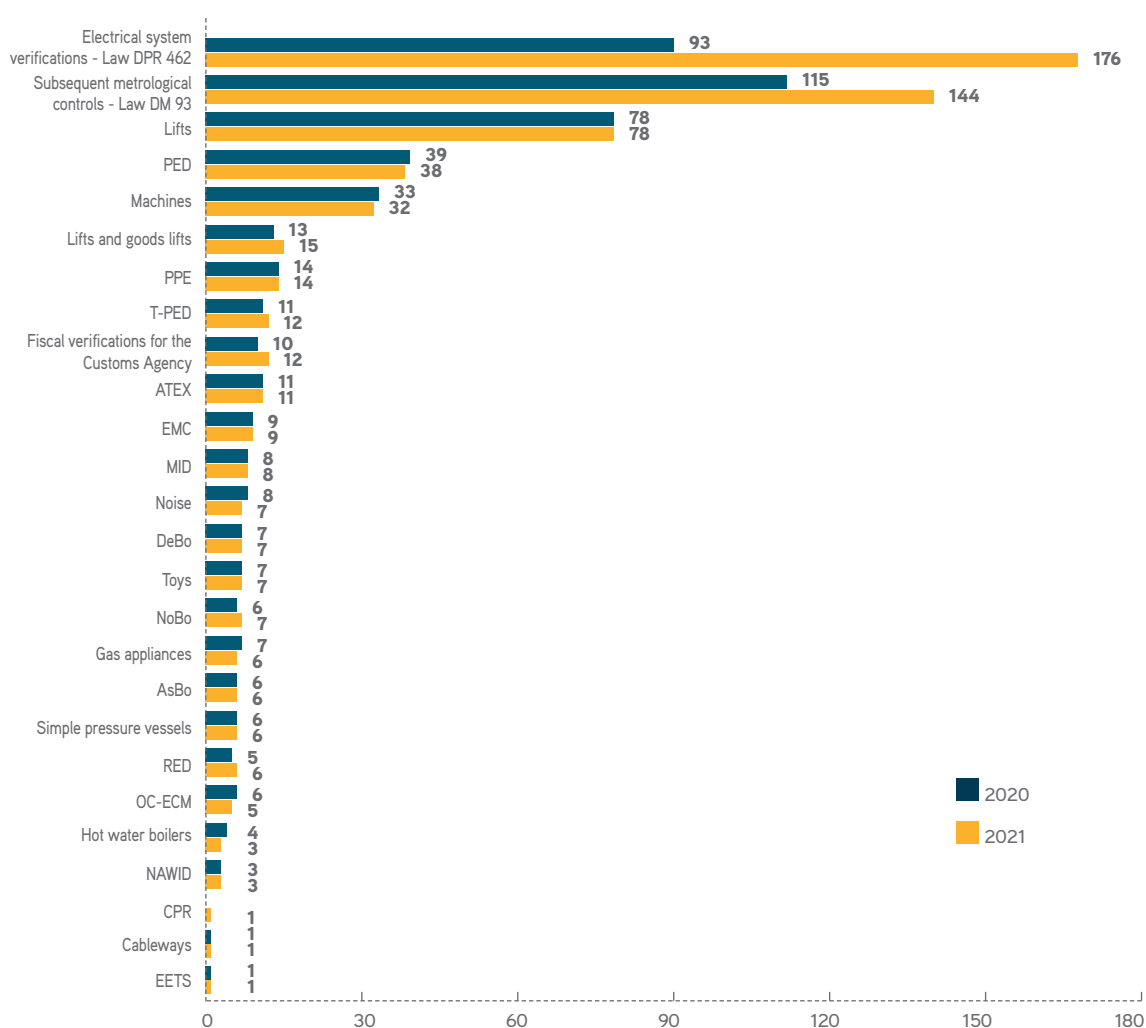
Figure 17 - Assessment activities 2018-2020 – Assessment days on PGI, PDO & TSG food and wine products



QUALIFIED, AUTHORIZED AND NOTIFIED BODIES

The increase in accreditation activities for bodies operating in the market by virtue of ministerial authorization or qualification and notification to the European Commission continued in 2021. As a result of the legislative changes in recent years, the bodies that carry out the verification of electrical systems, in accordance

Figure 18 – Accreditations in the notified area and other regulated activities 2021-2020



Legend – Applicable provisions for notification

Electrical system verifications – Law DPR 462/2001
Subsequent metrological controls – Law DM 93/2017
Lifts - Directive 2014/33/EU
PED - Pressure equipment – Directive 2014/68/EU
Machines – Directive 2006/42/EC
Lifts and goods lifts - DPR 8/2015
PPE - Personal protective equipment – Regulation EU 425/2016 and Directive 89/686/EEC
T-PED - Transportable pressure equipment – Directive 2010/35/EU
Fiscal verifications for the Customs Agency
ATEX - Protective equipment & systems for use in potentially explosive atmospheres – Directive 2014/34/EU
EMC - Electromagnetic compatibility – Directive 2014/30/EU
MID - Measuring instruments – Directive 2014/32/EU

DeBo – Railway subsystems – Directive 2016/797/EU
Toys – Directive 2009/48/EC
NoBo - Railway subsystems – Directive 2016/797/EU
Gas appliances – Regulation EU 426/2016 GAR
AsBo - Railway subsystems Regulation EU 402/2013
Simple pressure vessels – Directive 2014/29/EU
RED - Radio and telecommunications equipment – Directive 2014/53/EU
OC-ECM – Regulation EU 779/2019 Railway subsystems
Hot water boilers – Directive 92/42/EEC
NAWID - Non-automatic weighing instruments – Directive 2014/31/EU
CPR – Construction products – Regulation EU 305/2011
Cableway installations – Regulation EU 424/2016 & Directive 2000/9/EC

with Presidential Decree 462/2001, and the periodic verification of measuring instruments, in compliance with Ministerial Decree 93/2017, have come to represent the greater part of the mandatory and regulated activities, with 176 and 144 accreditations respectively. With the start of verifications in compliance with EU Regulation 305/2011 on construction products, the first accreditation was issued in 2021 (Figure 18).

MANAGEMENT SYSTEM CERTIFICATIONS

In 2021, the number of management system certificates issued by accredited bodies to public and private organizations exceeded 150,000, a substantial increase of 5.2% on an annual basis. The number of certified companies (identified by VAT numbers - tax codes) also grew by 1.7%, reaching 82,696 units (Figure 19).

Figure 19 - Trend of management system certifications 2013–2021 – Certified sites, companies, certificates¹ - Percentage variations



In past years, management systems certifications have been concentrated, according to the classification by certification standard, on UNI EN ISO 9001. However, the diffusion of the UNI EN ISO 14001 and UNI EN ISO 45001 schemes has grown a lot, reaching 29,181 and 26,252 certified sites respectively (Table 6). Also significant is the spread of certified management systems for the prevention of bribery (3,614 certified sites), for energy management (3,393 certified sites) and for information security (3,250 certified sites).

¹ The statistical reports of the management system certifications are made on the basis of the data of the certified organizations/companies communicated to ACCREDIA by the accredited bodies. The data is processed and aggregated according to three different categories:

- Certified site: the single certified company/production site that can correspond to an office, a department, a production unit of the certified organization/company. A certified company, therefore, can correspond to multiple certified sites.
- Certified company: the unit/company name of the organization or company in possession of a management system certification unequivocally identified by a VAT number/fiscal code.
- Certificate: the specific code developed at the procedural level, which, together with the date of first issue, unequivocally identifies the management system certification obtained by the certified company.

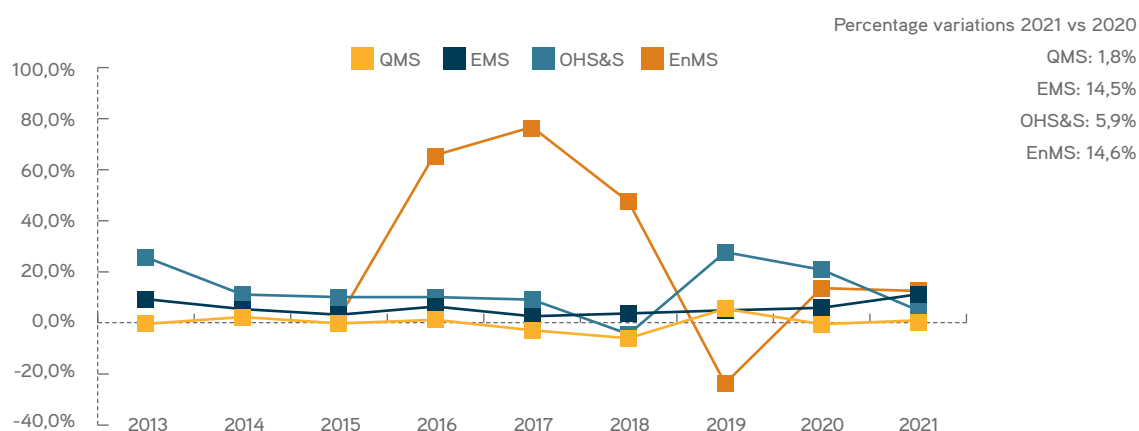
Table 4 – Trend of certified sites for management systems 2014-2021

Certification standard	2021	2020	2019	2018	2017	2016	2015	2014
QMS - quality management systems (UNI EN ISO 9001)	124.690	122.464	123.211	116.891	124.420	128.240	126.865	127.303
EMS – environmental management systems (UNI EN ISO 14001)	29.181	25.482	24.076	22.963	22.160	21.616	20.339	19.735
OH&S – occupational health and safety management systems (BS- UNI ISO 45001 - OHSAS 18001)	26.252	24.799	20.548	16.103	16.860	15.461	14.052	12.779
ABMS – Anti-bribery management systems (UNI EN ISO 37001)	3.614	2.856	2.364	673	230	-	-	-
EnMS – energy management systems (UNI CEI EN ISO 50001)	3.393	2.960	2.607	3.420	2.322	1.315	794	-
ISMS – information security management systems (UNI ISO 27001)	3.250	2.874	2.233	1.619	1.205	926	799	662
FSM - food safety management systems (UNI EN ISO 22000)	1.652	1.472	1.545	1.308	1.190	1.218	854	-
ITSM – management systems for IT services (ISO/IEC 20000-1)	283	261	233	191	108	81	73	57

**Data at October 2021*

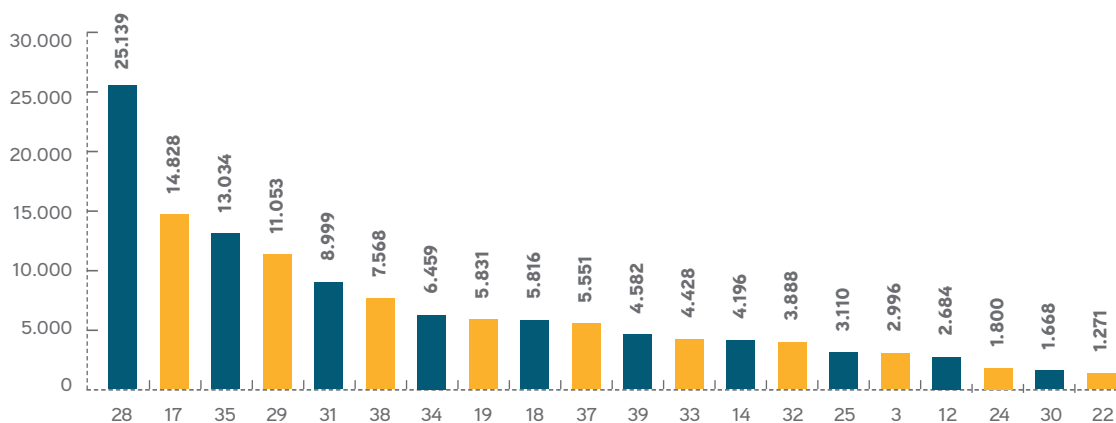
Figure 20 shows how in recent years the trend of energy management systems (UNI CEI EN ISO 50001) has been conditioned by the Legislative Decree 102/2014 on energy efficiency and, at the same time, how the transition to the new UNI ISO 45001 standard for occupational health and safety management systems has positively influenced the dynamics of this scheme. Compared to 2020, the sites certified for environmental management systems (+14.5%) grew the most (in absolute terms), reflecting the growing awareness of environmental impacts by organizations.

Figure 20 - Trend of the main management system certifications 2013-2021 - Certified sites per standard - Percentage variations



From the sectoral perspective, the possession of an accredited certification according to UNI EN ISO 9001 as a requirement for participation in public tenders has concentrated most of the certified organizations, over 25,000, in construction. The number of certified sites in the “metals and metal products” and “other services” sectors is also significant (Figure 21).

Figure 21 - Breakdown of certifications per management system 2021 – Leading 20 sectors



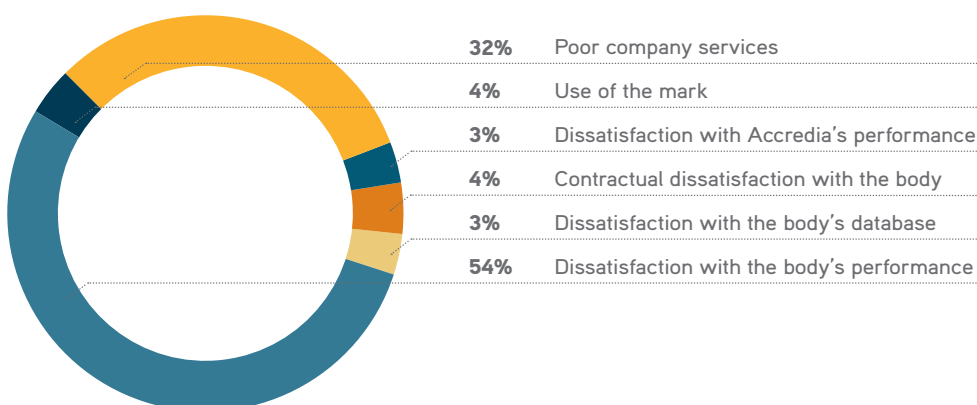
Legend – IAF certification sectors

- | | | |
|---|---|---|
| 01 Agriculture, fishing and forestry | 15 Non-metallic mineral products | 29 Wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods |
| 02 Mining and quarrying | 16 Concrete, cement, lime, plaster etc. | 30 Hotels and restaurants |
| 03 Food products, beverages and tobacco | 17 Basic metals and fabricated metal products | 31 Transport, logistics and communication |
| 04 Textiles and textile products | 18 Machinery and equipment | 32 Financial intermediation; real estate; renting |
| 05 Leather and leather products | 19 Electrical and optical equipment | 33 Information technology |
| 06 Wood and wood products | 20 Shipbuilding | 34 Engineering services |
| 07 Pulp for paper, paper and paper products | 21 Aerospace industry | 35 Other services |
| 08 Publishing companies | 22 Other transport equipment | 36 Public administration |
| 09 Printing companies | 23 Manufacturing not elsewhere classified | 37 Education |
| 10 Manufacture of coke and refined petroleum products | 24 Recycling | 38 Health and social services |
| 11 Nuclear fuel | 25 Electricity supply | 39 Other social services |
| 12 Chemicals, chemical products and fibers | 26 Gas supply | |
| 13 Pharmaceutical products | 27 Water supply | |
| 14 Rubber and plastic products | 28 Construction | |

COMPLAINTS RECEIVED BY THE CERTIFICATION AND INSPECTION DEPARTMENT

In 2021, the Certification and Inspection Department received a total of 53 complaints, an increase on last year, and 70 remarks. Mostly, the subject of complaints/remarks referred to dissatisfaction with the performance of accredited bodies (54%), whilst 32% regarded the poor services of certified organizations. Complaints and remarks relating to the use of the mark and, in particular, to the performance of Accredia, accounted for 4% and 3% respectively (Figure 22).

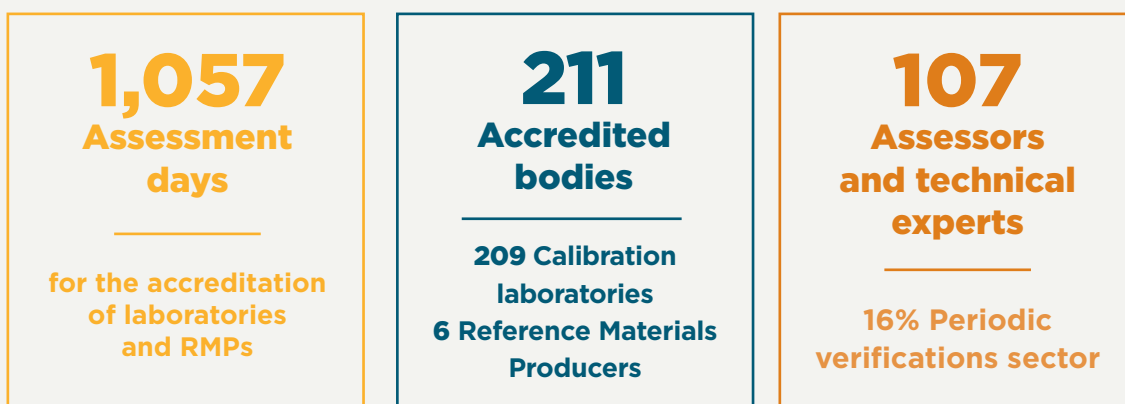
Figure 22 – Subject of remarks and complaints 2021



Chapter X

Calibration laboratories, reference materials producers and Biobanks

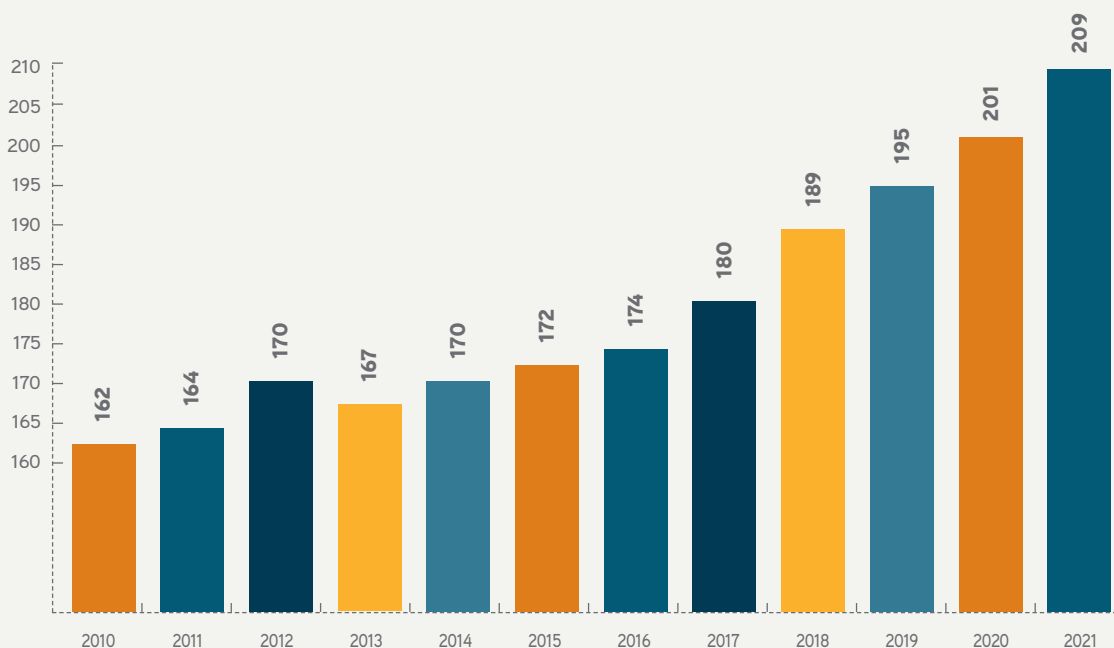




ASSESSMENTS PERFORMED BY THE CALIBRATION LABORATORIES DEPARTMENT

Also in 2021 the activities of the Department showed an increase in the number of accredited laboratories and reference materials producers, which reached 209 units (Figure 23).

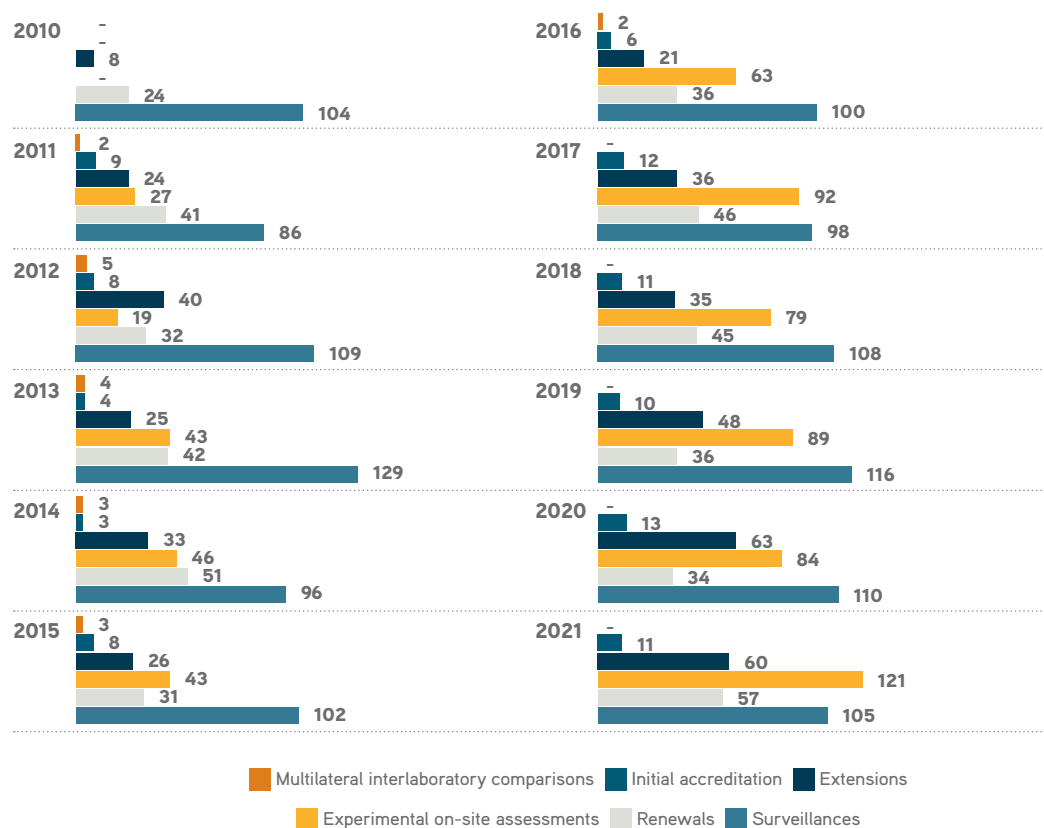
Figure 23 - Trend of calibration laboratories 2010-2021



At the same time, the number of files managed increased, concerning in particular the on-site³ experimental assessments and renewals, standing at 121 and 57 respectively (Figure 24). However the number of files managed for the remaining activities (initial accreditation, extension and surveillance) decreased slightly.

³ The on-site experimental assessments also contain the comparison reports issued by the technical assessors following an on-site experimental assessment where there are no interlaboratory comparisons, as required by RT 36.

Figure 24 – Number of assessments per accreditation 2010-2021



The assessment activity of the Calibration Laboratories Department in 2021 amounted to approximately 1,050 days, recording an increase consistent with the files managed. Document reviews accounted for 362 days, 632 for on-site assessments and 63 for experimental assessments (Table 5).

Table 5 - Assessments 2010 -2021 - Typology of activities – Days performed

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
Document reviews	362	375	378	348	315	197	317	199	167	198	210	87
On-site assessments	632	574	528	506	502	437	389	394	398	370	332	228
Experimental assessments	63	42	42	48	55	46	55	74	80	48	85	27
Total*	1.057	991	947	902	872	680	761	667	645	616	627	342

(*) The totals include half days for document reviews and on-site assessments for which the numbers have been rounded up and are not included.

Looking at the evolution of commitment by type of activity, on-site assessments have grown substantially (Figure 25), while document reviews slowed down.

Distinguishing the activities by inspection typology, between system and technical assessors, in 2021 relatively more system assessors were involved in on-site activities (Figure 26), performing 31.1% of assessment days.

Figure 25 - Assessments 2010–2021 – Typology of activities – Days performed

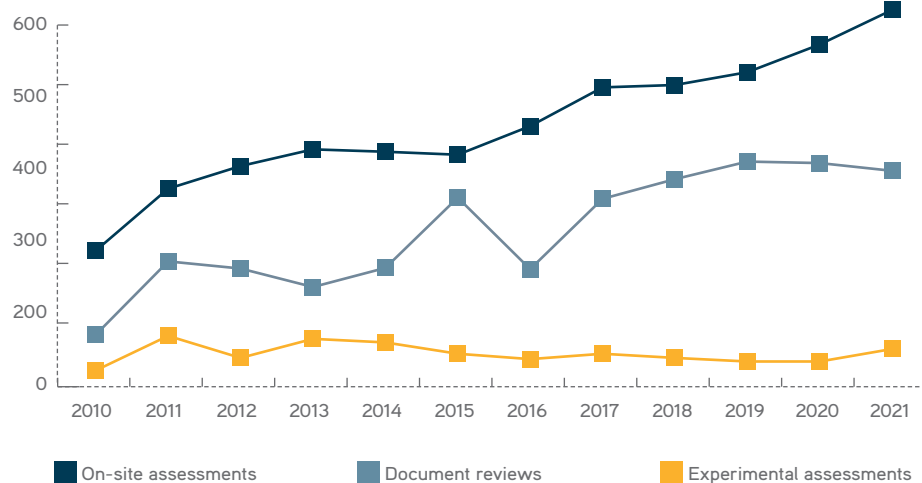
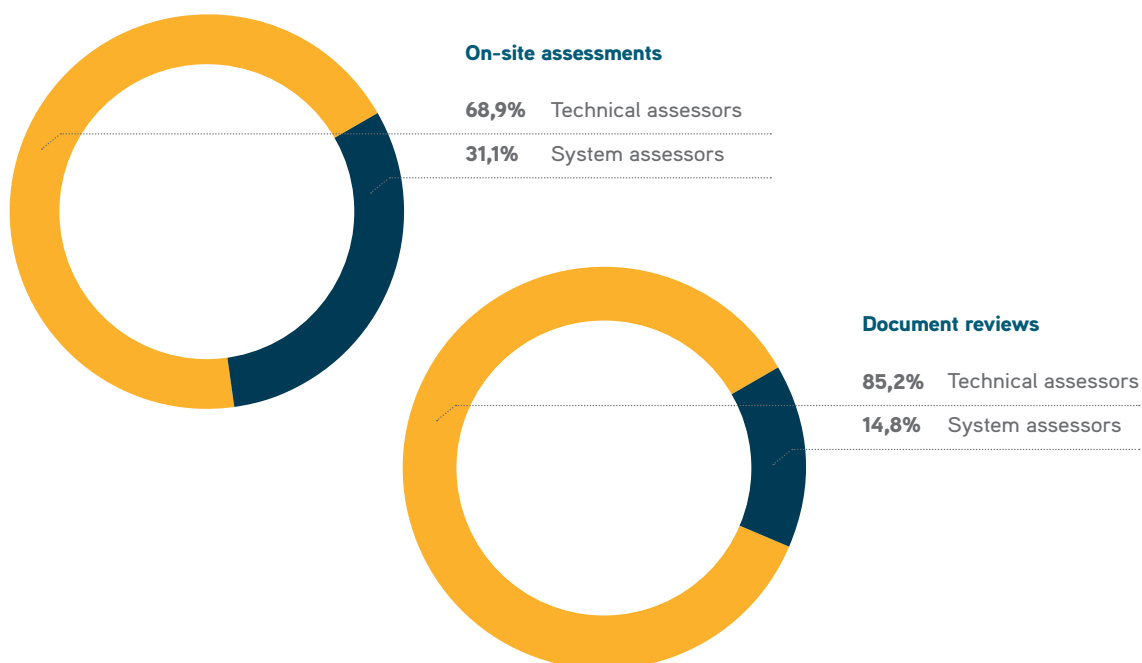


Figure 26 - Assessments for accreditation 2021 – Typology of activity – Days performed



ASSESSORS AND EXPERTS OF THE CALIBRATION LABORATORIES DEPARTMENT

The Calibration Laboratories Department coordinates 85 assessors and 22 technical experts who ensure an accreditation process in line with international reference standards for calibration laboratories and reference material producers, as well as having obtained, in 2021, the competences for the new accreditation activities of biobanks in compliance with UNI ISO 20387: 21 assessors assisted by 3 experts.

The activities required by the Ministerial Decree 93/2017, which governs the periodic verification of measuring instruments for legal purposes and which includes mandatory accreditation for bodies, and also for the calibration laboratories, takes the number of specialist assessors up to 17 (Figure 27).

Figure 27 - Assessors per area of competence 2021

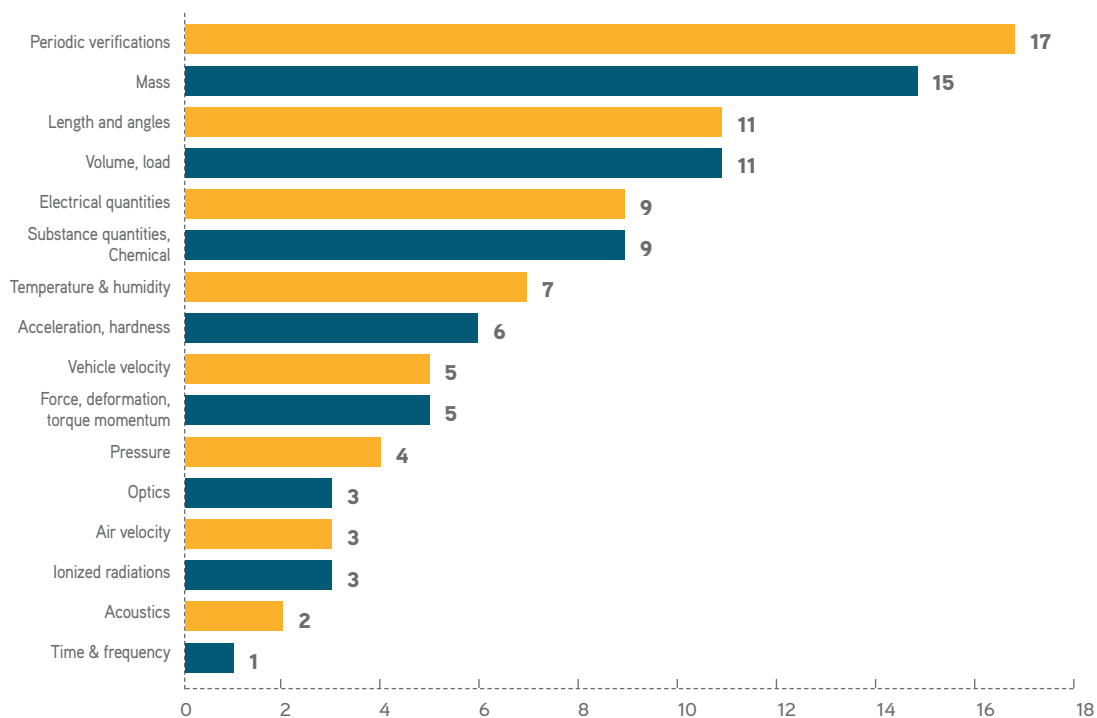
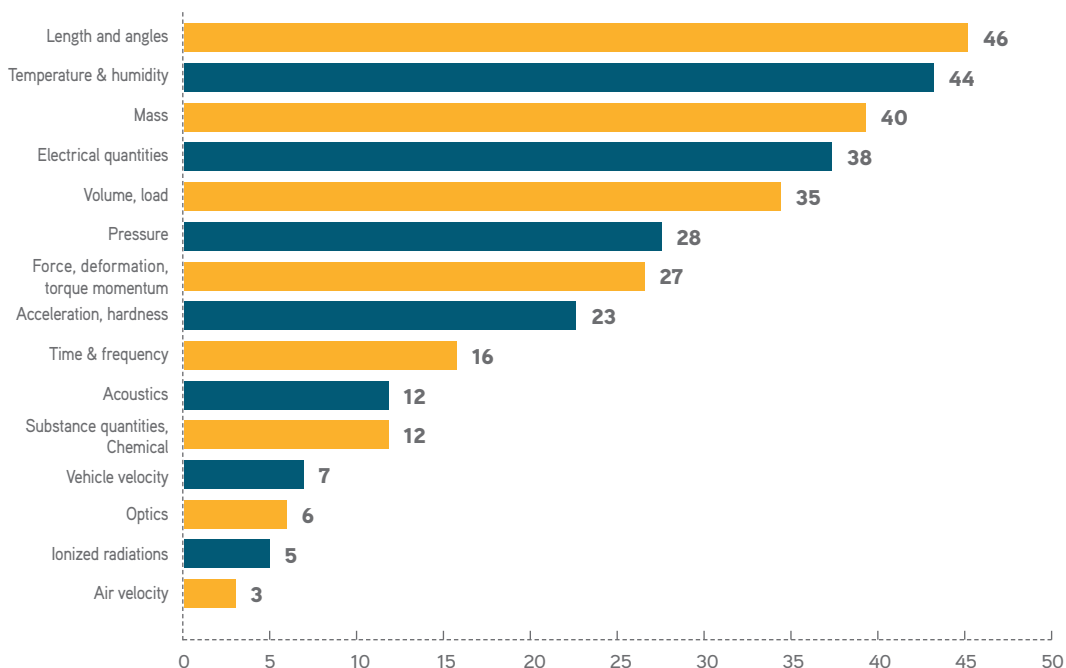


Figure 28 - Distribution of laboratories per groups of quantities 2021



CALIBRATION CERTIFICATES

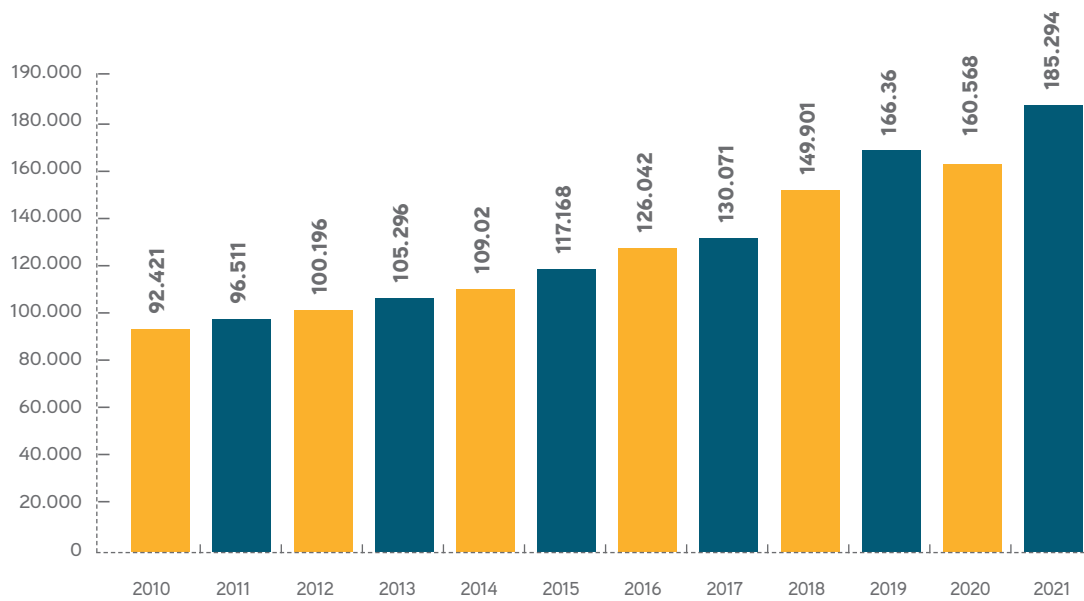
The trend over time of calibration certificates issued by accredited laboratories demonstrates a growing need for correct and traceable measurements. In 2021, over 185,000 calibration certificates were issued, with a 15% growth compared to the previous year and double the total in 2010 (Figure 30).

Figura 30 – Distribution of calibration certificates per region 2021



Nearly half of the calibration certificates were issued in Lombardy (48.4%), while Emilia Romagna, Piedmont, Tuscany and Veneto account for 42.4% of the certificates on the market (Figure 31). The close link between calibration and industry is already evident in these data, which show that over 90% of their activities are concentrated in the most industrialized regions.

Figura 31 - Trend of calibration certificates 2010-2021



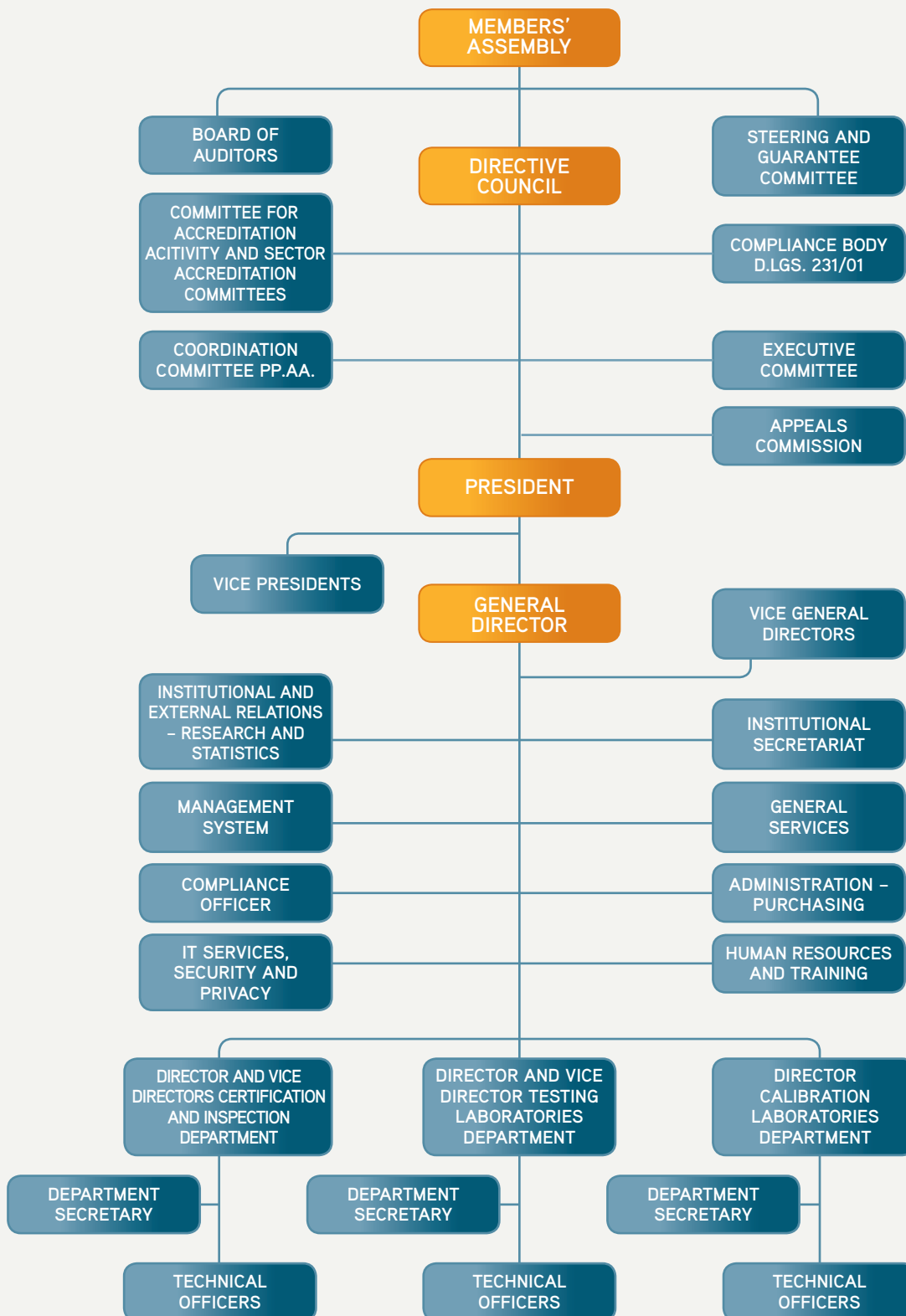
COMPLAINTS RECEIVED BY THE CALIBRATION LABORATORIES DEPARTMENT

In 2021, the Calibration Laboratories Department received only 2 complaints about the activities undertaken by accredited calibration laboratories (1 of which was founded) and 2 remarks referring to the work of the Department.

Chapter XI

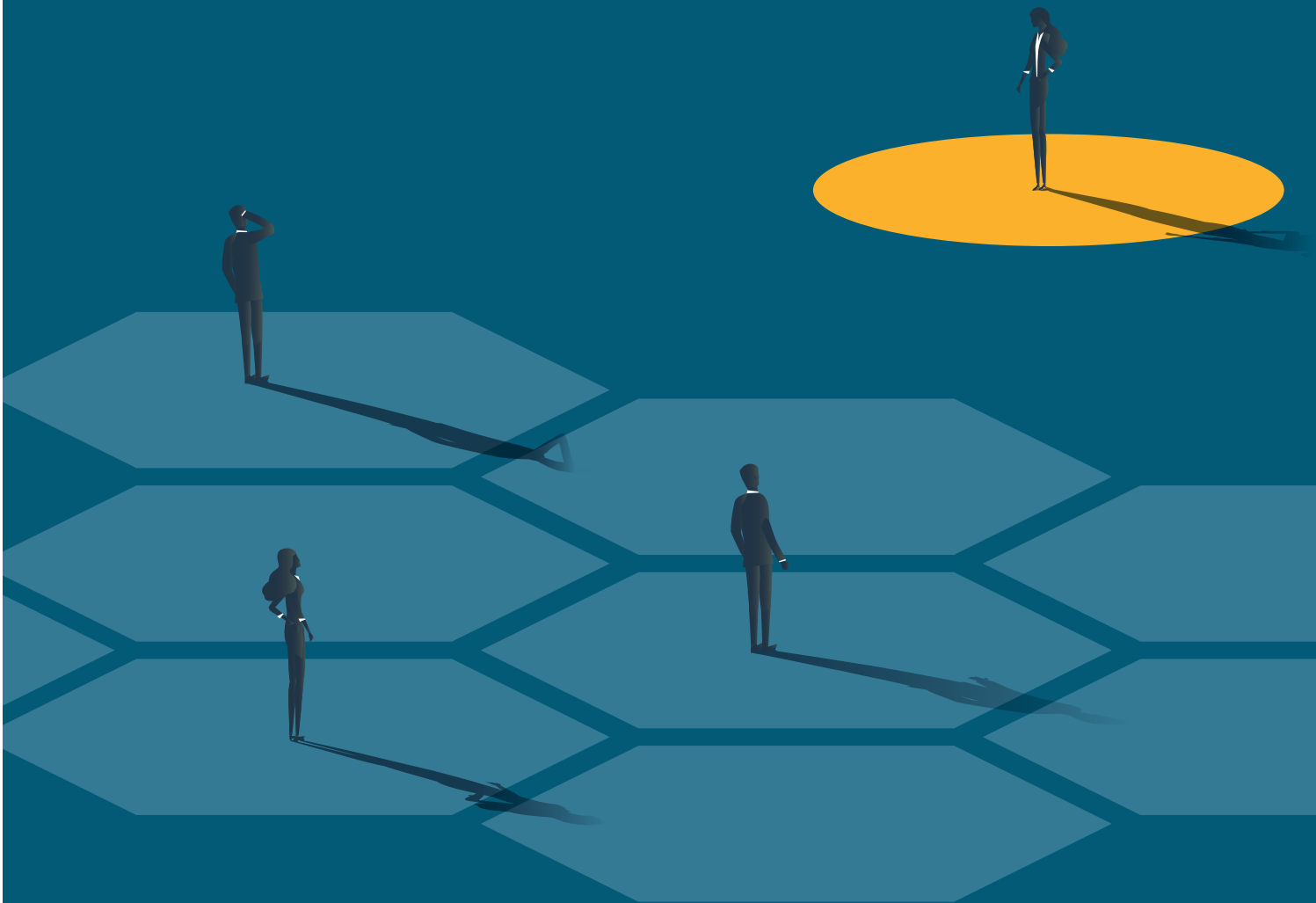
The Organization





Chapter XII

Corporate bodies and Members



Corporate bodies

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Rosamaria Gallo
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Standardization bodies

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Aises
Aizs
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Alpi
Anacam
Ance
Angq
Apco
Ascoteco
Assocalzaturifici Italiani
Assoconsult
Assoreca
Atecap
Cdo
Cni
Cnpi
Colap
Conaf
Confindustria Sit
Conforma
Federazione Cisiq
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The complete list of
bodies and laboratories
accredited by ACCREDIA
and the certified
organizations and
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