

# Update

Issue 59

United Kingdom Accreditation Service Newsletter

December 2010



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*Delivering Confidence*

# Christmas message

As 2010 draws to a close it is time to take a quick look back at some of the events in the past year. As ever, time seems to pass more quickly and so it is occasionally useful to look back over the previous twelve months.

The year started with the appointment of UKAS as the National Accreditation Body by The Accreditation Regulations. I would like to express my thanks to the Department for Business, Innovation and Skills (BIS) for their support and cooperation during the process.

Overall, despite the tough global business climate, UKAS has seen demand for Accreditation grow across all areas.

Internally, UKAS has reviewed the role and function of its Members and the effective working of the Policy Advisory Committee (PAC). In this respect, UKAS welcomed two new Members, namely, the Academy of Medical Royal Colleges and the Science Council who were appointed at the company's Annual General Meeting in October.

Dr Martin Jones, who was elected as Chair of the PAC unveiled new proposals for the reorganisation of PAC meetings and I am looking forward to the first meeting of the new Policy Advisory Forum (PAF) in Spring of 2011 which should allow a greater number of stakeholders to meet with UKAS and discuss policy matters.

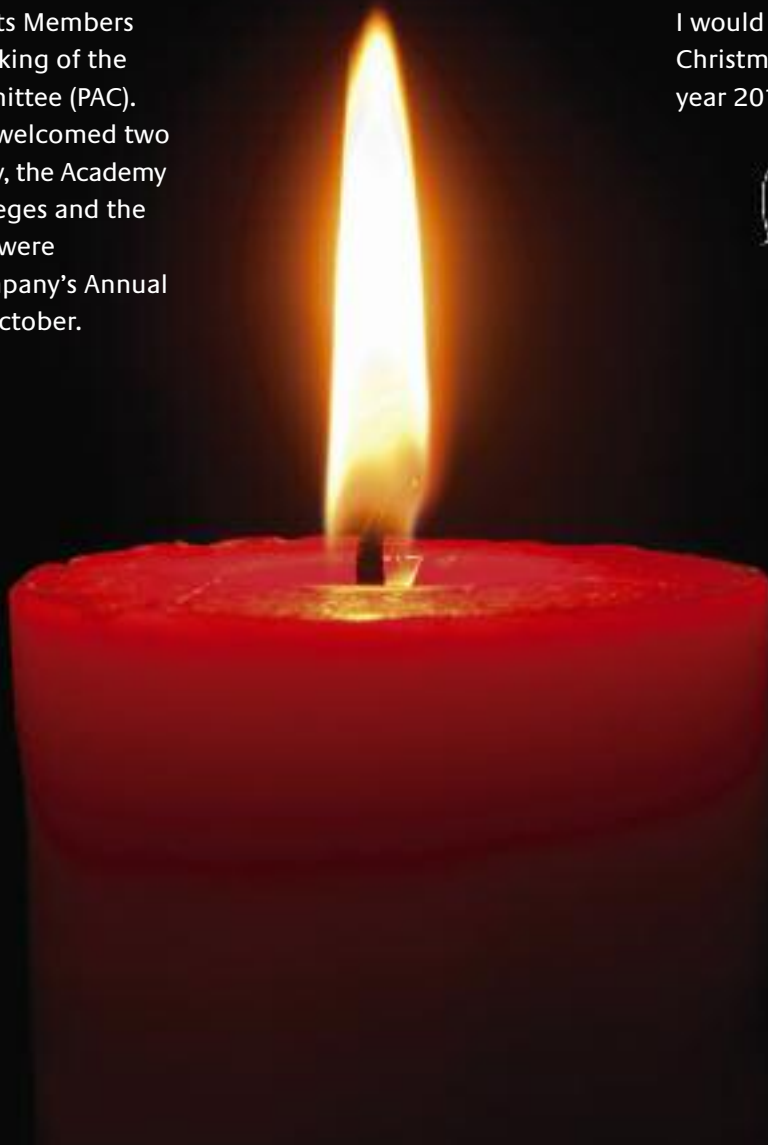
During 2010 UKAS strengthened its management structure with the

appointment of Lorraine Turner and Jeff Ruddle as Divisional Director – Technical and Divisional Director – Operations respectively. These appointments will assist UKAS in developing both the technical content of its activities as well as creating value for its customers in our day to day dealings with them.

As in previous years, the UKAS office will be closed from 24 December until 3 January, and with Christmas soon upon us, on behalf of all my colleagues at UKAS, I would like to wish you a Happy Christmas and a successful new year 2011.



**Paul Stennett**  
Chief Executive



# UKAS New Members

**UKAS is a company limited by guarantee, having Members instead of shareholders. The Members represent those who have an interest in all aspects of accreditation – national and local government, business and industry, purchasers, users and quality professionals. At the UKAS Annual General Meeting which was held on 19 October, the existing members voted unanimously to appoint two new organisations as Members of UKAS.**

UKAS is delighted to welcome the Academy of Medical Royal Colleges (AoMRC) and the Science Council as Members.

The AoMRC exists to promote, facilitate and where appropriate, coordinate the work of the 21 Royal Colleges who make up their membership.

Both the Royal College of Pathologists and the Royal College of Radiologists are members of the AoMRC and this emphasises the relevance of the Academy to UKAS' various activities in healthcare accreditation.

The Science Council is a membership organisation that brings together bodies across science and its applications. The Science Council has some 32 members ranging from the Institute of Biomedical Science, the Association for Clinical Biochemistry to the Institute of Food Science and Technology. Their broad base of membership organisations will cover many of the activities of UKAS accredited laboratories including the healthcare sector and UKAS looks forward to their input on a wider range of accreditation topics.

## UKAS Accredits First ISAS Customer

**The Cobalt Unit Appeal Fund (Cheltenham Imaging Centre) the is the first UK imaging service to be granted UKAS accreditation to the Imaging Services Accreditation Scheme (ISAS) Standard. Cobalt were granted their accreditation on 9 November 2010.**

By achieving ISAS accreditation, this demonstrates Cobalt's organisational competence to deliver against key performance measures related to patient experience, clinical outcomes, patient and staff safety, and efficient use of resources, which are the central requirements of the Health and Social Care Act 2008. UKAS are delighted by Cobalt's success.

To mark this significant achievement, a special presentation ceremony will take place on 20 December at Cobalt's home base in Cheltenham. Lord Jamie Lindsay, UKAS Chairman will present Peter Sharpe, Cobalt's Chief Executive with their ISAS certificate at this special presentation ceremony. This event boasts a comprehensive guest list, including principal attendees from The Royal College of Radiologists and The Society and College of Radiographers, UKAS, the wider healthcare sector, and dignitaries from Cobalt's local community.

For a complete report about this ceremony read the next publication of Update for details. To learn more about ISAS visit: [www.isas-uk.org](http://www.isas-uk.org)



## EU Funded Project

The UKAS Training Section is coming to the end of an EU funded two-year project for "Building the Capacity of the Egyptian Accreditation Council to Deliver Accreditation Services". BSI has been the prime contractor, with UKAS and SWEDAC providing specialist training and advisory services. The final element was completed in November, and in December Paul Stennett is to represent UKAS at the British Embassy in Cairo for a ceremony to mark the end of the contract. UKAS continues to be involved in other contracts for the provision of



specialist accreditation infrastructural support of countries having significant connections to the European Union.

## RSS News Feed



RSS (Really Simple Syndication) is a simple and convenient way to provide information to subscribers. UKAS has set up an RSS news feed on the latest news page of the UKAS website; this feed will provide subscribers with accreditation related news content. To subscribe is simple: click the 'Subscribe to our RSS news feed' on the latest news page –

[http://www.ukas.com/media-centre/news/latest-news/Latest\\_News.asp](http://www.ukas.com/media-centre/news/latest-news/Latest_News.asp) or point your favourite news reader to <http://www.ukas.com/UKAS-News.xml>

# Transition to EMAS 3

The revised EMAS Regulation (1221/2009), known as “**EMAS 3**” came into force on 1 January 2010. Although the core requirements of the Regulation remain the same, some changes were made to the existing EMAS 2 Regulation, notably the introduction of reporting on “core indicators” to the Environmental Report.

Transitional arrangements have been published by the European Commission on their website, and include a section on “*Transition from EMAS 2 to EMAS 3*” that covers actions required from registered organisations and verification bodies. The relevant web link is [http://ec.europa.eu/environment/emas/index\\_en.htm](http://ec.europa.eu/environment/emas/index_en.htm)

UKAS will be assessing the arrangements made by accredited verification bodies to implement EMAS 3 at routine visits.

The Commission intends to produce sectoral guidance to the application of the new Regulation, and this is eagerly awaited by organisations, verification bodies, UKAS and IEMA.

Concern has been voiced that the requirement to report on the core indicators cannot be met retrospectively. IEMA, as the EMAS Competent Body for the UK, has raised this with the Commission at the Competent Bodies Forum in order to gain clarity for both verifiers and verified.

It was generally agreed that organisations (and verification bodies) should make use of the flexibility that the Regulation provides – using other indicators, indexing data and not reporting on indicators that are not relevant to an organisation’s significant environmental aspects. However, although there is an element of flexibility relating to whether each of the core indicators is relevant to an organisation, the Regulation does not offer flexibility regarding the overall output of an organisation. According to the Regulation, other indicators (units) can be used only “in addition to”, not “instead of” prescribed indicators (units).

The Commission agreed to clarify these issues in the User’s Guide.

The UKAS and IEMA position is that the permitted flexibility will allow organisations to stay on the register this year if they did not collect data in the new format and therefore cannot report it. However in next and subsequent years organisations will be expected to conform in full to the requirements of the Regulation and verification bodies will be required to validate data accordingly.

A specific concern has been raised by the civil engineering companies currently registered to the scheme in relation to the new EMAS 3 Regulation, which potentially threatens their ability to maintain their registration. Given that civil engineering companies have temporary sites, the concern centres on Annex IV E ‘local accountability’ which indicates ‘that the significant environmental impacts of each site are clearly identified and reported within the corporate environmental statement.’ Some EMAS registrants have up to 200 temporary sites in operation and the requirement to report for all of these individually is unfeasible in terms of resources, time and cost. It would also potentially make the report much longer than under the previous regulation.

The previous regulation provided specific guidance for organisations (Guidance on Entity Suitable for Registration to EMAS) operating temporary sites. This allowed verifiers to use sampling techniques to ensure compliance.

Under the previous regulation the organisations reported their significant

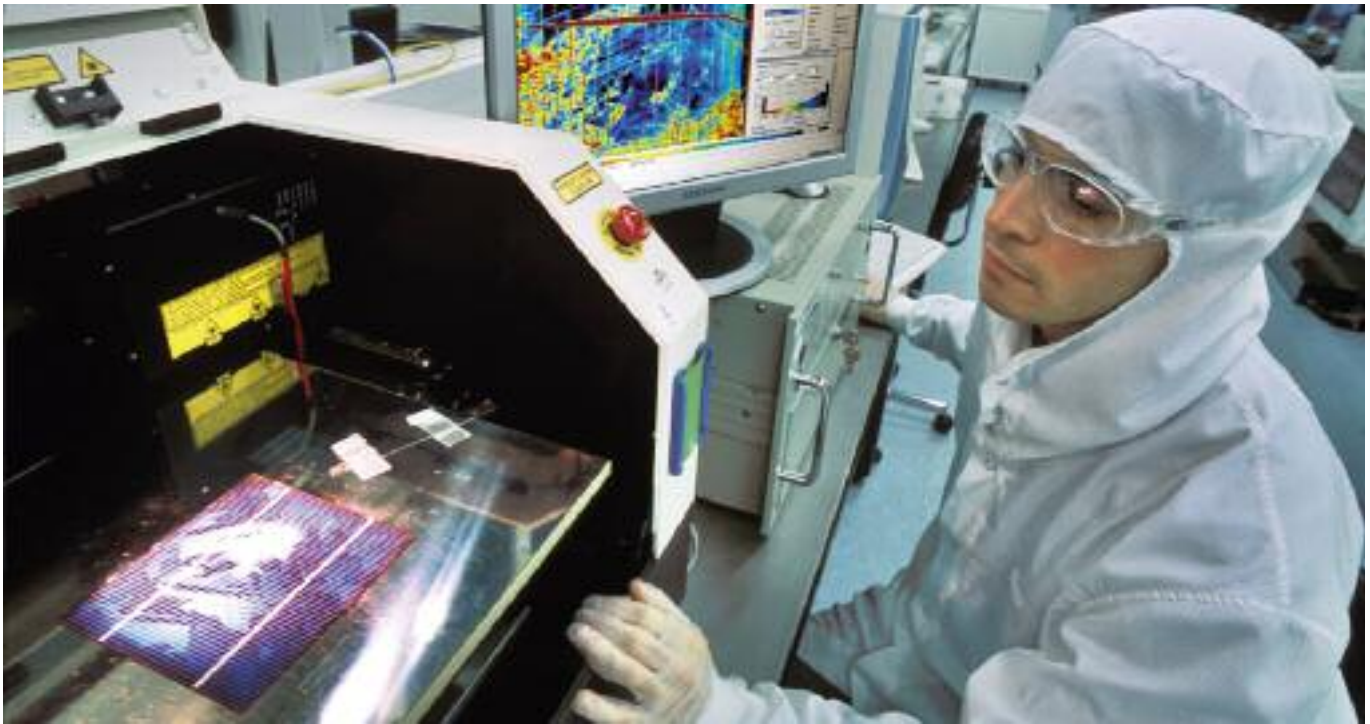
impacts on a company wide scale not for specific individual temporary sites. The IEMA recommended approach for future reporting where temporary sites is an issue is as follows:

- The Environmental Report would provide core indicator information on a company wide scale and would not include data for each specific temporary site, but allow for a sampling approach to be used by the verifier, as was the case under the previous regulation.
- The Competent Bodies and the Commission will need to clarify that the requirement to report on each individual site as specified under Annex IV E ‘local accountability’, would not apply to temporary sites.
- IEMA and UKAS remain committed to implementation of the EMAS 3 Regulation and the benefits it will bring to both registered organisations and the environment. They are also committed to taking a pragmatic approach to the application of the Regulation to allow its use by the widest possible cross section of organisations and to enable them to remain within both the spirit and the letter of the requirements.

Any queries on accreditation issues related to EMAS should be forward to **Janet Gascoigne**, UKAS Assessment Manager ([janet.gascoigne@ukas.com](mailto:janet.gascoigne@ukas.com)).

Issues relating to application and interpretation of the Regulation should be addressed to **James Thorne**, IEMA ([j.thorne@iema.net](mailto:j.thorne@iema.net)).

# US Environmental Protection Agency recognises accredited laboratories



**On June 30 2010, the US Environmental Protection Agency (EPA) finalised and distributed the Conditions and Criteria for Recognition of laboratories accredited by an ILAC Mutual Recognition Arrangement signatory for the ENERGY STAR Programme. These final requirements are an important step in the enhanced testing and verification effort that EPA intends to have in place for all ENERGY STAR qualified products at the end of 2010.**



The ENERGY STAR products programme has grown to encompass products in more than 60 categories and is used by millions of consumers in selecting products that help them save money and protect the environment. To ensure that ENERGY STAR remains a trusted symbol for environmental protection, the EPA and the US Department of Energy are pursuing enhancements for product qualification and verification. These include laboratory qualification and comprehensive verification testing.

The finalised EPA conditions follow extensive stakeholder consultation which supported the need to maintain the integrity of the ENERGY STAR brand through the use of accredited laboratories. The EPA now formally recognises UKAS as meeting its particular requirements for accreditation bodies.

## Laboratory Criteria & Application

The Conditions and Criteria for Recognition of Laboratories for ENERGY STAR Laboratory Recognition are available for download from the ENERGY STAR website:

[http://www.energystar.gov/ia/partners/downloads/mou/Criteria\\_Laboratories.pdf](http://www.energystar.gov/ia/partners/downloads/mou/Criteria_Laboratories.pdf)

Applications for EPA recognition for Laboratories will be available shortly on the EPA website at:

[www.energystar.gov/testingandverification](http://www.energystar.gov/testingandverification)

It should be noted that the EPA is encouraging interested organisations to submit early applications.

Further information on the products can be found at:

[http://www.energystar.gov/index.cfm?c=partners.pt\\_products\\_and\\_program\\_reqs](http://www.energystar.gov/index.cfm?c=partners.pt_products_and_program_reqs)

# First accreditation for Legionella Risk Assessments

The first accreditation to ISO/IEC 17020:1998 for legionella risk assessments has been granted to **Healthy Buildings International**.

**Legionnaires' disease is caused by the bacteria *Legionella pneumophila*. The disease and bacterium were discovered following an outbreak at an American Legion convention in Philadelphia in July 1976, which gave rise to the name.**

*Legionella pneumophila* is found widely throughout natural water systems such as rivers and ponds, and although legionellae organisms rarely pose a significant danger from their natural habitat, people are at risk and vulnerable when the bacteria develop in purpose-built water systems such as cooling towers, evaporative condensers, spa pools, and hot water systems which are commonly found in a wide variety of both work and domestic premises. A recent research study of an outbreak in Northern France provided evidence that the bacteria can travel airborne at least six km from its source.

On average, there are thought to be more than 500 cases a year in the UK – figures for 2006 show 551 reported cases of Legionnaires' disease in England and Wales.\*

Symptoms of the disease normally manifest themselves between two and ten days after exposure to the bacteria. Legionnaires' disease initially produces a flu-like illness with tiredness, high fever, headache, muscle aches and a dry cough. As the pneumonia develops there may be chest pain, shortness of breath, abdominal pain, vomiting and diarrhoea, and hallucinations. In approximately 10% of cases the infection proves fatal.

HBI have successfully delivered indoor environmental consultancy services and workplace health and safety risk



assessments since 1983 and together with UKAS have developed a framework for accreditation under both ISO/IEC 17020 (General criteria for the operation of various types of bodies performing inspection) and British Standard BS 8580: 2010 (Water Quality – Risk assessments for *Legionella* control – Code of Practice).

The British Standard has been produced in order to underpin The Health and Safety Executive (HSE) approved code of practice and guidance document L8 (Legionnaires' Disease: The control of *Legionella* bacteria in water systems).

**Dr J Lee**, formerly Consultant Clinical Scientist at the Health Protection Agency (HPA) said "HBI is the first organisation to be accredited in the UK for carrying out risk assessments for *Legionella* control. This is an important step. The imminent publication of BS 8580 should encourage more risk assessors to seek accreditation. This will assist clients in their selection of assessors and lead to greater consistency in *Legionella* risk assessments with consequent improvements in protection of the public health."

**Martin Reeve**, UKAS Assessment Manager, said: "Where health and safety is concerned, accurate results are paramount. UKAS accreditation is a rigorous assessment, and accredited status not only demonstrates the technical competence of an organisation, but also underpins confidence in their results. UKAS is delighted to be able to confer accredited status on HBI."

UKAS accreditation provides assurance of the consistency and quality of the inspections performed by competent organisations and consequently gives the consumer greater confidence in the safety of their environment.

\*BBC News – [http://www.bbc.co.uk/health/physical\\_health/conditions/legionnaires1.shtml](http://www.bbc.co.uk/health/physical_health/conditions/legionnaires1.shtml)

# Fuelling the Recycling Debate

Recycling is a term that we encounter frequently in our day to day lives. Whether this relates to recycling of our household waste, recycling of general office waste, or recycling of waste generated from industrial processes, we are much more cognisant of the benefits of recycling than we were twenty years ago. With this in mind, UKAS is pleased to be involved in a new Quality Protocol issued by the environment agencies of England, Wales, Northern Ireland, and Scotland relating to the recycling of waste lubricating oils.

Each year hundreds of thousands of tonnes of waste lubricating oils are generated in the UK that need to be dealt with in a cost-effective and environmentally-friendly manner. In response to this need, a number of companies set up processes whereby the waste oil could be recycled for use as a fuel oil, a product referred to as Processed Fuel Oil (PFO). This product can be used instead of clean fuel oil to fire burners in power stations, boilers, cement and lime kilns and roadstone coating plants. Initially there were concerns raised as to whether the output of this process should be regarded as a 'clean' product or whether it still constituted a waste. This issue had real financial connotations as, if it was still considered to be waste, burning of the oil would fall under the Waste Incineration Directive, and all the rules and regulations associated with it.

In 2007 a ruling by judges in a High Court appeal determined that the fuel could be "burnt other than as waste". In addition, the Environment Agency and Defra were encouraged to produce clear guidance on when waste oil could be

considered a product. The EA set about this task with input from industry and regulatory stakeholders which culminated in the production of a Quality Protocol, issued in March of this year. This protocol detailed criteria that have to be met in order for PFO to be recognised in exactly the same way as an ordinary fuel, and with no worse environmental effects. Failure to meet the criteria would mean that such oil could only be used within UK industry by complying with the stringent controls associated with burning of waste, as set out in the Waste Incineration Directive.

Within the Quality Protocol is a requirement that analysis of the oil must be undertaken by a UKAS accredited laboratory. UKAS assessment staff recently attended an Energy Institute workshop on PFO analytical methods, and will utilise this knowledge in taking forward a number of applicants that have recently applied for accreditation. Any laboratory interested in being accredited for the analysis of PFO should contact **Rob Bettinson**, Accreditation Manager, UKAS Industrial Chemistry section ([rob.bettinson@ukas.com](mailto:rob.bettinson@ukas.com)).



# ILAC and IAF General Assemblies 2010

The 14th ILAC General Assembly and the 24th IAF General Assembly were held in Shanghai, People's Republic of China in October 2010. UKAS Chief Executive, **Paul Stennett** represented UKAS in these meetings which took place following a wide range of technical meetings that were attended by a number of other members of UKAS.



The occasion was also a celebration of the 10th anniversary of the ILAC Mutual Recognition Arrangement and the 12th anniversary of the IAF Multilateral Agreement, and the culmination of activities that commenced on World Accreditation Day (9 June) to recognise Global Acceptance. Set against the backdrop of the final week of EXPO 2010 that was held in Shanghai, senior representatives of the government of the People's Republic of China, the China National Accreditation Service for Conformity Assessment (CNAS), the World Anti Doping Agency (WADA), the International Electrotechnical Commission (IEC), and GlobalG.A.P. (Good Agricultural Practice) all expressed messages of support and congratulations on passing these milestones.

Full details of the Resolutions agreed in the General Assemblies can be found on the respective websites but a summary of key outcomes that may be of interest to Update readers is as follows:

## ILAC:

- The General Assembly agreed to withdraw ILAC P3, ILAC G10, ILAC G20:2002 *Guidelines on Grading of Non-Conformities* following the publication of the revised version of ILAC G3:1994 *Guidelines for Training Courses for Assessors*, and ILAC G12:2000 *Guidelines for the Requirements for the Competence of Reference Material Producers* following publication of a new ILAC document on Guidance for the Assessment of Reference Material Producers.
- The General Assembly also agreed that the implementation period for the new ILAC document *Policy for Estimation of Uncertainty in Calibrations* should be 12 months from the date of publication.
- The following officers were elected to the ILAC Executive Committee for two years:

ILAC Chair: **Peter Unger**

ILAC Vice-Chair: **Merih Malmqvist Nilsson**

Chair Arrangement Committee:

**Ileana Martinez**

Chair Accreditation Committee:

**Regina Robertson**

Chair Marketing & Communications

Committee: **Graham Talbot**

Chair Joint Development Support

Committee: **Dorsaf Zangar**

Chair Arrangement Management

Committee: **Andreas Steinhorst**

Unaffiliated Representative: **Dorsaf Zangar**

Chair Laboratory Committee: **Steve Sidney**

Chair Proficiency Testing Consultative

Group: **Linda Crawford**

- Extensive tributes were paid to Mr Daniel Pierre who stepped down from the position of ILAC Chair after the maximum tenure of 6 years, which followed 4 years as ILAC Vice Chair.

## IAF:

- The General Assembly has asked that accreditation bodies translate the IAF/ISO Joint Communiqués on Expected Outcomes for Accredited Certification to ISO 9001 and ISO 14001 into their local language(s) and make them publicly available. Furthermore, accreditation bodies are asked to:
  - Promote the documents within their own organisations, with particular emphasis on their assessors,
  - Communicate and promote to their accredited Certification Bodies the existence of these documents and the importance for auditors and other certification body personnel to understand their content, and
  - Provide feedback in the assessment report on the knowledge and awareness of the content of these documents by certification bodies.

The General Assembly further resolved to request all association members of IAF to communicate these documents to their members and other interested parties.

- The General Assembly agreed a joint IAF/ISO Joint Communiqué on Certification to ISO 26000 stating that there will not be any accredited certification to ISO 26000 (publication date 1 November 2010). ISO 26000 explicitly states that it is not intended or appropriate for certification, and any certification would be a misuse of the standard. Therefore, certification bodies are strongly urged not to promote or provide certification to ISO 26000 and accreditation bodies and certification bodies are requested to report any misuse or need for certification, to the ISO Secretariat. (See also article on Page 13).



- It was agreed that the transition period for the implementation of the revision of ISO/IEC 17021 will be 24 months from the date of publication.
- The General Assembly agreed to accept proposed amendments to the terms of reference for the Communications and Marketing Committee to allow all IAF Members to nominate a representative.

### Joint Activities:

- It was agreed by both ILAC and IAF that the responsibility for the scope of inspection be transferred from a joint IAF/ILAC activity to ILAC alone. It was agreed that the Joint Inspection Group (JIG) be transferred into the ILAC structure including the possibility of participation for all current members of the JIG. A fee structure for inspection activities that is fair and responsible will be established, especially taking into account the needs of developing economies.
- Both organisations also met in a Joint General Assembly where a tripartite Memorandum of Understanding (MoU) between IEC, ILAC and IAF, as a replacement for the existing MoUs between ILAC and IEC and between IAF and IEC was signed. A revised tripartite MoU between OIML, ILAC and IAF, which supersedes the existing MoU between the three parties was also signed.

**The next ILAC and IAF General Assemblies and associated technical meetings will be held in Bangkok, Thailand in November 2011.**



# Last PAC meeting held

The 43rd and last meeting of the **UKAS Policy Advisory Committee (PAC)** was held at the Lansdowne Club, London, in November.

The PAC was created in 1995, soon after the establishment of UKAS, as the main forum for stakeholders to provide advice on a wide variety of matters relating to the operation of accreditation in the UK. The PAC has met three times a year since then, discussing issues such as: the delivery of new accreditation services; the impact on UKAS of agreements with third parties; the direction of UKAS' international and awareness activities; and the impact of the new European framework for accreditation. The PAC is made up of representatives from 29 stakeholder organisations representing a wide range of UKAS customers, end users of accredited services and consumers.

In recent years, with the expansion of UKAS into new areas, such as the health sector, it has been recognised that the PAC needed to adapt to allow wider participation in these important discussions. Proposals were therefore made, and agreed, to expand the PAC into a new Policy Advisory Forum (PAF) with up to 50 member organisations. The PAF will meet once a year to provide high level strategy advice to UKAS and will be supported by a smaller Policy Advisory Council, which will meet more regularly to discuss the more detailed issues such as new accreditation opportunities and relationships with third parties. The first meeting of the PAF is planned for March 2011.

In closing the last meeting, **Paul Stennett**, UKAS Chief Executive, paid tribute to the valuable support and advice provided to UKAS by PAC members through the years but welcomed the opportunity to engage with a wider range of stakeholders in the new PAF. Commenting on the new arrangements, he said "Effective stakeholder consultation is extremely important for UKAS as the national accreditation body. The creation of the Policy Advisory Forum and Council will allow UKAS to interact with an ever-broadening range of stakeholder organisations whilst still receiving the detailed feedback required to ensure the operation of an effective accreditation service for the UK."

## UKAS Chairman visits China

**During October 2010, UKAS' Chairman Lord Lindsay visited China at the invitation of the Chinese government to join a team that was examining the challenges associated with the modernisation of their agricultural/ food industry and rural development.**

This trip enabled Lord Lindsay to travel to different parts of the country and to visit both major cities and rural areas. It also enabled Lord Lindsay to meet a range of national and provincial politicians, officials, industry figures, academics, entrepreneurs, independent of UKAS activities. However, whilst in the PR China, Lord Lindsay used this as an opportunity to contact senior officials in UKAS' counterpart organisations in the PR China.

Whilst in Beijing, he took the opportunity to meet senior figures at the Certification and Accreditation Administration of the People's Republic of China (CNCA) and China National Accreditation Service for Conformity Assessment (CNAS) to discuss opportunities and issues of mutual interest. Those met at CNCA and CNAS included:

- **CNCA: Che Wenyi**, Deputy Chief Administrator at Certification & Accreditation Administration of the People's Republic of China; **Liang Gang** (Deputy Director General, Dept for Accreditation) and **Huang Shouyun** (Deputy Director General, Dept. for International Cooperation).



*UKAS Chairman, Lord Lindsay meets senior figures at CNAS*

- **CNAS: Xiao Jianhua**, President of China National Accreditation Institute for Conformity Assessment; **Tang Danzhou** (Deputy Director), **Fei Yang** (Senior Manager) and **Geng Qian** (CNCA secondee to CNAS).

One of the key areas of discussion was that of cross frontier accreditation and how CNAS and UKAS could work more closely together relating to the large number of UKAS accredited certification bodies issuing certificates in the PR China.

# First accreditation for particle counter calibration

**PMT (GB) Limited** has been awarded the first UKAS calibration accreditation for particle size analysis at their laboratory based in Malvern.



Particle counters are indispensable instruments for the measurement of contaminant particles in cleanrooms and other controlled environments. They employ optical techniques that match a signal response generated by the contaminant particle to an equivalent size of a latex sphere. These spheres are available in various sizes – in this case, from 0.3 µm to 25 µm for aerosol devices and from 2 µm to 30 µm for liquid devices. The instruments are used in a wide variety of applications from pharmaceutical manufacturers, semiconductor companies, hospitals and cleanroom validation companies.

**John Hurl**, who led the assessment team, commented, “As this was the first UKAS accreditation in this area of technology, we were presented with difficult issues relating to the traceability of measurement for these latex spheres. However, PMT staff worked hard to obtain credible measurement traceability and, although this took

some time, it was achieved and demonstrated convincingly.”

**Ian Norman**, PMT (GB) Limited’s Customer Service Manager said, “It has been a tough and long process to achieve this accreditation, but our whole team has worked very hard to satisfy the requirements of UKAS.”

The grant of accreditation for this measurement capability is an important step forward in broadening the availability of accredited calibrations into further areas in which they have previously been unavailable.

For further information please contact John Hurl, UKAS Assessment Manager ([john.hurl@ukas.com](mailto:john.hurl@ukas.com)) or Ian Norman, Customer Service Manager, PMT (GB) Limited ([iannorman@pmtgb.com](mailto:iannorman@pmtgb.com)).

## Accreditation for FSSC 22000

**Food safety is a global concern, not only because of the importance for public health, but also because of its impact on international trade. Globalisation of food production and procurement makes food chains longer and more complex and increases the risk of food safety incidents. Effective and harmonised food safety systems manage and ensure the safety and suitability of food in each link of the supply chain.**

A certification scheme, FSSC 22000, has been developed for food safety systems of food manufacturers and is based on the international food safety management standard, ISO 22000: 2005 ‘Requirements for any organisation in the food chain’ as well as the BSI publicly available specification PAS 220: 2008 *Prerequisite programmes on food safety for food manufacturing*. Accreditation for certification to FSSC 22000 will be to international standard ISO 17021: 2006 using categories C, D, E and L detailed in ISO/TS 22003:2007.

FSSC 22000 was submitted to the European cooperation for Accreditation’s Horizontal

Harmonisation Committee (HHC) for approval as a scheme that, in principle, is suitable for accredited certification. The scheme was approved on 1 October 2010 and this now paves the way for UKAS to offer assessment accreditation for certification to FSSC 22000 (July 2010 version).

The first accreditations are planned for 1 January 2011 and applications for this new certification scheme are now invited. For further information contact **Pamela Beha**, Accreditation & Development Manager ([pam.beha@ukas.com](mailto:pam.beha@ukas.com)).

# Finance at UKAS

There are many stories and sayings about Finance that tend to pigeon hole business views of what Finance actually does or more to the point doesn't 'do'. For example: Finance is a 'necessary evil'. Finance knows the cost of everything and the value of nothing. The CEO steers the vehicle; the Marketing and Sales Directors plans where the vehicle is going; the Operations Director delivers on the promise and the Finance Director? The Finance Director looks out the back and tells you where you've been.

Eighteen months ago Finance in UKAS set out on a journey to dispel these myths and to change, both internally and externally the customer's viewpoint of the added value that Finance can bring to business and more specifically, to Accreditation. To do this Finance has had to integrate itself into the business instead of being the 'people in the corner' who told you how much you could spend; this is a journey that as the company continues to develop and grow, will never have a final destination.

In the past 12 months, job descriptions have been re-defined, trainee and part qualified accountants have been recruited and a far greater level of professionalism has been brought into the department. A culture of 'customer service' has been adopted by the department, emphasising that there are many internal as well as external customers for Finance to consider.

The role of Finance in a 'not for profit distribution' company differs greatly from that of a traditional commercial enterprise. Our role is not purely and simply to 'maximise the margin and shareholder return' but to play a part in enhancing the customer experience whilst continuing to provide value for money. Hence profit margins are not as important as enabling cash flow and reducing debtor's balances and there is no better way to achieve this than 'delighting the customer'.

And so to help us achieve our goals everyone in Finance has been, or is about to, go on a customer visit with an Assessment Manager to better understand the service that UKAS provides. One of our goals is to provide timely and better quality, more pertinent, financial information to the rest of the business. Our monthly management cycle has reduced from over 14 working days to an average of seven, with a new target of six. We have also undertaken a critique by our internal customers to evaluate the quality and appropriateness of the information produced.

Other initiatives we have undertaken are:

- Introducing cash flow forecasting and collections targets improving debtors days by over 20 days
- Development of a Financial Strategic Plan Model
- Produced the Annual Budget by liaising with Operations management to develop a concept of Financial Business Ownership
- Developed new Expenses and Authorisation Policies to help manage and ultimately reduce customer paid expenses coupled with a project to evaluate costs of travel and hotels
- Moved the Financial reporting calendar to match the Operational Calendar so both cycles are synchronised

The Finance Department understand that we are just at the beginning of a voyage to change the 'face' of Finance. Nevertheless the culture we are developing will not only enhance the decision making of UKAS and CPA today but will also help us to prepare for the continued growth and enhancement of Accreditation into the future.

We invite you all to join us on our journey.

### Finance Team

**Eva Bowditch/Carol Wetherall**  
*AP Clerks*

**Kayleigh Freeman**  
*Trainee Accountant*

**Clare Chidgzey**  
*Assistant Financial Controller*

**Will Pinkney**  
*Financial Controller*

**Alan Hill**  
*Finance Director*



# UKAS supports international decision not to certify organisations to ISO 26000

In line with the decision agreed by the International Accreditation Forum (IAF) at its annual General Assembly meeting held in Shanghai in October 2010, UKAS will not allow any certification to the recently published ISO 26000 standard to be covered under UKAS accreditation of certification bodies.

ISO 26000:2010, *Guidance on social responsibility*, which provides guidance to both business and public sector organisations on social responsibility, was launched by ISO on 1 November 2010. It provides guidance for all types of organisation, regardless of their size or location, on:

1. Concepts, terms and definitions related to social responsibility
2. Background, trends and characteristics of social responsibility
3. Principles and practices relating to social responsibility
4. Core subjects and issues of social responsibility
5. Integrating, implementing and promoting socially responsible behaviour throughout the organisation and, through its policies and practices, within its sphere of influence
6. Identifying and engaging with stakeholders
7. Communicating commitments, performance and other information related to social responsibility.

However, ISO 26000 is not a management system standard and it is not intended for certification purposes or regulatory or contractual use. ISO 26000 explicitly states that it is not appropriate for certification. As ISO 26000 does not contain requirements, any certification would not be a demonstration of conformity with this International Standard.

UKAS Chief Executive **Paul Stennett** gave UKAS' full support to both IAF and ISO at the Shanghai meeting saying: "Any offer to certify to ISO 26000 would be a misrepresentation of the intent and purpose of the standard and it would be considered a misuse of the standard. UKAS will report any such instances that it encounters to the ISO Secretariat. If there appears to be a market demand for certification of social responsibility, certification bodies should feed this back to ISO so that an appropriate standard can be formulated."

UKAS strongly encourages certification bodies that it accredits to adopt the same policy.

“ Any offer to certify to ISO 26000 would be a misrepresentation of the intent and purpose of the standard and it would be considered a misuse of the standard. ”

# Responding to market requirements

UKAS has over 20 years' experience in providing training for laboratory staff and 10 years' experience in certification and inspection body staff training in the UK and overseas, including mainland Europe, North and South America, and Pacific Rim countries.

**To ensure we continue to offer courses that meet the needs of our customers we regularly review and enhance our training programme to respond to their requirements.**

This has recently been the case with the development of a new Laboratory Management Course specifically designed for forensic science laboratories.

The need for this course has been generated by the Forensic Science Regulator's decision to use UKAS accreditation as part of his Standards Framework thus requiring organisations that are providing forensic science services to the Criminal Justice System to gain ISO/IEC 17025 accreditation.

Further courses tailored to the needs of forensic science providers are now in development including a specific Forensic Laboratory Internal Audit Course which will be available in 2011.

Our existing training portfolio of courses delivered by UKAS specialists in their field, continues to be of value, and even in these times when training budgets are often under threat, managers still value accreditation training.

Some of our courses for 2011-2012 will run on a demand basis only. This means that you will need to register your details with the UKAS Training Section and we will then advise you of a date when four or more delegates have registered an interest. The majority of these courses will run only once a year.



*The first Forensic Laboratory Management Course was attended by 11 delegates from various Police Forces and Forensic Science Providers*

We will continue to offer residential courses as standard, as feedback has indicated that the opportunity to immerse themselves into the learning experience in a comfortable environment is appreciated by delegates.

Details of all courses can be found in the training brochure included with this edition of *Update* or from the UKAS website.

For any additional information please contact the UKAS Training Section via email [training@ukas.com](mailto:training@ukas.com) or phone **020 8917 8488**.



## Business Link Advice Day

UKAS exhibited at the Croydon Business Advice Open Day at Fairfield Halls, Croydon on the 29 September 2010.

The Business Advice Open Day was an excellent opportunity for UKAS to raise awareness of UKAS accreditation. It allowed UKAS to emphasise the importance of using a UKAS accredited organisation to ensure that small businesses receive the best and most appropriate services for their needs from an organisation which meets an internationally recognised standard.

This event was designed for small and medium sized businesses, and the open day also brought together a large collection of government agencies, departments and public sector organisations in one event.



## Water, Wastewater and Environmental Monitoring Conference

WWEM is a specialist event for the Water, Wastewater and Environmental Monitoring community which took place over two days on the 10 and 11 November at the Telford International Centre. The Conference was repeated on both days and chaired by British Water. This year's conference title was 'Water Monitoring in the 21st Century' and included a programme of more than 70 workshops and an international Exhibition.

UKAS exhibited at this event and **Debbie Hudson**, UKAS Assessment Manager delivered two presentations:

### *UKAS and the role of quality in the water industry*

This provided an overview of how UKAS interacts with regulators in the water industry and how regulatory requirements are interpreted with respect to ISO/IEC 17025 and UKAS accreditation. This included how accreditation has developed in the 21st century with an emphasis on accreditation for sampling.

### *UKAS and what accreditation can do for your laboratory*

As accreditation by UKAS demonstrates a laboratory's competence, impartiality and capability and helps to underpin the credibility of analytical testing in both the UK and international arenas, the presentation highlighted how do we do it and what we expect of each other.



Debbie Hudson, UKAS Assessment Manager, presenting at WWEM

# Diary dates

The diary lists forthcoming national and international accreditation-related events of interest to our readers, as well as upcoming UKAS training courses.

## December

4-10

Asia Pacific Laboratory  
Accreditation Cooperation  
General Assembly  
(APLAC GA)  
graham.talbot@ukas.com

8-9

**Training Course**  
Laboratory Internal Audit  
jan.garman@ukas.com

8-10

**Training Course**  
Assessor Training  
jan.garman@ukas.com

**Training Course**

Proficiency Testing  
jan.garman@ukas.com

## January

11-12

**Training Course**  
ISO/IEC 17021  
jan.garman@ukas.com

18-20

**Training Course**  
Combined Uncertainty of  
Measurement  
jan.garman@ukas.com

25

**Training Course**  
Traceability and  
Uncertainty for Managers  
jan.garman@ukas.com

18-20

EA Executive  
graham.talbot@ukas.com

## February

2

**Training Course**  
Preparation for  
Accreditation  
jan.garman@ukas.com

15

Can the Economy survive  
without a National  
Measurement System?  
aneet.goomer@ukas.com

22-24

**Training Course**  
Laboratory Management  
jan.garman@ukas.com

9-11

**Training Course**  
Forensics Laboratory  
Management Course  
jan.garman@ukas.com

16

4Es (EA, EURACHEM,  
EUROLAB, EURAMET) and  
CEOC (European  
Confederation of Inspection  
Organisations) meeting  
graham.talbot@ukas.com

23-24

**Training Course**  
Uncertainty of  
Measurement – Calibration  
jan.garman@ukas.com

## Sanctions

Sanctions data is provided in *Update* on a quarterly basis. Full statistics from July 2008 are available on the UKAS website [www.ukas.com](http://www.ukas.com)

For the period July to September 2010:

### Imposed total suspensions:

2 organisations  
(1 certification body and 1 inspection body)

### Imposed total withdrawals

3 organisations  
(2 laboratories, and 1 inspection body)

The data does not include suspensions and terminations that have been imposed for non-payment of fees.

## Consultations

Since the last issue of *Update*, UKAS has responded to the following Government consultations:

- **Forensic Science Regulator's consultation on 'Codes of Practice and Conduct'.**



For copies of our new  
Training brochure please  
email: [training@ukas.com](mailto:training@ukas.com)  
or tel: 020 8917 8488  
[www.ukas.com/training](http://www.ukas.com/training)



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*Delivering  
Confidence*