

Annual report 2023



Report of the Accredia Directive Council for 2023

Data at 31 12 2023

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01

The Italian Accreditation Body in 2023



Since 2009, the year in which it obtained recognition from the Government as the Sole National Accreditation Body, Accredia has increased its range and volume of activities, doubling the number of accredited bodies and accreditations and reaching a total of 2,756 at the end of 2023. This is not just a market trend, but a daily recognition of the competence with which Accredia undertakes its tasks and its standing at the top of the conformity assessment pyramid.

As its 15th anniversary approaches, Accredia confirms its key role in accreditation activities in the regulated area, with increasing responsibilities delegated by the Public Authorities, in line with a principle of subsidiarity which has eased the administrative burden and contributed to the efficiency of the control and verification processes.

Accredited conformity assessments cover an ever-wider range of sectors, in accordance with the new growth paradigms and technological innovations that have introduced unprecedented verification requirements into the economic and social systems. In the voluntary sector, from January to December 2023, the number of sites certified under accreditation for gender equality according to UNI/PdR 125 rose significantly, from 823 to 8,388 certifications.

The speed with which new verification needs emerge has posed a significant challenge to Accredia, especially in terms of competences. In recent years, a considerable human and professional capital has been created, on which Accredia's solid reputation is based, also thanks to the work of the 498 qualified assessors assisted by 113 technical experts for highly specialized areas.

With the spirit of increasing awareness of the value of accreditation to promote competitiveness and technical and economic progress, in 2023 Accredia also launched a training and support project for stakeholders, creating the Accredia Academy and launching the first edition of the Summer School, organized by the Calibration Laboratories Department in partnership with INRiM.

Within the general framework of the accreditation rules, Accredia confirmed that it knows how to operate with competence and correctness, successfully undergoing the European Accreditation (EA) peer assessment, strengthening its reputation also thanks to an active role in all European and non-European entities including the Presidency of the International Accreditation Forum (IAF). The work carried out since its establishment and the numerous confirmations since received have led the organization to qualify itself with respect to the national Institutions and the market as an authoritative and independent entity, together with the spirit of service and collaboration which in recent years have also contributed to the development and the well-being of businesses and citizens.



2,756

ACCREDITATIONS
OF BODIES
AND LABORATORIES

02

Corporate activities



SUCCESSFUL EA PEER EVALUATION

From January 16 to 20, Accredia successfully underwent the Peer Evaluation conducted by EA, in order to confirm its role as signatory of the EA MLA international mutual recognition agreements (Multilateral Agreements). The evaluation was performed by a team of 12 EA peer assessors at the three offices of Rome, Milan and Turin as well as the evaluation of 17 accredited bodies where witnessed assessments were performed. The overall outcome was positive. Both the documental and operative activities carried out for the accreditation of organizations and laboratories were analyzed, from the initial phase of the procedures by the technical officers up to the decisions of the Sector Accreditation Committees (CSA). The three Departments subsequently managed the corrective actions, developed in response to the non-compliances and EA comments, awaiting the official confirmation of the EA MAC (Multilateral Agreement Council), which arrived on February 1, 2024. This result is of particular importance because European EA MLAs also enjoy international recognition from the International Accreditation Forum (IAF) and the International Laboratory Accreditation Cooperation (ILAC). Accredia's competence to issue accreditations in all areas in which the harmonized technical standards apply was also confirmed:

- Calibration and testing - EN ISO/IEC 17025;
- Medical analyses - EN ISO 15189;
- Interlaboratory proficiency testing providers - EN ISO/IEC 17043;
- Reference materials producers - EN ISO 17034;
- Inspection - EN ISO/IEC 17020;
- Management system certification - EN ISO/IEC 17021-1;
- Products and services certification - EN ISO/IEC 17065;
- Persons certification - EN ISO/IEC 17024;
- Validation and verification - EN ISO 14065 and EN ISO/IEC 17029.

NEW GOVERNANCE DOCUMENTS

In 2023, Accredia continued to update its management system documentation, focusing on governance and operating principles. The new document "Guidelines for the evaluation process of requests for the admission of new Ordinary Members and requests for participation in the Steering and Guarantee Committee as Observers" was published; it establishes more objective and shared criteria for the evaluation of new requests on the part of the Directive Council. Furthermore, the new versions of the documents regulating whistleblowing have come into force, the PG-10-01 "Procedure for whistleblowing" and the MD-10-02 "Module for reporting whistleblowing", which ensure compliance with Legislative Decree 24/2023 on the protection of people who report violations of European Union and national legal provisions.

ACCREDIA IS A SIGNATORY
TO ALL AGREEMENTS

EA MLA

The revisions were also published of the General Regulations RG-06 rev.05 “Regulations for the functioning of the Appeals Commission”, RG-07 rev.03 “Code of Ethics and Conduct”, RG-07-01 rev.00 “Code of Ethics and Conduct for Suppliers” and RG-17 rev.03 “Organization, Management and Control Model pursuant to Legislative Decree 8 June 2001 n. 231”.

WGS OF THE STEERING AND GUARANTEE COMMITTEE

Accredia’s Steering and Guarantee Committee completed the activities outlined in the “2021-2023 Programme Document”, focusing attention on the results of the working groups dedicated to conflicts of interests, improving efficiency and effectiveness, and the certification of professional persons, in line with its statutory role aimed at defining the operative guidelines for the correct functioning of Accredia, ensuring competence, transparency and impartiality. In 2023, a new working group was set up to update the *Customer Satisfaction* survey questionnaire, which every two years gathers the opinions of accredited bodies and laboratories regarding the effectiveness and efficiency of the services offered by the organization. The conclusions enabled us to further refine the questionnaire.

SUPPORT FOR COMPETENCES

To update levels and reduce disparities between Departments, the Directive Council of Accredia introduced a modification regarding payment for assessors, who in effect, constitute a strategic body of competences supporting the entire Quality Infrastructure. The modification, formalized by means of the new CO-03 “Framework Agreement for Assessors and Experts”, takes effect from January 1, 2024 and consists of an increase of 40 euros per day for assessors of the Testing Laboratories and Calibration Laboratories Departments, and of 20 euros per day for those of the Certification and Inspection Department.

COLLABORATION WITH THE PUBLIC AUTHORITIES AND INSTITUTIONS

In 2023 Accredia consolidated its existing collaborations with various public institutions for the management of accreditations, in both the regulated and voluntary areas.

Among the main initiatives, the Memorandum of Understanding with the National Agency for the Safety of Railways and Road and Motorway Infrastructures (ANSFISA) was renewed, activating collaborations that require accreditation, in support of market surveillance, in a series of new activities:

- Certification/inspection in the mandatory area regarding vehicle interoperability and maintenance, activities foreseen by Directive 797/2016, by Regulation 779/2019 and by the implementing Regulation 402/2013;
- Voluntary certification regarding the qualification of personnel responsible for non-destructive testing pursuant to the latest ANSFISA Guidelines based on the standard ISO 9712;

- Voluntary certification of organizations operating in the sector of the welding of railway vehicles or parts thereof, based on the ANSFISA Guidelines specific to the activity;
- Voluntary certification aimed at ensuring the safety of road and motorway infrastructures (activities currently being implemented, awaiting further guidance from ANSFISA).

The Agreement with the Autonomous Province of Trento (PAT) was renewed; it provides for the mandatory accreditation of medical laboratories operating on behalf of the Provincial Health Service. The quality criteria and requirements for accreditation of the Local Laboratory Medicine Network have been integrated with the additional requirements required for the technical accreditation issued by Accredia. The Autonomous Province of Trento was the first Region to have made Accredia accreditation mandatory for all public or private, outpatient or hospital medical laboratories.

Another important agreement was signed with the Ministry of Agriculture, Food and Forestry (MASAF), regulating the accreditation, in line with the technical standard UNI CEI EN ISO/IEC 17065, of the certification bodies involved in the conformity assessment of fertilizers, pursuant to EU Regulation 2019/1009. The objective is to harmonize the rules regarding fertilizers derived from recycled and organic products, as well as those composed of inorganic materials. Implementing article 7 of the Ministerial Decree of 11 November 2022, which identifies Accredia as the sole national body responsible for issuing accreditations, the agreement defines the methods for issuing accreditations and the control of conformity assessment bodies for EU fertilizer products.



Also in 2023, the agreement was signed with the National Civil Aviation Authority (ENAC) for the accreditation of conformity assessment bodies with regard to drones, technically Unmanned Aircraft Systems (UAS), in compliance with national, European and international laws. Based on this agreement, the bodies that certify drones according to EU Regulation 2019/945 must obtain Accredia accreditation to be subsequently notified by ENAC to the European Commission. The accreditation certificates will be issued based on the UNI CEI EN ISO/IEC 17065 standards, for product certification, and UNI CEI EN ISO/IEC 17021-1 for the certification of management systems, and the European reference guides, where applicable. Finally, Accredia and the General Command of the Port Captaincies Corps - Coast Guard of the Ministry of Infrastructures and Transport (MIT), have signed an agreement to close a process started with the MIT Decree 585/2020, which provides for accreditation as a requirement for a series of activities coming within the competence of the Maritime Transport Authority. According to the agreement, the bodies that want to obtain authorization from the General Command of the Port Captaincies Corps have to be accredited.

The objective of the mechanism is to ensure the correctness and reliability of the assessment activities carried out on the packaging of goods transported by sea, in compliance with a series of technical requirements of the International Maritime Dangerous Goods Code (IMDG Code).

THE FIRST SUSTAINABILITY REPORT

Accredia has published its first sustainability report, marking an important step towards greater transparency and responsibility towards stakeholders and the entire Quality Infrastructure community. In line with EU Directive 2022/2464 Corporate Sustainability Reporting Directive (CSRD), which puts sustainability information on the same level as financial information, Accredia's reporting is



the first stage of a journey, in the awareness that accreditation and accredited conformity assessments are well-established tools for building trust, promoting innovation and improving performance for sustainable development. The report reflects an integrated approach to sustainability, examining the different environmental, social and governance dimensions of Accredia's activities. It provides a complex data framework and also outlines a roadmap which makes it possible to monitor the consistency between the established objectives and the results achieved over time. A crucial element of this commitment is the participation of Accredia Members, who bring a variety of competences and experience to the discussion, ensuring an inclusive strategy in defining priorities and implementing increasingly sustainable actions and behaviors.

CONSIDERATIONS REGARDING THE CODE FOR PUBLIC PROCUREMENT CONTRACTS

Accredia participated in the hearing at the Parliamentary Commission regarding the draft Legislative Decree relating to the new Public Contracts Code, subsequently issued as Legislative Decree 36/2023. During the hearing, the value of accredited conformity assessments and Accredia's role as a national reference point for accreditation were highlighted. The objective of providing ideas for improving the recognition of accredited certifications in the text of the law under examination was enhanced with a focus on the Accredia databases, the tool used by institutions, businesses and consumers to verify the validity of accreditation certificates.

WORKPLACE HEALTH AND SAFETY

In 2023, the Accreditation Body played a supporting role in protecting health and safety at work in Italy, supporting companies in the integration of risk prevention policies through the accreditation of the competent certification bodies. The renewed collaboration with Confindustria and Inail for the "Businesses for safety" award was a significant factor, dedicated to all companies producing goods and services operating in Italy, which are committed to managing health and safety in the workplace. The selected companies were involved in an in-depth evaluation process that measures the level of safety in all phases of the production process, with on-site visits by teams of expert evaluators belonging to Confindustria, Inail, Apqi and Accredia. The initiative is supported by the commitment of the Accredia assessors and the auditors of the bodies accredited for workplace health and safety management systems who became part of the teams. Furthermore, at the end of the year, the certification standard ISO 45001 was implemented by the European Committee for Standardization CEN (European Committee for Standardization). From the outset, the process has involved Accredia in the front line, with participation in the UNI working table for the translation of the standard, aimed at guaranteeing the uniformity of the ISO and UNI standards for the corresponding parties, adopting the text of the high-level structure (HLS), and including the national appendix which specifies the keys to understanding the requirements with respect to the national legislation in force.

ACCREDITATION TAKES AN ETHICAL TURN

In 2023, there was a significant ethical turning point in the field of accreditation, with the launch of two schemes aimed at ensuring reliable certifications in line with the Sustainable Development Goals of the UN 2030 Agenda. The first scheme concerns gender equality, in line with Objective no. 5 of the UN 2030 Agenda, which aims to achieve gender equality and to empower all women and girls. The second scheme concerns accessible tourism, related to Objective no. 11, aiming to make cities and human settlements inclusive, safe, long-lasting and sustainable. To address the gender gap in the world of work, certification accredited according to the Reference Practice UNI/PdR 125:2022 has emerged as a fundamental technical tool in the management systems scheme. In this area, the Decree of the President of the Council of Ministers, Department for Equal Opportunities, of 29 April 2022 established that only certificates compliant with the UNI/PdR, issued under accreditation and bearing the UNI and Accredia marks, allow businesses to access the benefits provided by law. To promote the adoption of the tool, the National Recovery and Resilience Plan (PNRR) has activated various initiatives, including the allocation of funds to cover costs and free technical assistance and certification support services. In the tourism sector, accreditation has taken on a key role in ensuring the accessibility of services through the certification scheme in accordance with the Reference Practice UNI/PdR 131:2023. Also in this case, only accredited certification bodies are authorized to attest the compliance of tourist and sports facilities in accordance with the UNI/PdR, also by virtue of the Decree of the Ministry of Tourism of 22 March 2023, which activated the Fund for Sustainable Tourism.



COMMITMENT TO THE CULTURE OF QUALITY

The Accredia Academy was launched in 2023, an initiative aimed at further spreading the culture of accredited conformity assessment, taking advantage of the experiences successfully applied in other professional sectors to the issues of accreditation and quality verification, with the style of “doing and training”. The first concrete initiative was the Summer School organized by the Calibration Laboratories Department together with INRiM. To ensure coherence and organization at the Accredia Academy, the Orientation Committee was established, governed by Regulation RG-24 “Regulation for the procedures of the Accredia Academy Orientation Committee”, and the Annual Activity Plan for the year 2024 was prepared, in addition to the procedure for carrying out training events. The main objective of the Academy is to promote interdisciplinarity and interaction with the cultural, social and economic world, exploring new training approaches and organizational models to spread the culture of accreditation and accredited conformity assessments.

OVERVIEW OF THE STAKEHOLDER SERVICE

At the center of the market and public policies, the role of Accredia, accreditation activities and accredited services are now firmly established on a legal basis at national and European level. For this reason, Accredia has integrated the panorama of information offered to stakeholders by launching the publication of the “Review of jurisprudence”, on a quarterly basis and downloadable from the website. Created by the Legal Area in collaboration with L&C Consulting Srl., the review offers a selection of the main judicial decisions on conformity assessment and market surveillance, improving the quality of the information offer already provided through the “Sportello bandi”, with which accreditation professionals respond to questions and/or requests for opinions regarding conformity assessment.

03

Department activities



THE TESTING LABORATORIES DEPARTMENT

The Department issues accreditations to testing laboratories (UNI CEI EN ISO/IEC 17025) and medical laboratories (UNI EN ISO 15189) and to interlaboratory proficiency testing providers (UNI CEI EN ISO/IEC 17043).

In 2023, almost 1,400 accredited laboratories were managed and there were novelties in all conformity assessment schemes, also concerning the development of digital services.

Water testing

In the sector of water intended for human consumption, the role of the accreditation of testing laboratories has become central with Legislative Decree 18/2023, which implemented EU Directive 2020/2184, introducing significant changes for potable water system managers, for water treatment operators and for citizens. The previous Decree of the Ministry of Health of 14 June 2017 already obliged laboratories to obtain accreditation, and Legislative Decree 18/2023 defined a new list of parameter values to evaluate the quality of potable water, which must be determined through tests undertaken by accredited laboratories. On the basis of long-term experience, the Legislator recognized that the tests carried out under accreditation ensure the safety and effectiveness of the periodic control activities regarding the quality of potable water carried out by the managers of the integrated water service.

Medical laboratories

In 2023 the Department was involved in starting the process of transition of the accreditation of medical laboratories to the new version of the international standard ISO 15189:2022 "Medical laboratories - Requirements for quality and competence", also applicable to POCT (Point-Of-Care Testing and replacing ISO 22870:2016). The accreditation of medical analyses confirmed itself as a strategic tool for the healthcare sector, with the decision of the Autonomous Province of Trento to make Accredia accreditation mandatory for all public and private, outpatient and hospital laboratories, as a pre-requisite for obtaining and maintaining accreditation to the National Health Service (NHS). After the positive experience of 2017, the Province extended the obligation in compliance with ISO 15189 to the new disciplines of laboratory medicine of pathological anatomy and genetics, and to POCT, in order to ensure for patients the same level of reliability guaranteed by the central laboratory.

Accredited PTPs

In 2023, the new standard ISO/IEC 17043 "Conformity assessment - General Requirements for competence of Proficiency Testing Providers (PTP)" was published for the providers of interlaboratory proficiency tests, for which Accredia has started the accreditation transition process.

1,353
ACCREDITATIONS MANAGED
BY THE TESTING
LABORATORY DEPARTMENT

This path will bring the benefits deriving from a standard that emphasizes competence, definitively aligned with all the standards of the ISO 17000 series and integrated with the other accreditation schemes of testing, calibration and medical analysis laboratories and reference materials producers.

Digital services

The Department's digitalization process continued in 2023, after the important steps taken in the dematerialization of accreditation certificates, made accessible online through a QR code, and the strengthening of the databases. The 3A Application, dedicated to assessors, was further developed, so that they can manage assessments of laboratories in IT mode, reporting via web on-site audit activities and pre-audit test sampling, as well as post-audit activities. The procedure was reinforced with the accreditation of testing laboratories and the 3A was also extended to medical laboratories and interlaboratory proficiency testing providers, offering advantages in terms of flexibility, efficiency and transparency of the assessment process. The online application for accreditation (DA) was also implemented, with which the Department led the way in the digital management of the accreditation application, with a system that will also be adopted by the Certification and Inspection and Calibration Laboratories Departments. The online DA is based on the "Atlas" database, in which the total of over 12,000 accredited tests have been recorded and will be further enhanced with the inclusion of a new field that will enable a laboratory to associate each test with the applicable legislative reference.



THE CERTIFICATION AND INSPECTION DEPARTMENT

The Department assesses and accredits the 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), inspection bodies (UNI CEI EN ISO/IEC 17020) and validation and verification bodies (UNI CEI EN ISO/IEC 17029). It is organized into two areas - for the management of regulated and voluntary accreditations - and in a series of operative areas, in which technical officers and assessors specialized in conformity assessment schemes relating to the areas operate:

- Management systems;
- Sustainability and Energy;
- Industry, Digital trust;
- Building & Infrastructure;
- Validation and Verification;
- Environment;
- Agriculture, Food and Forestry;
- Product safety (Directives and Regulations - including CPR, medical and railway devices);
- Legislative Decree 462.

The voluntary and regulated areas

In 2023, accreditations issued in the voluntary area recorded a growth of approximately 20%, which includes 34 new accreditations and 140 extensions. Based on the growing attention given by institutions and on market demands, sustainability and the fight against climate change are the certification sectors that have seen interesting developments, with new schemes for validating and verifying environmental and sustainable claims, in addition to the certifications of persons in the industrial and construction sectors.

In the regulated area, around 160 certification and inspection bodies have been managed - notified for over 20 European provisions including Directives and Regulations - to which Accredia issues accreditation as a pre-requisite for obtaining authorization from the relevant ministries and inclusion by the Ministry of Enterprises and Made in Italy in the NANDO register (New Approach Notified and Designated Organizations).

Almost 200 files, including new accreditations, maintenances and extensions, concerned bodies operating in compliance with Ministerial Decree 93/2017 performing periodic verifications of measuring instruments for legal purposes. 190 bodies were assessed in order to conduct checks in compliance with Presidential Decree 462/2001 on grounding systems and subsequent amendments. Finally, assessments have begun to accredit the bodies that must obtain qualification and notification for the certification of drones as required by EU Regulation 2019/94.

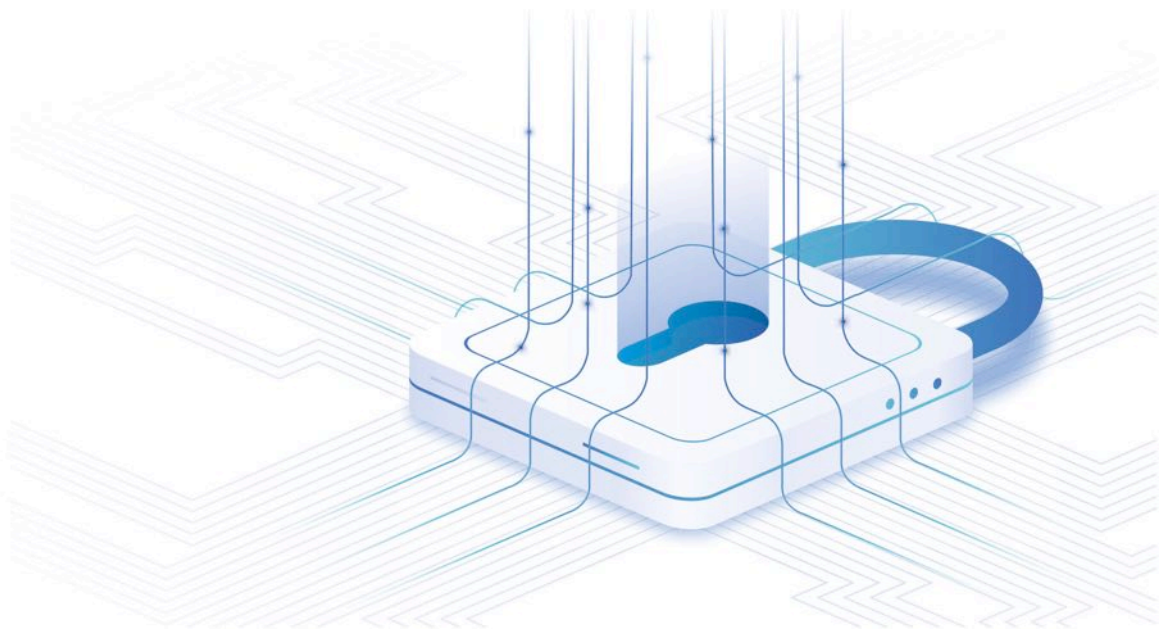
Environment, sustainability and energy

In 2023, accreditation activities according to the standard UNI CEI EN ISO/IEC 17029 continued vigorously, concerning the validation and verification bodies of claims for which new owner schemes linked to sustainability claims were recognized.



+20%

OF ACCREDITATIONS IN
THE VOLUNTARY AREA



In the environmental sector, Accredia outlined the transition path for bodies verifying greenhouse gas emissions which will have to migrate to the new 2020 version of the standard ISO 14065 linked to the Emissions Trading System (EU ETS) schemes; Monitoring, Reporting, Verification (EU MRV); Greenhouse Gases (GHG); Product Carbon Footprint (CFP). On the energy front, Accredia participated in the working group of the Italian Thermotechnical Committee (CTI) for the development of the new 2023 edition of the standard UNI CEI 11339 dedicated to energy management experts (EGE). The publication of the new EU Regulation 2024/573 on fluorinated greenhouse gases, replacing EU Regulation 517/2014, involved updating the accreditation schemes for the certification of persons, companies and attestation bodies, thanks to discussion with all interested parties, from the Ministry of the Environment and Energy Security to the competent public institutions and trade associations.

Industry and digitalization

In the private security sector, the activities were concluded for maintaining accreditations against the standards UNI CEI EN ISO/IEC 17065 and 17024 of certification bodies for persons, products and services registered in the list of the Ministry of Internal Affairs according to the Ministerial Decree 115/2014. The activity was also conducted within the context of the renewal of the agreement with the Ministry of Internal Affairs. In the automotive field the assessment of Type A inspection bodies has begun according to the UNI CEI EN ISO/IEC 17020 for the owner scheme Security-Related Vehicle Repair and Maintenance Information (SERMI), recognized by EA in Europe. This accreditation is foreseen by EU Delegated Regulation 2021/1244, which concerns standardized access to information on vehicles for on-board diagnostics, repair and maintenance and safety elements. Significant activities have been carried out in the schemes related to digitalization, starting from the launch of accreditations according to EUROPRIVACY, the first Seal approved by the European Data Protection Board (EDPB) in compliance with EU Regulation 2016/679, General Data Protection Regulation (GDPR).

Construction and infrastructure

In the construction sector, the new Technical Regulation RT-07 rev. 03 was published "Requirements for Type A, B and C inspection bodies according to ISO/IEC 17020 in the construction sector". The objective was to align the requirements with the ten-year policy scheme foreseen by the Decree of the Ministry of Economic Development 154/2022 "Regulation containing the content and characteristics of an insurance policy and the relative standard model".

The review was conducted by a special working group coordinated by Accredia and composed of representatives of the inspection bodies and stakeholders (contracting authorities, engineering companies, etc.). In 2023, the technical officers and assessors of the Department collaborated on numerous normative WGs, participating in the work for the transition of UNI/PdR 56 "Certification of technical personnel responsible for non-destructive tests in the field of civil engineering" to the standard UNI 11931, and in the development of the Reference Practices UNI/PdR 153:2023 "Certification of technical personnel for the repair, reinforcement, protection and maintenance of normal and pre-stressed reinforced concrete structures [RRPMca]" and the UNI/PdR "Non-regulated Professional Activities - Trenchless Manager and Trenchless Specialist - requirements of knowledge, competences, responsibilities and autonomy".

Agrifood

For food safety management system certification bodies, the transition process has begun of accreditations to the standard ISO 22003:2022 "Requirements for bodies providing audit and certification of food safety management systems" and to the new version 6 of the Food Safety System scheme FSSC 22000 Certification, which obtained positive evaluation at IAF level. In the sector of certification of organic products, Accredia has managed new assessment activities on bodies, in compliance with Legislative Decree 148/2023 which adapted national legislation to the provisions of EU Regulation 2018/848 on organic production, as well as the Regulation EU 2017/625, relating to official controls on food and feed, animal health and welfare, plant health and plant protection products. As project leader, Accredia also participated in the UNI working table which led to the Reference Practice UNI/PdR 142 "Minimum requirements for the certification of products with NON-GMO characteristics/requirements", which defines the rules and minimum requirements that operators, certification bodies and laboratories must comply with to create products referable to the "NON GMO - Not Genetically Modified Organisms" category.

NEW ACCREDITATIONS
IN THE

ORGANIC

SECTOR
AND OFFICIAL CONTROLS



THE CALIBRATION LABORATORIES DEPARTMENT

The Department issues accreditations to calibration laboratories (UNI CEI EN ISO/IEC 17025) and to reference measurement laboratories in the area of laboratory medicine (UNI CEI EN ISO/IEC 17025 and UNI EN ISO 15195), as well as to reference materials producers (UNI EN ISO 17034). Since 2022 it has managed the latest scheme created regarding research and development biobanks (UNI EN ISO 20387). The progress of activities in 2023 resulted in the accreditation of 215 calibration laboratories, marking a 6% growth in the last three years, with an even more marked rise of certificates on the market, going from 92,421 in 2010 to 225,384 in 2023, more than double in ten years.

Accredited biobanks

In 2023, the Department strengthened the Biobanking scheme, developed together with the Istituto Superiore di Sanità and in collaboration with the Ministry of Health, adapting the documentation and enhancing skills through participation in EA workshops and training. During these meetings, the Department's personnel were able to present their assessment experience in compliance with the standard EN ISO 20387 "Biobanking - General requirements for biobanking", since the Italian accreditation body, together with the Spanish ENAC, was a trailblazer in Europe for the accreditation of biobanks. While waiting for the standard to be qualified as harmonized, with the inclusion of its reference in EU legislation, Accredia has applied to obtain the verification of the EA peer evaluation, which will extend the signing of the EA MLA Agreements to this new scheme.

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ACCREDITED CALIBRATION
LABORATORIES



Specialist training

Spreading awareness of the role of calibrations, and of the measures that enhance them on the market, is a priority of the Department, which also collaborated with the academic world in 2023 by means of learning initiatives. At the Department of Electronics and Telecommunications (DET) of the Polytechnic of Turin, the Polytechnic of Milan, the Universities of Catania, Rome Tor Vergata, Siena and Turin, the Department staff took part in technical-scientific meetings on metrological traceability and calibration and scientific dissemination initiatives. Participation in the online meetings organized by the Department increased to broaden the audience of potential direct and indirect users of accredited calibrations. The webinars “How to manage measurement equipment” and “Guide to reading the contents of a calibration certificate” and the in-depth analyses on “Metrological confirmation”, “Comments management” and “Personnel management” reached a large audience of professionals, laboratory and business technicians, and many students at undergraduate and postgraduate level.

Collaboration with Institutions

Accredited calibrations, like other conformity assessments, qualify the action of companies and institutions and contribute to protecting the quality efficiency of the markets, making a patrimony of internationally recognized technical tools available to laboratories and their customers. For this reason, the Calibration Laboratories Department also continued to interact closely with the Public Administrations, starting from the ministries involved in the assessment sectors, such as the Ministry of Infrastructure and Transport, together with the Ministry of Enterprises and of Made in Italy, with the “Equipment” working group and the “Metrology” subgroups - Update of the regulations relating to the identification of the requirements of the parties authorized to perform checks on the equipment used for the inspection of vehicles” and “Analyzers” - Update of the legislation governing equipment for measuring air pollution in all its parameters produced by positive-ignition and spontaneous-ignition motor vehicles.



OF ACCREDITATIONS
IN THE CALIBRATION
SECTOR IN THREE YEARS

04

Communication and training activities



In 2023, Accredia consolidated and expanded its communication and training activities. Through a combination of innovative projects and closer integration between the different communication channels, the organization sought to involve a large audience of stakeholders, promoting and strengthening awareness of the tangible benefits of accreditation. Keywords - sustainability and innovation: with a dynamic approach and an agile communication strategy that looks to the future, Accredia has pursued the objective of disseminating information on the activities and services linked to accreditation and encouraging dialogue and collaboration in the world of conformity assessment.

MEANS OF COMMUNICATION

Accredia's new image

As part of a constant commitment to improvement, Accredia has started the project of renewal of its corporate image, aiming to redefine and enhance its visual and communicative identity, also improving market recognition of the certificates and reports issued by the accredited bodies and laboratories. The work of restyling the Accredia logo, in its role as the sole national accreditation body, was conducted with the objective of best expressing its values and identity, through the creativity of more impactful signs and colours, and of adapting technically to the new communication standards imposed by digitalization. At the same time, Accredia's image was expressed in a series of differentiated accreditation marks for accredited parties, corresponding to all the schemes held by the bodies and laboratories. This work followed the process of remodeling the accreditations, unified among the three Departments, with which the certificates will be identified by a unique number associated with the name of the organization or laboratory, in compliance with the EA rules. The renewal of Accredia's corporate image primarily involved the website, which is now the reference portal for information on accreditation in Italy, an authoritative source for institutions, businesses and citizens, as well as a digital service hub for accredited bodies and laboratories. Increasingly accessible sections and better organized contents, both static and dynamic, will be available to all categories of users, together with the well-established services of the databases, the "Sportello banchi" and the accredited services engine. Accredia's new visual and digital identity will be launched in 2024, to coincide with the organization's 15th anniversary.

The Accredia "Osservatorio"

In 2023, the activities of the Accredia "Osservatorio" focused on the research project on the topic of Artificial Intelligence, conducted in collaboration with the Cybersecurity National Lab of the National Interuniversity Consortium for Informatics (CINI), which will lead to the publication of a new study in 2024. Joint initiatives with Istat also continued to analyze the diffusion and effects of accredited certification of management systems among exporting companies.

Newsletter

AccrediaLetter remains the most effective means to simplify access to the contents of the website, provide regular updates to accredited entities, communicate corporate news and promote events and training courses. The results for 2023 are significant: more than 1,300 new subscribers (8% up on 2022), for a total of over 19,000 subscribers, of which 11,000 spontaneous subscribers. In terms of internal communication, the periodical "Assessors' News", launched in 2022, has become a point of reference for technical information, as well as a moment of dialogue that complements the annual update meetings of the Departments.

Podcast "Voce alla Qualità"

In 2023, Accredia's podcast service "Voce alla Qualità" disseminated corporate and technical information by means of the evidence of the Accredia Governance and the area managers of the Departments, as well as taking a look at the strategic themes of accreditation, from procurement to construction, from emission control to gender equality. 11 interviews were carried out, published on the main audio platforms and promoted through the website, the newsletter and social media.

Media relations

Over the course of the year, Accredia recorded a constant presence on all means of communication, from the press to radio to television, on both traditional and digital channels, also in response to the publication of press releases and press notes. From articles to interviews, 90 significant citations were published on the organization, the accredited bodies, the events of the year and current issues such as non-regulated professions, gender equality, sustainability and health. Furthermore, editorial collaboration activities have expanded, with the publication of articles and columns in specialized journals and sector magazines (Alimenti e Benessere, Ingredienti Alimentari, MedMagazine, Notiziario Chimico Farmaceutico, Qualità, Tutto Misure). Media visibility also encompassed the world of radio and television, with presences on various broadcasters such as Class CNBC, Rai Radio 1 and Giornale Radio.

Social media

The social channels achieved overall positive results, highlighting a growing trend, starting with LinkedIn which confirms itself as the platform of choice for Accredia's professional audience, with a total of 29,700 connected users and over 3,800 followers acquired during 2023. The views of the Accredia page on the success of the YouTube video channel should be underlined, recording in 2023 a substantial increase in subscribers, from around 600 to over 900, and a total of 20 videos published.

Advertising

As part of a communication strategy focused on the topics of greatest interest, Accredia has implemented a series of multimedia initiatives on various communication platforms, from radio to digital television, with the aim of maximizing the impact and diffusion of messages. A radio commercial was produced for Radio 24 and journalistic content was created for Il Sole 24 Ore online.



+ 8%

OF SUBSCRIBERS
TO ACCREDIALETTER

In addition, two journalistic videos were created for the Gea Agency portal. All contents were subsequently distributed on Accredia's communication channels, with an integrated communication strategy aimed at maximizing investments.

Fairs and Conventions

During the year, Accredia organized with UNI, and in collaboration with ASSOTIC and Conforma, an important meeting to promote quality and innovation in the sector of non-regulated professions: the conference "Non-regulated professions. The situation 10 years since the entry into force of Law 4/2013" took place in October in the Sala Zuccari of the Senate of the Republic and was broadcast live on the Senate website. Participation in the "Automation & Testing" fair was renewed in two stages: in Turin, in February, with two technical conferences on calibration and measurement equipment and the informative meeting "Infrastructure for Quality at the service of sustainable innovation" in partnership with INRiM, and in October, in Vicenza, with the conference "The accreditation of testing and calibration laboratories at the service of institutions and businesses".

TRAINING INITIATIVES

Summer School of the Accredia Academy

The Summer School was the first training event organized by the Accredia Academy together with INRiM, with the objective of developing technical skills in the field of calibration and spreading the culture of accredited conformity assessment. 89 participants took an active part in the lessons, including 35 listeners. During the 58 hours of training, divided into an online theoretical phase and two practical laboratory modules, the students acquired the essential technical knowledge to face the challenges of calibration in the sector of non-automatic weighing instruments (NAWI) and micro-dispensers, as well as low frequency electrical equipment.

Update meetings and courses

Accredia's collaboration with universities continued in 2023, for a total of 22 training initiatives, at the Universities of Padova, Tuscia and Parma among others. Professional training was another mainstay of Accredia's commitment, with 91 internal events and 198 events coordinated by external organizations, with Accredia's participation or patronage, including courses in partnership with AICQ, ANGQ and UNI.



PROFESSIONAL EVENTS
ORGANIZED BY ACCREDIA

05

International activities




ACCREDITATION NETWORKS

As a full member of the main international conformity assessment networks, Accredia plays a fundamental role in the global accreditation panorama. It is involved both at a European level within the European co-operation for Accreditation (EA), and at a global level in the International Accreditation Forum (IAF) and International Laboratory Accreditation (ILAC). In EA and IAF, Accredia staff hold important positions: Sergio Guzzi, technical officer, is President of the Laboratory Committee (LC) of EA, Francesca Nizzero, coordinator of External Relations, is Vice President of EA's Communications and Publications Committee (CPC) and Emanuele Riva, Accredia Deputy General Director and Director of the Certification and Inspection Department, is President of IAF, and has already been confirmed for a second mandate. The signing of the MLA and MRA international mutual recognition agreements (Multilateral Agreements and Multilateral Arrangements) requires the active involvement of Accredia personnel in EA, IAF and ILAC committees and working groups, committed to ensuring coherence and uniformity in the work of accreditation bodies. In particular, the system is based on the principle of peer evaluation, which is conducted on-site by internationally recognized assessors, for which 11 Accredia technical officers and assessors have already successfully completed the qualification process.

THE VALUE OF THE EA MLA AGREEMENTS

In 2023, Accredia was involved in a legal case that highlighted the complexity of coordination between two European regulations: Regulation EC 765/2008 on accreditation and market surveillance, and Directive 2014/24/EU on public procurement contracts. Following Brexit, the Council of State was asked to evaluate the validity of the QMS certificates accredited by the British accreditation body UKAS. Following the opinion of EA, the Council decided not to recognize the certifications accredited by UKAS pursuant to Regulation EC 765/2008. A decision that prevented certificates issued under UKAS accreditation (as bodies based outside the EU and EFTA countries and despite UKAS's position as signatory to the EA and IAF MLA Agreements) from being considered valid for the purposes of participation to public tenders in Italy, in cases where there is a reference to Regulation EC 765/2008. In this context, EA and Accredia engaged in a debate that also involved ANAC, to which Accredia and IAF provide data on accreditations and certified companies, at a national and global level respectively. While awaiting the final decision of the Council of State regarding the UKAS case, after its appeal (third party opposition) the Council of State issued an opposite ruling on a similar, albeit not identical, case. The second ruling states that the European accreditation bodies operate on an equal level, reiterating the principle of equivalence of the certificates issued under the accreditation of bodies which are signatory to the EA MLA Agreements in Italian public tenders, regardless of whether they belong to EU or EFTA countries.



TECHNICAL OFFICERS
AND ASSESSORS
QUALIFIED AS
PEER ASSESSORS

SUSTAINABILITY STRATEGIES

Accredia and the Italian Quality Infrastructure contributed significantly to an important IAF sustainability project. This is the joint declaration with the International Social and Environmental Accreditation and Labelling Alliance (ISEAL), United Nations Development Programme (UNDP), Independent International Organization for Certification (IIOC), The International Certification Network (IQNET) and TIC Council, in addition to the “Paper on sustainability” drawn up by the working group “ESG verification, sustainability reporting external assurance and ESG rating”. These integrated initiatives are intended to enhance accreditation as a tool to achieve the objectives of the UN 2030 Agenda for sustainable development. The collaboration based on the commitment to combine skills, networks and resources to spread - both on the market and within international institutions - knowledge of technical standards and accredited conformity assessments, as strategies for creating trust, promoting innovation and improving the sustainability performance of organizations.

TWINNING PROJECTS OF THE EUROPEAN COMMISSION

As a Mandated Body recognized by the European Commission, Accredia has consolidated its experience over the years in participating in Twinning projects, an instrument of institutional cooperation between the Public Administrations of the Member States and the Neighborhood Countries of the European Union. In 2023, the year in which the 25 years of Twinning project activities were celebrated, Accredia continued its commitment with three projects in the Caucasus, working closely with our partners in Germany and Spain, after similar experiences in Egypt, Moldova and Azerbaijan. In March 2023, the project “Strengthening Georgian Accreditation System with the Focus on EU Technical Regulations” was concluded, with which Accredia supported the Georgian Accreditation Center (GAC), the Georgian national accreditation body, in partnership with Unioncamere for Italy, Die Deutsche Akkreditierungsstelle GmbH (DAkkS) and the Federal Institute for Materials Research and Testing (BAM), both from Germany. Thanks to the support provided by the European Union, GAC is now an associate member of EA, IAF and ILAC and has signed the Associates EA MLA. The same result was achieved by ARMNAB, the Armenian national accreditation body, beneficiary of the second Twinning project, which closed in 2023. The project “Setting conditions for recognition of the Armenian Accreditation System by the European Co-operation for Accreditation”, engaged Accredia as a junior partner of the Federal Ministry of Economy and Energy of Germany and of DAkkS. For the Georgian National Agency for Standards and Metrology (GEOSTM) the Twinning project “Strengthening of institutional as well as human capacities of GEOSTM according to the international/EU best practices” continued. The collaboration has already led the Georgian Metrology and Standardization Institute to becoming part of the network of the European Association of National Metrology Institutes (EURAMET).

Accredia is the project leader of the Italian-Spanish consortium, which includes the INRiM and UNI members for Italy and the Spanish Metrology Center (CEM), the Fundación Internacional y Para Iberoamérica de Administración y Políticas Públicas F.S.P. (FIIAPP) and the Spanish Association for Standardization (UNE).

RESEARCH COLLABORATION

Also during 2023, Accredia entered into operative partnerships with the European Quality Infrastructure Bodies and consolidated its presence in international economic and scientific research networks. In the metrology sector, initiatives have been promoted in support of the European Metrology Network for Mathematics and Statistics (MATHMET), offering training on the evaluation of measurement uncertainty at different levels, involving metrology institutes, universities, accreditation and legal metrology bodies. At EA level, Accredia collaborated on the “Train-the-Trainer course” module, aimed at updating and informing accreditation bodies on the technical standards and related documents that regulate the accreditation process. In the research sector, collaboration continued with the international consultancy firms Mesopartner (Germany) and Analyticar (Argentina) for the update of the Global Quality Infrastructure Index (GQII) indicator, with the support of the German Institute of Metrology (PTB). The objective is to spread knowledge of the Quality Infrastructure and its tools, through the updating of the study “Global Quality Infrastructure Index Report. Trends, comparison, and use of data”.

06

Financial results



THE BALANCE SHEET 2021-2023

Balance sheet	2023	2022	2021
ASSETS			
Intangible assets	239	241	223
Tangible assets	9,211	9,555	9,595
Fixed assets	91	91	91
Short-term receivables	6,382	6,741	5,570
Long-term receivables	273	355	268
Liquid assets	657	1,652	160
Other assets	6,130	3,620	6,181
Intangible assets	145	153	184
TOTAL ASSETS	23,128	22,408	22,272
LIABILITIES	2023	2022	2021
Net worth	11,456	11,390	11,357
Severance indemnity reserve	3,002	2,755	2,361
Short-term payables	8,163	7,475	7,473
Long-term payables	429	711	1,003
Other liabilities	78	77	78
TOTAL LIABILITIES	23,128	22,408	22,272
Income statement	2023	2022	2021
Production value	26,928	25,009	23,761
Production costs	26,863	24,910	22,181
Difference between production value and production costs	65	99	1,580
Financial income and expenses	104	8	11
Pre-tax income	169	107	1,591
Income tax	114	84	528
Surplus for the year	55	23	1,063

In thousands of euro

07

Operative results



ASSESSMENTS CONDUCTED BY THE THREE DEPARTMENTS

In 2023, the assessment days carried out by the three Accredia Departments numbered over 20,000, approximately 800 more than the previous year. Activities carried out remotely, although continuously decreasing compared to the levels recorded in recent years, continue to represent an important share, amounting to 6,655 days.

Given the increase in activities, the number of bodies and laboratories that have obtained accreditation has also risen to 2,302 (table 1). In particular, accredited operators are increasing in the Certification and Inspection Department, with 24 more bodies, both in the voluntary and regulated sectors.

Table 1 - Assessment activities 2021-2023 - Days performed/accredited bodies

Department	2023		2022		2021	
	Days	Accredited bodies	Days	Accredited bodies	Days	Accredited bodies
Testing Laboratories	11,151	1,397	10,928	1,382	10,503	1,314
Certification and Inspection	8,494	690	7,800	666	7,148	604
Calibration Laboratories	896	215	974	215	1,057	211
Total	20,541	2,302	19,702	2,263	18,708	2,129

+39

ACCREDITED BODIES
AND LABORATORIES

+839

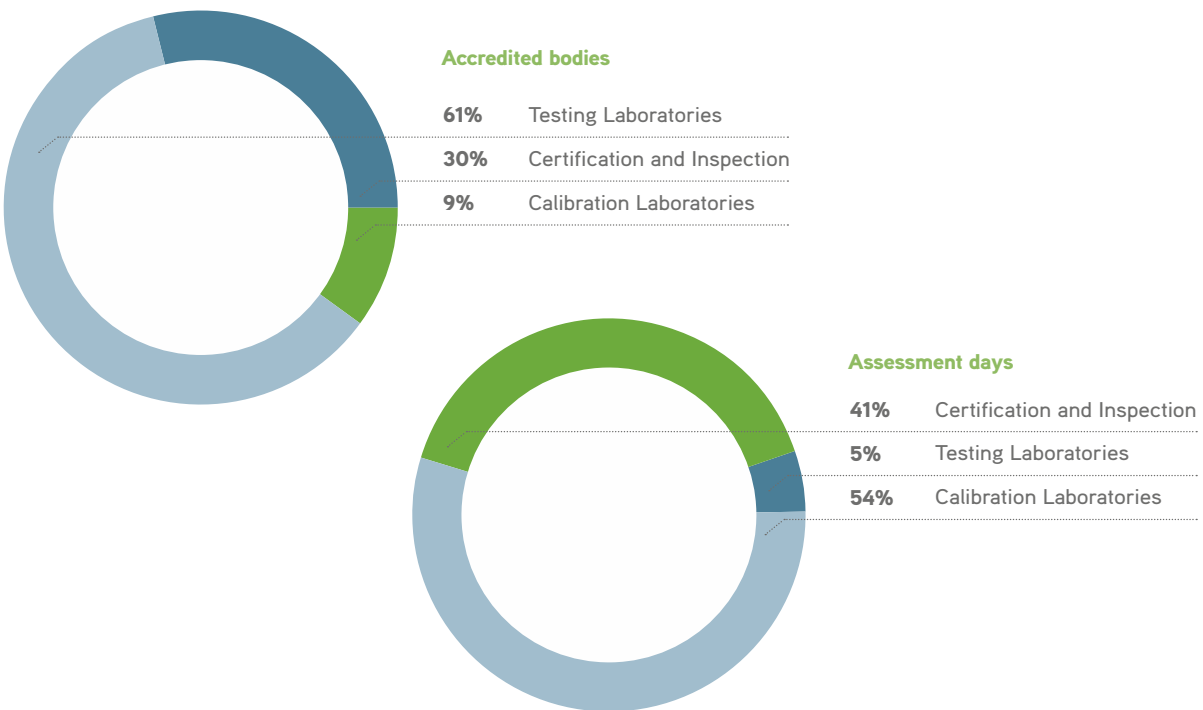
ASSESSMENT DAYS
PERFORMED

611

ASSESSORS
AND EXPERTS

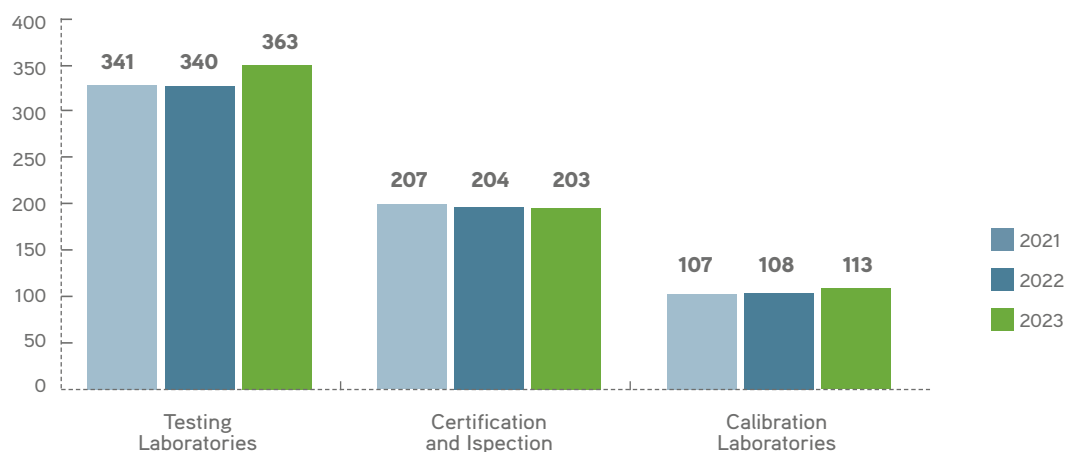
61% of the total of accredited bodies are managed by the Testing Laboratories Department. This share corresponds to 54% of the assessment days carried out in 2023 (figure 1). Compared to 2022, the bodies managed by the Certification and Inspection Department have increased, covering 30% of the total procedures and accounting for 41% of the assessments.

Figure 1 - Assessment days performed per Department 2022 - Percentage values



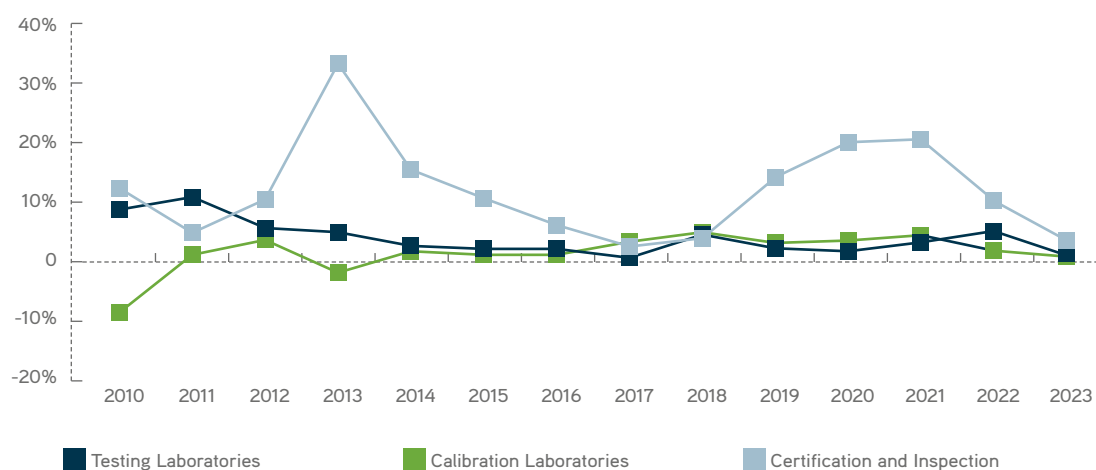
ASSESSORS AND EXPERTS OF THE THREE DEPARTMENTS

The search for new competences and the need for qualified assessment teams with another level of professionalism led to a significant increase in Accredia's team of assessors and experts in 2023, which now has 363 professionals operating in the Testing Laboratories Department - which recorded the greatest increase - 203 in the Certification and Inspection Department and 113 in the Calibration Laboratories Department (figure 2). Considering that assessors can carry out activities for multiple Departments, overall, at the end of 2023, Accredia employs 498 assessors, 20 more than at the end of 2022, supported by 113 technical experts for highly specialized areas.

Figure 2 - The assessors per Department 2021-2023

ACCREDITATIONS OF THE THREE DEPARTMENTS

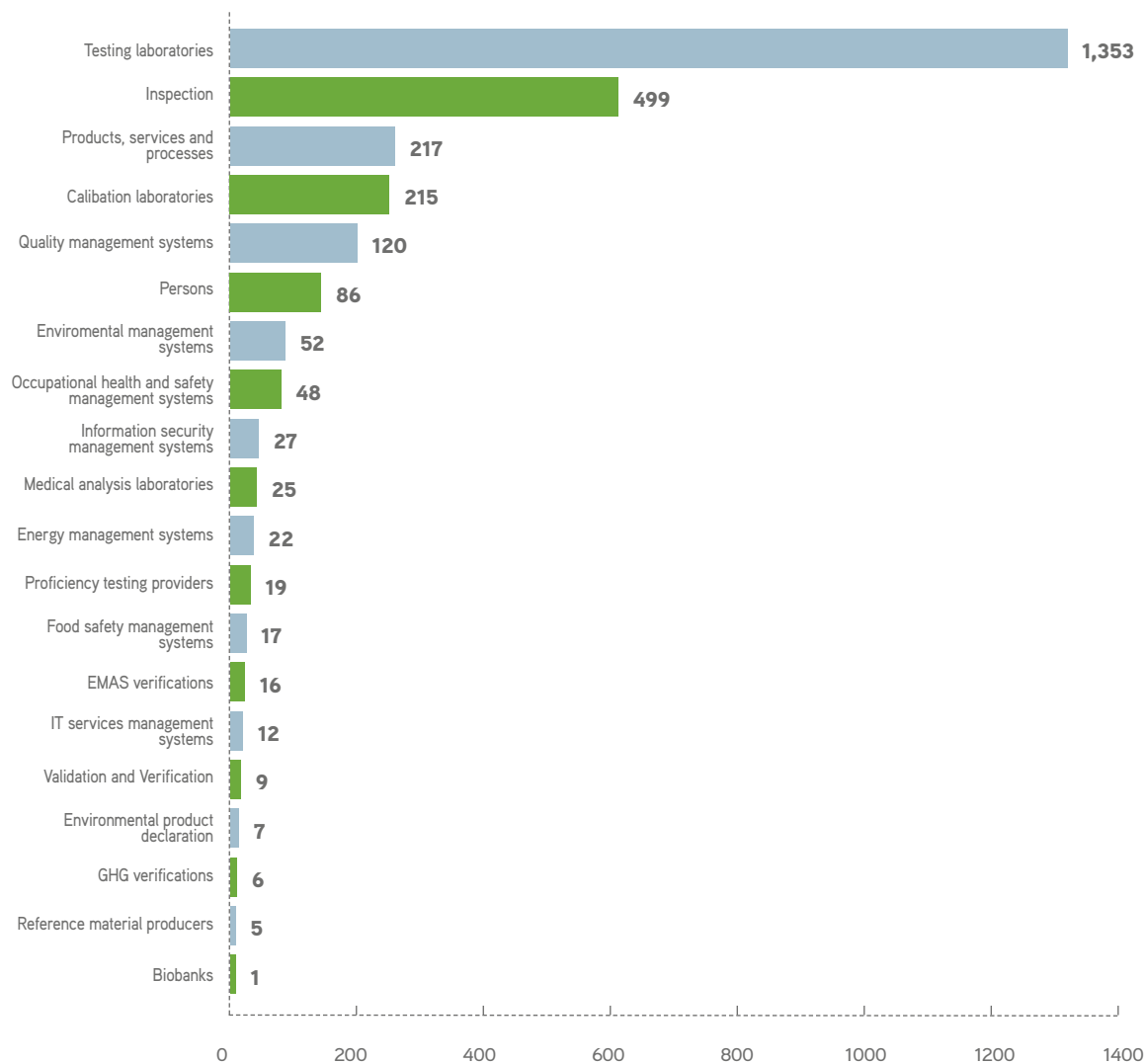
In 15 years Accredia's activities have increased constantly. The percentage variations in the number of accredited bodies per Department always show positive trends (figure 3). In recent years, the dynamics of the accreditations issued by the Certification and Inspection Department - in particular in the regulated areas of periodic verification of measuring instruments based on Ministerial Decree 93/2017 and checks on electrical systems according to Presidential Decree 462/2001 - show trends, although growing, in line with the other areas of activity. In detail, in 2023, we note an increase in certification, inspection, verification and validation bodies of 3.6%, in testing laboratories, medical laboratories and PTPs the growth rate is 1.1%, and in calibration laboratories, biobanks and RMPs it is 0.9%.

Figure 3 - Assessment activities 2010-2023 – Accredited bodies per Department – Percentage variations

The 2,756 accreditations belong to a multitude of schemes, which clearly reflect the breadth of Accredia's competences.

The testing laboratories hold the majority of accreditations: 1,353, followed by the inspection bodies, whose activities in the regulated area have reached 499 accreditations.

Figure 4 - Accreditations per scheme 2023



Compared to 2022, in addition to the increase in accreditations for inspections and the certification of persons, the scheme for the certification of quality management systems has also shown a positive trend (+15 accreditations) and for occupational health and safety (+10 accreditations). Also significant is the increase of 14 accreditations of testing laboratories, on a pattern already prevalent in numbers and, generally, characterized by strong stability (figure 5).

Figure 5 - Growth of accreditation schemes in 2023 compared to 2022

COMPLAINTS RECEIVED BY THE THREE DEPARTMENTS

A fundamental part of Accredia's work, for the benefit of a consolidated reputation among accredited bodies and stakeholders, concerns the management of complaints and the relative corrective actions, included in a process of continuous improvement, as required by the standard UNI CEI EN ISO/IEC 17011. The management of complaints and remarks by all Departments is a central element for compliance with the operating rules of an accreditation body. The complaints received in 2023 have, as usual, involved a rigorous examination of responsibilities and the identification of the causes and any corrective actions to be implemented. Compared to 2022, the most significant aspect is the increase in complaints and remarks addressed to the Certification and Inspection Department (table 2), of which, however, only a small part was deemed to be founded (46 complaints out of 156).

Table 2 - Complaints and remarks received - 2022-2023

	Testing laboratories		Certification & Inspection		Calibration laboratories	
	Complaints	Remarks	Complaints	Remarks	Complaints	Remarks
2022	8	19	34	54	3	6
2023	9	23	67	89	2	10
2023 vs 2022	1	4	33	35	-1	4

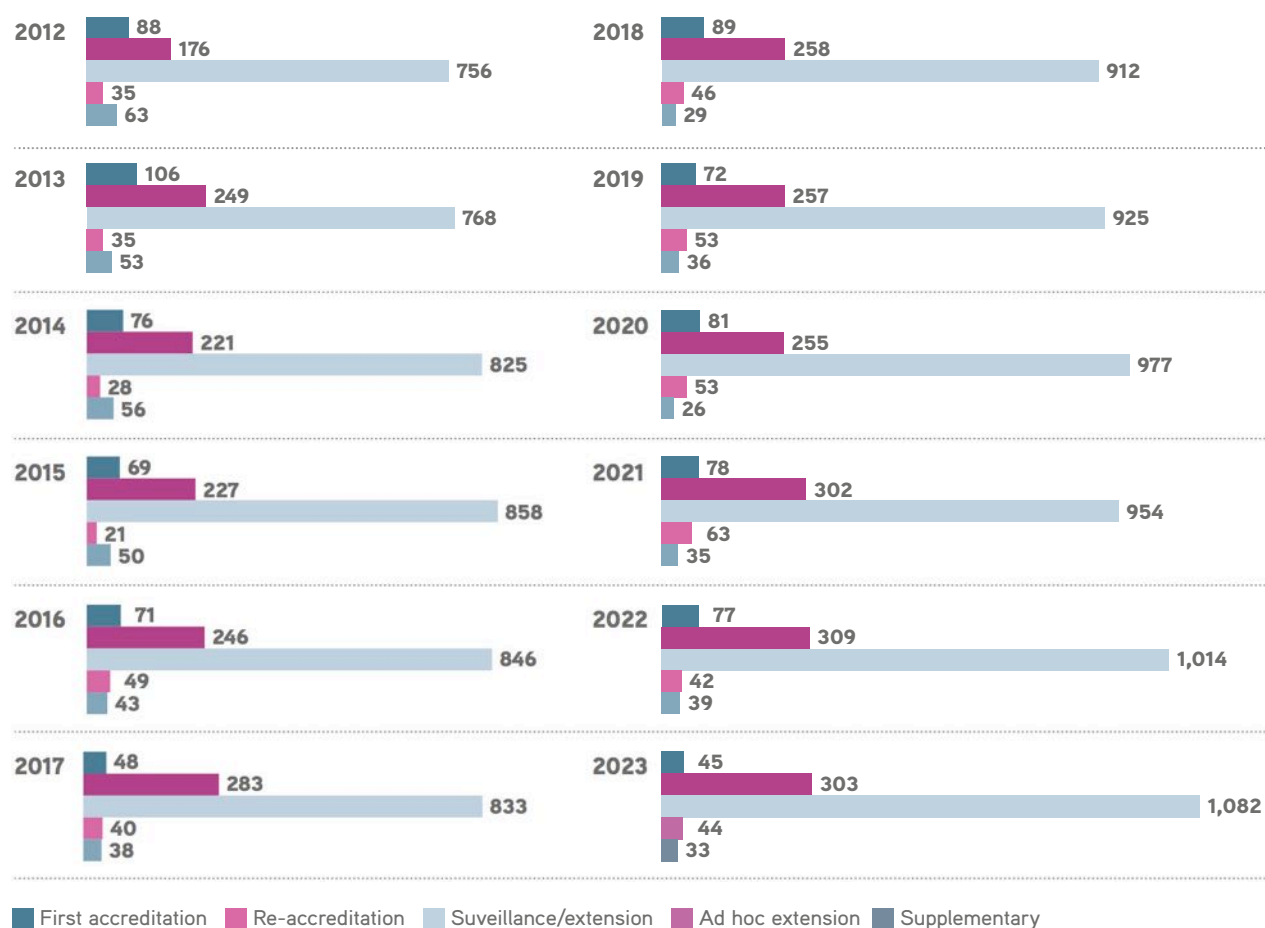
Testing Laboratories, medical Laboratories and interlaboratory proficiency testing Providers (PTP)



ASSESSMENTS PERFORMED BY THE TESTING LABORATORIES DEPARTMENT

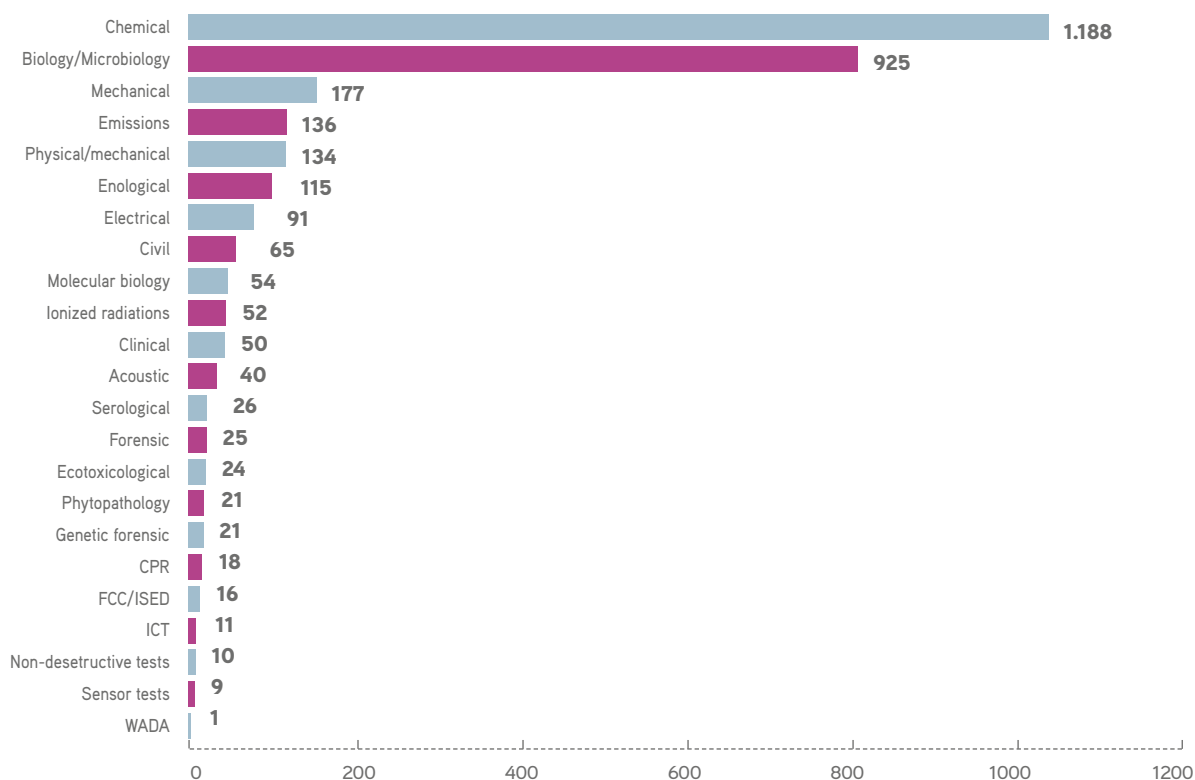
In 2023, the Department managed 45 first accreditation procedures, 303 re-accreditation procedures, 1,082 surveillance/extension procedures, with 44 ad hoc extensions and 33 supplementary visits (figure 6). Most of the activities concern surveillances/extensions for managing the large stock of accreditations held by testing and medical laboratories and interlaboratory proficiency testing providers. Whilst there has been a decrease, compared to 2022, in the number of first accreditation and re-accreditation procedures, those for surveillance (including unscheduled visits) and extensions have significantly increased.

Figure 6 - Assessments for accreditation 2010-2023 - Typology of activity - Number of files



The distribution of accredited sites per testing sector confirms the clear prevalence of chemistry and biology/microbiology with, respectively, 1,188 and 925 accredited structures (figure 7). The sectors of activity of the laboratories show the high specialization of accreditation activities which in recent years involve increasingly broad and specialized skills, such as, for example, construction products and phytopathology, with 21 and 26 accredited laboratories respectively.

Figure 7 - Distribution of accredited sites per sector - 2023



ACCREDITATIONS OF THE TESTING LABORATORIES DEPARTMENT

At the end of 2023, the accreditations issued by the Department are concentrated in the northern regions, mainly in Lombardy (17.2%), Veneto (10.9%) and Emilia Romagna (9.8%). A good percentage of accreditations is located in the central regions of Tuscany (8.3%) and Lazio (7.1%), while in the south, Campania, Sicily and Puglia record a total of 17.2% of national accreditations, the same as for Lombardy (figure 8).

COMPLAINTS RECEIVED BY THE TESTING LABORATORIES DEPARTMENT

In 2023, the Department received a total of 9 complaints (1 more than in 2022) and 23 remarks (4 more than 2022). In the majority of cases (62.5%) the complaints concern the actions of accredited laboratories. In less than one case in five (18.8%) they regarded the actions of the Department (figure 9).

¹ Net 4 foreign laboratories.

Figure 8 - Distribution of testing laboratories, medical laboratories and proficiency testing providers per region - 2023

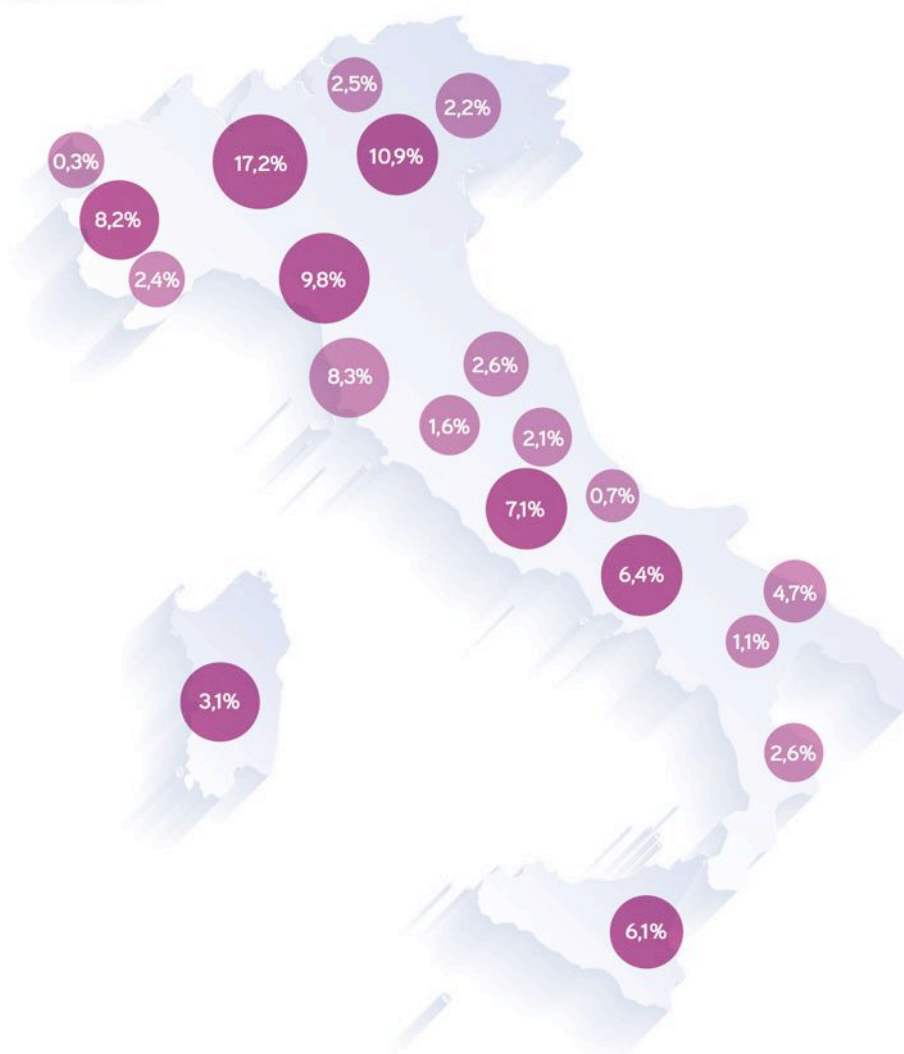
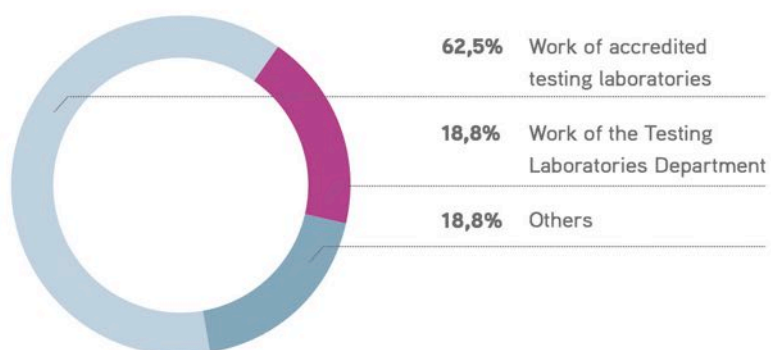


Figure 9 - Subject of the remarks and complaints - 2023



09

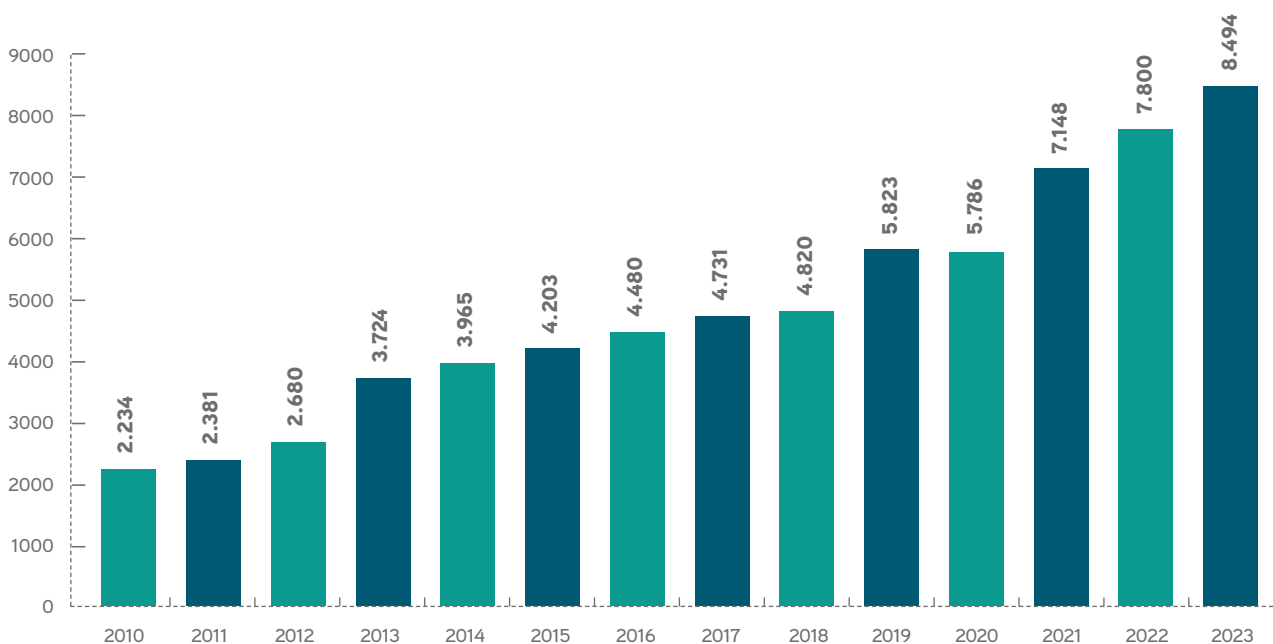
Certification, inspection and verification bodies



ASSESSMENTS PERFORMED BY THE CERTIFICATION AND INSPECTION DEPARTMENT

In 2023, the Department's assessment activities increased significantly, reaching a total of 8,494 days (figure 10) and all accreditation schemes increased. The rise in the number of bodies managed was driven not only by activities in the regulated area for accredited inspections, but also by numerous new recognitions in management system schemes. Also significant are the new accreditations in the regulated and voluntary areas for the standard UNI CEI EN ISO/IEC 17029 which concerns validation and verification bodies.

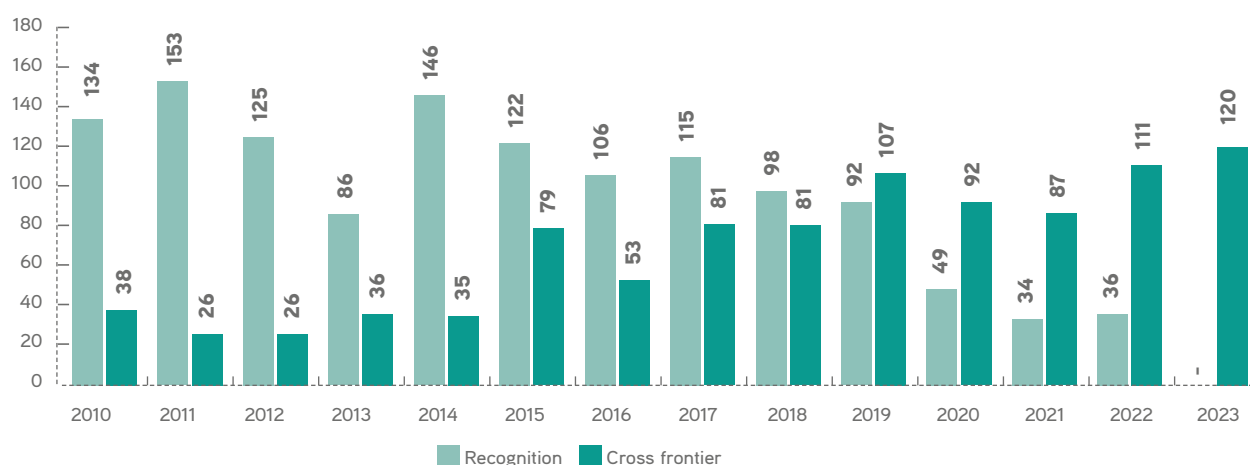
Figure 10 - Assessment activities for accreditation 2010-2023 – Days performed



In 2023, recognition activities were suspended until the withdrawal of the Technical Regulation RT-05 for foreign certification bodies operating in the construction sector (IAF 28), while Cross Frontier activities increased from 111 in 2022 to 120 in 2023 (figure 11).

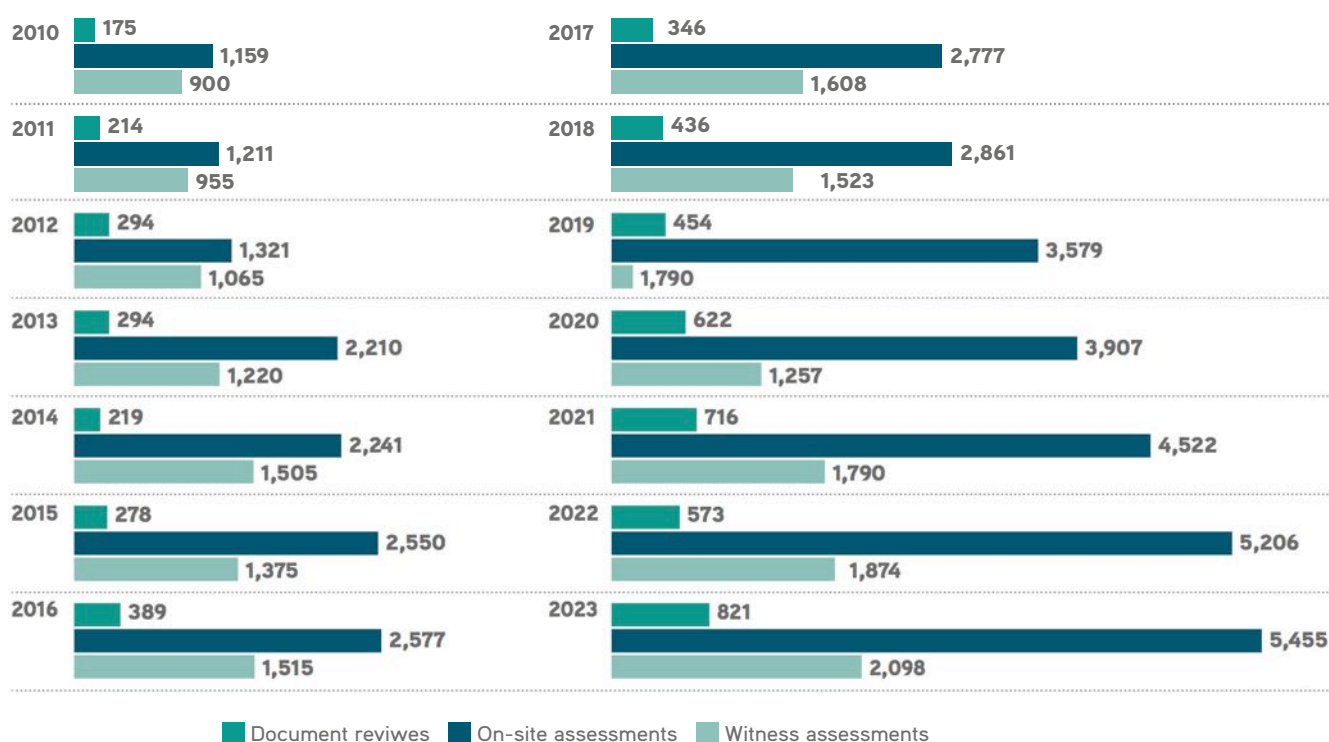
Among the different types of assessment of certification, inspection and validation and verification bodies, document reviews rose most in 2023, reaching 821 assessment days.

Figure 11 - Assessments for recognition and Cross Frontier activities 2010-2023 - Days performed



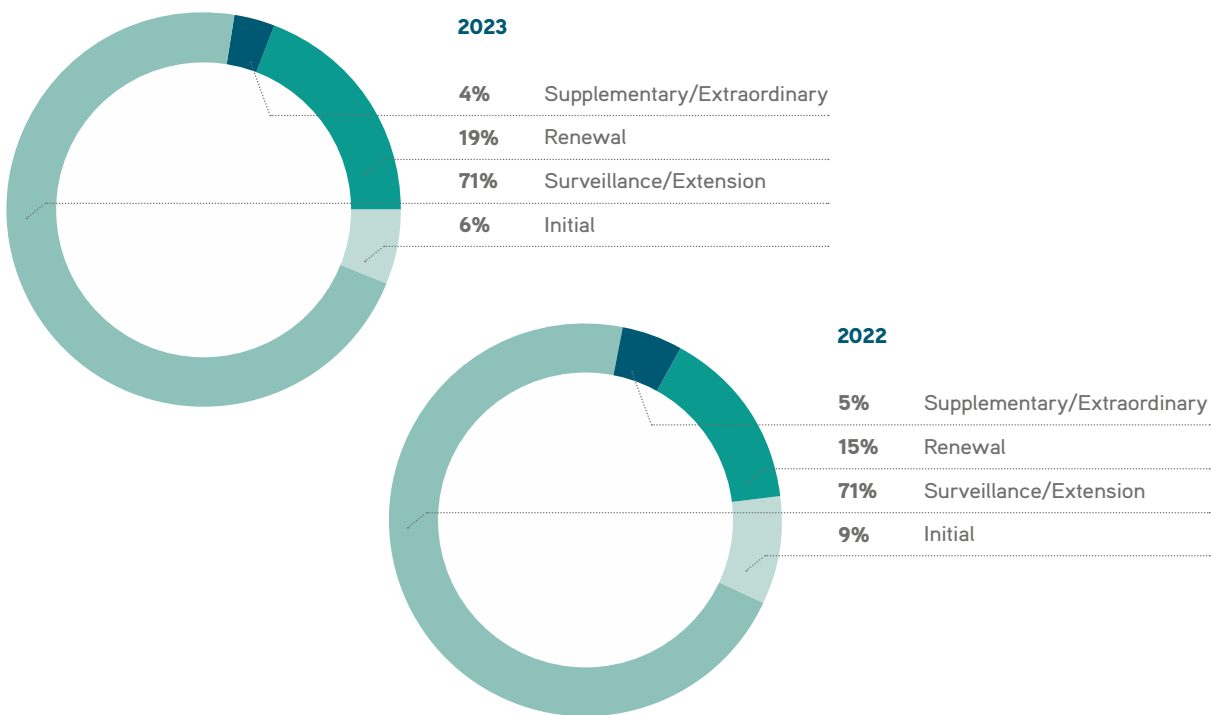
There was also a marked increase in the number of days for witness assessments, amounting to 2,098. On-site assessments, which represent the majority of the Department's assessment activities, totaled 5,455 days, also an increase compared to 2022 (figure 12).

Figure 12 - Assessments for accreditation 2010-2023 – Typology of activity – Days performed



In 2023, the share of days for renewal activities increased significantly (19%), though there was a fall in assessments for initial accreditation (6%) and in supplementary/extraordinary assessments (figure 13). The share of activities for surveillance/extension activities remained stable compared to 2022 (71%).

Figure 13 - Assessments for accreditation 2023-2022 - Typology activity – Days performed



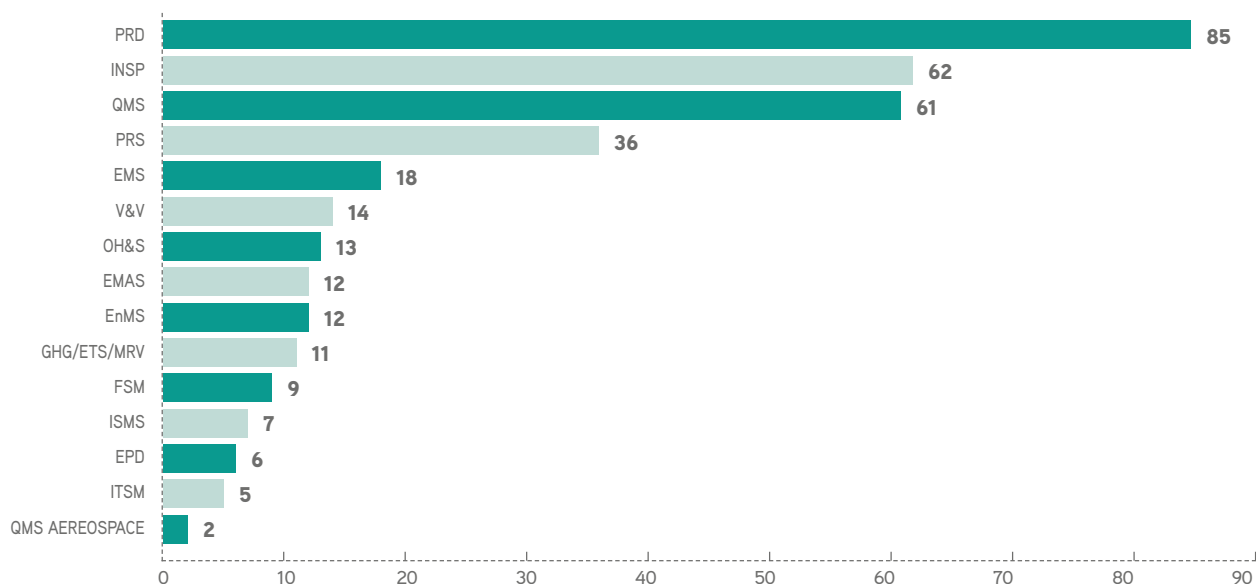
ASSESSORS AND EXPERTS OF THE CERTIFICATION AND INSPECTION DEPARTMENT

The accreditation activities of the bodies are entrusted to a team of 133 assessors, assisted by 70 technical experts who guarantee sectoral and specialist knowledge. The Department’s assessment team is mainly made up of professionals in product schemes (85 assessors) inspection schemes (62 assessors) and quality management systems (61 assessors) (figure 14).

ACCREDITATIONS OF THE CERTIFICATION AND INSPECTION DEPARTMENT

The number of accreditations per scheme valid at the end of 2023 shows the prevalence of the accredited inspection bodies, numbering 499. The product schemes and quality management systems, with 217 and 120 accreditations, occupy the second and third places in the Department’s activities (table 3). The novelty concerns the accreditations of validation and verification bodies.

Figure 14 - Assessors per scheme - 2023



The conformity verification schemes and programmes relating to the accreditation standard UNI CEI EN ISO/IEC 17029 range from the regulated scope of the European Emissions Trading System (EU ETS), to the Environmental Product Declaration (EPD) and to other owner schemes. The reduction in the number of accreditations in the EPD, GHG, ETS and MRV schemes is part of a transition process to the new V&V scheme, for which there are already 9 accredited operators in one year.

Food and Wine - Regulated accreditation for the certification of GI and organic products

PDO and PGI productions contribute to the development of our country by means of important supply chains that combine quality food and wine with local culture and traditions. The recognition by the market of the quality and specialization of products, as well as of the many characteristics relating to the local areas and traditions, is possible thanks to a rigorous system of checks on compliance with the production specifications, pursuant to the European regulations. Compliance with the Geographical Indication (GI) and organic production specifications is also ensured by the accreditation of private control bodies, which remain stable in 2023. 29 certification bodies are accredited for the certification of GIs, of which 24 for PGI, PDO and TSG agri-food productions, and 13 for the quality wine market. On the organic front, 19 bodies are currently operating under accreditation (figure 15).

Table 3 - Growth of accreditations per scheme - 2010-2023

Scheme	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
INSP	499	468	407	294	191	133	119	109	97	79	64	62	57	52
PRD	217	217	212	208	214	212	212	203	195	171	149	84	66	63
QMS	120	105	104	102	98	96	95	95	92	92	91	90	89	85
PRS	86	75	66	57	57	52	49	40	37	29	28	23	15	15
EMS	52	43	44	43	43	39	40	40	39	40	40	37	42	37
OH&S	48	38	39	37	34	31	30	27	27	29	26	23	21	17
ISMS	27	21	20	18	16	14	13	12	11	10	10	10	10	9
EnMS	22	18	18	17	16	14	13	13	12	12	10	7	7	2
FSM	17	14	14	14	15	14	13	12	10	10	11	11	12	12
EMAS	16	16	15	15	15	15	15	15	15	15	15	-	-	-
ITSMS	12	9	9	7	7	7	5	5	4	4	3	2	1	1
V&V	9													
EPD	7	10	8	8	7	7	7	7	7	7	6	6	4	4
GHG/ETS/MRV	6	10	9	11	10	10	11	12	12	15	1	-	-	-

Legend – Accreditation scheme
INSP - Inspection

PRD - Certification of product/service

QMS - Certification of quality management systems

PRS - Certification of persons

EMS - Certification of environmental management systems

OH&S - Certification of occupational health and safety management systems

ISMS - Certification of information security management systems

EnMS - Certification of energy management systems

FSM - Certification of food safety management systems

EMAS - Certification for environmental verification activities

ITSMS - Certification of IT services management systems

V&V - Validation and Verification

EDP - Environmental product declaration

GHG/ETS/MRV - Verification & Validation of emissions

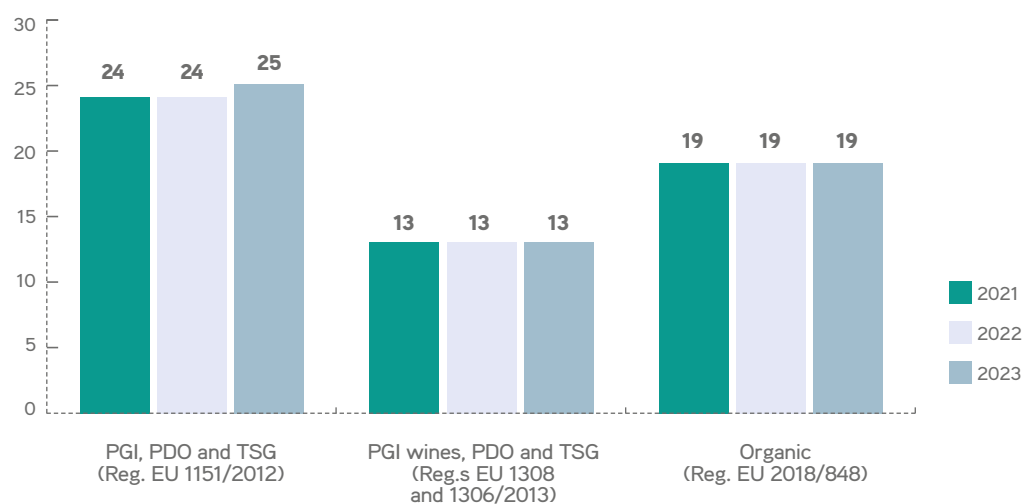
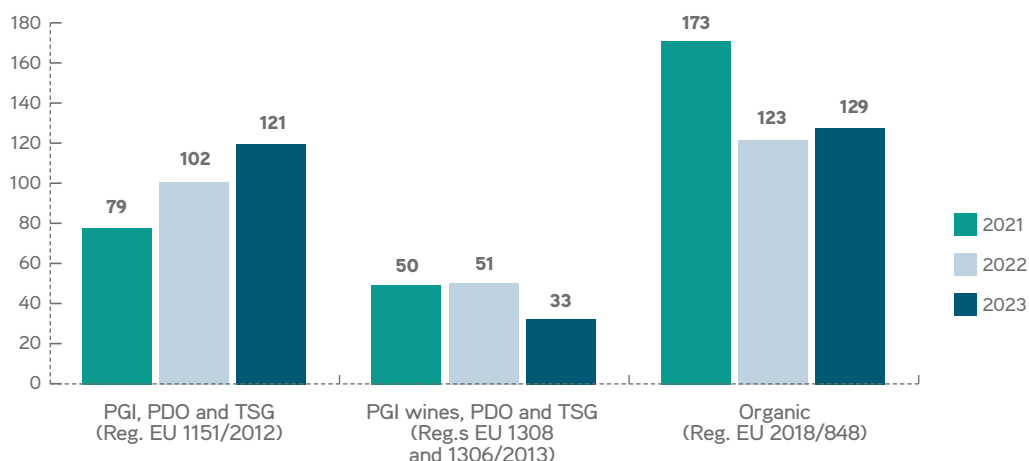
Figure 15 - Accredited control bodies in the regulated GI and organic sector - 2021-2023


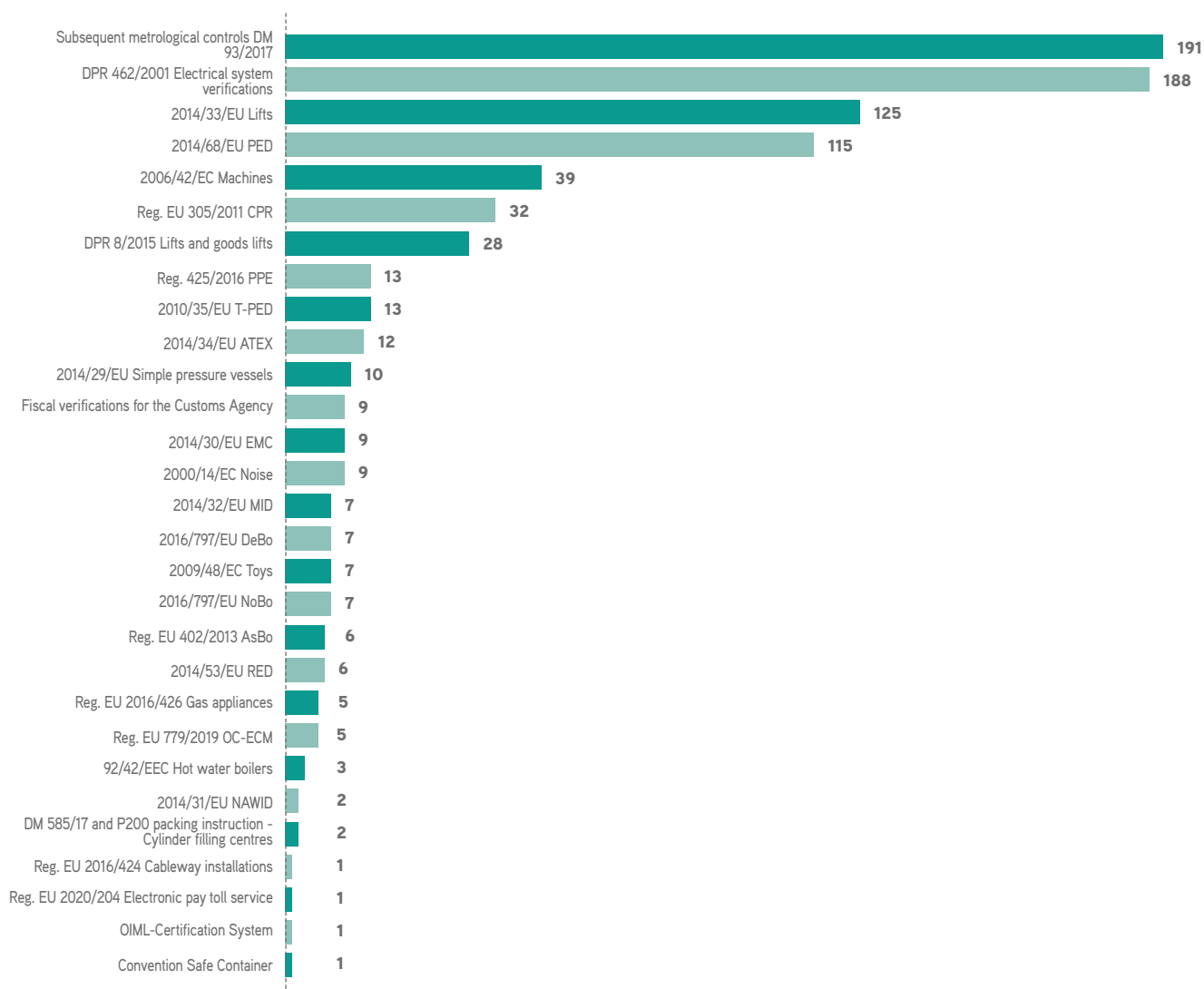
Figure 16 - Assessment activities for accreditation in the regulated GI and organic sector 2021-2023
 – Days performed



In the three-year period 2021-2023, assessment activities increased in the GI food sector (EU Regulation 1151/2012), reaching 121 days, while accreditations in the wine sector decreased. The organic sector required a total of 129 assessment days (figure 16).

Qualified, authorized and notified bodies

Also in 2023, the volume of activity for the accreditation of organizations operating on the market by virtue of ministerial authorization or qualification or notification to the European Commission grew. In accordance with the mandatory document EA-2/17 M:2020, a body notified for the same Directive can be accredited for more than one conformity assessment scheme. The introduction of this requirement certainly contributes to the growth trend in the number of accreditations for notification purposes. To complete the picture are the bodies that undertake the verification of electrical systems (Law Decree 462/2001) and those active in the periodic verification of measuring instruments (Law Decree 93/2017). The majority of accreditations are concentrated in these areas with, respectively, 188 and 191 recognitions.

Figure 17 - Accreditations in the notified area and other regulated activities - 2023


Legend – Applicable provisions for notification

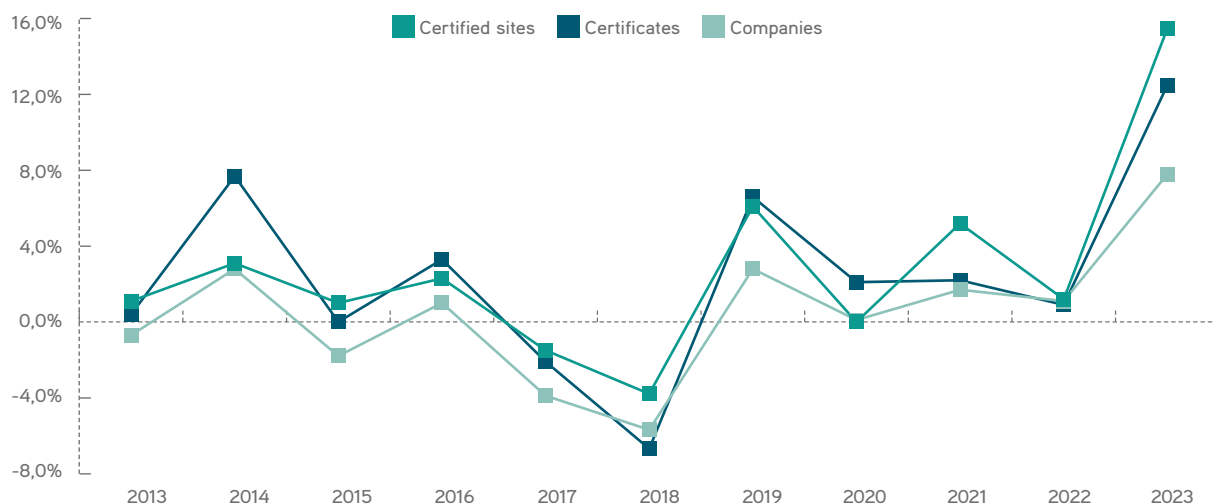
Subsequent metrological controls - Law DM 93/2017
Electrical system verifications - Law DPR 462/2001
Lifts - Directive 2014/33/EU
PED - Pressure equipment - Directive 2014/68/EU
Machines - Directive 2006/42/EC
CPR - Construction products - Reg. EU 305/2011
Lifts and goods lifts - Law DPR 8/2015
PPE - Personal Protective Equipment - Reg. EU 425/2016 and Directive 89/686/EEC
T-PED - Transportable pressure equipment - Directive 2010/35/EU
ATEX - Equipment and protection systems intended for use in potentially explosive atmospheres - Directive 2014/34/EU
Simple pressure vessels - Directive 2014/29/EU
Fiscal verifications for the Customs Agency
EMC - Electromagnetic compatibility - Directive 2014/30/EU
Noise - Directive 2000/14/EC
MID - Measuring instruments - Directive 2014/32/EU
DeBo - 2016/797/EU Railway subsystems
Toys - Directive 2009/48/EC
NoBo - 2016/797/EU Railway subsystems

AsBo - Reg. EU 402/2013 Railway subsystems
RED - Radio and telecommunications equipment- Directive 2014/53/EU
Gas appliances - Reg. EU 426/2016 GAR
OC-ECM - Reg. EU 779/2019 Railway subsystems
Hot water boilers - Directive 92/42/EEC
NAWID - Non-automatic weighing instruments - Directive 2014/31/EU
"Certification of cylinder filling centers in accordance with the Decree of the Ministry of Infrastructures and Transport 585 of 21/12/2017 and the provisions of the P200 packaging instruction of the ADR/RID/ADN and in the INSP scheme" - Type A inspection body for the verification of the cylinder filling activities carried out by the filling centers in accordance with the provisions of Ministerial Decree 585/17 and the packaging instruction P200 of the ADR/RID/ADN".
Cableways installations - Reg. EU 424/2016 and Directive 2000/9/EC
European electronic pay toll service - Reg. EU 2020/204
OIML - Certification System
"Convention Safe Container" - CSC pursuant to the Decree of the Ministry of Infrastructures and Transport ref. 0000585 of 21/12/2017 and of the Accredia Technical Circular DC N° 20/2020 ref. DC2020OC407 dated 16/12/2020

MANAGEMENT SYSTEM CERTIFICATIONS

In 2023, compared to the previous year, the number of sites certified for management systems increased by 15.5%, reaching 181,713 units. The statistical aggregates “companies” (identified by VAT number/tax code) and “certified” also recorded considerable annual upward trends, of 7.8% and 12.5% respectively (figure 18).

Figure 18 - Trend of management system certifications 2013–2023 – Certified sites, companies, certificates² - Percentage variations



² The statistical reports of the management system certifications are created 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 which can be 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/company in possession of a management system certification uniquely identified by a VAT number/tax code.
- **Certificate:** the specific code developed at procedural level, which, together with the date of first issue, uniquely identifies the management system certification obtained by the certified company

All the main certification schemes increased the number of certified sites. Also the quality management systems (QMS), after years of substantial stability, recorded a considerable rise in certified units, with an annual percentage variation of +6%, which brings the overall number to 131,060 certified sites (table 4). Environmental management systems (EMS) and occupational health and safety (OH&S) which, together with quality management systems are prevalent, with an annual growth in the number of certified sites of approximately 19%. The novelty, introduced into the market at the end of 2022, is the gender equality management systems with 8,388 certified sites at the end of 2023: an increase of 919%.

The trend of annual percentage variations in the number of certified sites shows great dynamism (figure 19).

Table 4 - Trend of certified sites per management systems - 2013-2023

Standard	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013
QMS	131,060	124,152	124,690	122,464	123,211	116,891	124,420	128,240	126,865	127,303	124,615
EMS	37,619	31,508	29,181	25,482	24,076	22,963	22,160	21,616	20,339	19,735	18,738
OH&S	32,974	27,805	26,252	24,799	20,548	16,103	16,860	15,461	14,052	12,779	11,516
ISMS	5,177	4,288	3,250	2,874	2,233	1,619	1,205	926	799	662	568
ABMS	4,962	3,471	3,614	2,856	2,364	673	230	-	-	-	-
Equality	8,388	823	-	-	-	-	-	-	-	-	-
EnMS	3,982	3,226	3,393	2,960	2,607	3,420	2,322	1,315	794	-	-
FSM	3,538	1,881	1,652	1,472	1,545	1,308	1,190	1,218	854	-	-
ITSMS	489	322	283	261	233	191	108	81	73	57	17

Legend – Management system certification schemes

QMS - Quality management systems (UNI EN ISO 9001)

EMS - Environmental management systems (UNI EN ISO 14001)

OH&S - Occupational health and safety management systems (UNI EN ISO 45001)

ISMS - Information security management systems (UNI ISO 27001)

ABMS - Anti-bribery management systems (UNI EN ISO 37001)

Equality - Gender equality management systems (UNI/PdR 125)

EnMS - Energy management systems (UNI CEI EN ISO 50001)

FSM - Food safety management systems (UNI EN ISO 22000)

ITSMS - Management systems for IT services (ISO/IEC 20000-1)

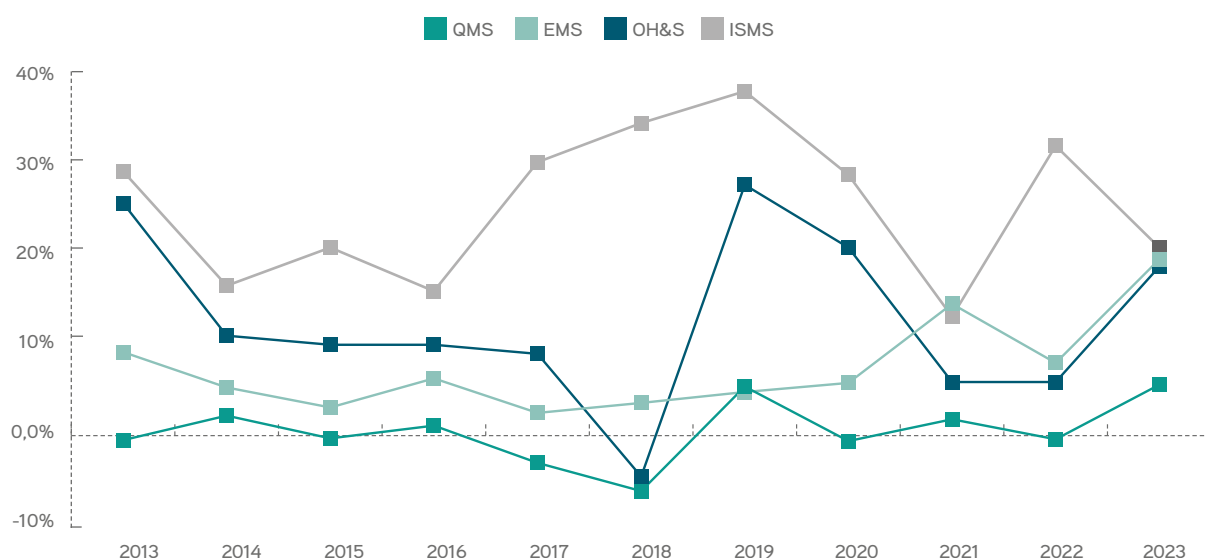
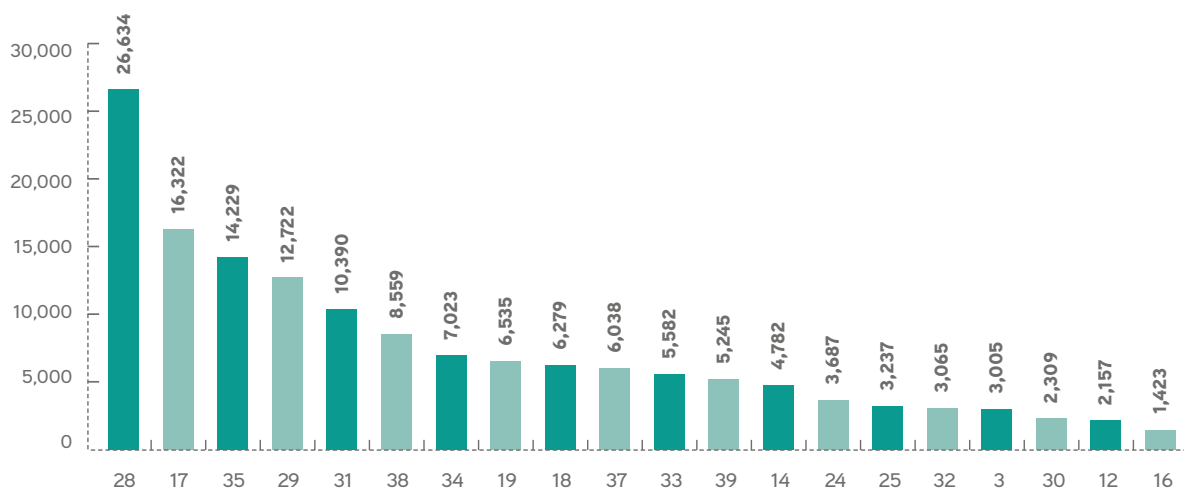
Figure 19 - Trend of the main management system certifications 2013-2023 - Certified sites per standard - Percentage variations


Figure 20 - Breakdown of certifications per management system 2023 - Leading 20 IAF sectors



Legend – IAF certification sectors

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

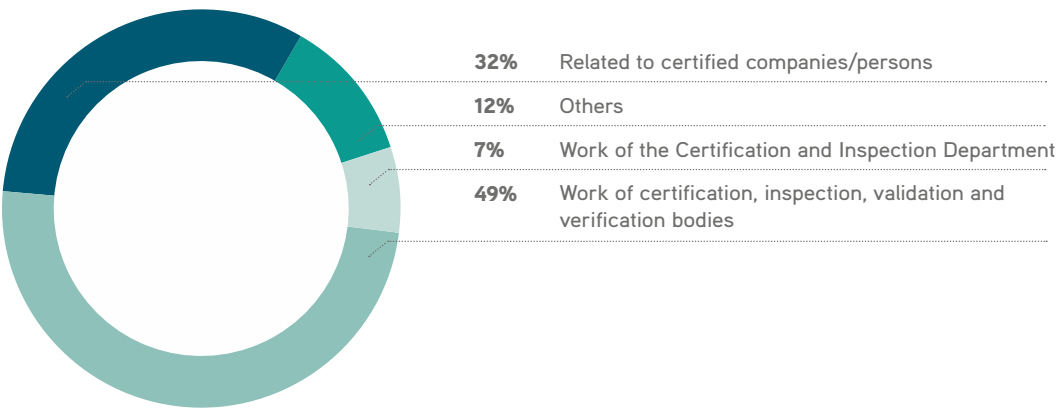
In 2023, the annual percentage variations cross each other but the liveliness of a consolidated scheme that is representative of the majority of certified sites emerges, such as quality management systems. In the period analyzed, energy management systems (EnMS) show greater variability, as a consequence of Legislative Decree 102/2014 on energy efficiency, and occupational health and safety management systems after the introduction of the international standard UNI ISO 45001.

At the IAF sector level, the requirement for accredited quality management system (QMS) certification for participation in public tenders contracts concentrates the stock of certified sites in the “Construction” sector (IAF 28), with 26,634 units, while “Metals and metal products” (IAF 17) and “Other services” (IAF 35) occupy second and third place with 16,322 and 14,229 certified sites respectively (figure 20).

COMPLAINTS RECEIVED BY THE CERTIFICATION AND INSPECTION DEPARTMENT

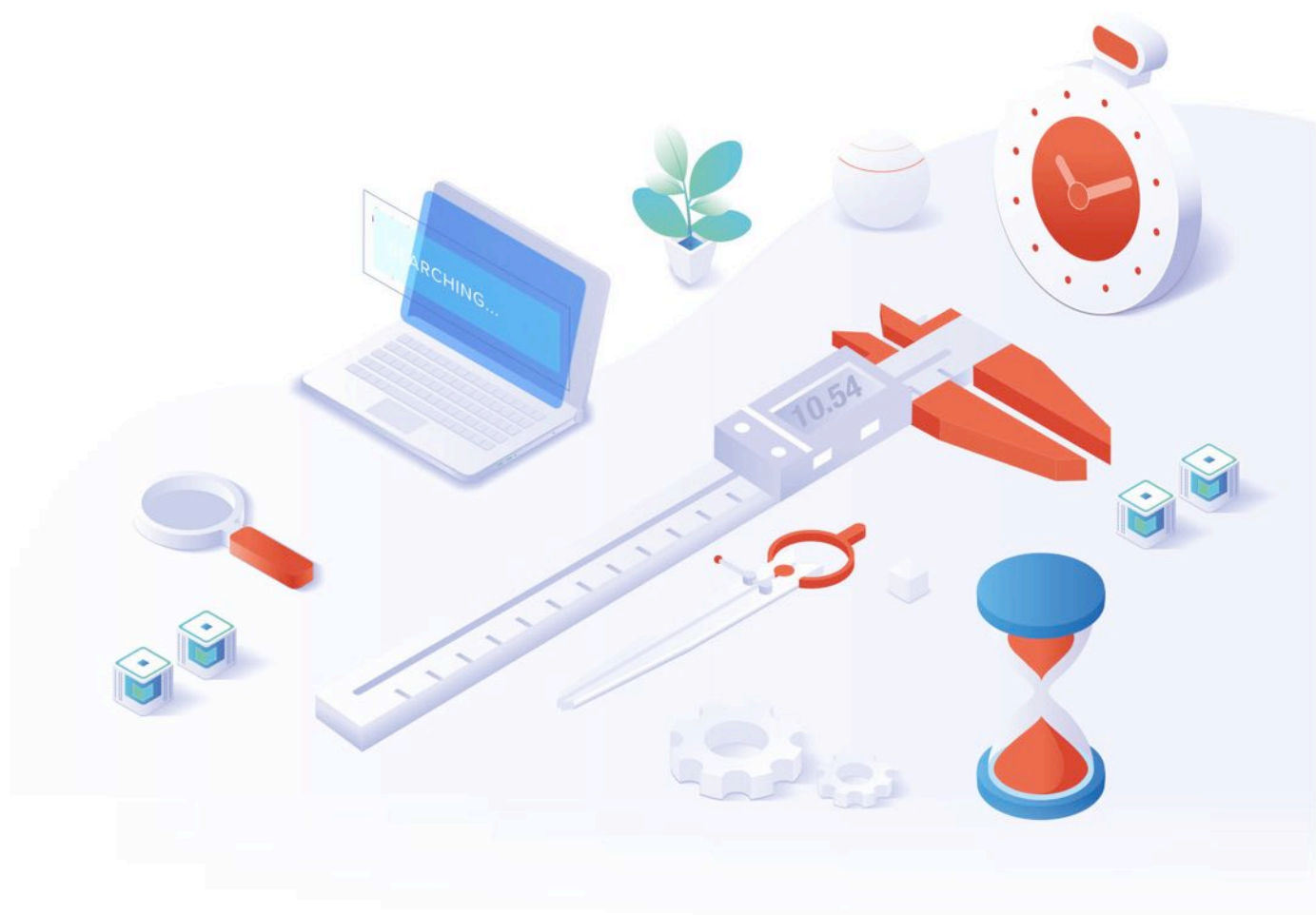
In 2023, the Department received a total of 67 complaints and 89 remarks. This is a notable increase compared to 2022, but only 16 complaints were deemed to be valid. Approximately half of the complaints concern dissatisfaction with the actions of certification, inspection, validation and verification bodies (49%), while 32% related to unsatisfactory services of certified companies or persons. Other parties account for 12% of cases, while only 7% of complaints and remarks concern the work of the Department (figure 21).

Figure 21 - Subject of remarks and complaints - 2023



10

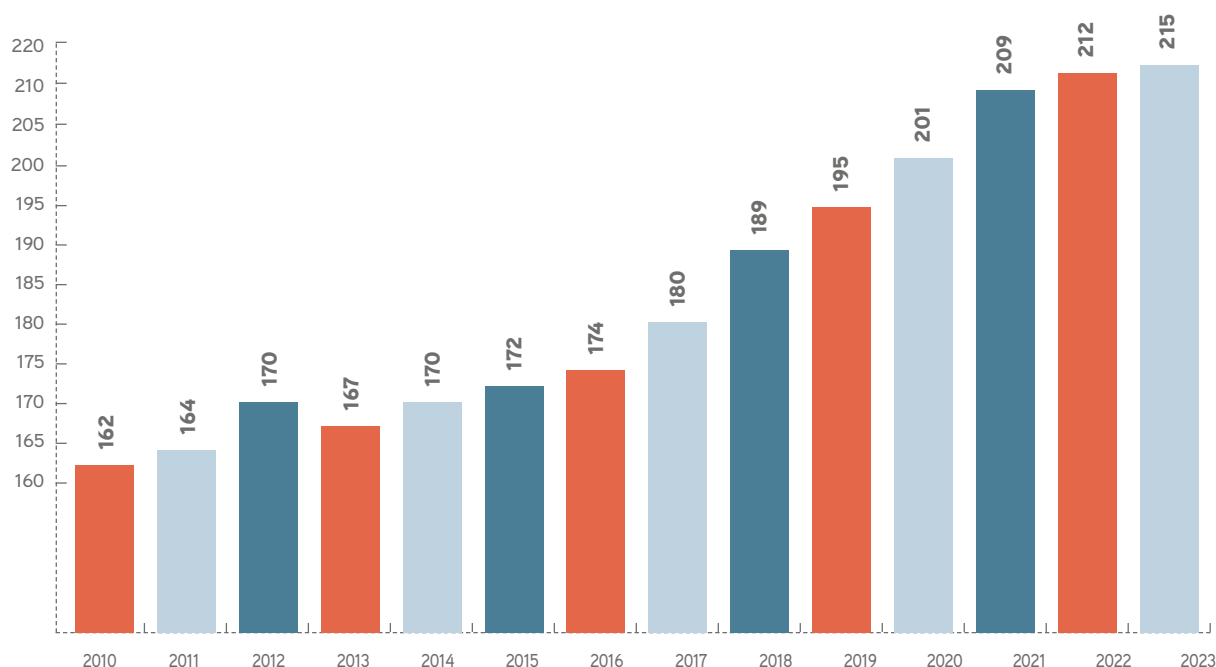
Calibration laboratories, Reference materials producers and Biobanks



ASSESSMENTS PERFORMED BY THE CALIBRATION LABORATORIES DEPARTMENT

The Department closed 2023 with 215 accredited calibration laboratories. The increase in accreditations compared to 2022 is consistent with what has already been noted in recent years, since from 2010 to today the increase in the Department's activities has been continuous. In addition to the accreditations of the calibration laboratories, there are also 5 reference materials producers and one biobank.

Figure 22 - Trend of accreditations of calibration laboratories - 2010-2023



Between 2022 and 2023 the number of accreditations fell, including, in particular, extensions (from 59 to 44) and renewals, declining from 55 to 40 (figure 23). In line with last year, 119 files for on-site experimental assessments and 131 surveillances were reported, while there were 7 first accreditations.

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 23 - Assessments per accreditation 2010-2023 – Number of files

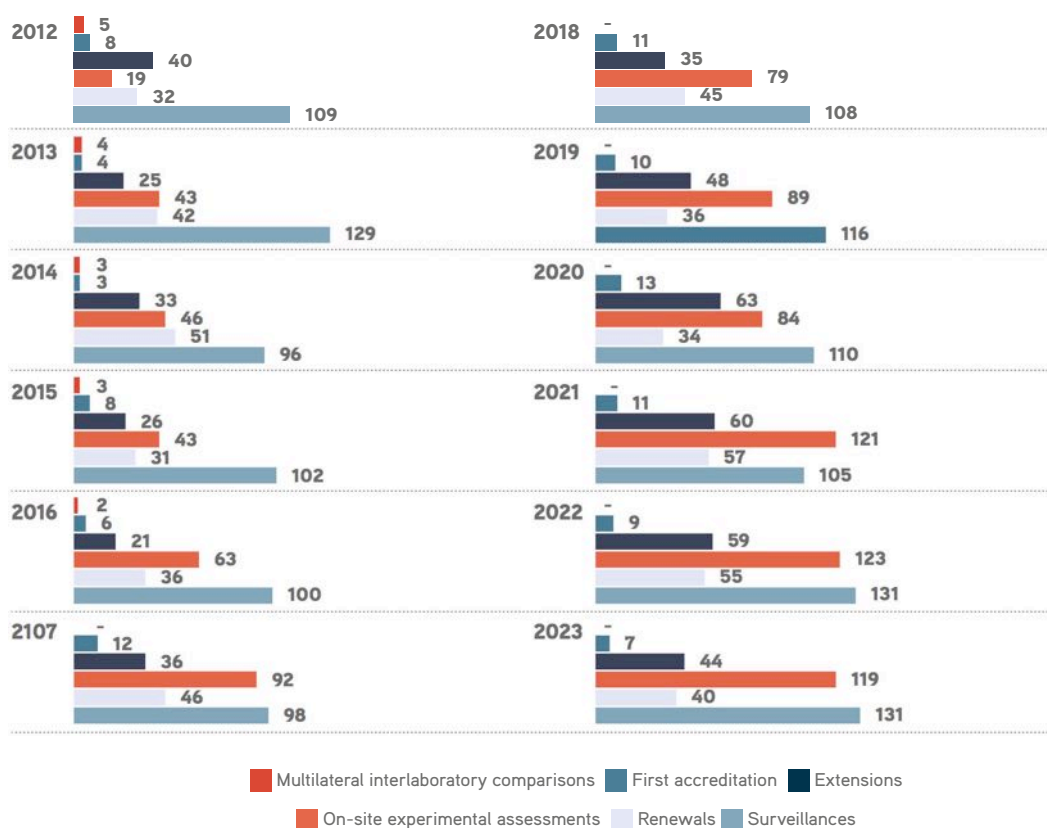


Table 5 - Assessments 2010 -2023 - Typology of activity – Days performed

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
Document reviews	267	319	362	375	378	348	315	197	317	199	167	198	210	87
On-site assessments	577	605	632	574	528	506	502	437	389	394	398	370	332	228
Experimental assessments	52	50	63	42	42	48	55	46	55	74	80	48	85	27
Total	896	974	1.057	991	947	902	872	680	761	667	645	616	627	342

In 2023, the Department's assessment activity recorded 896 days. In particular, 267 days were taken up by document reviews, 577 for on-site assessments and 52 for experimental assessments (table 5). From 2010 to 2023, activities tripled, with significant increases in all types of activities (figure 24).

In terms of inspection competences, system assessors, compared to technical assessors, are more involved in assessments performed on-site and to a lesser extent in the analysis of documentation, with a ratio of 80/20 (figure 25).

Figure 24 - Assessments 2010-2023 - Typology of activities – Days performed

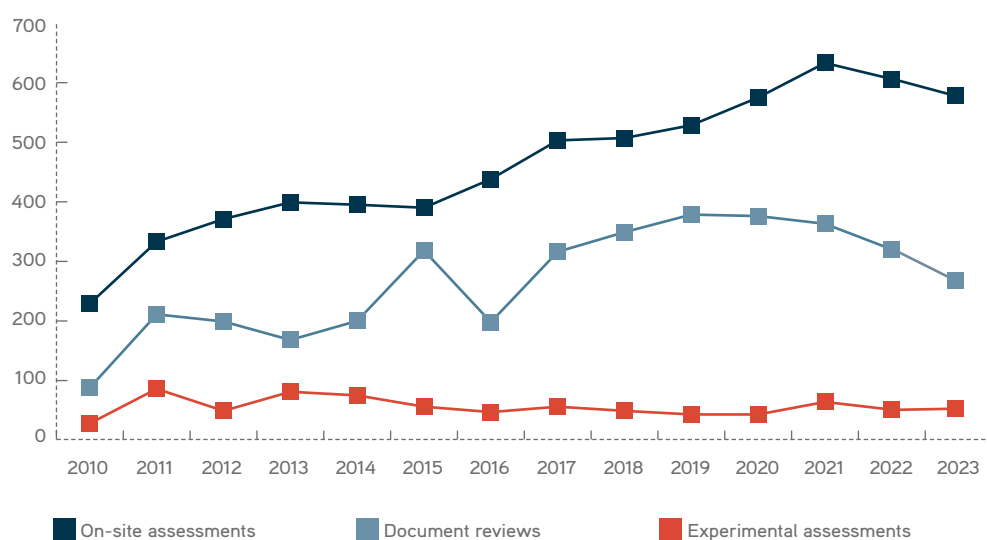
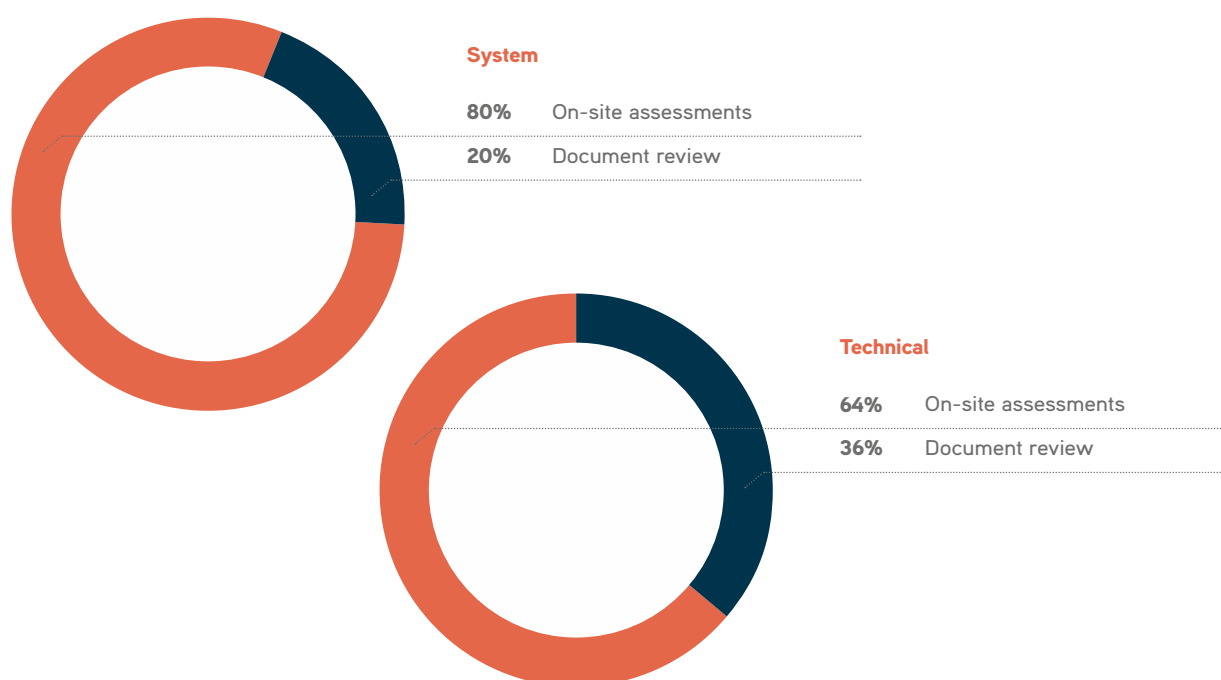


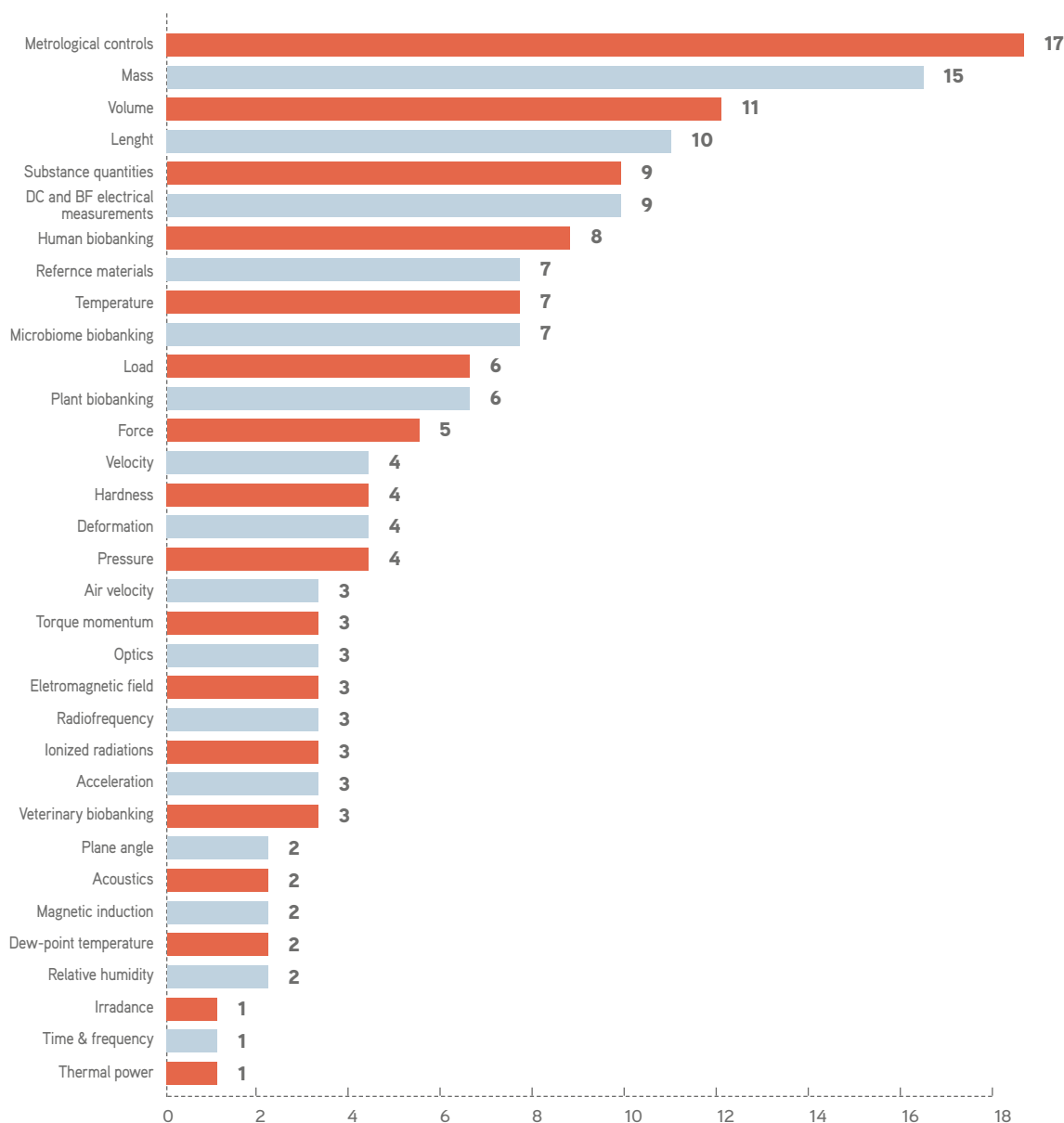
Figure 25 - Assessments for accreditation 2023 – Typology of activities – Days performed



ASSESSORS AND EXPERTS OF THE CALIBRATION LABORATORIES DEPARTMENT

The Department employs a team of highly qualified assessors specialized in multiple areas of expertise. At the end of 2023, the Department coordinated the activities of 89 assessors assisted by 24 technical experts for highly specialized sectors. The mandatory activities for Ministerial Decree 93/2017, which regulates the periodic verification of measuring instruments for legal purposes, involved 17 assessors. This is the first sector of expertise in terms of number of professionals, followed by mass and volume with, respectively, 15 and 11 assessors (figure 26).

Figure 26 - Assessors per sector of competence - 2023



In the central regions, in particular, Tuscany and Lazio register the highest number of accredited operators while, among the southern regions, Campania has 3.3% (figure 27).

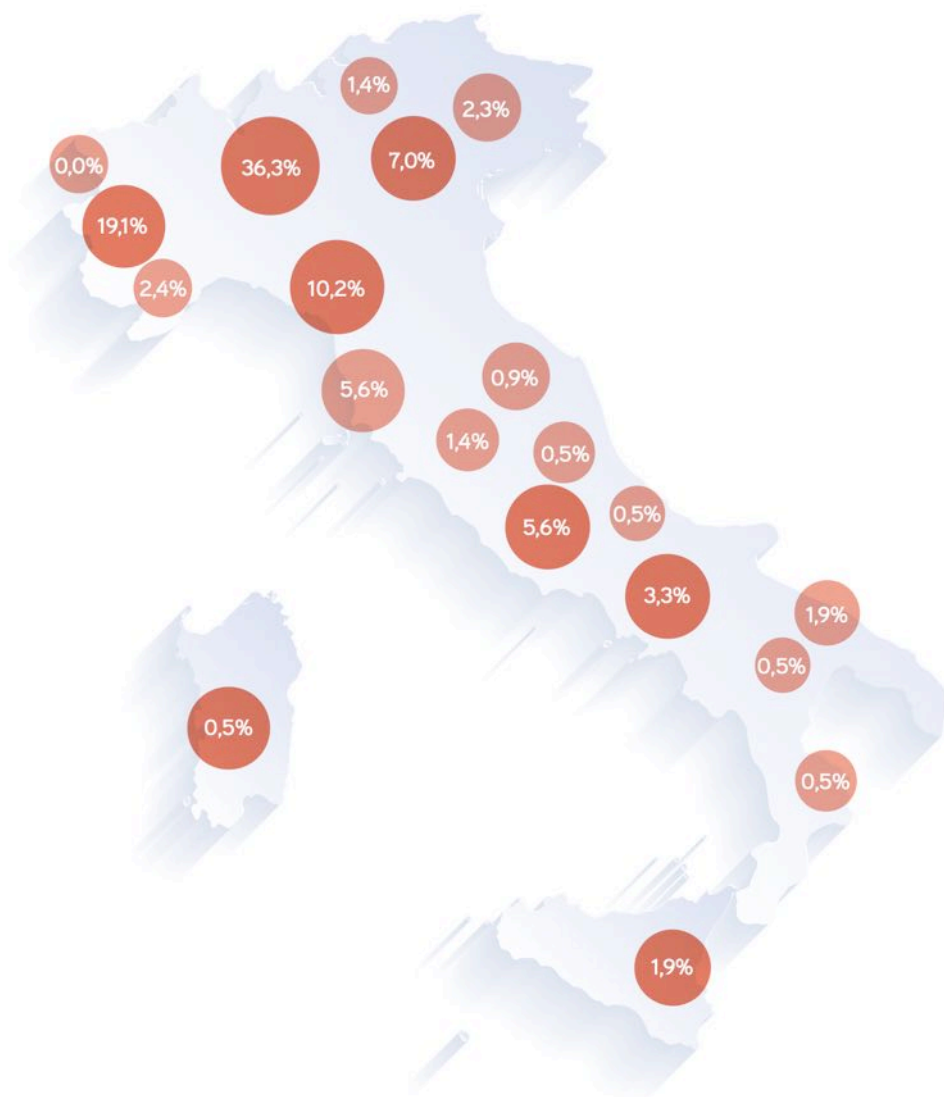
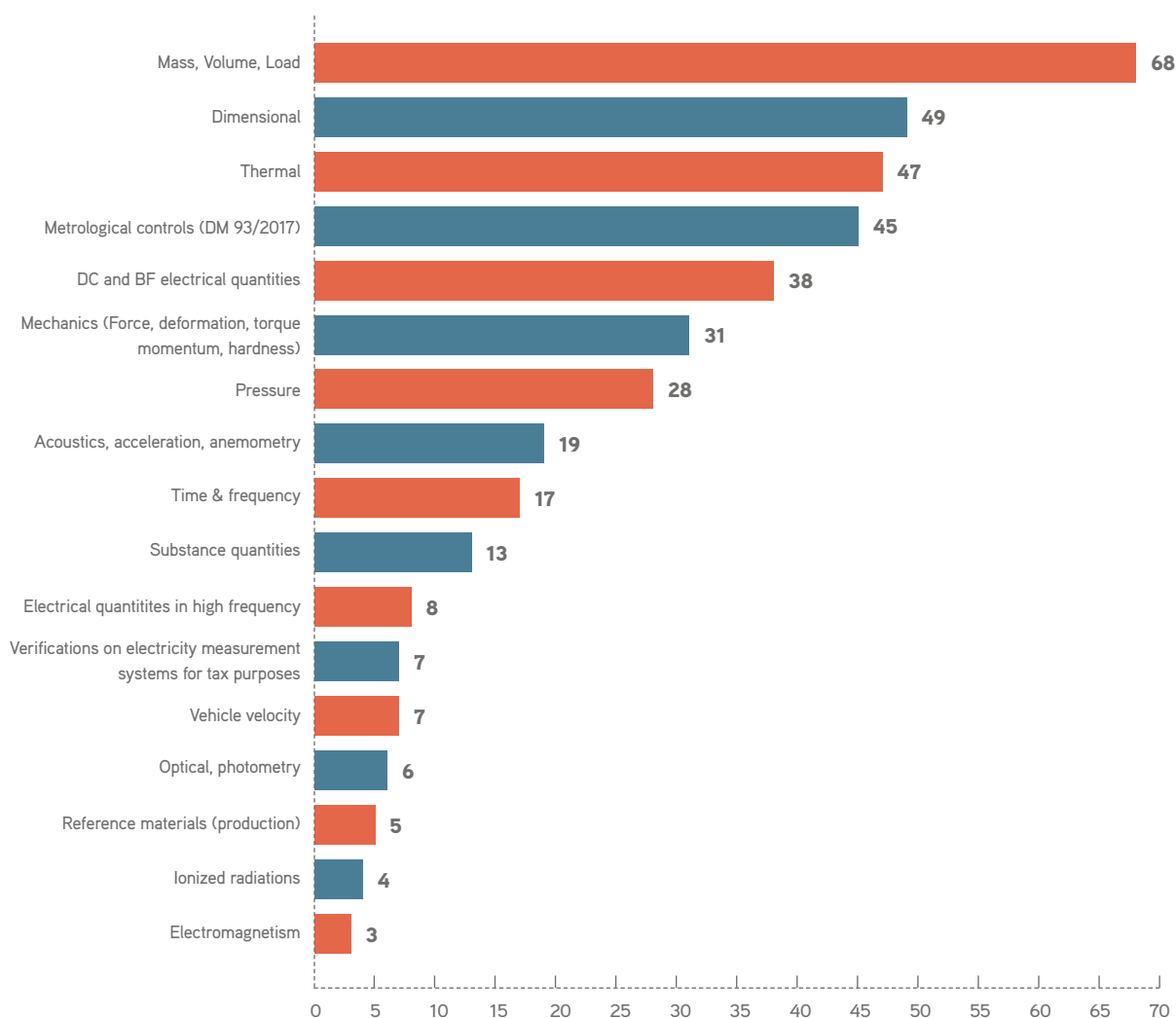


Figure 28 - Distribution of laboratories per groups of quantities - 2023



At the end of 2023, the calibration activities for which the laboratories are accredited are linked to the “Mass, Volume, Load” sectors with 68 accreditations, “Dimensional” with 49 and “Thermal” with 47 (figure 28).

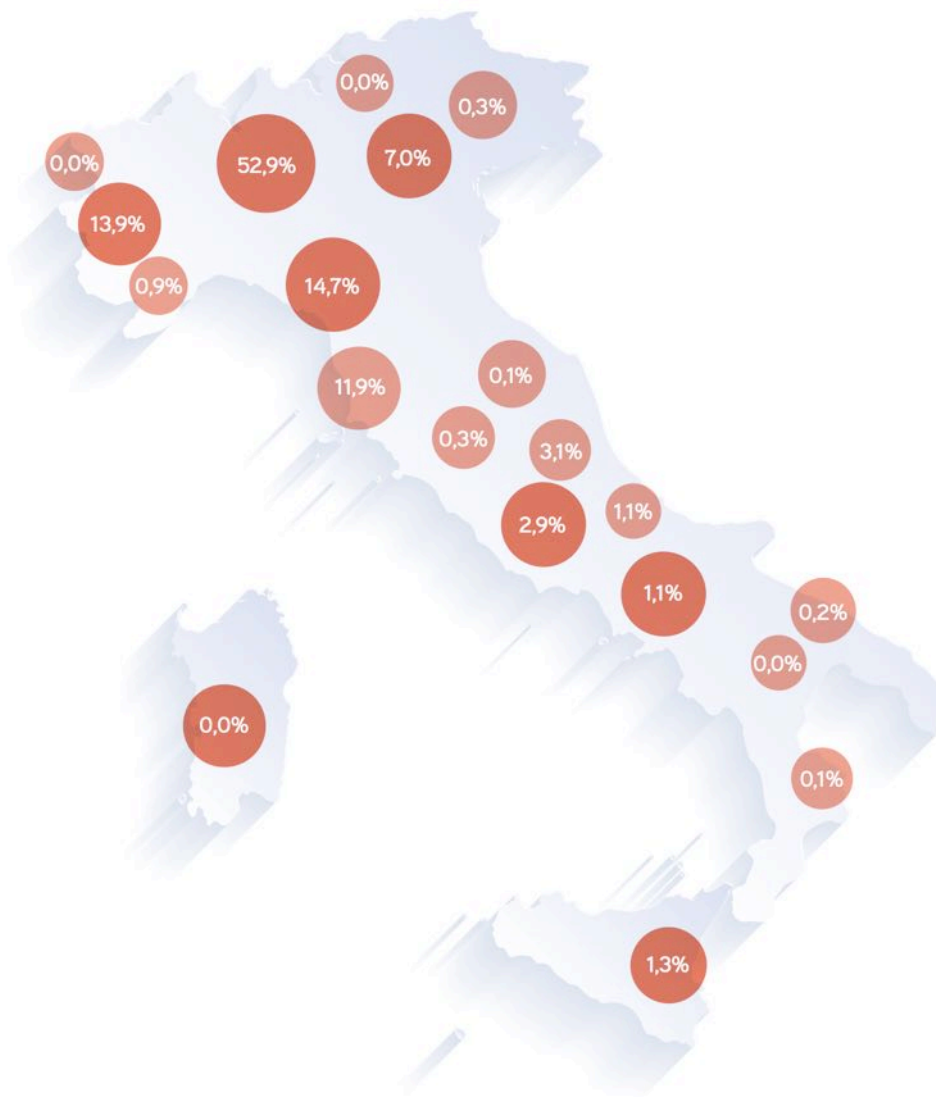
CALIBRATION CERTIFICATES

Continuous technological innovations and the growing complexity of the economy and society justify the increase in the need for calibration. In recent years, the number of calibration certificates issued on the market has increased significantly, reaching 225,516 at the end of 2023 (figure 29). The increase has been progressive starting from 2010, the first year of the analysis interval, but it intensified precisely due to the effect of technological acceleration and the resulting new methods of production and control.

Figure 29 - Trend of calibration certificates - 2010-2023



Figure 30 - Distribution of calibration certificates per region - 2023

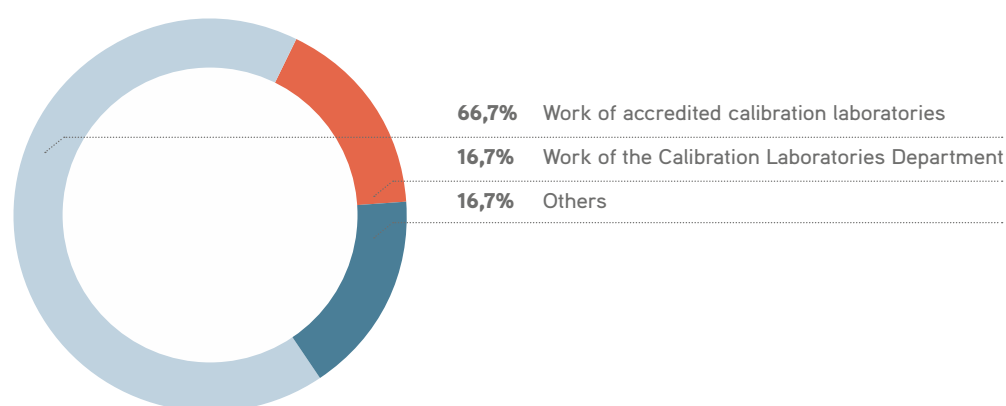


Over half of the calibration certificates were issued in Lombardy (52.9%). Significant shares of certificates are also recorded in Emilia Romagna (14.7%), Piedmont (13.9%), and Tuscany (11.9%). In the remaining parts of Italy the diffusion of calibration activities is very limited, with the only significant percentages being Lazio and Abruzzo with, respectively, 2.9% and 3.1% of calibration certificates issued (figure 30).

COMPLAINTS RECEIVED BY THE CALIBRATION LABORATORIES DEPARTMENT

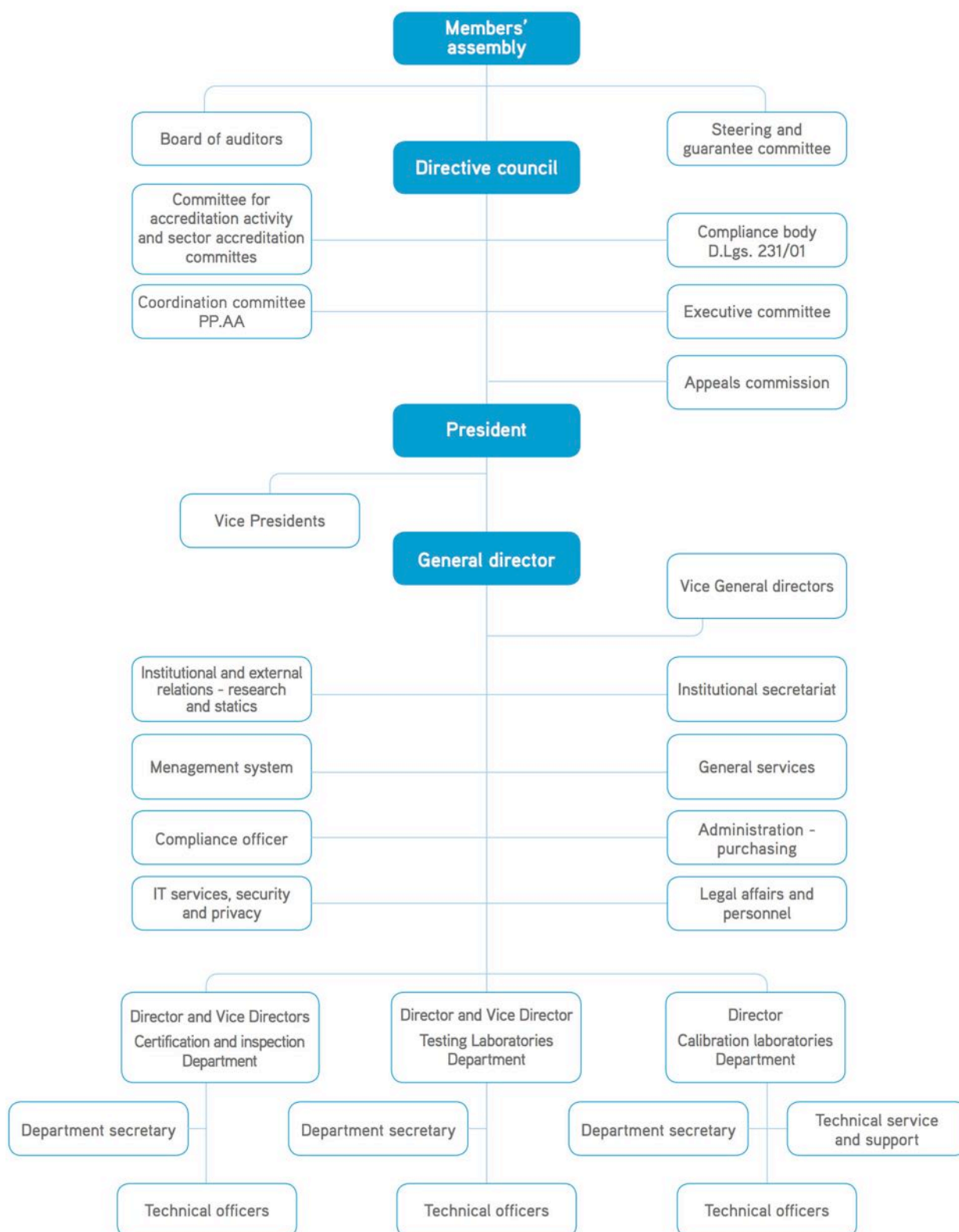
In 2023, the Department received 2 complaints and 10 remarks, the majority aimed at the actions of accredited calibration laboratories (figure 31). Of the 12 complaints, only 2 concern the actions of the Department.

Figure 31 - Subject of remarks and complaints - 2023



The Organization





Corporate bodies and positions



Data at 29 February 2024

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Massimo De Felice

VICE PRESIDENTS

Gaetana Ferri

Natalia Gil Lopez

Paolo Vigo

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Filippo Trifiletti

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Emanuele Riva - *General Vice Director*

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AND VICE DIRECTORS**

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Testing Laboratories - Federico Pecoraro - *Vice Director*

Certification and Inspection - Emanuele Riva - *Director*

Certification and Inspection - Mariagrazia

Lanzanova - *Vice Director Voluntary Area*

Certification and Inspection - Lorenzo Petrilli - *Vice Director Regulated Area*

Calibration Laboratories - Rosalba Mugno - *Director*

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Vito Claudio Fernicola - *Inrim*
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Angelo Trapanà - *Unoa*
Armando Zambrano - *Cni*

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Marco Panecaldo - *President of the Sector Accreditation Committee Construction Products*
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 Pierpaolo Gentile - *Expert*
 Benedetto Legittimo - *Expert*
 Salvatore Napolitano - *Expert*
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 Cni - Luigi Gaspare Giuseppe Gaggeri
 Cnpi - Stefano Cervi
 Cnr - Stefano Iorio
 Conaf - Mauro Uniformi
 Enea - Paolo Del Prete
 Fncf - Daniela Maria Aita
 Fnob - Maria Grazia Micieli
 Fnovi - Gianluca Fortino
 Inail - Antonio Terracina
 Inrim - Paola Maria Tiberto
 Ispra - Paolo de Zorzi
 Iss
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 Ministry of Health - Floriano Faragò
 Ministry of University and Research - Salvatore Tucci
 Unioncamere - Amedeo Del Principe

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Aises - Eros Pessina
Anacam - Michele Mazzarda
Ance - Francesca Ferrocci
Ania - Micaela Cicolani
Assocalzaturifici Italiani
Atecap - Massimiliano Pescosolido
Casartigiani - Michele De Sossi
Cdo - Alberto Fugazza
Cia - Agricoltori Italiani - Martina Bernardi
Cna - Barbara Gatto
Colap - Emiliana Alessandrucci
Coldiretti - Claudia Albani
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Confesercenti - Alessandro Tatafiore
Confimi Industria
Confindustria - Elena Bruni
Confindustria Sit - Paolo Barbagli
Federbio - Paolo Carnemolla
Federchimica - Giovanni Postorino
Finco - Anna Danzi
Legacoop - Dino Bogazzi
Oice - Diego Ceccherelli
Sci - Giorgio Cevasco

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Aizs - Giovanni Filippini
Ala - Giuseppe Sant'Unione
Alpi - Roberto Cusolito
Ascoteco - Giorgio Galante
Conforma - Paolo Giuiuzza
Federazione Cisiq - Mario Romersi
Unoa - Radu Solomon

National standardization bodies, consumer and user associations, bodies for protection from risks and protection of the environment, suppliers of public utility services and other interested parties

Acu - Emilio Senesi
Aias - Vito Di Leo
Aicq - Umberto Mario Gelati
Angq - Gaetano Montebelli
Apco - Cesara Pasini
Assoconsult - Filippo Pennati Salvadori
Assoreca - Alessio Bonciani
Cei - Ivano Visintainer
Ferrovie dello Stato Italiane S.p.A. - Gian Fabrizio Ghiglia
Gruppo Enel - Giuseppe Macrì
Uni - Alberto Galeotto

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Gaetana Ferri - *Accredia Vice President* - MdS
Natalia Gil Lopez - *Accredia Vice President* - Cna
Paolo Vigo - *Accredia Vice President* - MUR
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Massimo Greco - *President of the Accredia Committee for Accreditation Activities* - MIMIT
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Vito Claudio Fernicola - Inrim
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Loredana Gulino - Ministry of the Environment and Energy Safety
Fabio Lunghi - Unioncamere
Eros Mannino - Ministry of Internal Affairs
Claudia Mastrocola - Iss
Giacomo Mocciaro - Ministry of Agriculture, Food and Forestry

Giuseppe Molina - Cei
 Giuseppe Oliva - Enea
 Nausicaa Orlandi - Fncf
 Gianfrancesco Romeo - Ministry of Enterprises
 and Made in Italy
 Giuseppe Rossi - Uni
 Ester Rotoli - Inail
 Massimo Sessa - Ministry of Infrastructures
 and Transport
 Armando Zambrano - Cni
 Paolo Moscati - Alpi - *Standing invitation*
 Paolo Salza - Conforma - *Standing invitation*
 Angelo Trapanà - Unoa - *Standing invitation*

APPEALS COMMISSION

Dino Bogazzi - *Commission President*
 Giorgio Cevasco
 Amedeo Del Principe
 Luigi Gaspare Giuseppe Gaggeri
 Gian Fabrizio Ghiglia
 Antonio Terracina
 Paola Maria Tiberto
 Ivano Visintainer

BOARD OF ARBITRATORS

Federico Grazioli - *President of the Board*
 Edoardo d'Avossa - *Standing member*
 Antonio Gucciardino - *Standing member*
 Maria Grazia Cappugi - *Substitute Member*
 Francesco Morabito - *Substitute Member*

COMPLIANCE BODY

(BODY EX D. LGS. 231/01)

Emanuele Montemarano - *President*
 Marino Gabellini
 Rosamaria Gallo
 Mariagrazia Lazzanovà - *Compliance Officer*

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Members



PARTNER MEMBERS

Ministry of Agriculture, Food and Forestry
 Ministry of the Environment and Energy Safety
 Ministry of Defence
 Ministry of Enterprises and Made in Italy
 Ministry of Infrastructures and Transport
 Ministry of Internal Affairs
 Ministry of Labour and Social Policies
 Ministry of Health
 Ministry of University and Research

SPONSOR MEMBERS

National Public entities

Cnr
 Enea
 Inail
 Inrim
 Ispra
 Iss
 Unioncamere

Business or professional associations

Ania
 Casartigiani
 Cia - Agricoltori Italiani
 Cna
 Coldiretti
 Confagricoltura
 Confapi
 Confartigianato Imprese
 Confcommercio Imprese per l'Italia
 Confcooperative
 Confesercenti
 Confindustria
 Legacoop

Standardization bodies

Cei
 Uni

Major national clients

Ferrovie dello Stato Italiane S.p.A.
 Gruppo Enel

ORDINARY MEMBERS

Acu
 Agidae
 Aias
 Aicq
 Aioici
 Aises
 Aizs
 Ala
 Alpi
 Anacam
 Ance
 Angq
 Apco
 Ascoteco
 Assocalzaturifici Italiani
 Assoconsult
 Assoreca
 Atecap
 Cdo
 Cng
 Cni
 Cnpi
 Colap
 Conaf
 Confimi Industria
 Confindustria Sit
 Conformia
 Federazione Cisiq
 Federbio
 Federchimica
 Finco
 Fncf
 Fnob
 Fnovi
 Oice
 Sci
 Unoa



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