Une histoire de confiance
A matter of trust
Accreditation is a voluntary or regulatory approach, consisting in assessing and recognising the technical competence and impartiality of conformity assessment bodies, which verify that products, services, systems, facilities and staff meet the specified requirements.

It is intended for testing and calibration laboratories, verification bodies, proficiency testing providers and reference material producers, biomedical laboratories and inspection, certification or qualification bodies. By contributing to the continuous improvement of controls and the quality of the products and services released to market, accreditation boosts market confidence while constituting a differentiating asset for the entities that use it.

The French Accreditation Committee, Cofrac, is a non-profit organisation created in 1994. It is the national accreditation organisation, manifesting recognition of accreditation as an activity of public authority and general interest. In order to maintain independence, all related interests are represented on the decision-making bodies.

Thanks to the expertise of 181 employees and a network of more than 1,800 assessors and technical experts, Cofrac continues to develop and constantly reinforce its teams to guarantee the best possible service for its customers. Organised around four divisions - Certifications, Inspection, Laboratories and Healthcare - Cofrac is dealing with a continuous growth in accreditation requests.

Our commitments

Independence in regard to any commercial initiative

Impartiality of decisions, as all the accreditation stakeholders are represented on our decision-making bodies

Transparency of methods and processes, accessible to everyone on our website

Confidentiality of employees, assessors and technical experts, and of the members of our bodies

3,646 total accredited entities as at 31/12 including 84 abroad

3,496 assessments conducted in total

181 employees

+1,800 assessors and technical experts

+90 countries that recognise French accreditation
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Find out about our strategic directions on our website:
https://www.cofrac.fr/en/who-we-are/our-roadmap/
A satisfactory result despite a complicated year-end

After several years of growth or stability, Cofrac revenue, amounting to €33.2 million, plateaued out in 2019, with a 4% drop compared to 2018. This nonetheless yielded a positive net income of €327k, compared to €976k in 2018.

The Cofrac business model, based on a significant outsourcing of its assessor resources, along with efforts deployed internally, has demonstrated a strong capacity for reacting and adapting in the context of a substantive drop in activity.

The annual results, indeed, show revenue considerably below the budgetary forecasts (-31%), resulting mainly from a steep decline in activity for the Healthcare division (-9%). This decline results in part from a less sustained demand for accreditation than forecast, despite the regulatory deadline for accreditation of November 2020 for biomedical laboratories, but above all from the impact of the industrial action of the biomedical unions which have called for an “audits freeze” as a sign of protest in the framework of the health insurance negotiations, generating a pronounced slowdown in activity toward the end of the year.

The other Cofrac accreditation divisions closed the period with revenue in line with their forecasts, despite once again a slight contraction in the number of accredited bodies, resulting from the consolidation of certain accreditation bodies. It may be noted, however, that activity remains dynamic in the field of certification, with revenue increasing by 12%, underpinned by the launch of several eagerly anticipated accreditation standards.

A sustained technical activity

2019, which was the 25th anniversary year of Cofrac, remained notwithstanding a very busy year across a range of activities, thanks to the tireless commitment of the Cofrac staff.

In terms of governance, we should underline the adoption by the Board of Administrators of the strategic objectives for the next 5 years, accompanied by tracking indicators.

The digital revolution continues apace, with the extension to all divisions of the tools for monitoring the assessments of accredited bodies, and even more significantly the launch of the vast project with a two-year timeframe for overhauling all Cofrac’s digital systems, to enable in the short-term the total digitalisation of the documents supporting accreditation, for the Cofrac staff, the assessors and the accredited bodies alike. From summer 2019, the first digitalised tools were made available to the Cofrac staff in the form of a pilot scheme. This needless to say involves considerable human and financial investment for the organisation.

Lastly, taking account of the number of accredited bodies concerned, it would be remiss not to mention the excellent progress made in the transition toward the new version of the standard NF EN ISO/IEC 17025:2017. This clearly represents a particularly emblematic technical initiative.
Cofrac’s Board of Administrators

Chairman
Joël KARECKI
Vice-Chairman
Jacques LEVET
Treasurer
Stéphane TORREZ

Accredited bodies
Gilles BERNARDEAU
Laurent CROGUENNEC
François GRÉMY
Thomas GRENON
Franck LEBEUGLE
Stéphane TORREZ
Raymond ZINS

RESEAU CTI
FEDERATION HEXAGONE
COPREC
LNE
AFNOR CERTIFICATION
EUROLAB
LABAC

Professional groups of entities using accreditation
Kathia BARRO
Anthony BOURDON
Laurent CACHEUX
Dominique CHEVILLARD
Jacques LEVET
Cédric PAULIN

FHF
GIFAS
CNA (National Purchasing Council)
FNTP
FIEEC
CPME

Public interest representatives
Viviane APIED
Jacques BESLIN
Jacky BONNEMAINS
Eric CUZIAT
Michel GUILLOU
Céline PERRUCHON
Nicolas REVENU

French Ministry of the Environment
ALLDC (Leo Lagrange Consumer Association)
Robin des Bois Association
French Ministry of Economy and Finances / DGCCRF
French Ministry of Agriculture
French Ministry of Health
CNAFC (National Association of Catholic Families)

Qualified individual
Joël KARECKI

Government commissioner
Rémi STÉFANINI
French Ministry of Economy and Finances / DGE - SQUALPI

Members in advisory capacity
Maguelonne CHAMBON
Sylvie DONNE
Isabelle RIMBERT

LNE - Scientific Metrology
General Auditor for Economy and Finance
AFNOR - Standardisation
Activity

On 31 December 2019, Cofrac had 3,646 accredited entities compared to 3,689 a year earlier. This represents a 1.2% drop on the previous year’s total. Cofrac activities with regard to Good Experimental Practices (GEP) and Good Laboratory Practices (GLP) marked a somewhat sharper drop, by around 3.8%, with 151 cases managed by the end of 2019.

The fall-off in the total number of accredited entities was less pronounced in 2019, and is mainly due to the consolidation of bodies in the biomedical field, with the Healthcare division registering an almost 6% reduction in the number of accredited laboratories. First observed several years ago in legal metrology, this same phenomenon of the consolidation of bodies seems to have finally levelled out in the Inspection division.

The number of accredited entities is, however, on the rise for the Laboratories and Certifications divisions. While this increase is slight (+0.5%) for the former, it is far more pronounced for the latter: after an almost 8% hike in 2018, the Certifications division once again saw the number of its accredited bodies grow by 3.4% in 2019. This increase in the number of certification bodies is due essentially to the implementation of new regulations at national and European level (hosting of health data, hyperbaric work environments, CE assessment for PPE, etc.).

Over the course of the past year, Cofrac once again strove to address to the best of its ability the expectations of accredited bodies. For example, new simplified accreditation request forms have been put online, which are easier to understand for the uninitiated. Cofrac has also made available on its website self-assessment tools to guide bodies in preparing their procedures. Although optional, these tools allow bodies to visualise their progress in taking account of the essential requirements for the accreditation standard concerning them.

2019 also saw work continue on reinforcing the impartiality mechanism in force at Cofrac. This culminated in the publication of a doctrine and implementation of complementary actions vis-à-vis our assessors, staff and the members of our bodies.

New strategic orientations for the period 2019-2023 were enacted. Constituting the Cofrac roadmap, these orientations, backed by annual monitoring indicators, are designed to support its developments, particularly in terms of relations with the accredited bodies, and to reinforce the robustness of the national accreditation system.

Information systems and digitalisation

2019 was marked by the implementation of the digital roadmap. As part of the strategic orientations, the work on digitalisation constitutes an issue of particular structural significance for Cofrac.

This work crystallised in autumn 2019 in the provision for all the teams of a new Employee space to facilitate the tracking of ongoing actions. This space will be enhanced subsequently with new features. At the same time, work has been undertaken to make available to our customers a dedicated space enabling them to keep track daily of their accreditation file. This space will be rolled out in summer 2020.

Our assessors’ tools have, for their part, undergone major optimisation. The distance training modules made available to them are now accessible directly from the Cofrac & Co gateway, with no additional identification required.

2019 also provided the opportunity for Cofrac to finalise deployment in all the divisions of e-folio, the paperless app for assessment reports. Since mid-November, e-folio has been used for all assessments conducted in the framework of accreditation. The soundings taken from interested parties with regard to this app have proven to be very positive. Almost 93% of the bodies consider e-folio to constitute genuine progress. This figure climbs to 98% for the assessors.
Concerning the Flexi+ app, its deployment has continued to be rolled out for the accredited laboratories. At the end of 2019, more than 26% of accredited laboratories with flexible scope were managing on a daily basis their detailed accreditation scope and publishing it on cofrac.fr. Developments have also continued for the Certifications and Healthcare divisions with a view to deployment in the second half of 2020.

Communication actions and events

Cofrac participated actively in the International Metrology Congress which took place in September in Paris, maintaining a stand as well as organising and participating in a roundtable devoted to the initial feedback from the application of standard NF EN ISO/IEC 17025:2017.

On 15 October, Cofrac organised an event to celebrate its 25th anniversary. This brought together, around the teams, the members of the Board of Administrators, Chairs and Vice-Chairs of the Division Committees and Accreditation Commissions, former members of Cofrac staff still involved as assessors, retired members of the association, representatives of the public authorities, as well as current and former Cofrac Chairs and General Directors. After an initial “retrospective” part devoted to the early years of Cofrac, this event provided above all a means for more clearly determining the expectations of the various accreditation stakeholders. And for laying down some markers for the future…

In November the biennial forums for the Certifications and Laboratories divisions took place, and proved a great success with their respective audiences. The topics addressed were particularly appreciated, and the prospects offered by digital transformation generated a great deal of interest among attendees. The 10th Accreditation and Laboratories forum itself brought together no fewer than 450 people.

2019 was also marked by the publication of a special edition of the Compétences magazine, dedicated to accreditation in the agrifood sector. This offered the opportunity to reflect on the added value provided by accreditation in this field, giving the accredited bodies and specifiers ample opportunity to express themselves, and showcasing the work conducted by the division teams. This special edition will surely give rise to others.

International

Following on from the publication of standard ISO/IEC 17029 (Conformity assessment -- General principles and requirements for validation and verification bodies), after 3 years of work in which Cofrac actively participated, Cofrac organised 2 training sessions for our peer organisations on this standard.

Cofrac is also continuing to monitor the revision of standard ISO 14065, for verification and validation in the environmental field.

Lastly, Cofrac participated in peer assessments organised by EA with several of its counterpart organisations. In the framework of international collaboration, Cofrac also received a Japanese delegation to share its experience on accreditation in ETV (environmental technology verification).
### Highlights

For the Laboratories division, the year was marked particularly by the continued deployment of the transition plan toward standard NF EN ISO/IEC 17025:2017, comprising in particular:

- creation of a cross-disciplinary guide LAB GTA 86 for providing laboratories with additional recommendations for the implementation of the requirements of the new version of the standard, and thus enabling harmonisation of practices;
- revision of the document LAB REF 02 "Requirements for laboratory accreditation according to standard NF EN ISO/IEC 17025:2017" so that it is consistent with this guide and with the new Cofrac policy on the traceability of measurements (GEN REF 10);
- updating the division’s documents;
- analysing and exploiting finding sheets and clarification requests issued during transition assessments;
- regular review of the mailbox dedicated to questions from our internal or external assessors on the new standard NF EN ISO/IEC 17025.

In this regard, the division also mobilised to ensure a follow-up for:

- the implementation of transition assessments according to the provisional planning;
- decisions made for these assessments;
- qualification of the technical assessors on the new standard (finalisation of training provisions) and resources for specialist quality assessors in association with the Assessors service.

The division also took part in a cross-disciplinary working party to develop self-assessment tools designed for accreditation candidates on conformity with the requirements of standards. It worked with the Assessors and Quality and International Affairs services on creating the document GEN REF 10 "Traceability of measurement results - Cofrac policy and assessment rules" and on producing the draft guide GEN GTA 01 on the traceability of measurement results.

The 10th Accreditation and Laboratories forum took place on 28 November 2019. It was in large part devoted to the feedback gleaned from transition with, in particular, the trends of the initial findings recorded over a period of 6 months, as well as to the new management app for detailed scopes, FLEXI+, for laboratories accredited for flexible scope, and to the presentation of Cofrac’s digital transformation project and certain developments in the accreditation process.

At the end of the year, the Laboratories division committee renewed its six Accreditation Commissions for an 18-month mandate.

### Laboratories

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>total accredited entities</td>
<td>1,910</td>
</tr>
<tr>
<td>including abroad</td>
<td>77</td>
</tr>
<tr>
<td>in the Biology-Agrifood pole</td>
<td>490</td>
</tr>
<tr>
<td>in the Chemicals-Environment pole</td>
<td>405</td>
</tr>
<tr>
<td>in the Physics-Mechanics pole</td>
<td>553</td>
</tr>
<tr>
<td>in the Building-Electricity pole</td>
<td>462</td>
</tr>
</tbody>
</table>

- 54 initial accreditations
- 622 accreditation extensions
- 1,287 assessments carried out
- 151 GEP/GLP files
Biology - Agrifood Pole

The Pole continued its deployment of the transition plan from the ISO 34 Guide to the new NF EN ISO 17034 standard concerning Reference Material Producers (RMP): finalising the revision of the division’s internal documents; conducting all the transition assessments and an additional internal audit with a view to the European co-operation for Accreditation (EA) assessment of 2020. It also took part in an EA workshop on RMPs on 13 and 14 November 2019, and published the revision of several technical accreditation guides associated with the new version of standard NF EN ISO/IEC 17025.

Chemicals - Environment Pole

The Pole delivered the first accreditations to laboratories on a new biological index: sampling fish by electric fishing in the framework of the fish populations monitoring networks. It also published a revision of document LAB REF 27 relating to the inspection of occupational exposure to chemical agents in the air at workplaces, a new information document LAB INF 77 presenting the nomenclature and expression of the lines of accreditation scope in this field, and LAB INF 45 relating to the radiological characterisations of equipment, materials, products, residues or waste likely to contain radioactive substances of natural origin.

Building - Electricity Pole

The Pole finalised the revision of several documents: the technical accreditation guides LAB GTA 07 on measurement traceability in the field of electromagnetic compatibility, radiofrequency and electromagnetic field measurements tests on site, and LAB GTA 10 relating to the metrology of electrical, magnetic and temporal magnitudes, as well as document LAB INF 44 “Nomenclature and expression of the lines of accreditation scope for fields linked to asbestos (air and materials)” following the release of the new regulations scheme. The Pole continued its collaboration with the Direction Générale du Travail (Directorate general for labour) and the Direction Générale de la Santé (Directorate general for health) via a working party on the improvement of data quality in the field of asbestos and the establishment of the accreditation regulations scheme associated with research on asbestos in materials.

Physics - Mechanics Pole

The Pole delivered its first accreditations in the fields of tribology and vascular endoprosthetics (stents), and on a method for calibrating weighing instruments up to 6 tonnes. It conducted the first assessments in the fields of gemology and three-dimensional measurements with articulated arms. The Pole also published document LAB REF 37 on the conditions of accreditation for bodies responsible for the individual monitoring of workers’ exposure to ionising radiation, in collaboration with the Direction Générale du Travail. It continued its exchanges with the ASN (French Nuclear Safety Authority) on the accreditation of bodies conducting tests on pressurised nuclear equipment.

Developments

- Optical and physical analyses of diamonds, pearls and coloured beads by gemology laboratories.
- Radiological characterisation of waste with high natural radioactivity, which is waste generated from the use and processing of raw materials naturally rich in natural radionuclides.
- Tests on wireless telecommunication terminals to assess interoperability with the 2G, 3G, 4G and MMS networks.

International

Participation in the International Metrology Congress (CIM 2019) which took place from 24 to 26 September 2019 at Paris Porte de Versailles. Aside from its presence on the Cofrac stand, the section took part in the roundtable devoted to the “New ISO/IEC 17025: initial feedback” and, in particular, on the application of the 2017 version.
Healthcare

801 total accredited entities as at 31/12

Including 772 as per standard NF EN ISO 15189 and 289 hospitals representing 4,314 sites

8 initial accreditations

485 accreditation extensions

772 assessments carried out

746 accredited biomedical laboratories

Projects

- Publication of a document for assessing biomedical laboratories involved in the individual monitoring of workers’ exposure to ionising radiation.
- Publication of a document for examinations involving high-throughput sequencing (NGS).
- Optimisation of the accreditation procedure for microbiology and genetics.
- Continued reflections on the assessment of the IT systems.
- Provision of self-assessment tools based on the requirements of accreditation standards ISO 15189, ISO 22870 and ISO/IEC 17025. Continuing the work on developing a medical imaging accreditation scheme on a voluntary basis.

International

The division is active at European level and participates in the European co-operation for Accreditation (EA) Healthcare working party. It conducted a survey in spring 2019 with 34 national accreditation bodies that are members of this working party on the state of progress of the accreditation procedures of biomedical laboratories in Europe.

Highlights

It was a story of contrasting activity in 2019. The biomedical laboratories (BML) undertook in the first half-year to extend their accreditation scope with a view toward the deadline of 1st November 2020, imposing accreditation on all activities. Despite the number of requests received being higher than in 2018 at the same period, the extent of these requests nonetheless proved below expectations in terms of achieving the ultimate objective. The second half-year was marked by a significant drop in extension requests, and disruption to the planning of assessments on account of the reiterated calls from representative unions and major networks of BML for an "audits freeze", as a sign of protest in the framework of the health insurance negotiations.

Cofrac was involved in regular exchanges with the Direction Générale de la Santé, the Agences Régionales de Santé (Regional Health Agencies) and the representatives of professional associations, whether regarding the progress of accreditation procedures, the actions undertaken, or difficulties encountered linked to a patently inadequate number of technical assessors, particularly for the more specialised examinations.

The consolidation of the BML continued apace, translating into fewer assessments carried out but over a broader perimeter in terms of sites and sub-families. This observation merits consideration, since practically all the extension assessments (91%) were coupled with periodic assessments.

The development of accreditation for medical point-of-care testing (POCT) made progress, with 76 BML accredited, including 43 in hospitals, compared to 31 the previous year, and for anatomy and cytopathology testing, with 31 accredited structures compared to 27 in 2018.

For the laboratories accredited according to ISO/IEC 17025, the first 16 assessments of transition to version 2017 of the standard took place, and gave rise to no particular difficulties.

The division also continued to pursue its process optimisation actions with, in particular: clarification of the applicable requirements for accreditation in clinical biology and in anatomy and cytopathology (revision of document SH REF 02); revision of the accreditation regulations and, in particular, the sampling of sites and sub-families over an accreditation cycle, for more flexible intervals between two assessments of the same sub-family for each site; simplifying the modes of expression and assessment of the flexible scopes; and calling in experts working remotely to supplement the on-site assessment (high-throughput sequencing technology).

The decision-making process gained in efficiency, with a more than 9% increase in the number of assessment reports processed by correspondence procedure, and a 20% improvement in the decision-making timescale.

The two division bodies, the Division Committee and the Accreditation Commission, were renewed. These bodies now have competences in medical imaging, in addition to their competences in clinical biology, forensic biology and anatomy and cytopathology.

Lastly, the division has developed its mode of organisation by creating a new accreditation unit called "Paris area & Island territories".

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• Publication of a document for assessing biomedical laboratories involved in the individual monitoring of workers’ exposure to ionising radiation.
• Publication of a document for examinations involving high-throughput sequencing (NGS).
• Optimisation of the accreditation procedure for microbiology and genetics.
• Continued reflections on the assessment of the IT systems.
• Provision of self-assessment tools based on the requirements of accreditation standards ISO 15189, ISO 22870 and ISO/IEC 17025. Continuing the work on developing a medical imaging accreditation scheme on a voluntary basis.
Initially observed in 2017, the decline in the number of accredited inspection bodies continued, but in less sustained fashion than in the previous year. This can be put down to the withdrawals of voluntary accreditation, a consequence of the consolidation of bodies in the field of legal metrology, but also in the field of plant & animal health, where different bodies merged following the implementation of the territorial reform reducing the number of French regions to 13. Nevertheless, the number of accreditation extensions and assessments continued to grow, particularly on account of the increase in the number of members of these bodies, organised into networks.

2019 was marked by the deployment of the e-folio paperless app for assessment reports with all bodies accredited by the division, thereby saving time and increasing efficiency for the various stakeholders concerned.

The new accreditation regulation INS REF 05 came into application on 1st January for all the division’s activities, including legal metrology. This results from the work on the harmonisation and revision of the rules for calculating periods and quantifying assessments.

Among the other work conducted over the year, the division invested itself in combating fraud within bodies. A work calendar aimed at providing the Inspection division with a technical accreditation guide was defined to propose to bodies a method for identifying the risks of compromised integrity that may lead to fraud. The results of this work could ultimately concern all activities subject to accreditation by Cofrac.

For increased efficiency, the division has also proceeded with the merger of the division’s two Accreditation Commissions, and taken this opportunity to renew a third of its members.

<table>
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<tr>
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<tbody>
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<td>Initially observed in 2017, the decline in the number of accredited inspection bodies continued, but in less sustained fashion than in the previous year. This can be put down to the withdrawals of voluntary accreditation, a consequence of the consolidation of bodies in the field of legal metrology, but also in the field of plant &amp; animal health, where different bodies merged following the implementation of the territorial reform reducing the number of French regions to 13. Nevertheless, the number of accreditation extensions and assessments continued to grow, particularly on account of the increase in the number of members of these bodies, organised into networks.</td>
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<table>
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<tr>
<th>Developments</th>
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<tbody>
<tr>
<td>Periodic inspection of the safety management system of mechanical lifts and moving walkways in mountain zones.</td>
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<tr>
<td>Assessment of conformity with the national rules for rolling stock used for implementing construction and maintenance work on railway infrastructures.</td>
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<tr>
<td>Periodic checks of doors and gates.</td>
</tr>
<tr>
<td>Inspection of products by supervision of electromagnetic compatibility and photometric texts in the framework of vehicle type approval.</td>
</tr>
<tr>
<td>Detecting asbestos in building constructions.</td>
</tr>
<tr>
<td>Periodic inspection of in-service fairground attractions and rides.</td>
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<table>
<thead>
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<th>International</th>
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<tbody>
<tr>
<td>Participation in the work of the Inspection Committee of European co-operation for Accreditation (EA) and of International Laboratory Accreditation Cooperation (ILAC), including the revision of document ILAC P15, relating to the application of standard ISO/IEC 17020.</td>
</tr>
<tr>
<td>Participation in an accreditation body audit organised by EA and in an IAF/ILAC workshop on the application of standard ISO/IEC 17011.</td>
</tr>
<tr>
<td>Hosting of a Japanese delegation for sharing feedback on accreditation in the field of ETV (environmental technology verification).</td>
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</table>
Bearing in mind the international character of a certain number of mechanisms, the division is highly involved, particularly in terms of cooperation with Cofrac’s counterpart organisations, in the harmonisation work conducted by the International Accreditation Forum (IAF) and European co-operation for Accreditation (EA).

Participation in standardisation activities concerning:
- ISO/IEC 17029 (Conformity assessment -- General principles and requirements for validation and verification bodies), a standard published after three years of work, for which the division organised two training sessions for EA counterpart organisations;
- ISO 14065 (verification and validation of environmental information), in work on its revision.

Participation also in two accreditation body assessments.

Cooperative actions with contracting clients, in particular with DG AGRI for the revision of organic farming regulations in order to guarantee a pragmatic definition of operator inspection requirements.

Active participation in the biannual meetings of the EA and IAF Certification Committees.

Certifications

- **183** total accredited entities as at 31/12 including **5** abroad
- **10** initial accreditations
- **63** accreditation extensions
- **676** assessments carried out

Developments

- Certification of the training of armed agents for private security activities.
- Certification of measurement instruments (OIML rules).
- Certification of professional training service providers (DGEFP).
- Verification of greenhouse gas emissions in aviation according to the international CORSIA system (DGAC).
- CE assessment of rail interoperability systems (European Union Agency for Railways).
- Certification of training for property diagnosticians (DHUP).
- Certification of management systems for private security operations as per ISO 18788.

International

The division underwent a slight growth in activity in 2019, with a 3.4% increase in the number of accredited entities, including 51% for ISO/IEC 17065 alone, in the certification of products, services and processes. The number of assessments is higher than the previous year on account of the increased number of activity observations. This is due in particular to the wholesale application of international rules for the accreditation of certification bodies and management systems.

As in 2018, the 2019 figures serve to confirm that the implementation of new regulations, at national or European level, constitutes a growth factor for the accreditation activity and for the certification bodies. The initial accreditations delivered in 2019 were mainly for the regulated fields (CE assessment for personal protective equipment, hyperbaric work environments, hosting of health data).

The division was heavily solicited to study the possibility of developing accreditation mechanisms for framing new certification activities. These solicitations covered all fields and came from various stakeholders: public authorities, professional unions or certifying bodies themselves.

2019 was marked at the end of the year by the launch of the e-folio paperless app for assessment reports aimed at assessors and assessment bodies, following significant work on preparing the tools.

The 9th Accreditation and Certifications forum, which took place on 4 November 2019, brought together some 90 people and tackled the latest news in accreditation, innovations in terms of tools and schemes, and feedback from the field.

For greater efficiency, the division has further developed its organisation by creating 2 poles: SPVA (Services, Products, Verification and Agrifood) and MPQP (Management, Products, Qualification and Persons).

The Certifications division committee was renewed with a three-year mandate.

As every year, the division was audited by the French national aerospace prescriber, GIFAS, in the framework of its annual monitoring. The result of this audit was very positive, praising the efficiency of the accreditation system.
The recruitment of new assessors continued actively in 2019 to meet the needs for resources associated with the installation of new accreditation mechanisms and to compensate for staff departures. The year was also marked by a significant number of training courses on many standards. Although these concerned every division, some deserve to be underlined.

In the Laboratories division, technical assessors-lead assessors attended one of five classroom training sessions on the 2017 version of standard NF EN ISO/IEC 17025. More than 200 assessors were concerned. GEP training was also dispensed.

In the Certifications division, internal and external specialist quality assessors were trained on the standards NF EN ISO/IEC 17065 and 17021-1.

Harmonisation meetings also took place in many fields, such as healthcare for all qualified assessors, or other fields linked to the certification, inspection or laboratory activities. Remote training and the harmonisation of assessment practices were reinforced with the implementation of new modules aimed at assessors.

The work carried out by Cofrac to define a single metrological policy for all accredited activities culminated in the publication of the document GEN REF 10 Traceability of measurement results - Cofrac policy and assessment rules. Established on the basis of feedback from the various divisions concerning the management of metrological traceability links, in phase with the international document ILAC P10 ILAC Policy on the Traceability of Measurements Results, the document formalises the rules of assessment according to the link paths used by accredited bodies. Assessors have been specifically approved for assessing metrological traceability control in the event of use of path 3.

The e-folio paperless app for assessment reports was successfully deployed in all the divisions. It is now used for all assessments conducted in the framework of accreditation.

As part of digital transformation, access to applications has been streamlined, and the "Moodle" remote training platform is now accessible, like e-folio, from the Cofrac & Co extranet gateway.
Members of the association

Active members
Accredited bodies or their groupings

01 CONTROLE
28LBH DES HUEP - AP-HP
AB CERTIFICATION
ACDEF
ACRITEC
AFNOR CERTIFICATION
AIR LIQUIDE FRANCE INDUSTRIE
ALLIANCE CONTROLE VERIFICATION
ANSES
ANSM
APAVE
APHM LBM - POLE BIOLOGIE MEDICALE
APROLAB
ASEFA
ASQUAL
ASSOCIATION DES CONTROLEURS DE FRANCE
BC-LAB
BIOESTEREL
BIZLINE SAS
BUREAU ALPES CONTROLES
BUREAU VERITAS CERTIFICATION FRANCE
BUREAU VERITAS EXPLOITATION
BUREAU VERITAS LABORATOIRES
BUREAU VERITAS SERVICES SAS
CABINET FONTAN
CEFRI
CENTRE DE PATHOLOGIE EMILE GALLE
CENTRE HOSP MEM. France/United States
CENTRE HOSPITALIER DE BETHUNE
CERIB
CERQUAL SAS
CETIAT
CETIM
CH VALENCIENNES
CHU DE NICE - HOPITAL PASTEUR 1
CHU de Nimes
CHU DUON BOURGOGNE
CNPP CERT
COFREND
CONIFARMA FRANCE SAS
CONTROL UNION INVESTIGATIONS FRANCE
COORDINATION DES OEUVRES SOCIALES ET MEDICALES
COBREC
CREPIM
CRITT MDTS
CSB
CTC
CTIF
DEKRA CERTIFICATION SAS
DEKRA INDUSTRIAL SAS
DIAGNOVIE
DNV GL - BUSINESS ASSURANCE FRANCE
DTSB SFIF
DYOMEDEA - NEOLAB
ECOCERT SA
EFECTIS France
ETABLISSEMENT FRANCAIS DU SANG
EUROFINS LABAZUR RHONE ALPES
EUROLAB France
EUROVENT CERTITA CERTIFICATION
EXALAB
FCBA
FEDERATION HEXAGONE
GDS FRANCE
GEN BIO
GIE ICV - VVS
GINGER CEVT
GLOBAL CERTIFICATION
GMED SAS
GNIS SOC
GRID SOLUTIONS SAS
GROUPE DE PREVENTION
GRTGAZ
HOSPICES CIVILS DE LYON
I.CERT
INSTITUT DE SOUDURE INDUSTRIE
INTERTEK CERTIFICATION France
IRSTEA
ISQ
ITERG
LABORATOIRE BIOCENTRE
LABORATOIRE BIOCOME
LABORATOIRE BIOSUD
LABORATOIRE CERBA
LABORATOIRE LXIO
LABORATOIRE VIALLE
LABORATOIRES DE PROXIMITE ASSOCIES
Laboratoires MAYMAT
LABOSUD
LABOSUD GARONNE
LABOSUD PROVENCE BIOLOGIE
LBM BARRAND
LBM BIOFRANCE
LBM CAB
LBM EIMER
LBM FIEVEZ IGOUT
LBM FORTEBIO
LCIE
LCPP
LNE
LRQA FRANCE SAS
LSTI SAS
MAZARS SAS
MIRION TECHNOLOGIES (CANBERRA) SAS
NESTLE FRANCE NQAC Cergy
NOVABIO
OPIPBI
PROBIOQUAL
QUAESRES - QUALIPROPRE
QUALIBAT
QUALICONSULT
QUALIFELEC
QUALISPORT
QUALIT’EnR
QUALITY PARTNER SAS
QUALTECH SAS
RESEAU CTI
SAUR
SEARL BIO ARD’AISNE
SEARL BIO67 - BIOSPHERE
SEARL CANARELLI COLONNA FERNANDEZ
SEARL MED-LAB
SEARL UNIBIO 92
SEAS ABO+
SEAS ASTRALAB
SEAS BARLA
SEAS BIO LBS
SEAS BIO-LAM-LCD
SEAS BIPOLAB AVENIR
SEAS CAB - LABO DE L’ILL
SEAS ESPACEBIO
SEAS LABORATOIRE ANALYSEO
SEAS LABORATOIRE BIOMER
SEAS LABORATOIRE DE L’AVENUE
SEAS LABORIZON MAINE ANJOU
SERVICE COMMUN DES LABORATOIRES
SGS FRANCE - LAB. DE ROUEN
SGS ICS
SILLIKER SAS - MERIEUX NutriSciences
SNIPF CERTIFICATION
SOCOTEC
SOCOTEC CERTIFICATION FRANCE
SOPEMEA
SYNLAB PARIS
SYPREV
TRESPAL SAs
UNIVERSITE GUSTAVE EIFFEL
VIVAUTO PL SAS
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- Comité des Constructeurs Français d’Automobiles
- CONSEIL NATIONAL DES ACHATS
- CPME
- EDF - LAB PARIS - SACLAY
- FEDERATION DES INDUSTRIES MECANIQUES
- FEDERATION FRANCAISE DES METIERS DE L’INCENDIE
- FEDERATION HOSPITALIERE DE FRANCE
- FFB (Fédération Française du Bât)
- FLOEOI
- FIEEC
- FNTP
- FRANCE CHIMIE
- GIFAS
- IFS MANAGEMENT
- MEDEF
- SIDIV
- UNICANCER
- UNION DES ENTREPRISES DE PROXIMITE

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- AFOC
- AGENCE DE LA BIOMEDCINE
- ASSOCIATION LEO LAGRANGE
- ASSOCIATION ROBIN DES BOIS
- CNAFC
- CNAMTS
- COLLEGE FRANCAIS DE METROLOGIE
- DIRECTION GENERALE DES ENTREPRISES
- DIRECTION GENERALE DU TRAVAIL
- HAUTE AUTORITE DE SANTE
- MINISTERE DE L’AGRICULTURE
- MINISTERE DE LA TRANSITION ECOLOGIQUE ET SOLIDAIRE
- MINISTERE DE L’ECONOMIE (DGCCRF)
- MINISTERE DE L’INTERIEUR
- MINISTERE DE LA SANTE - DGS
- SOCIETE FRANCAISE DE BIOLOGIE CLINIQUE

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- BRRG - Direction des Laboratoires
- BUREAU PREVENCO
- BUREAU VERITAS CPS France
- CALEDONIENNE DES EAUX
- CENAKI ASSOCIATION
- CEMAFROID SAS
- CEPRAL
- CNAM LCM -Métrieologie
- COMPAGNIE NATIONALE DES BIOLOGISTES
- EXPERTS
- CTE SAS
- DGA Techniques Terrestres
- EZM
- ECOCERT ENVIRONNEMENT
- EGIS STRUCTURES ET ENVIRONNEMENT
- ENDRESS et HAUSER
- EUROFINS GALYS
- EVE RISQUES INDUSTRIELS
- FRANCE EDUCATION INTERNATIONAL
- GIE LABILAIT
- GINGER CATED
- GMS INTERVENTIONS
- INOVALYS
- INRA
- INTER-CALIBRATION
- ITRON FRANCE
- JEAN-CHARLES DUGIMONT
- JEAN-FRANCOIS AMMER
- JOEL KARECKI
- MARVELLE KOLOPP
- LABORATOIRE COLARD
- LABORATOIRES ANIOS
- LABORATOIRES POURQUERY
- LBM DUBET
- LBM FORESTIER
- LCI - CF&R
- MEDILAB66
- METROVALI
- ORDRE NATIONAL DES PHARMACIENS
- SECTION G
- POLE VERIFICATION
- QSE PARTNER
- ROCHE DIAGNOSTICS FRANCE
- SAGEMCOM BROADBAND SAS
- SELARL DE BIO.MEDICALE SAMBOURG
- SELAS BIOLCLINIC
- SELURL ROULLAND DAVIDOU
- SILEBAN
- SOCIETE DES PETROLES SHELL
- TESTO INDUSTRIAL SERVICES
- TRAPIL
- UTAC
- VALAB
- VISKALI ACC
- ZWIEBEL SAS
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- Guislaine BAVELARD
- Caroline CHMIELIEWSKI
- Pierre CLAULDEL
- François FARGE
- Alain HOCQUET
- Pascal LAUNEY
- Nicole MAURICE

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Laboratoire Central de la Préfecture de Police (LCPP)
Centre Technique des Industries Aéronautiques et Thermiques (CETIAT)
Institut Technologique FCBA
Laboratoire National de métrologie et d’Essais (LNE)
SILLIKER SAS - Mérieux NutriSciences

**Professional groups of entities using accreditation**
- Patrice BARRÉ
- Alain BONNET
- Michel CORDONNIER
- François DAUBENFELD
- Valéry LAURENT

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Association des Industries des Matériaux, produits, Composants et équipements pour la Construction (AIMCC)
ENEDIS (Groupe EDF)
Comité des Constructeurs Français d’Automobiles (CCFA)
Fédération Française du Bâtiment (FFB)

**Public interest representatives**
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- Olivier CALVEZ
- Francis CHATELAIN
- Marielle FAYOL
- Marina LE LOARER-GUEZBAR

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Ministère du Travail – Direction Générale du Travail (DGT)
Confédération Nationale des Associations Familiales Catholiques (CNAFC)
Ministère de l’Economie et des Finances – Direction Générale des Entreprises (MEIN/DGE/SQUALPI)
Ministère de la Transition écologique et solidaire – Direction de l’Eau et de la Biodiversité (DGALN/DEBS/SDEN)

**Qualified individuals**
- Marc HIMBERT
- Maguelonne CHAMBON

Conservatoire National des Arts et Métiers (CNAM)
Laboratoire National de métrologie et d’Essais (LNE)

Certifications

**Accredited bodies**
- Katia CHAMBERT
- Laurent DAHMANI
- François FARGE
- Philippe FUSILLER
- Bernard LESPRIT
- Jacques MATILLON
- Yves MOLY

ECOCERT SA
AFNOR CERTIFICATION
APAVE
SGS ICS
INTERTEK CERTIFICATION FRANCE
BUREAU VERITAS CERTIFICATION
DEKRA CERTIFICATION

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- Caroline BÉGUI
- Olivier DOYEN
- Franck GAMBELLI

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Fédération des Industries Électriques, Électroniques et de Communication (FIEEC)
Union des Industries et Métiers de la Métallurgie (UIIMM)

**Public interest representatives**
- Yves BOUHIER
- Laurent CADIOU
- Antoine DE FINANCE
- Marianne KOSZUL
- Sébastien REMY

Association Française des Ingénieurs et Techniciens de l’Environnement (AFITE)
Ministère de la Transition écologique et solidaire – Direction Générale de l’Energie et du Climat (DGEC)
CNAFC
Ministère du Travail – Direction Générale du Travail (DGT)
Ministère de l’Agriculture et de l’Alimentation – Direction Générale de l’Alimentation (DGA)
Division committees

Healthcare

Accredited bodies
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Anne GRUSON
Elisabeth GUIBOURGE
Ivan MONNERET
Philippe PIET
Henri PORTUGAL
Brigitte SAVIE
Marie-Hélène TOURNOYS
Michel VAUBOURDOLLE

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Bruna ALVES DE REZENDE
Catherine BLIEM-LISZAK
François CHATELAIN
Marie-Christine COPIN
Jean-Luc THOMAS

Public interest representatives
Denis Jean DAVID
Marianne DESCHENES
Catherine GUIICHARD
Philippe JONVEAUX

Qualified individual
Pascale BLANGARDIN
Thierry COTE
Jean-Charles DUGIMONT
Bernard GOUGET
Alain SUIRO

Members in advisory capacity
Vincent DELATOUR

Inspection

Accredited bodies
Evelyne BRIONNE
Gérard CAYZAC
François CORRE
Rémi FONTAN
Gilles MICHEL
Pascal NURY
Charlotte NENNER
Laurent PEINAUD

Professional groups of entities using accreditation
Olivier CHABROUX
Benoît DALY
Christophe ERHEL
Franck GAMBELLI
Eric SORGO

Public interest representatives
Luc BARANGER
Michel GUILLOU
Isabelle MAILLARD
Christophe PECOULT
Bernard VAN MARIS

Qualified individuals
Thierry GUILARD
Alain THIBAULT
Pascal LEMOINE

Chairman: Bernard GOUGET
Deputy Chairman: Alain SUIRO

Chairman: Pascal LEMOINE
Deputy Chairman: Alain THIBAULT
Financial results in €K

Balance sheet

### Assets

<table>
<thead>
<tr>
<th></th>
<th>Balance 31/12/18</th>
<th>Balance 31/12/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross fixed assets</td>
<td>10,675</td>
<td>12,613</td>
</tr>
<tr>
<td>Depreciation</td>
<td>-6,455</td>
<td>-7,335</td>
</tr>
<tr>
<td>Net fixed assets</td>
<td>4,220</td>
<td>5,278</td>
</tr>
<tr>
<td>Accounts receivable</td>
<td>7,146</td>
<td>7,367</td>
</tr>
<tr>
<td>Provisions for receivables</td>
<td>-174</td>
<td>-134</td>
</tr>
<tr>
<td>Accounts receivable</td>
<td>6,972</td>
<td>7,234</td>
</tr>
<tr>
<td>Other receivables</td>
<td>1,105</td>
<td>1,250</td>
</tr>
<tr>
<td>Marketable securities</td>
<td>1,735</td>
<td>1,846</td>
</tr>
<tr>
<td>Liquid assets</td>
<td>4,386</td>
<td>2,484</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>758</td>
<td>852</td>
</tr>
<tr>
<td>Conversion differences</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**TOTAL** 19,176 18,944

### Liabilities

<table>
<thead>
<tr>
<th></th>
<th>Balance 31/12/18</th>
<th>Balance 31/12/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social funds</td>
<td>7,336</td>
<td>8,312</td>
</tr>
<tr>
<td>Year’s results</td>
<td>976</td>
<td>327</td>
</tr>
<tr>
<td>Provisions for risks and charges</td>
<td>152</td>
<td>145</td>
</tr>
<tr>
<td>Loans and financial liabilities</td>
<td>45</td>
<td>-</td>
</tr>
<tr>
<td>Provisions for financial risks</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Debts to suppliers and related accounts</td>
<td>5,844</td>
<td>6,063</td>
</tr>
<tr>
<td>Social security, tax and other liabilities</td>
<td>4,769</td>
<td>4,082</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>54</td>
<td>15</td>
</tr>
<tr>
<td>Conversion differences</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**Total** 19,176 18,944

### Income statement

#### Expenses

<table>
<thead>
<tr>
<th></th>
<th>Year 2018</th>
<th>Year 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff expenses</td>
<td>12,173</td>
<td>12,310</td>
</tr>
<tr>
<td>Remuneration of assessors</td>
<td>12,525</td>
<td>11,728</td>
</tr>
<tr>
<td>Mission expenses</td>
<td>3,470</td>
<td>3,371</td>
</tr>
<tr>
<td>Operating costs</td>
<td>4,384</td>
<td>4,714</td>
</tr>
<tr>
<td>CET (CVAE and CFE)</td>
<td>295</td>
<td>199</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>32,846</td>
<td>32,322</td>
</tr>
<tr>
<td>Depreciation expenses</td>
<td>823</td>
<td>942</td>
</tr>
<tr>
<td>Provisions for depreciation of accounts receivable</td>
<td>90</td>
<td>14</td>
</tr>
<tr>
<td>Provisions for risks and operating costs</td>
<td>30</td>
<td>-</td>
</tr>
<tr>
<td>Provisions for financial risks</td>
<td>6</td>
<td>-</td>
</tr>
<tr>
<td>Provisions for exceptional expenses</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Payment losses</td>
<td>20</td>
<td>45</td>
</tr>
<tr>
<td>Financial expenses</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Corporate taxes</td>
<td>352</td>
<td>166</td>
</tr>
<tr>
<td>Profit for the year</td>
<td>976</td>
<td>327</td>
</tr>
</tbody>
</table>

**Total** 35,146 33,819

#### Products

<table>
<thead>
<tr>
<th></th>
<th>Year 2018</th>
<th>Year 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charges</td>
<td>9,321</td>
<td>9,519</td>
</tr>
<tr>
<td>Accreditation (audits, preliminary studies, review of corrective actions)</td>
<td>21,685</td>
<td>20,576</td>
</tr>
<tr>
<td>Other (mission expenses, developments, etc.)</td>
<td>3,330</td>
<td>3,008</td>
</tr>
<tr>
<td>Contributions</td>
<td>119</td>
<td>125</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>34,456</td>
<td>33,228</td>
</tr>
<tr>
<td>Agreements with ministries</td>
<td>273</td>
<td>218</td>
</tr>
<tr>
<td>Writeback to provisions for depreciation of receivables</td>
<td>23</td>
<td>55</td>
</tr>
<tr>
<td>Writeback to provisions for risks and charges and transfer of operating expenses</td>
<td>285</td>
<td>226</td>
</tr>
<tr>
<td>Writeback to provisions for financial risks and charges</td>
<td>10</td>
<td>6</td>
</tr>
<tr>
<td>Writeback to provisions for exceptional risks and charges</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Financial income</td>
<td>43</td>
<td>45</td>
</tr>
<tr>
<td>Extraordinary income</td>
<td>56</td>
<td>40</td>
</tr>
</tbody>
</table>

**Total** 35,146 33,819

**NB:** figures to be submitted to the annual general meeting for approval.