Conformity Assessment as a Governmental Tool

Tadako Yamamoto, Wanji Yang and Marcus Long
Conformity Assessment

Testing

Inspection

Certification

Verification

Validation
The Pillars of Assurance

Standardisation
Accreditation
Certification
The Pillars of Assurance

Accreditation

Standardisation

Certification
Spectrum of intervention

Alternatives to Regulation
- Earned Recognition
- Self-regulation
- Information and education
- Co-regulation

Alternative models to Regulation
- Standards
- Conformity Assessment
- Accreditation
- Rules and goals based

Market driven solutions
- Free market governed only by competition

Government driven solutions
Calls to action

• Government can help improve the performance of business by encouraging the use of conformity assessment
• Conformity assessment can help government deliver its policies
• Conformity assessment helps regulators regulate
• Government can improve its own performance by the use of conformity assessment by its own departments
As a public sector organisation, this site will help you learn about the benefits of using accredited conformity assessment.

Standards, certification, accreditation, testing, inspection - conformity assessment can be a great asset to the health of the public sector to meet policy requirements. To illustrate the value of conformity assessment, case studies from around the world in key policy areas show how different tools help government officials and regulators deliver results. This is backed up with research confirming this success and supporting information to drive change.

Each topic contains case studies of how government and regulators have used accredited conformity assessment, plus independent published research and supporting information.

- Healthcare
- Food production
- Construction
A website to help public sector organisations learn about the benefits of using accredited conformity assessment.

A reference website to promote standards and accredited conformity assessment to their national regulators.
Policy Areas

- Construction
- Crime & Security
- Economic development
- Efficient delivery of public services
- Energy
- Environmental Protection
- Food Safety & Agriculture
- Health & Safety
- Healthcare
- Products & Services
- Trade
Independent research papers to demonstrate the value of accredited conformity assessment in the public sector
Conformity Assessment as a Policy Tool

2002 study of 166 Korean companies comparing rate of environmental regulatory violation between 28 companies certified to ISO 14001 and 138 companies with no certification.

In 1998, rates of regulatory violation were 3.5% & 11.6% for certified & non-certified companies.

In 1999, rates of regulatory violation were 1% & 8.5% for certified & non-certified companies.

Conformity Assessment as a Policy Tool

Analysis of over 3,000 facilities regulated as major sources under the U.S. Clean Air Act suggests that ISO 14001-certified facilities reduce their pollution emissions more than non-certified facilities.

Conformity Assessment as a Policy Tool

2005 study of 3700 US facilities regulated under the Clean Air Act, compared those certified to ISO 14001 against those not.

On average, the certified companies spent 7% less days on regulatory compliance than those not certified.

The conclusion of the research ‘indicates that joining ISO 14001… improves facilities’ compliance with government regulations. We conjecture that ISO 14001 is effective because its broad positive standing with external audiences provides a reputational benefit that helps induce facilities to take costly progressive environmental action they would not take unilaterally’.

Conformity Assessment as a Policy Tool

‘As an alternative to more prescriptive industry-specific management practices, voluntary management programs can also ensure performance improvement among its participants by requiring such improvements as a condition for ongoing participation’.

‘Regulators should seriously consider using ISO 14001 adoption as an indicator of superior (environmental) performance’.

• Promotional materials (video, brochures, white papers etc.) to provide additional information
Accreditation: Facilitating global trade

The ILAC MRA and the IAF MLA remove the need for multiple assessments by multiple bodies in the country where they are sold. These arrangements help to reduce the barriers to trade for businesses.

Click to view

International

Using and referencing ISO and IEC standards for technical regulations

This document, developed by the ISO and the IEC, conveys to regulators the standards for regulations and to demonstrate that doing so can support regulatory consistency.

Click to view

Accreditation: Delivering Confidence in Everyday Life

Accredited testing, inspection, and certification impact consumer safety and well-being in everyday life.

Click here to view.

Specifying accreditation in regulation

This factsheet sets out how to specify accreditation covered by the IAF MLA.

Click to view.

Accreditation: A tool to support Regulators

A booklet created by European Accreditation sets out how accredited laboratories can support Government and regulators.

View the booklet on the EA website.

International

How does accredited inspection benefit government and regulators?

This briefing document sets out how accredited inspection can support government and regulators.

Click to view.

International

How does using an Accredited Laboratory benefit Government and Regulators?

This briefing document sets out how accredited laboratories can support Government and regulators.

Click here to view.

International

Accreditation supports UNIDO’s 2030 Agenda for Sustainable Development

UNIDO has published a new brochure which highlights the contribution of the 2030 Agenda for Sustainable Development. UNIDO’s challenges are enshrined in the Lima Declaration, adopted by UNIDO’s “Inclusive and Sustainable Industrial Development” to harness industry.

17 Sustainable Development Goals (SDGs) with 169 associated targets.

Development. These provide a new development framework that supports Sustainable Development.

Click to view.

How does Accredited Certification benefit Regulators

Regulators are increasingly relying on independent third-party activities.

Click to view.

International
Case Studies from Japan

Tadako Yamamoto
International Accreditation Japan

IAJapan
Regional Cooperation Bodies

• The IAF and ILAC Arrangements are structured to build on existing and developing regional MLAs/MRAs established around the world.

• The IAF MLA recognises EA, PAC, IAAC
• The ILAC MRA recognises EA, APLAC, IAAC
Coverage

37 MRA signatories representing 24 economies
57 bodies from 32 economies

24 MLA signatories representing 20 economies
41 bodies from 30 economies
Number of accredited conformity assessment bodies (CABs) by APLAC MRA & PAC MLA signatories

- Accredited CABs by APLAC MRA signatories¹: 42,209
- Accredited CABs by PAC MLA signatories²: 2,103

Total 44,312

¹ as at 2016-06-30
² as at 2016-09-30
Number of accredited conformity assessment bodies (CABs) by APLAC MRA & PAC MLA signatories

Details of accredited CABs by APLAC MRA signatories¹:

<table>
<thead>
<tr>
<th>Testing</th>
<th>Calibration</th>
<th>Medical</th>
<th>Inspection</th>
<th>Reference material producers (RMPs)</th>
<th>Proficiency testing providers (PTPs)</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>30,337</td>
<td>5,667</td>
<td>2,974</td>
<td>2,895</td>
<td>107</td>
<td>229</td>
<td>42,209</td>
</tr>
</tbody>
</table>

Details of accredited CABs by PAC MRA signatories²:

<table>
<thead>
<tr>
<th>Management systems</th>
<th>GHG</th>
<th>GlobalGAP</th>
<th>Persons</th>
<th>Product</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSMS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ISMS</td>
<td>69</td>
<td>635</td>
<td>55</td>
<td>108</td>
<td>550</td>
</tr>
<tr>
<td>QMS</td>
<td>55</td>
<td>35</td>
<td>108</td>
<td>550</td>
<td>2,103</td>
</tr>
</tbody>
</table>

¹ as at June 30, 2016
² as at November 1, 2015
Accreditation bodies in Japan: What’s IAJapan？IAJapanとは
IAJapan is a governmental accreditation body established under the National Institute of Technology and Evaluation (NITE) based on the NITE Act.
IAJapanとは、NITE法に基づいて製品評価技術基盤機構に設置された政府の認定機関である

Legal basis 法的な根拠
NITE Act NITE法
NITE Organization Rule NITE組織規程

This rule clearly defines IAJapan as the AB*
この規程でIAJapanを認定機関として定義している

Scopes スコープ
Calibration, Testing, Reference Material Production, Product Certification 校正、試験、標準物質生産、製品認証
IAJapan is a governmental accreditation established in 2002.
History of IAJapan

1993
- International Trade & Industry Inspection Institute (ITIII) launched JCSS

1995
- ITIII was reorganized and renamed to NITE

1997
- Ministry of International Trade Industry (MITI) launched JNLA

1998
- JNLA - APLAC/MRA signatory

1999
- JCSS - APLAC/MRA signatory

2000
- ILAC/MRA signatory

2001
- NITE was transformed to a governmental agency
- JNLA was transferred from METI to NITE

2002
- IAJapan was established as an accreditation body in NITE to operate both JCSS and JNLA
- IAJapan launched ASNITE

2007
- RMP – APLAC/MRA signatory

2013
- IAJapan signed MLA for PAC and IAF
- PAC/MLA IAF/MLA signatory
IAJapan accreditation programs

IAJapan provides assessment based on the local acts and international standards for testing and calibration laboratories, reference material producers and product certification bodies by following four (4) programs.

**Japan Calibration Service System**
Assessment and registration of calibration laboratories based on the Measurement Act

**Japan National Laboratory Accreditation System**
Assessment and registration of testing laboratories based on the Japan Industrial Standardization Act.

**Specified Measurement Laboratory Accreditation Program**
Assessment and registration of Environmental Testing Laboratories based on the Measurement Act

**ASNITE**
Accreditation System of National Institute of Technology and Evaluation
Accreditation programs based on the government policy and social needs other than those above.
Construction
Accredited testing laboratory according to ISO/IEC 17025 are one of the tender criterions for public facilities by local government such as Osaka, Niigata and Urban Renaissance Agency (for seismic diagnosis survey).

IAJapan accredits testing laboratories that performs concrete strength testing and other building materials based on JIS standards such as:

- JIS A 1107 Method of sampling and testing for compressive strength of drilled cores of concrete
- JIS A 1108 Method of test for compressive strength of concrete
- JIS Z 2241 Metallic materials - Tensile testing - Method of test at room temperature


Concrete mixer vehicle image:
http://www.ricora.net/photo/133.html
Example: Concrete compressive strength test

Compressive force is loaded to the concrete sample based on JIS A 1108 Method of test for compressive strength of concrete.
Products & Services
Ministry of Economy, Trade and Industry (METI)

- Variation in quality in widespread use of LED lamps became an issue as there were products with discrepancies between public value and actual value of total luminous flux of LED lamp.
- Notification by METI enforced on 2014-11-01 revised Energy Conservation Law for LED lamps which mandates JNLA testing laboratory to conduct measurement of luminous flux and power consumption as well as indication of JNLA testing laboratory number on product package.

Further details

www.meti.go.jp/committee/summary/0004296/pdf/001_s01_00.pdf
Example: JNLA testing laboratory number & statement on product package

Rated power consumption and total luminous flux of LED lamp is indicated along with JNLA laboratory number and statement.
Japan Calibration Service System (JCSS) of IAJapan is one of several criteria to identify measuring instruments traceable to international or national measurement standards set out by the Nuclear Regulation Authority based on the Nuclear Reactor Regulation Laws.

Source: Information on Former Nuclear and Industrial Safety Agency
Clarification of methods for confirming calibration and traceability of measuring instruments in the nuclear power plants (in Japanese language) was announced on May 21, 2007.

Source: Information on Former Nuclear and Industrial Safety Agency

The criterions to identify measuring instruments traceable to international or national measurement standards set out by the Nuclear Regulation Authority based on the Nuclear Reactor Regulation Laws are:

1. Measuring instruments owned by NMI
2. Reference instruments according to inspection of verification standards system
3. Measuring instruments owned or calibrated by registered or accredited JCSS calibration laboratory within its scope(s).
4. Measurement instruments owned or calibrated by accredited calibration laboratory based on ISO/IEC 17025 by accreditation body that is a signatory to ILAC/APLAC MRA.

Source: Information on Former Nuclear and Industrial Safety Agency
Food Safety & Agriculture
Ministry of Agriculture, Forestry and Fisheries (MAFF)

- For the measurement and analysis of radioactive materials in food, the Japanese Ministry of Agriculture, Forestry and Fisheries (MAFF) issued the notification that laboratories accredited under ISO/IEC 17025 are reliable analysis organizations for the analysis and presentation of this data as announced in May, 2012.

- The MAFF in Japan have also used accreditation as part of the process to validate the safety of meat and eggs exported to Hong Kong, helping to deliver safe food across international borders.

Source: Certificate of exportation for Hong Kong (in Japanese language)  
http://www.maff.go.jp/j/export/e_shoumei/hk_shoumei.html
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Tel: +81-3-3481-1948
Case Studies from Taiwan

Wanji Yang
Taiwan Accreditation Foundation
Historical background

Not-for-profit organisation

Founded in September 2003
## TAF accreditation services

<table>
<thead>
<tr>
<th>No</th>
<th>Accreditation services</th>
<th>No. of accredited</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Management System CB: QMS, EMS, ISMS, FSMS, OHSAS, EnMS</td>
<td>22</td>
</tr>
<tr>
<td>2</td>
<td>Product CB: Industrial, Agricultural</td>
<td>48</td>
</tr>
<tr>
<td>4</td>
<td>V/VB: GHG, Carbon Footprint</td>
<td>9</td>
</tr>
<tr>
<td>5</td>
<td>Personnel CB</td>
<td>1</td>
</tr>
<tr>
<td>6</td>
<td>Inspection Body</td>
<td>31</td>
</tr>
<tr>
<td>7</td>
<td>Laboratory: Testing, Calibration, Medical, Civil Engineering</td>
<td>1,984</td>
</tr>
<tr>
<td>8</td>
<td>Proficiency Testing Provider</td>
<td>13</td>
</tr>
<tr>
<td>9</td>
<td>Reference Material Producer</td>
<td>2</td>
</tr>
<tr>
<td>10</td>
<td>GLP Test Facility</td>
<td>22</td>
</tr>
</tbody>
</table>
Mutual Recognition Arrangement

PAC MLA: QMS, EMS, Product, FSMS, ISMS, GHG

IAF MLA: QMS, EMS, Product

APLAC MRA: Calibration, Testing, Inspection, ISO 15189, PTP, RMP

ILAC MRA: Calibration, Testing, Inspection
Construction
1.1 Public Construction Commission

PCC uses TAF accredited laboratories to ensure the quality of public construction works

• PCC is a professional authority in the field of public works to the Executive Yuan.
1.1 Public Construction Commission

Government Procurement Act, Guidelines For Performing Quality Management Of Public Construction Works, Article 12:

• Agencies handling construction works reaching the threshold for publication shall document the followings in the contract for construction and contract-out supervision:
  • Testing or sample testing of reinforcement, concrete, asphalt concrete and other relevant items shall be carried out and reports shall be issued by laboratories accredited against CNS 17025 (ISO/IEC 17025).
  • The afore-mentioned testing or sampling testing reports shall bear an accreditation symbol issued by an accreditation body designated by the Standards Act.
• The same rules apply to agencies with self supervision.
1.1 Public Construction Commission

- TAF accreditation:
  - Accreditation Programme for Public Construction Material Laboratories: 181 accredited labs (90%)
  - Specific criteria
  - 8~12 joint unannounced surveillance assessments per year
1.1 Public Construction Commission

- Outcome of unannounced assessments:
  - Effective measure as a warning
  - Secure competent labs
  - Nonconformance decreased from 37.5% (2006) to 0% (2015)
1.2 Local government agencies

• Court Houses:
  • Hsinchu, Changhua, Hualien
    • Professional consultation on lawsuit cases

• 3 MoUs:
  • Public Works Department, Taipei City Government
    • Accredited labs required, Training, consultation
  • Procurement Office, New Taipei City Government
    • Accredited labs required, Joint surveillance assessment, training, consultation,
  • Kinmen County Government
    • Accredited labs required, Training, consultation
2. Food Safety & Agriculture
2.1 Council of Agriculture

COA recognises TAF for accrediting CBs offering Traceable Agriculture Product (TAP) certification

• Agricultural Production and Certification Act, Operating Guidelines for Accrediting Traceable Agriculture Product Certification Bodies, Article 3~5
  • Applicant AB must comply with ISO/IEC 17011 and be a Signatory to IAF MLA in Product
  • A CB applying for becoming a registered CB for Traceable Agriculture Product certification is required to be accredited by a COA-recognised AB
2.1 Council of Agriculture

- **TAF accreditation:**
  - Accreditation Programme for Traceable Agriculture Product Certification Bodies
    - 13 accredited CBs
  - Testing under TAP certification programme must be performed by ISO/IEC 17025 accredited laboratories
2.2 Agriculture and Food Agency, COA

COA recognises TAF for accrediting CBs offering Organic Agricultural Product certification

- Agricultural Production and Certification Act, Operating Guidelines for Accrediting Organic Agricultural Product Certification Bodies, Article 3~5
  - Applicant AB must comply with ISO/IEC 17011 and be a Signatory to IAF MLA in Product
  - A CB applying for becoming a registered CB for Organic Agricultural Product certification is required to be accredited by a COA-recognised AB
2.2 Agriculture and Food Agency, COA

• TAF accreditation:
  • Accreditation Programme for Organic Agricultural Product Certification Bodies
    • 13 accredited CBs
  • Testing under organic agricultural product certification programme must be performed by ISO/IEC 17025 accredited laboratories
3. Energy
3.1 Bureau of Energy (BOE)

BOE requires testing laboratories for energy label to be accredited against CNS 17025 or ISO/IEC 17025 by TAF or ILAC MRA Signatory or APLAC MRA Signatory

- Guidelines for the Operation of Energy Label Program, Bureau of Energy, Ministry of Economic Affairs, Article 20;

- Application and Use of Energy Label, Clause 6

Further details
3.1 Bureau of Energy (BOE)

• TAF accreditation:
  • Accreditation Programme for Energy Efficiency Testing Laboratories
    • 30 accredited labs
3.2 Bureau of Energy (BOE)

BOE requires laboratories performing high voltage testing to be accredited by TAF

- Operating Guidelines for MOEA-Recognised Testing Laboratory, Original Manufacturer and High Voltage Facility, Article 4, Clause 2
  - Applicant laboratories must be accredited by TAF for the testing of high voltage facility

Further details
3.2 Bureau of Energy (BOE)

- TAF accreditation:
  - 120 accredited labs within original manufacturers
4. Environmental Protection
4.1 Environmental Protection Administration

Taiwan EPA requires testing reports issued by testing laboratories accredited by TAF or ILAC MRA Signatories or APLAC MRA Signatories

• Guidelines for EPA Green Mark Application and Review, Article 4, Clause 7.4
4.2 Environmental Protection Administration

- **Taiwan accreditation:**
  - 10 accredited GHG V/VBs
  - 15 accredited testing labs
5. Health & Safety
5.1 Center for Disease Control (CDC), Ministry of Health and Welfare

CDC requires hospitals applying for “Designation for the Health Examination of Employed Aliens after Entry” to be accredited by ILAC MRA Signatories

- Regulations Governing the Designation and Management of Hospitals for the Health Examination of Employed Aliens after Entry, Article 2, Clause 3
5.1 Center for Disease Control (CDC), Ministry of Health and Welfare

- Hospitals may apply for designated hospitals for the health examination of employed aliens upon entry:
  - In performing the examination items and procedures of the health examination designated by the central competent health authority, the performance has been effectively accredited by accreditation authorities under the mutual recognition agreement of the International Laboratory Accreditation Cooperation or other international laboratory accreditation authorities.

Further details
5.1 Center for Disease Control (CDC), Ministry of Health and Welfare

A testing laboratory accredited by a laboratory accreditation body may apply for registration by CDC as a communicable diseases testing laboratory

• Regulations Governing Laboratory Testing for Communicable Diseases and Management of Laboratory Testing Institutions, Article 8
5.2 Occupational Safety and Health Administration (OSHA), Ministry of Labor

OSHA requires a testing laboratory applying for registration as an “Occupational Exposure Monitoring Institution” to be accredited against CNS 17025 or ISO/IEC 17025

- Taiwan Occupational Safety and Health Act, Implementation Occupational Exposure Monitoring
6. Products & Services
6.1 Bureau of Standards, Metrology and Inspection (BSMI)

BSMI requires product certification bodies for commodity to be accredited by TAF

- Regulations Governing Commission of Commodity Inspection Operations, Article 6, Clause 2:
  - The applicant applying for the certification body shall possess the following qualifications:
    - Having set up the product certification system compliant with the international standards and been granted an accreditation by the Taiwan Accreditation Foundation for the relevant commodity fields;

Further details
6.2 National Communications Commission

NCC requires reports issued by labs recognised by NCC or accredited by NCC-recognised ABs

- Compliance Approval Regulations of Telecommunications Terminal Equipment, Article 11 & 24
  - The test report mentioned in the Article 10 shall be issued from the test laboratories recognized by NCC or accredited by the NCC recognized accreditation bodies.
  - Under bilateral or multilateral mutual recognition agreements or arrangements signed between our country and other countries, regional organizations or international organizations, NCC may accept the test report, compliance certificate or DoC issued under the said agreements or arrangements.
6.2 National Communications Commission

• TAF accreditation
  • Accreditation Programme for Telecommunication Equipment Laboratories
    • 36 accredited testing labs
  • Accreditation Program for Information Technology Security Testing and Evaluation Laboratories
    • 5 accredited testing labs
NCC requires product certifications of telecommunication terminal equipment to be issued by CBs accredited against ISO/IEC Guide 65 by NCC-recognised ABs, and test reports issued by labs recognised by NCC or accredited by NCC-recognised ABs

- Regulations Governing Certification Bodies for Telecommunications Terminal Equipment, Article 3 & 5
6.2 National Communications Commission

• TAF accreditation
  • Accredited certification bodies:
    • 11 accredited CBs for telecommunication terminal equipment
    • 12 accredited CBs for RF equipment
  • Accreditation Programme for Telecommunication Equipment Laboratories
    • 36 accredited testing labs
  • Accreditation Program for Information Technology Security Testing and Evaluation Laboratories
    • 5 accredited testing labs
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Taiwan Accreditation Foundation

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Conformity Assessment as a tool for Economic Development

Average Economic Profitability

2001 study of 800 Spanish companies between 1994 & 1998, 400 certified to ISO 9000, 400 not

<table>
<thead>
<tr>
<th>Year</th>
<th>ISO 9000 certified</th>
<th>Non-certified</th>
</tr>
</thead>
<tbody>
<tr>
<td>1994</td>
<td>7.90%</td>
<td>6.33%</td>
</tr>
<tr>
<td>1995</td>
<td>9.41%</td>
<td>6.61%</td>
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<tr>
<td>1996</td>
<td>6.62%</td>
<td>6.10%</td>
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<tr>
<td>1997</td>
<td>11.79%</td>
<td>6.11%</td>
</tr>
<tr>
<td>1998</td>
<td>17.30%</td>
<td>7.35%</td>
</tr>
</tbody>
</table>

Conformity Assessment as a tool for Economic Development

Return on Assets Employed

2001 five year study of companies in the Basque region of Spain showed companies certified to ISO 9000 had return on assets employed between 24% and 48% higher than non-certified companies after the five years.

Conformity Assessment as a tool for Economic Development

Rate of Return

2000 study of Danish companies, 734 certified and 644 of similar size but not certified.

In the year prior to certification, the firms who would become certified had a 20% higher rate of return than those who would not be certified.

Two years after certification, the rate of return of the certified companies had risen to 35% above those not certified.

Inventory Management

2007 study of 695 publicly listed US manufacturing companies certified to ISO 9001.

With operating cycle, this was reduced on average by 5.28 days one year after certification, falling to 11 days three years after certification.

On inventory days, these were 3.68 days less one year after registration, falling to 8.75 days three years after certification.

Conformity Assessment as a tool for Economic Development

Investment Yields

From Feb 1990 to Jan 2000, $100,000 invested in the S&P500 would have yielded $423,795.

If the same $100,000 had been invested in a sample of 212 ISO 9000 certified companies, the yield would have been $814,335.

Global Case Studies
Where the EU came from: Trade Barriers Hindered the European Economy
EU legislation makes reference to Standards

Direct reference:
mandatory – mandatory
for specific use

Indirect reference
« New Approach »
Example: Train brake pressure cylinders

Dir. 2009/105/EC
(New Approach)

EU – legislation:
essential requirements
"safe" pressure equipment:
resistence to $1.3 \times$ operating pressure

European Standards:
technical specifications
realisation of safety level:
design-manufacture-test
Food Safety

Australian state of Victoria *Prime Safe* scheme uses standards and third-party auditing in food licensing

Operating a risk-based system of audits, where, ‘the frequency of audits for licensees is set in line with the level of risk inherent in the product processed at the facility. The greater the assessed risk, the greater the number of audits required’, The *Prime Safe* scheme in the Australian state of Victoria works across all areas of the meat, poultry and seafood supply chain.

The scheme also recognises the benefit of certification to HACCP-based standards.

Further details
Insurance: Italy

Up to 28% insurance premium reduction with Health & Safety certification

• Italy’s Italian Workers' Compensation Authority, INAIL, the National governmental Institute for insurance against Accidents at Work, offers businesses up to 28% on the cost of insurance premiums for businesses who are certified to the Health & Safety standard OHSAS 18001
sin
normas
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