

**cofrac**



# ANNUAL REPORT

**2020**





## Accreditation and Cofrac



**3,595**

total accredited entities as at 31/12  
including **79** abroad

**2,990**  
assessments conducted in total

**184**  
employees

**>1,800**  
assessors and technical experts

**>90**  
countries that recognise French accreditation



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 inspections and the quality of the products and services released to market, accreditation underpins 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 184 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. It is organised around four divisions: Certifications, Inspection, Laboratories and Healthcare.

## 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 site

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



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Find out about our strategic directions on our website:  
<https://www.cofrac.fr/en/who-we-are/our-roadmap/>



## Message from the Chairman



Jacques MULBERT

Chairman of Cofrac

### POSITIVE NET INCOME DESPITE THE HEALTH CRISIS

After several years of growth or stability, **Cofrac revenue, amounting to €27 million in 2020, fell by 19%** compared to 2019, although still yielding a positive net income. This is the second consecutive year that there has been a drop in our revenue.

This decline is clearly **the direct consequence of the health crisis** that has hit us all, felt in particular during the lockdown period during which Cofrac was forced to rein in its business significantly, while placing staff on furlough.

During this period we were nonetheless able to trial remote assessments in order to **keep the national accreditation system running and maintain its credibility**. After a brief return to “normal” in the summer, the autumn saw us having to fall back once again on remote assessment modes which, although enabling us to keep essential operations running, with some 3,000 assessments conducted, nonetheless meant having to postpone certain more complex activities until a later date. This remote operation could not have taken place without the rapid and efficient mobilisation of our assessors and without their capability to appropriate their new technical modes and methods.

Although Cofrac will be redeploying its usual assessment practices, **the lessons learned from the “remote” practices do nonetheless demonstrate their relevance** for use under specific conditions, and these practices may continue to be used.

At the close of our fiscal year we posted a **net profit of €104k, which represents a particularly satisfying result** in light of the context. Cofrac has demonstrated its adaptability by drawing on a business model based on a high degree of outsourcing its resources and making swathing cuts to its expense items. It is nevertheless undeniable that all these efforts would not have sufficed alone to compensate for the loss in revenue: **State aid proved decisive** in achieving a positive net income.

### KEY DEVELOPMENTS

At the institutional level, I would point first of all to my own appointment on 1 October 2020 as Chairman of Cofrac, following on from my predecessor, Joël Karecki, who departed for pastures new.

We then incorporated **amendments to our Articles of Association** and our internal regulations, the main aim being to enable Cofrac to carry out new missions that were previously conducted by the State. This makes Cofrac the designated national body for making decisions, in the name of the State, to recognise test facilities for chemical products and substances “GLP [good laboratory practices] facilities”.

With regard to our structural tools, as part of the **digital roadmap**, 2020 also saw the deployment of decisive new functionalities providing us with a set of tools of interest to all accreditation stakeholders. Nearly half of the accredited bodies now have access to these new tools, the deployment of which will continue to be rolled out in 2021.

Lastly, the 4-yearly assessment of Cofrac by its European peers, essential to its credibility and its international recognition, was initially supposed to take place in June 2020. Ultimately conducted in remote mode in early 2021, this required a considerable investment of effort by the teams over the past year. The conclusions of the assessment underlined the very good overall evaluation of the audit team, lending weight to Cofrac’s practices and to the expected extension of its recognition to the field of reference materials.



# Cofrac's Board of Administrators



## Chairman

Jacques MULBERT

## Deputy Chairman

Jacques LEVET

## Treasurer

Stéphane TORREZ

## Accredited bodies

Gilles BERNARDEAU	RESEAU CTI
Katia CHAMBERT	Fédération HEXAGONE
François GRÉMY	FILIANCE (ex COPREC)
Thomas GRENON	LNE
Julien NIZRI	AFNOR CERTIFICATION
Stéphane TORREZ	EUROLAB
Raymond ZINS	LABAC

## Professional groups of entities using accreditation

Kathia BARRO	FHF
Anthony BOURDON	GIFAS
Dominique CHEVILLARD	FNTF
Jacques LEVET	FIEEC
Cédric PAULIN	CPME

## Public Interest Representatives

Viviane APIED	French Ministry of the Environment
Jacques BESLIN	ALLDC (Leo Lagrange Consumer Association)
Jacky BONNEMAINS	Robin des Bois Association
-	French Ministry of Agriculture
Eric CUZIAT	DGCCRF
Hélène MONASSE	French Ministry of Social Affairs and Health - SDPPPS
Nicolas REVENU	CNAFC (National Association of Catholic Families)

## Qualified individual

Jacques MULBERT

## Government commissioner

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

## Members in advisory capacity

Maguelonne CHAMBON	LNE - Scientific Metrology
Sylvie DONNE	General Auditor for Economy and Finance
Nadine NORMAND	AFNOR Standardisation management



# Message from the General Director



## Dominique GOMBERT

General Director of Cofrac

### ACTIVITY

On 31 December 2020, Cofrac had 3,595 accredited entities compared to 3,646 a year earlier. This represents a drop of almost 1% compared to the previous year. Cofrac activities with regard to Good Experimental Practices (GEP) were down by nearly 6%, whereas they remained practically stable for Good Laboratory Practices (GLP), with 144 cases managed by the end of 2020.

There was a contrasting situation between divisions. While the Laboratories division saw a slight drop in the number of its accredited bodies, the decline was far more significant for the Healthcare division, exceeding 5% over the same period. 2020 continued where 2019 left off, with further consolidation of biomedical laboratories (BML).

A very slight growth may be noted of nearly 1% in 2020 compared to 2019 in the number of Inspection accredited bodies. This marks the first growth since 2016, with a reduction observed each year in the intervening period on account of the consolidation of legal metrology bodies. It remains to be seen if this trend will continue in 2021.

For the Certifications division, the previously observed trend was confirmed. Activity remained dynamic, driven in particular by new accreditation developments. Following on from an increase of more than 3% in 2019, the growth in the number of accredited entities accelerated in 2020, up by almost 8% by 31 December.

These figures should not however obscure the fact 2020 was marked above all by the Covid-19 pandemic, and the lockdown measures and travel restrictions dictated by the public authorities in response to the health crisis. Even though not all the consequences of the health crisis may yet be apparent, we can be sure that they will make themselves felt in the coming years.

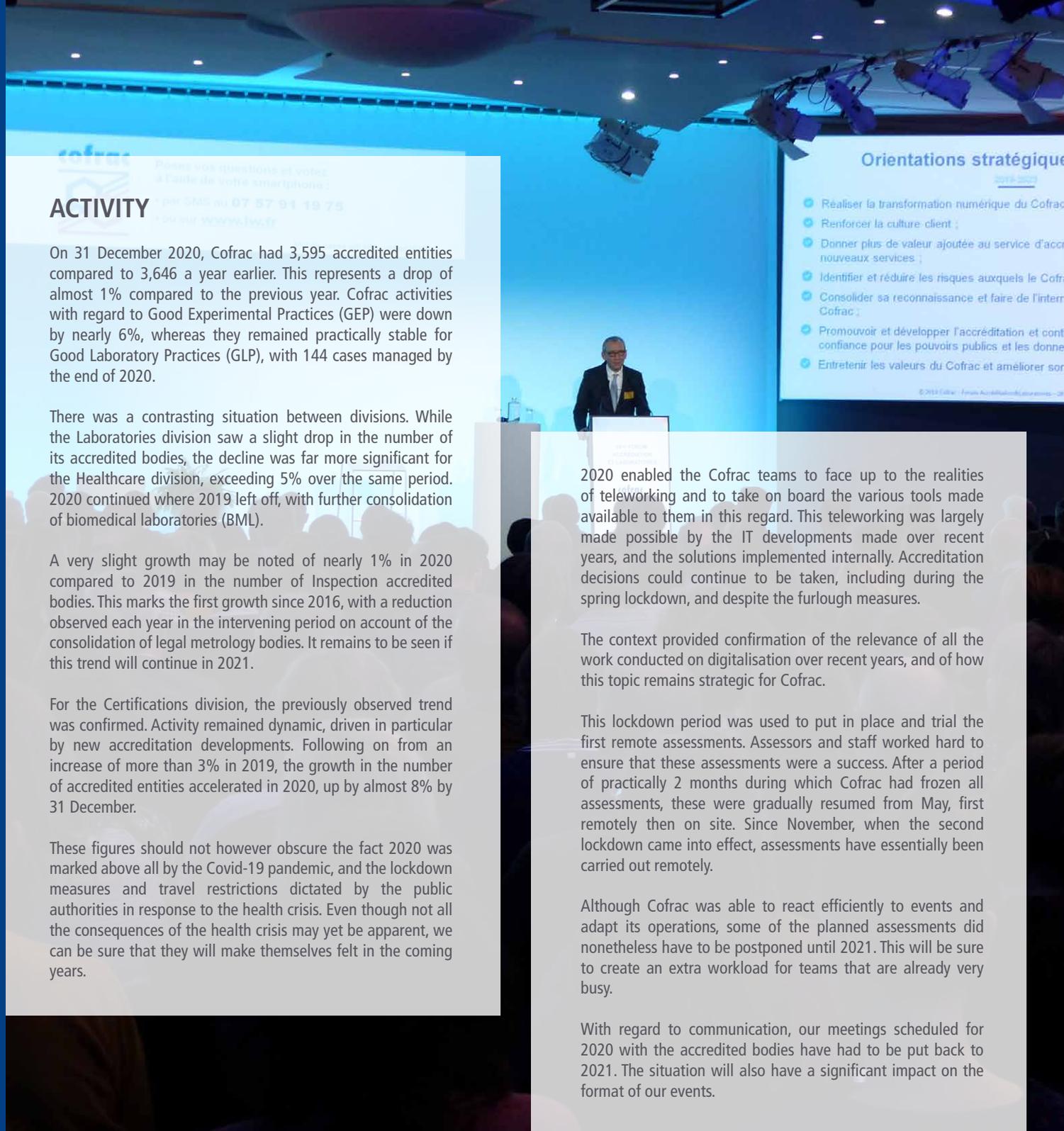
2020 enabled the Cofrac teams to face up to the realities of teleworking and to take on board the various tools made available to them in this regard. This teleworking was largely made possible by the IT developments made over recent years, and the solutions implemented internally. Accreditation decisions could continue to be taken, including during the spring lockdown, and despite the furlough measures.

The context provided confirmation of the relevance of all the work conducted on digitalisation over recent years, and of how this topic remains strategic for Cofrac.

This lockdown period was used to put in place and trial the first remote assessments. Assessors and staff worked hard to ensure that these assessments were a success. After a period of practically 2 months during which Cofrac had frozen all assessments, these were gradually resumed from May, first remotely then on site. Since November, when the second lockdown came into effect, assessments have essentially been carried out remotely.

Although Cofrac was able to react efficiently to events and adapt its operations, some of the planned assessments did nonetheless have to be postponed until 2021. This will be sure to create an extra workload for teams that are already very busy.

With regard to communication, our meetings scheduled for 2020 with the accredited bodies have had to be put back to 2021. The situation will also have a significant impact on the format of our events.





The number of accredited entities down by almost 1%



A new mission: Cofrac assigned with inspecting compliance with GLP principles



Trialling the first remote assessments



Launch of the Customer space in the autumn

## MODIFICATION OF OUR ARTICLES OF ASSOCIATION

In 2020, the French Parliament adopted a legislative provision entrusting Cofrac with decisions on the compliance of certain test facilities with the "Good Laboratory Practices" (GLP) standard, in place of the GIPC (Groupe interministériel des produits chimiques - Interministerial Chemical Products Group). Cofrac therefore needed to make changes to its Articles of Association in order to take account of this new mission<sup>1</sup>.

In light of the health crisis and the need to be able to mobilise Cofrac's governance bodies remotely, the possibility of convening meetings and enabling their valid deliberation by electronic means was also introduced into the Articles of Association for the Annual General Meeting, and for the meetings of the Board and the division committees.

The voting procedures were modified for the election of representatives of the accredited bodies of the division committees, which is now open to associate members in addition to active members. Although it is still necessary to be an active member of the association in order to apply in the first place, this development nevertheless makes it possible to broaden the potential electoral college and thus to strengthen the representativeness of the elected representatives.

<sup>1</sup> Cofrac was formally assigned, by implementing decree, with this new mission on 1 June 2021.

## INFORMATION SYSTEMS AND DIGITALISATION

Despite the health crisis, the Cofrac teams worked on advancing the digitalisation project. This crossed a new milestone in 2020, with the launch of the Customer space in the autumn in the Inspection, Laboratories and Healthcare divisions. This new space enables accredited bodies to access actions that they are expected to address, such as in the preparation of an assessment or sending a performance review sheet, for example, as well as to access information such as their upcoming on-site assessments and their contacts at Cofrac. To help the bodies appropriate their new Customer space, video tutorials are available on Cofrac's extranet applications support site.

The pilot conducted during the summer with around 60 accredited bodies in the various Cofrac divisions made it possible to validate the relevance and ergonomics of the tool, to detect any problems, and to identify functional or ergonomic improvements. Certain requests for changes fed back from the tester bodies were in this way able to be deployed before the general roll-out. A poll conducted at the end of the pilot showed that all respondents declared themselves to be satisfied or very satisfied with this Customer space.

Also worthy of note is the deployment of FLEXI+, the flexible scopes management tool, in the Healthcare division, in a pilot operation for which the feedback has been very positive. The general roll-out by the division to all accredited structures will take place in 2021.

In anticipation of that, the online support has been reviewed to provide each body with clear access to the features of FLEXI+ concerning them in particular. Entries per division have been established and new documentation made available to the bodies.



# Laboratories



**1,884**

total accredited entities as at 31/12  
including **73** abroad

**542** in the Physics-Mechanics pole

**496** in the Biology-Agrifood pole

**450** in the Building-Electricity pole

**396** in the Chemicals-Environment pole

**16**

initial accreditations

**382**

accreditation extensions

**1,194**

assessments carried out

**144**

GEP/GLP files

## HIGHLIGHTS



The year was particularly marked by the finalised deployment of the transition plan toward standard NF EN ISO/IEC 17025:2017, the lead time for which was extended by six months on account of the health crisis.

As part of this, the division underwent adaptations by implementing alternative remote assessments when the eligibility criteria were fulfilled.

It remained mobilised for:

- Maintaining the implementation of transition assessments, taking account of the new international deadline set at 1 June 2021
- Monitoring the decisions made for these assessments
- Pursuing the document update plan: integration of additional recommendations in LAB GTA 86; publication of several specific requirements documents; gradual revision and distribution of the technical accreditation guides.

Another highlight of 2020 was the preparation and organisation of the European co-operation for Accreditation (EA) audit that took place in January 2021, and in which the division played its part, in particular concerning remote assessment observations for the RMP and PTP activities.

The general meeting of quality assessors as per standard NF EN ISO/IEC 17025 took place on 12 March 2020. Bringing together 160 assessors, this event was an opportunity to review the many documentation changes, the new IT tools proposed, and international documentation oversight. For all the items in the satisfaction questionnaire, between 97 and 99% of respondents declared themselves satisfied or very satisfied with this AGM.

The Board of Administrators renewed the Laboratories Division Committee in December 2020 for a three-year term. The Division Committee itself appointed the Chairs and Deputy Chairs of the six Accreditation Commissions. A study of the scope of intervention of these Accreditation Commissions was also undertaken with a view to improving their efficiency.



# Laboratories

## PROJECTS

Revision of the nomenclature: identification of the specific needs of the division for choosing the new IT tool for nomenclature management. In late 2020, workshops were run for listing the functionalities before starting development of this tool in early 2021.

Work on multi-site accreditation in the Laboratories division: definition of the eligibility criteria, initiation of discussions on the modes of examination and assessment, and identification of all the organisational and financial impacts.

## INTERNATIONAL

Participation in the work of the Laboratory Committee of the European co-operation for Accreditation (EA) and of ILAC (International Laboratory Accreditation Cooperation).

The Division Director also took part in a video conference in October 2020 at the National Congress of Testing Laboratories and Assessment Managers organised by Accredia, the Italian accreditation body, to share Cofrac's feedback on the transition to the 2017 version of the NF EN ISO/IEC 17025 standard.

## PHYSICS-MECHANICS POLE



The Pole conducted assessments of bodies responsible for the individual surveillance of worker exposure to ionising radiation according to the new regulatory framework. It also worked with the DGT (Direction Générale du Travail - General Directorate for Labour) on the development of the verification system for bodies responsible for taking photometric records in workplaces, and continued its dialogue with the ASN (French Nuclear Safety Authority) on the accreditation of bodies conducting tests on pressurised nuclear equipment. Lastly, the Pole ran remote harmonisation meetings for technical assessors in the fields of composite materials testing and metallic materials testing.

## BUILDING – ELECTRICITY POLE



The Pole finalised the revision of several documents, in particular to take into account the feedback from the assessors and the regulatory changes: LAB REF 26 and LAB REF 28, concerning the specific requirements for the accreditation of bodies performing asbestos fibre dust measurements in building constructions and at the workplace; LAB REF 33 - "Specific requirements for the accreditation of laboratories for the purpose of notification under the construction products regulations"; LAB REF 14 - "Specific testing requirements for the assessment of information technology security".

The Pole continued its collaboration with the Direction Générale des Entreprises (Enterprise Directorate) in its role as designating authority for French testing laboratories, as well as with the Direction Générale du Travail (Labour Directorate) and the Direction Générale de la Santé (Health Directorate) for the improvement of the quality of data in the field of asbestos, as well as for the development of a regulatory scheme based on the accreditation of bodies carrying out on-site measurements related to the exposure of workers to risks due to physical agents (electromagnetic fields).

It also held a harmonisation meeting in the field of "Mechanical and chemical fasteners and joint sealing products".

## BIOLOGY – AGRIFOOD POLE



In preparation for the EA audit of January 2021, the Pole was particularly active in ensuring Cofrac's extension into the RMP activity with a view to its integration in the EA recognition agreement.

In 2020, it also published the revision of the technical guides: LAB GTA 19 "Microbiological testing of biocidal products, pharmaceuticals, cosmetics and medical devices", and LAB GTA 27 "Animal immunoserology tests and analyses", and it ran a harmonisation meeting, via video conference, for technical assessors in the field of mycotoxin and phycotoxin analysis in foodstuffs and animal feed.

## CHEMICALS – ENVIRONMENT POLE



The Pole carried out its first assessments in new fields: identification of termite species and *Serpula lacrymans* fungus on wood samples; and the radiological characterisation of materials, products, residues or waste likely to contain radioactive substances of natural origin.

It also worked with the GIPC (Groupe interministériel des produits chimiques - Interministerial Chemical Products Group) as part of the process of skills transfer to Cofrac for inspecting the application of Good Laboratory Practice principles for tests on pesticides, additives for human foodstuffs and animal feed, and industrial chemical products.

In addition, the Pole worked with the Direction Générale de l'Alimentation (Food Directorate) on the revision of the reference framework for Good Experimental Practices; with the Direction Générale du Travail (Labour Directorate) on the revision of the regulatory framework relating to inspections of occupational exposure to chemical agents in the air of workplaces and on transforming the approval system into an accreditation system in the field of workplace ventilation / sanitation; and with the Office Français de la Biodiversité (French Biodiversity Office), on verifying the approval criteria for laboratories performing analyses in the field of water and aquatic environments under the environmental code.



# Healthcare



**755**

total accredited entities as at 31/12

Including **728** as per standard NF EN ISO 15189 and **277** hospitals representing **4,365** sites

**4**

initial accreditations

**365**

accreditation extensions

**451**

assessments carried out

**702**

accredited BMLs in France

## HIGHLIGHTS



2020 was a year of contrasts in terms of our activity. The first two months of the year were marked by the resumed expansion of the biomedical laboratories (BML). Then, in March 2020, against the background of the pandemic and the lockdown measures deployed by the government, it was decided to freeze the accreditation process, with the validity period of accreditation certificates being extended if necessary by six months.

During this crisis period, Cofrac was in regular discussions with the Direction Générale de la Santé (Healthcare Directorate), the Regional Health Agencies and representatives of the professional associations, on the progress of accreditation procedures, the actions undertaken, and the difficulties encountered.

In order to preserve the credibility of the accreditations issued and to ensure their continuity, while taking into account the mobilisation of healthcare stakeholders, the gradual resumption of assessments of accredited structures as per ISO 15189 was planned to commence in September 2020, with the implementation of alternative remote assessment methods based on the review of documentation supplied by the structures themselves. Just over 50% of the on-site assessments originally planned from mid-March to the end of December 2020 were thus carried out remotely from September to December 2020, with the remainder postponed until 2021. Specific arrangements for the assessment of extension requests in relation to Covid-19 have been developed.

The project to trial in Healthcare a significant overhaul of the accreditation cycle by extending the on-site assessment intervals (a fixed 5-year cycle, with nominally three on-site assessments at 20-month intervals, as opposed to four assessments at 15-month intervals previously) was brought forward in order to best adapt the assessment periods.

Assessments of structures accredited under ISO/IEC 17025 were carried out on-site or remotely, depending on the context of each structure. The latest transition assessments to the 2017 version of the standard were in this way conducted with no particular difficulties.

The consolidation of the biomedical laboratories continues apace, translating into fewer assessments carried out but over a broader perimeter in terms of sites and sub-families. The development of accreditation for medical point-of-care testing (POCT) made progress, with 128 biomedical laboratories accredited, compared to 76 in 2019 (68% increase).

In early 2020 the division also initiated a new stage in the simplification of the accreditation process for BMLs and anatomy and cytopathology (ACP) testing structures. Consultation with all accredited BMLs and ACP structures, and with the scholarly institutions and the members of the Accreditation Commission, allowed us to determine new priorities and put together three initial working groups (see "Projects" above).

In 2020, a "pilot" phase also allowed 16 accredited structures in flexible scope to test the FLEXI+ application, for managing online and in real time the detailed list of their reviews/analyses covered by accreditation or requested for accreditation. The feedback from this was very positive.

## PROJECTS



Adaptation of the accreditation process in line with the overhaul of the accreditation cycle: greater flexibility in the frequency of site assessments, streamlining of extension assessments. Optimisation of the accreditation procedure for microbiology and genetics.

Development of e-learning for the training and harmonisation of assessors.

Working groups for the simplification priorities:

- Reinforcing the "assessment of the effectiveness of QMS and processes" approach to encourage an approach that is more oriented toward the medical service offered to patients and specifiers
- Adaptation of metrology assessment - Studying the needs in terms of metrology
- Clarifying the requirements relating to the verification and validation of methods.

## INTERNATIONAL



The division has been active at European level and took part in the European co-operation for Accreditation (EA) Healthcare working group. Internationally, it worked alongside Afnor on the revision of the ISO 15189 standard.



# Inspection

759

total accredited entities as at 31/12

27  
initial accreditations

91  
accreditation extensions

711  
assessments carried out

## HIGHLIGHTS



The health crisis required a great deal of adaptability for finding solutions to enable us to continue providing an accreditation service with the same degree of efficiency. To this end, the division developed, in particular, documents to guide assessors who also had to change the way they worked. An online survey was therefore organised in early summer 2020 in order to identify the improvements to be made to the remote assessment system.

As it happens, the crisis had very little effect on the number of accredited entities, slightly up compared to 2019 (759 as against 752 previously). The decline observed in previous years is therefore tending to slow down, leading to stability or even an upturn in the number of accreditations.

By contrast, the number of extensions is down significantly, mainly on account of the slowdown in extension requests from bodies organised into networks, which are tending to receive fewer new legal entities.

The drop in the number of terminations itself confirms the slowdown in the consolidation of bodies in the field of legal metrology.

Following on from the work initiated in 2019, the technical accreditation guide: "Prevent, control, and deal with the risks of integrity defects and their consequences in the inspection activities" was issued, to propose to accreditation bodies a method for identifying the risks of integrity deficit and examples of prevention and treatment solutions. Its application is mandatory in the field of pressurised equipment inspections.

Also in 2020, a working group was set up in the Division Committee to provide recommendations for dealing with the problems relating to the types of independence in the field of inspection. A specific requirements document is pending.

Following on from the publication in late 2019 of a new accreditation standard, ISO/IEC 17029: "Conformity assessment - General principles and requirements for validation and verification bodies", the division was assigned with developing a new accreditation activity. In relation to this standard, it participated in the work of the "Sociétés à mission" ("Companies with a mission") working group, coordinated by the "Sustainable Development - Social Responsibility" committee of Afnor.

The division also organised several training sessions, enabling the qualification of 22 new technical assessors in a wide variety of technical fields, and of 12 technical assessors - lead assessors.

The first accreditations of bodies responsible for the technical inspection of agricultural sprayers were delivered in 2020.

## DEVELOPMENTS



- Initial verifications of the efficiency of the means of prevention for the protection of workers against the risks from ionising radiation
- Inspection of the hygiene of direct meat selling, meat preparation, and meat-based product establishments
- Inspecting the weighing and classification of pork carcasses.

## INTERNATIONAL



Participation in the work of the Inspection Committee of the European co-operation for Accreditation (EA) and of ILAC (International Laboratory Accreditation Cooperation) by video conference.

As part of the application of the transition plan to standard EN ISO/IEC 17011:2017 organised by EA, implementation of the document review of two accreditation bodies.



# Certifications



197

total accredited entities as at 31/12 including 6 abroad

16 initial accreditations

82 accreditation extensions

634 assessments carried out

## HIGHLIGHTS



The health crisis was indubitably the stand-out feature of 2020. Specific arrangements for assessments were adopted and deployed in response to the various health restrictions: 142 assessments (out of the 209 conducted at the body's head office) were carried out remotely, and 11 on a mixed basis.

The division's activity continued to be sustained despite the context, in terms of the number of both initial and extension assessments and of development requests. The initial accreditations delivered in 2020, three-quarters of which pertaining to standard ISO/IEC 17065, mainly concerned certification of professional training service providers (Qualiopi), followed by agricultural certifications, and lastly management system certifications (private rule sets, healthcare data hosts, and ISO 9001). It was possible to conduct assessments at the head offices of certification bodies, either remotely or on site, but a third of the observations were postponed until 2021. Accreditation extensions concerned 23% of the accredited bodies, which testifies to their continued adaptation to new activities.

Efforts were maintained to recruit quality and technical assessors, enabling us to keep pace with the increase in activity, in particular due to the launch of the Qualiopi activity, with the training organisations requiring certification by an accredited certification body by 1 January 2022.

The division continued to pursue its technical activities, mainly by supporting specifiers in adjusting the applicable requirements during the period of health restrictions. The activity of revising the existing mechanisms and mechanisms under development remained at a very high level, with the division being heavily solicited to study the possibility of developing accreditation mechanisms for framing new certification activities. These activities include: organic cosmetics, the European eco-label, electronic information concerning goods transport, and the competence of data protection officers.

The division continued its participation in 2020 on standardisation committees dealing with conformity assessment, the environment and climate change, energy management, information security, data and privacy protection, and occupational health & safety.

The division, as is the case every year, was audited by the French national aerospace specifier, GIFAS, in the framework of its annual monitoring. The result of this audit was very positive.

## DEVELOPMENTS



- Certification of companies providing expert assessments on health and safety at work (Direction Générale du Travail).
- Certification of rail interoperability services (Direction générale des infrastructures, des transports et de la mer).
- Certification of wood-based products containing formaldehyde (EPA - U.S. Environmental Protection Agency).

## INTERNATIONAL



The European and international meetings of the committees and working groups all took place by video conference. The work topics concerned in particular the IAF (International Accreditation Forum) FAQ, relating to the management of the health crisis, and document revision.

At European level, the rules concerning management of the pandemic were established. Extensive discussions took place between EA (European co-operation for Accreditation) and DG AGRI on the implementation of the revised organic farming regulations. Work on accreditation with a view to notification enabled the revision of document EA 2/17 (EA Document on Accreditation for Notification purposes), and the EA 2/20 guide was drafted (Consultancy and the Independence of Conformity Assessment Bodies).

The division also took part in two webinars organised by the European Commission on cyber regulations.



## Cofrac assessors



### Initial qualifications

**35** for quality assessors (same as 2019)

**81** for technical assessors

### Qualification renewals

**109** for quality assessors

**181** for technical assessors

### Qualification extensions

**7** for quality assessors

**59** for technical assessors

### Monitoring

**45** for quality assessors

Due to the health crisis, 2020 was characterised by the implementation of remote assessments as from May, following a suspension of assessments lasting almost two months. A guide on how to organise assessments by electronic means was published for the assessors, along with good hygiene practices for the resumption of on-site assessments.

Initial feedback has been gathered from the remote assessments already carried out. The information collected will make it possible to tweak the practices and recommendations communicated for the remote assessment mode.

Concerning the harmonisation and training meetings, although some were able to take place face-to-face, others took place for the first time in remote mode.

In the Certifications division, meetings mainly took place remotely. The Annual General Meeting (AGM) of the Quality Assessors - Lead Assessors (EQRE) was postponed to March 2021.

For the Laboratories division, the AGM of the Quality Assessors - Lead Assessors qualified for the standard NF EN ISO/IEC 17025 took place in early March. Assessors who could not attend on the day were able to follow proceedings remotely in the same way as the participants physically present, as the speeches and presentations were all filmed.



The meeting organised in Inspection with the technical assessors, and in the presence of the accreditation specifiers, made it possible to harmonise the practices in terms of assessing integrity deficits and the added value provided by accreditation.

In Healthcare, the harmonisation meetings of the assessors were cancelled on account of the health crisis. Remote harmonisation modules were made available to them, and these proved extremely popular. An e-learning training module dedicated to the implementation of alternative assessments was also put online.

It is also worth underlining the finalisation of the deployment of the new declaration of interest sheets for assessors in early 2020.

The technical accreditation guides GEN GTA 01 "Traceability of measurement results" and GEN GTA 02 "Digitalised information systems" were also published, and they constitute a common basis of reflection for accreditation bodies and assessors with regard to these two topics.

Lastly, the work carried out in the framework of digital transformation has made it possible for assessors to use just a single login for accessing their Assessor space and all their applications via the Cofrac & Co extranet portal.



# Members of the association

Accredited bodies or their groupings



ASEFA  
EUROVENT CERTITA CERTIFICATION  
BUREAU ALPES CONTROLES  
BUREAU VERITAS CERTIFICATION FRANCE  
GINGER CEBTP  
CERIB  
CETIAT  
CETIM  
COFREND  
COPREC  
CRITT MDTS  
CSTB  
FCBA  
CTC  
CTIF  
DNV GL - BUSINESS ASSURANCE FRANCE  
EDF - LAB PARIS - SACLAY  
INSTITUT DE SOUDURE INDUSTRIE  
ITERG  
LCIE  
LNE  
LRQA FRANCE SAS  
MIRION TECHNOLOGIES (CANBERRA) SAS  
NESTLE FRANCE NQAC Cergy  
LCPP  
QUALIBAT  
SOCOTEC ENVIRONNEMENT  
ASQUAL  
BUREAU VERITAS SERVICES SAS  
DTSB-SFJF  
SOPEMEA  
ECOCERT SA  
EUROLAB France  
SERVICE COMMUN DES LABORATOIRES  
SYPREV  
ANSES  
SGS ICS  
TRESICAL SAS  
SILLIKER SAS - MERIEUX NutriSciences  
AFNOR CERTIFICATION

APROLAB  
UNIVERSITE GUSTAVE EIFFEL  
RESEAU CTI  
APAVE  
AB CERTIFICATION  
GLOBAL CERTIFICATION  
SNIPF CERTIFICATION  
GIE ICV - VVS  
CONTROL UNION INSPECTIONS FRANCE  
VIVAUTO PL SAS  
CERQUAL QUALITEL CERTIFICATION  
OPQIBI  
ACRITEC  
CABINET FONTAN  
GROUPE DE PREVENTION  
O1 CONTROLE  
APHM LBM - MEDICAL BIOLOGY POLE  
SELAS CAB - LABO DE L'ILL  
LABOSUD PROVENCE BIOLOGIE  
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# Financial results in €K

Balance sheet

Income statement



Assets	Balance sheet 31/12/2019	Balance sheet 31/12/2020
Gross fixed assets	12613	14292
Depreciation	-7335	-8482
<b>Net fixed assets</b>	<b>5278</b>	<b>5811</b>
Accounts receivable and related accounts	7367	6002
Provisions for receivables	-134	-100
<b>Accounts receivable</b>	<b>7234</b>	<b>5902</b>
Other receivables	1250	907
Provisions for other receivables		-32
Other receivables		875
Marketable securities	1846	1858
Liquid assets	2484	2969
Prepaid expenses	852	813
Conversion differences	-	-
<b>TOTAL</b>	<b>18944</b>	<b>18228</b>

Expenses	Year 2019	Year 2020
Staff expenses	12310	11932
Remuneration of assessors	11728	8466
Mission expenses	3371	1477
Operating costs	4714	4211
CET (CVAE and CFE)	199	259
<b>Subtotal</b>	<b>32322</b>	<b>26344</b>
Depreciation expenses	942	1149
Provisions for depreciation of accounts receivable	14	26
Provisions for risks and operating costs	-	-
Provisions for financial risks	-	-
Provisions for exceptional expenses	-	32
Payment losses	45	49
Financial expenses	1	6
Exceptional expenses		
Corporate taxes	166	78
Profit for the year	327	104
<b>Total</b>	<b>33819</b>	<b>27787</b>

Liabilities	Balance sheet 31/12/2019	Balance sheet 31/12/2020
Social funds	8312	8639
Year's results	327	104
Provisions for risks and charges	145	62
Loans and financial liabilities	-	-
Provisions for financial risks	-	-
Debts to suppliers and related accounts	6063	5398
Social security, tax and other liabilities	4082	4020
Prepaid expenses	15	6
Conversion differences	-	-
<b>Total</b>	<b>18944</b>	<b>18228</b>

Products	Year 2019	Year 2020
Fees	9519	9918
Accreditation (audits, preliminary studies, review of corrective actions)	20576	15588
Other (mission expenses, developments, etc.)	3008	1469
Contributions	125	100
<b>Subtotal</b>	<b>33228</b>	<b>27076</b>
Agreements with ministries	218	263
Writeback to provisions for depreciation of receivables	55	60
Writeback to provisions for risks and charges and transfer of operating expenses	226	326
Writeback to provisions for financial risks and charges	6	
Writeback to provisions for exceptional risks and charges		
Financial income	45	32
Extraordinary income	40	30
<b>Total</b>	<b>33819</b>	<b>27787</b>



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