



CANADIAN ASSOCIATION FOR LABORATORY ACCREDITATION INC.

2008 Annual Report



CALA



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President's Report



I have served on the Board of Directors of CAEAL/CALA for the past 6 years. It has been my pleasure to serve our organization as Secretary, Vice President and

finally as President. I have enjoyed the opportunity to participate in the significant changes that our association has undergone since I was first elected. When I joined CALA, we were operating under a partnership with the Standards Council of Canada (SCC) to accredit environmental laboratories. Today, we are recognized around the world as an accrediting body focused on customer service, quality and competence. Over the last two years, I have seen our Association grow stronger with a desire by our membership to expand our scope of activities.

Prior to the 2008 AGM, our organization was called CAEAL (Canadian Association for Environmental Analytical Laboratories Inc.). By the summer of 2008, Industry Canada had approved the membership's decision to change the name to CALA (Canadian Association for Laboratory Accreditation Inc.). This was more than merely a name change.

Over the past 20 years, CAEAL has earned a great reputation both within Canada and internationally for its ability to deliver a high quality accreditation service. We have become well respected and well known for the efficiency and responsiveness of delivery of this service.

The association had been receiving many requests over the years to become a 'one-stop' accrediting body. Many of our members are not just environmental laboratories but also serve their many clients in other fields such as food testing, minerals, petroleum products, air, etc. One of their concerns has been the fact that they are required to participate in multiple audits provided by several different accrediting bodies.

Based upon results of surveys conducted by CAEAL, it was decided early in 2007 that we needed to look at providing our service to other areas of our members' laboratory testing needs. This change, which necessitated a change in our bylaws to remove any reference to 'environmental', was approved by the membership at our last AGM.

At the request of the Board, the CALA staff developed a new strategic plan with goals to:

- Become a full-service laboratory accreditation body;
- Identify, develop and access new markets for our services;
- Continue to attract, develop and retain highly skilled and motivated volunteers and staff;
- Provide the most cost-effective self-sustaining accreditation services available in Canada; and,
- Maintain and enhance our reputation for customer service based on responsiveness and integrity.

Transitioning to CALA

One of the highlights for me this past year was the opportunity to meet many of our members. I and several of our directors attended functions in October to present new CALA Accreditation and Proficiency Testing certificates to our members. Personally, it gave me the opportunity to meet members in Calgary, Edmonton, Saskatoon and Winnipeg. In total, our directors gathered at 10 separate locations throughout Canada to hand out new certificates and licenses to use the CALA symbol and the ILAC combined mark.

Search for a New CEO

In the spring of 2008 Rick Wilson announced that he was planning to take his retirement in the fall. Rick was the longest serving CEO of the Association having served as CEO for the past 14 years.

One of his major accomplishments was his work with our partners such as APLAC and ILAC to expand our reputation internationally. When Rick accepted the position of CEO, CAEAL was a small organization delivering proficiency testing and accreditation services to members. His first mandate was to form a partnership with the SCC for the accreditation of member laboratories. The agreement began in 1995 and remained an asset to members for 10 years. Under Rick's leadership, the organization grew to one that is now an independent accrediting body with a well established international reputation.

Rick left CALA at the end of October, 2008. CALA has retained him on a contractual basis to assist us with respect

to ILAC committee activities. Our CFO was asked by the Board to take on the position of acting CEO, which thankfully she accepted. She has been employed as the CFO of CALA for the past 6 years and had developed a very good understanding of the operation of the Board under Policy Governance and has been actively involved in assisting the CEO in the CALA program delivery. She has stepped into the role handling both the CFO and acting CEO positions in a very capable manner with no disruption of service to its members.

A CEO Selection Committee was appointed composed of both board and non-board members to search for a new CEO. The services of Ray and Berndtson were retained and after 7 months of search we are very pleased to announce that Mr. C. Charles Brimley has accepted the position of CEO of CALA starting on May 25th 2009. In his current role, Mr. Brimley is the executive director of the Canadian Plastics Sector Council and prior to this position, he served as executive director of the Canadian Council of Technicians and Technologists.

International Activities

CALA accredited laboratories are recognized as meeting world-class levels of scientific and management excellence. CALA has developed a strong international reputation and it is critical that we continue to have a presence at international meetings and committees to maintain this recognition but also to be aware of new developments and be active in their formulation.

CALA continues to be well represented on the international front. Rick Wilson has been retained under contract with CALA to participate fully as a member of the ILAC Executive committee and to ensure our perspective on major issues is presented at these meetings. Rick is assisted by our PT Manager, who also works within ILAC.

Two CALA staff members also attended annual APLAC meetings. Both are APLAC evaluators and either lead or participate in the rigorous evaluation program that allows CALA signatory status.

Membership Surveys

During 2008 we repeated a survey that was initiated in 2006 where members assisted us in conducting a survey of their clients and regulators. In a survey of 66 users of laboratory data, we found that both private users and government

regulators are aware of CALA, are aware of the major elements of accreditation (i.e. proficiency testing and site assessments) and have confidence in and trust the data - indeed even prefer data - from CALA-accredited laboratories.

I feel very confident that our Board of directors, CALA staff and our new CEO will be reviewing our strategic plan in the months ahead to take our organization in new directions as desired by our membership. But most importantly, the Board and CALA staff recognize that our primary focus will be to continue to meet the needs of our environmental laboratories.

Erv Callin
President of CALA

Board of Directors

President

Mr. Ery Callin
ALS Environmental
Edmonton, AB

Vice President

Mr. Al Colodey
Environment Canada
North Vancouver, BC

Treasurer

Mr. Don Enns
CANTEST Ltd.
Burnaby, BC

Secretary

Ms. Trudy Toms
Jacques Whitford Limited
St. John's, NF

Past President

Mr. James Doull
Environment Canada
Moncton, NB

Ms. Deborah Masson-Stogran
SGS Lakefield
Lakefield, ON

Dr. T. Duncan Ellison (Appointed)
Canadian Water and Wastewater
Association
Ottawa, ON

Ms. Michèle J. Giddings (Appointed)
Health Canada
Ottawa, ON

Mr. Pat Lang
Alberta Environment
Edmonton, AB

Ms. Rosa Gonzalez (Since June 2008)
City of Hamilton
Hamilton, ON

Corporate Profile

The Canadian Association for Laboratory Accreditation Inc. (CALA) is a member-owned laboratory accrediting body that also provides related products and services.

*CALA Board of Directors
June 2005*

History

CALA was established in 1989 to help Canadian environmental laboratories conform to internationally accepted standards of competence and proficiency. It did this by developing an accreditation program based on the assessment of a laboratory's quality management system, supported by the evaluation of analytical capability determined through proficiency testing.

Between 1994 and 2004, CALA operated in partnership with the Standards Council of Canada, an arrangement in which CALA undertook all site assessments of environmental laboratories, conducted the proficiency testing program, and made recommendations to the Standards Council on the accreditation of the laboratories.

In 2005 CALA resumed granting accreditation independently for over 150 laboratories, while also maintaining a partnership arrangement as described above with the Standards Council of Canada and the Ontario Ministry of Environment, specifically for the accreditation of laboratories conducting tests under the *Ontario Safe Drinking Water Act* (OSDWA).

In November 2005 the CALA accreditation program was officially recognized by the Asia Pacific Laboratory Accreditation Cooperation (APLAC) and the International Laboratory Accreditation Cooperation (ILAC).

The CALA Board of Directors has defined the ultimate goal of the organization as:

CALA accredited laboratories are recognized as meeting world-class levels of scientific and management excellence.

A series of subordinate policies focus on benefits for both the laboratories and the users of laboratory data, and ensure that members' views are known to regulatory and standards-related decision makers in Canada and internationally.

In 2007 CALA members approved a broader scope of activities for CALA programs, expanding its focus beyond environmental laboratories. The corporate strategic plan now provides for the expansion of accreditation activities, and applications for non-environmental accreditation are being accepted for any tests for which CALA can provide appropriate capability.

2008 was a year filled with activity and a renewed focus for the Association. During the 2008 Annual General Meeting, members selected the proposed association name "CALA" which arose from member input to the branding audit. The new name was officially approved by Industry Canada on June 23, 2008. This new identity now facilitates a broader scope of accreditations beyond the

environmental field. CALA Staff are now working on identifying, developing and accessing new markets for our services with a goal to becoming a full-service laboratory accreditation body.

During the year, CALA appointed and trained two new members to the Accreditation Council. The Council is responsible for decisions related to granting, maintenance, suspension and withdrawal of CALA accreditation. Mr. Wayne Greenlay, Manager, National Quality Assurance and Health & Safety for the Forensic Science and Identification Services joined the council in February 2008. Mr. Richard Turle, Chief of the Analysis and Air Quality Division of Environment Canada's Science and Technology Centre in Ottawa, was appointed to the Council in April 2008. CALA appreciates the dedication of these volunteers who, like the volunteer assessors and committee members, work diligently to effective and competent programs.

In October of 2008, CALA officially launched its new identity and transitioned to the "CALA" look. New accreditations and contracts were issued under the new name, the website was replaced with a new look, and all accreditation and PT certificates were reissued. A series of gatherings, known as the "National Celebration", were held across Canada to celebrate the transition from CAEAL to CALA. Member laboratories gathered in 10 separate locales to reaffirm their commitment to competence in their work. Throughout 2008, staff and volunteers worked hard to support CALA's new direction.

Membership

At the end of 2008 there were 618 members of CALA (see Table 1), representing a decrease of 0.8% from 2007, primarily as a result of mergers within the laboratory industry.

Table 1. Components of the CALA membership

Type	Private Sector	Public Sector	Independent	Total
Institution	261	132	-	393
Individual	60	112	41	213
Associate	6	4	2	12
Total	327	248	43	618

Financial Report

The Association sustained a strong financial position in 2008 with an increase in net assets of \$55,219 and an ending unrestricted accumulated surplus of approximately \$1.17 million. This year's contribution to the surplus was \$135,374.

CALA's total revenue for 2008 was \$3.43 million, 7% higher than the \$3.19 million recorded in 2007. This was due to increases in most revenue categories throughout the year.

The total evaluations revenue increased by approximately \$150,000 over the prior year. Of this amount, the laboratory assessments and accreditation fees increased marginally by 3% from 2007, rising by approximately \$70,000. However, this increase only equals the rate of inflation and continues the trend of a higher number of assessments in even years. Also included in evaluations revenues is the proficiency testing program, this stream is up 14% or approximately \$78,000 from the previous year's level and includes the addition of one new test group. Revenues from projects and training rose by approximately 26% from 2007 levels. This increase is attributable to special projects over and above the regularly scheduled annual training sessions. Other income includes foreign currency gains and interest and sundry income, all of which were slightly above budget.

Total expenses for the fiscal year were approximately \$3.30 million, up 8% from the previous year however down from budgeted expenses of \$3.44 million. Program and operating costs increased due to: higher travel costs as assessors conducted more assessments; professional fees related to executive search fees for the hiring of a new CEO; advertising costs related to the launching of the new CALA name; increases in other operating costs reflecting the rate of inflation.

Employees are an integral part of our association and we are fortunate to have a very skilled and dedicated team working at CALA. The association also continues to benefit from the contribution made by volunteers which enhances program success. Note that the economic value of volunteer time is not captured in CALA's financial statements.

Auditors' Report on Summarized Financial Statements

To the Members of the Canadian Association for Laboratory Accreditation Inc. (CALA)

The accompanying summarized statements of financial position, operations and cash flows are derived from the complete financial statements of the Canadian Association for Laboratory Accreditation Inc. (CALA) as at December 31, 2008 and for the year then ended on which we expressed an opinion without reservation in our report dated February 10, 2009. The fair summarization of the complete financial statements is the responsibility of the Association's management. Our responsibility, in accordance with the applicable Assurance Guideline of The Canadian Institute of Chartered Accountants, is to report on the summarized financial statements.

In our opinion, the accompanying financial statements fairly summarize, in all material respects, the related complete financial statements in accordance with the criteria described in the Guideline referred to above.

These summarized financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the Association's financial position, results of operations and cash flows, reference should be made to the related complete financial statements.

Raymond Chabot Grant Thornton LLP

Chartered Accountants,
Licensed Public Accountants

Ottawa, Canada
February 10, 2009

Statement of Management Responsibility

Management is responsible for preparing the accompanying summarized financial statements and is responsible for their integrity and objectivity. The basis of presentation adopted is not in conformity with Canadian generally accepted accounting principles in that the financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. The basis of presentation is considered by management to be most appropriate for the broad communication of financial information to CALA constituents but readers are cautioned that these statements may not be appropriate for their specific purposes. Complete financial statements have been prepared and will be provided upon request.

Summarized Statement of Financial Position

As at December 31, 2008

Assets	2008	2007
Current assets	\$ 1,215,027	\$ 1,098,019
Investments	1,090,995	1,029,418
Capital assets	33,159	37,495
	\$ 2,339,181	\$ 2,164,932
Liabilities		
Current liabilities	\$ 1,136,914	\$ 1,017,884
	1,136,914	1,017,884
Net Assets		
Invested in capital assets	33,159	37,495
Unrestricted	1,169,108	1,109,553
	1,202,267	1,147,048
	\$ 2,339,181	\$ 2,164,932

† These summarized financial statements do not reflect the substantial value of services contributed by volunteers.

Summarized Statement of Operations

Year ended December 31, 2008

Revenues	2008	2007
Evaluations	\$ 2,983,421	\$ 2,833,817
Memberships	156,525	157,112
Projects	76,942	23,757
Training	145,676	151,921
Other	69,314	27,553
	3,431,878	3,194,160
Expenditures		
Evaluations	1,498,356	1,442,982
Operational	1,748,432	1,567,262
Training	49,716	46,685
	3,296,504	3,056,929
Excess of revenue over expenses	\$ 135,374	\$ 137,231

† These summarized financial statements do not reflect the substantial value of services contributed by volunteers.

Summarized Statement of Cash Flows

Year ended December 31, 2008

Cash flows provided by (used in)	2008	2007
Operating activities	\$ 215,770	\$ (105,879)
Investing activities	(363,974)	80,909
Net decrease in cash	(148,204)	(24,970)
Cash beginning of year	407,771	432,741
Cash end of year	\$ 259,567	\$ 407,771

† These summarized financial statements do not reflect the substantial value of services contributed by volunteers.

On behalf of the Board



Director



Director

CALA Accreditation Program

CALA is one of 62 accrediting bodies world-wide that is signatory to the International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Arrangement (as of March 2009). This arrangement provides stakeholders with assurance that the CALA Accreditation Program meets requirements of the international standard ISO/IEC 17011 (*Conformity Assessment – General Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies*).

On August 1, 2008, a landmark agreement between the Ontario Ministry of the Environment and CALA designated CALA as an accreditation body for drinking-water testing laboratories under the Ontario *Safe Drinking Water Act*. To date, 47 out of 52 licensed laboratories in Ontario are accredited by CALA for drinking-water methods.

CALA laboratory accreditation is based on ISO/IEC 17025 (*General Requirements for the Competence of Testing and Calibration Laboratories*). The process to attain and maintain accreditation is as follows:

- An assessment is carried out against the criteria in ISO/IEC 17025;
- The laboratory receives a report of assessment findings;
- Laboratories respond to any observed non-conformances in a timeframe communicated to the laboratory by CALA;
- A laboratory's response to the findings is reviewed by CALA staff, the Lead Assessor, and Advisory Panel members;

- The Advisory Panel recommends to the CALA Accreditation Council whether to grant or maintain a laboratory's accreditation;
- When the Accreditation Council is satisfied that the appropriate corrective actions have been undertaken, CALA grants or maintains the accreditation.
- In all cases, laboratories must participate successfully in proficiency testing.

By the end of 2008, 190 labs were participating in the CALA accreditation stream and CALA had granted accreditation to a total of 186 laboratories. During the year, CALA granted initial accreditation to six laboratories while nine laboratories withdrew from the program (two of these stayed in the proficiency testing program).

Site Visits

In 2008, CALA conducted a total of 138 site visits, of which 41 (28%) were conducted at laboratories licensed under the OSDWA (see Figure 1).

CALA conducts the following types of laboratory assessments:

- Initial Assessment (A): A site visit conducted at a laboratory applying for accreditation for the first time.
- Abbreviated Assessment (AB): A site visit to assess new appendices between regularly scheduled reassessments. The quality management system is not assessed during these assessments, only the technical requirements of the new test methods.

- Reassessment (R): The first reassessment is carried out one year after an initial assessment and every two years thereafter.
- Verification (V): A site visit to confirm implementation of corrective actions or to ensure satisfactory conditions following significant changes at a laboratory.

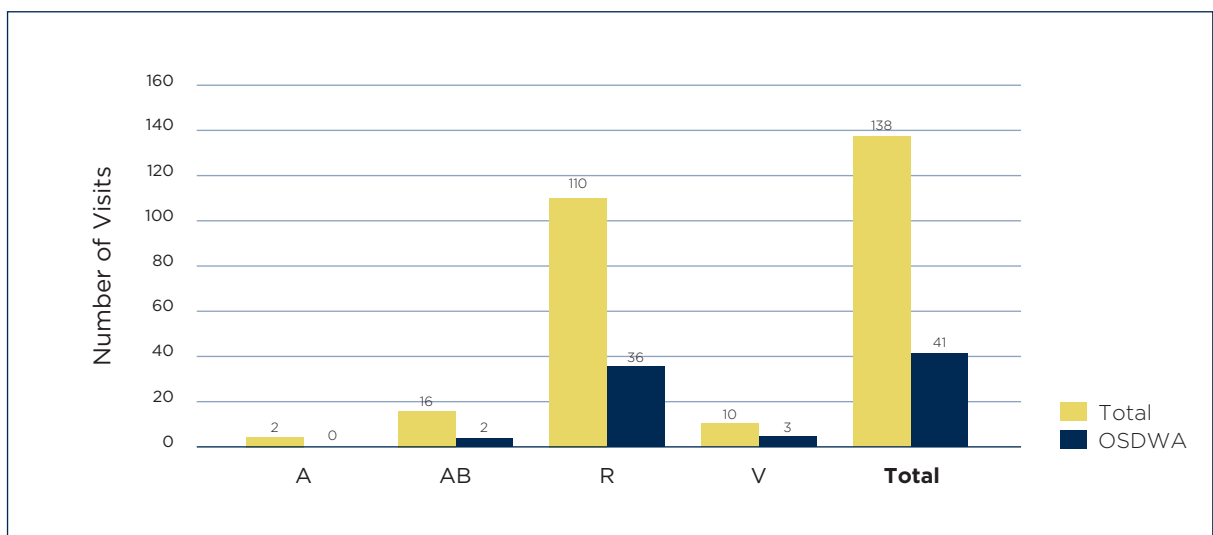
Assessors

CALA assessors are predominantly volunteers from member laboratories, although some do come from other types of laboratories or related organizations. They are a highly-skilled, highly-committed group of volunteers that represent a valuable resource for CALA. As well as having at least five years experience in

laboratory or laboratory-related environment, these volunteers attend a rigorous certified Lead Auditor/Auditor ISO 9000:2000 course (supplemented with elements of ISO/IEC 17025:2005) and participate in CALA-specific training once every two years. There are currently 152 active volunteer assessors, primarily from government and private sector laboratories (see Figure 2). Twenty-nine of these are from the 47 laboratories accredited and licensed under the OSDWA.

A total of 256 assessor trips were conducted to complete 138 visits in 2008. The assignments range from a single experienced assessor at a small laboratory, to several assessors required to conduct the reassessment of a large laboratory with a complex scope of testing.

Figure 1 Categories of Site Visits Conducted in 2008



Turn-around Time

Table 2 shows a breakdown of the major steps in the accreditation process, and the average time taken to complete each step in 2008. This data is based on site assessments performed in 2008, and is current as of April 7, 2009.

New (or applicant) laboratories have up to 90 days to respond to any non-conformances identified during an assessment, whereas accredited laboratories have up to 45 days to do so. Interestingly, the average amount of time for laboratories to submit responses to findings was 90 days and 46 days, respectively. This data demonstrates that laboratories, in general, do take the full amount of allotted time to respond to actions.

CALA targets of a maximum of 45 days for staff to perform an initial review of laboratory responses, and will request further information from the laboratory or inform the laboratory that the responses meet the requirements. At the time this Annual Report was prepared, 98% of the 2008 lab responses were initially reviewed within the 45-day target and the average time was 25 days. This average was down two days, compared to the same time period in 2007. The remaining 2% were reviewed within 50 days or less. All non-conformances were closed out in 48 days on average.

Figure 2 Sources of CALA Volunteer Assessors

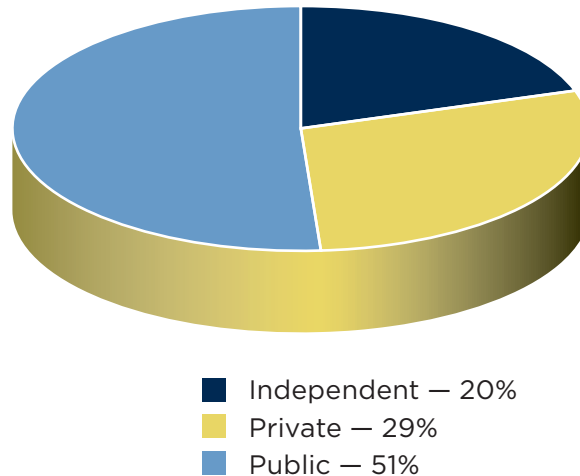


Table 2 Average Number of Days for Major Steps in the Accreditation Process*

Step in the Accreditation Process	2008
Completion of Initial Staff Review of Laboratory Responses	25
Advisory Panel/Lead Assessor Review	14
Accreditation Council Approval	11

* subject to change, following completion and approval of visits carried out in 2008.

Proficiency Testing (PT) Suspensions and Withdrawals

Accreditation may be suspended, subsequent to being granted, if a laboratory:

- fails to successfully analyze two successive sets of PT samples for a specific test (analyte);
- does not submit a satisfactory Corrective Action Report in response to a PT failure.

The summary of suspensions shown in Table 3 indicates that the pattern reported in previous years was repeated in 2008: the non-accredited laboratories experienced the highest overall rate of suspensions while the accredited OSDWA laboratories experienced the lowest rate.

A PT failure subsequent to suspension may result in withdrawal of accreditation for the parameter. In 2008, a total of 62 withdrawals occurred at accredited laboratories, seven of these at OSDWA laboratories.

Expansion of Accreditation Activities

Steps were taken in 2008 to meet members' requests for increased accreditation services, and a decrease in the need for multiple assessments. These activities included:

- The formation of a working group that developed a guidance document and checklist for petroleum-testing laboratories;
- The co-ordination of dual assessments with AIHA and the Standards Council of Canada (SCC); and,
- Continued discussion with stakeholders on the feasibility of expanding into areas of testing that require stakeholder co-operation or partnership.

Table 3 Suspensions at Non-Accredited, Accredited and Accredited OSDWA Laboratories (values are shown as a percentage of total PT test samples)*

Study (2008)	Non-Accredited	All Accredited	Accredited OSDWA
January	3.00%	0.55%	0.07%
March	1.37%	0.64%	0.32%
June	2.51%	0.76%	0.46%
October	1.80%	0.73%	0.35%
Overall Average	2.12%	0.67%	0.30%

*These values do not include suspensions for reason other than PT failures, nor failures of PT provided by other approved PT providers.

Proficiency Testing Program

In 2008 the CALA Proficiency Testing (PT) Program offered 40 test groups, comprising 261 analytes. Samples for each test group are generally provided to member laboratories twice each year. The test groups are split between March/October rounds (inorganic and microbiology) and January/June rounds (organics and soils).

The scoring system and other details are provided in *PT15-Cala Pt Program Policies And Procedures*, which is available at: www.cala.ca.

Changes to PT Offerings

The following is a summary of changes to the analytes offered in the CALA PT Program in 2008:

- C04B (BOD in water). CBOD was added to this test group.
- C06 (OC Pesticides and PCBs in Water). Following participant requests, this test group was split into two, C06A-OC Pesticides and C06B-PCBs.
- C35 (PCBs in Soil). This test group was introduced in January 2008.

Review of Concentration Ranges

Concentration ranges were reviewed and modified for C01A (Major Ions in Water), C03 (TKN and TP in Water) and C04C (Turbidity in Water). These changes were made to better reflect regulatory limits, analytical capabilities and typical sample concentrations.

Evaluation Procedure

In the fall of 2008, PT participants were notified of CALA's intention to modify the evaluation procedure from a purely consensus based program to one that uses fixed acceptance limits based on historic PT data.

Collaborator Laboratories

In 2008, contract audits were conducted on CMPT, NLET and Wibby Environmental. These audits are a requirement of CALA's accreditation as a PT Provider.

Participation

Participation showed a 6.5% increase in 2008 (see Figure 3). This increase is largely due to the splitting of C06 into C06A and C06B, and the introduction of C35. Participation levels for each test group are indicated below in Table 4.

Turn-around Times

CALA strives to return PT results to member laboratories within timeframes that enable the laboratories to undertake corrective actions in a timely manner. All reports in 2008 were issued within the five week target for report turnaround (see Figures 4 and 5).

Summary of Proficiency Testing Performance

Appendix A details the success rates observed for each test group in each study. Also detailed are the success rates for Ontario licenced laboratories (OSDWA). In general, success rates ranged from approximately 85% to 100%, consistent with those observed in previous years.

Figure 3 PT Registration Trend in the Proficiency Testing Program (sample sets = total number of registered test groups)

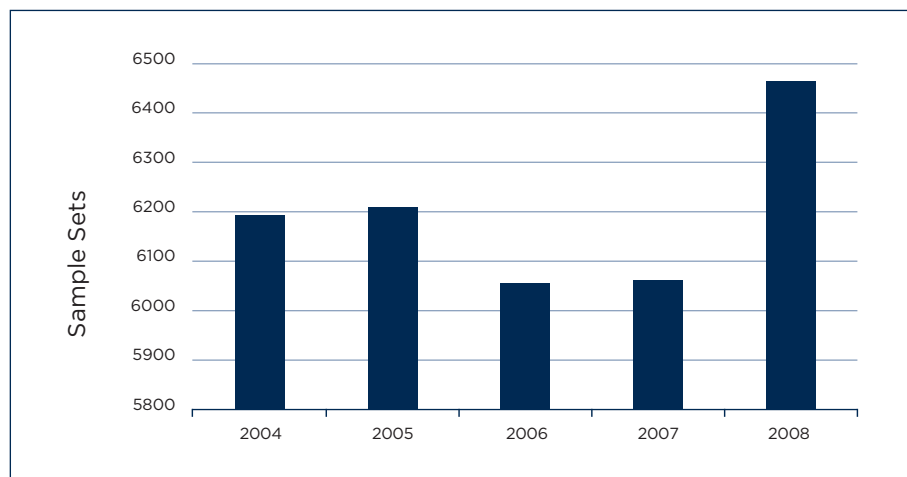


Table 4 Participation in Each Test Group of the CALA Proficiency Testing Program

PT	Group	Samples 2004	Samples 2005	Samples 2006	Samples 2007	Samples 2008
C-01A	Major Ions	541	517	451	425	473
C-01B	NH ₃ , o-PO ₄ , DOC	298	302	279	292	325
C-01C	Bromide/Nitrite	180	180	176	NA	NA
C-02A	Metals Full	362	340	314	268	285
C-02B	Metals High	93	112	97	109	108
C-02C	Total Metals	NA	NA	135	139	150
C-03	TKN & TP	280	282	260	249	272
C-04A	TSS	407	410	357	414	442
C-04B	BOD	313	313	266	295	303
C-04C	Turbidity	187	179	159	192	198
C-04D	COD	170	177	152	192	191
C-05A	Coliforms	394	398	356	326	356
C-05B	Coliforms (P/A)	NA	NA	79	92	99
C06A	OCF	129	134	133	128	107
C06B	PCB	NA	NA	NA	NA	41
C-07	PAH	127	132	137	138	141
C-08	PCB in Oil	113	101	97	96	98
C-09	Metals on Filters	57	53	43	41	41
C-10	Major Ions on Filters	42	43	35	26	27
C-11	Trout LC50	49	48	49	47	49
C-12	Daphnia LC50	45	43	41	42	45
C-13	Microtox IC50	61	60	51	58	59
C-14	CN (SAD)	104	104	94	101	103
C-15	pH	445	439	366	424	438
C-16	BTEX/THM	208	217	221	231	240
C-17	Metals in Soil	190	195	197	171	171
C-18	PAH in Soil	105	113	111	119	118
C-19	Mercury	179	168	152	160	157
C-20	Asbestos	229	204	212	249	257
C-21	Metals in Air	100	91	81	75	73
C-22	OP Pesticides	117	119	125	111	115
C-23	OCI Pesticides	74	73	NA	NA	NA
C-24	Aryloxy Acids	72	77	79	67	69
C-25	Phenolics	87	91	88	78	80
C-27	Glyphosate	30	29	28	26	32
C-28	VOCs in Air	33	32	30	28	30
C-29	Aldicarb	44	45	56	54	61
C-31A	BTEX soil	153	162	168	148	150
C-31B	PHC soil	92	119	122	138	147
C-32	Chlorine	86	101	84	105	113
C-33	Total Phenolics	NA	NA	78	84	99
C-34	Total Oil and Grease	NA	NA	99	125	135
C35	PCB in Soil	NA	NA	NA	NA	58
TOTAL		6191	6203	6058	6063	6456

Alberta Alternate Program

In 2008, CALA coordinated two PT studies, and two follow-up PT studies, in support of Alberta Environment’s Alternate Program. This program is directed towards process (operational) testing performed by water and wastewater operators, a sector of testing that, historically, has been under-serviced by quality assurance and quality control.

In March, a new contract was signed with Alberta Environment for a period of one year. The new contract restricted the program to drinking water facilities, but greatly increased the number of participants. PT samples were shipped to 293 facilities with 40 facilities being involved in the June follow-up study. Samples were shipped to 562 facilities in September and 139 in the November follow-up study.

Figure 4 Turn-around time for January and June Proficiency Testing Shipments

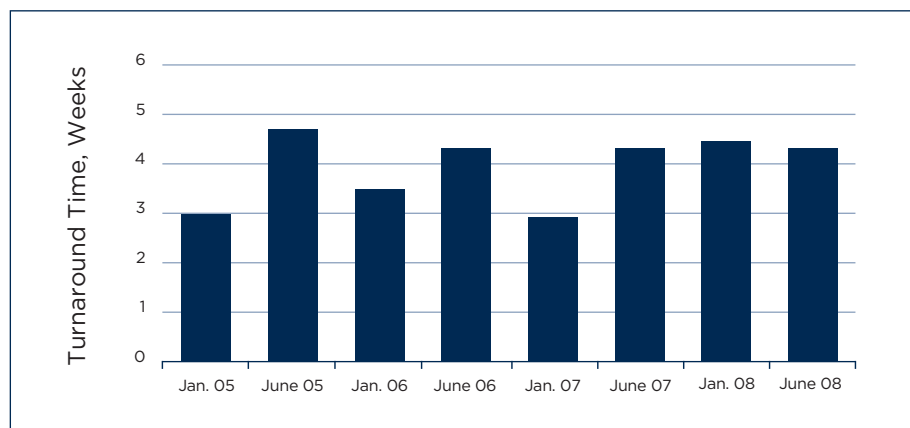
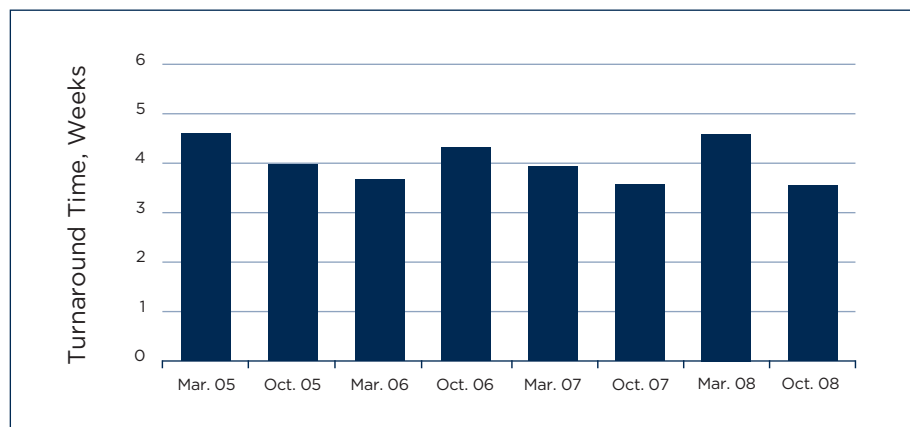


Figure 5 Turn-around time for March and October Proficiency Testing Shipments



Training Program

CALA delivers training on subjects related to laboratory accreditation. CALA Training delivers the following to the association and its members:

- Operation of a viable and sustainable training capability in support of CALA operations and to meet member needs; and
- Operation of a corporate QMS that meets international recognition requirements for APLAC and ILAC and the accreditation of the PT program by the American Association of Laboratory Accreditation (A2LA).

CALA Training maintains its leading edge focus by:

- Using information technologies to support training delivery;
- Identifying member training needs and preparing to meet them; and
- Delivering training beyond the CALA membership, nationally and internationally.

CALA Training priorities remain:

- Training assessors to meet CALA accreditation program needs;
- Developing and delivering training within an approved training budget; and
- Assisting in the delivery of special services within the association and internationally.

Preparing for 2008

The use of CALA training by members has stabilized since 2006. However, in order to make better use of the service, a planning tool was created for members in the form of a year-long schedule. Consequently, the planning for the 2008 Training Schedule commenced in August 2007 with a Training Needs Survey.

The 2008 Training Needs Survey showed that members wanted greater diversity in venues for offerings. The 2008 Training Schedule included 45 courses to be delivered in 70 training days and in six cities across Canada. Twelve days of unspecified training prepared for two international clients, most of which was to be delivered in Ottawa in June and July. The CALA Training Calendar for 2008 reflected the needs expressed by members in this survey.

Planned Delivery of Training for 2008

City	Member Preference	# of Courses
Toronto	33%	11
Calgary/Edmonton	28%	10
Vancouver	9%	6
Ottawa	9%	*9
Southern Ontario	6%	3
Halifax	5%	6
Totals	100%	45

* Ottawa is used as the venue for the annual one-week Lead Assessor Training course that is run each year.

2008 CALA Training Achievements

In 2008, CALA trained 453 persons from within the membership and across the globe. In 31 separate courses, 363 members and 13 others received in-class training. In 27 online courses, 40 members and 37 non-members participated.

An 18-person delegation from Korea visited Canada for the fourth consecutive year to take CALA Training and CALA staff trained

all of the new evaluators used in the APLAC arrangement.

Twenty percent of all participation in CALA Training is now online. Another 20% of member training occurs during the CALA AGM, facilitating increased AGM attendance.

The training schedule is shown at http://www.cala.ca/t_sched.html.

Target

Achievement

Maintain participant satisfaction levels at or above 70%.

CALA Training achieved an average satisfaction score of 81% (Excellent) in the delivery of 31 different training sessions.

Increase use of CALA Training by non-member organizations and international partners.

CALA Training increased the percentage of non-member participation from 10% to 18% in 2008.

Enhance program viability.

CALA Training substantially exceeded expectations in its financial health.

International Activities

CALA tracks its international activities in two categories: those that provide services to international customers, and those that are undertaken to support CALA's signatory status in international mutual recognition arrangements.

Services Provided Internationally

In 2008 CALA delivered proficiency testing and/or accreditation services to 34 laboratories located outside Canada (up three from 2007), mostly in the rest of the Americas as shown in Figure 6. Six of these are in the accreditation program and 28 are in the proficiency testing program.

Mutual Recognition Arrangements

CALA continues to participate in activities to ensure the acceptance of Canadian laboratory results nationally and around the world. CALA is a signatory to two international mutual recognition agreements (the Asia Pacific Laboratory Accreditation Cooperation - APLAC, and the International Laboratory Accreditation Cooperation - ILAC) that provide global recognition of CALA accreditation by over 60 accrediting bodies in more than 44 countries.

Figure 6 Distribution of 34 international laboratories receiving services from CALA.



CALA is an active participant in these two international organizations, for example providing staff to participate in international evaluations of other accrediting bodies and in meetings of both APLAC and ILAC to ensure that CALA is not only aware of new developments but is active in their formulation.

Throughout 2008 CALA continued to provide the convenorship of two APLAC Working Groups:

- The APLAC Evaluator Training Working Group trains all APLAC evaluators. Twenty-eight nominated evaluators from across the Asia Pacific met in Singapore in November, to learn to evaluate accreditation bodies for signatory status within the APLAC arrangement.

- The APLAC Technical Committee Working Group on Remote Field Activities is currently working on methods to recognize the contribution of remote sites to overall laboratory testing capabilities.

CALA staff also led the evaluation team to Russia in September 2008, to recognize the first accreditation body to seek formal recognition under the APLAC arrangement from that nation.

Appendix A

Summary of Proficiency Testing Performance

The following tables provide details of success rates for each test group. The first two (Tables A1 and A2) reflect the entire program, while the last two (Tables A3 and A4) are for laboratories licensed by the Ontario Ministry of Environment under the

Ontario *Safe Drinking Water Act*. Note that non-reported results are not included among the failures in these estimates as these are sometimes related to registration changes after the study has started.

Table A1 Success rates for all laboratories participating in the January 2008 and June 2008 rounds.

Total Program	January 2008		June 2008	
	Tests	Success %	Tests	Success %
Water				
C06A-OCPs	547	95.2	521	94.2
C06B-PCBs	NA	NA	45	97.8
C07-PAHs	895	94.7	890	93.3
C16-BTEX/THMs/VOCs	2205	94.3	2296	94.6
C22-OP Pesticides	481	92.9	496	91.7
C24-Aryloxy acid pesticides	196	94.9	189	93.1
C25-Phenolics	134	97.0	125	98.4
C27-Glyphosate	16	100.0	15	93.3
C29-Aldicarb	21	95.2	21	100.0
C34-Total Oil and Grease	66	95.5	61	91.8
Oil				
C08-Total PCBs	48	95.8	47	100.0
Air Filter				
C09-Metals	82	85.4	86	86.0
C10-Major ions	42	92.9	50	88.0

Table A1 Continued from page 25

	January 2008		June 2008	
	Tests	Success %	Tests	Success %
Soil/Sediment				
C17-Metals	1431	92.0	1403	93.8
C18-PAHs	829	94.2	799	94.0
C31A-PHCs/BTEX	495	96.8	492	93.1
C31B-PHCs	231	95.7	230	97.4
C35-PCBs	26	96.2	32	93.8
OH				
C20-Asbestos	59	93.0	60	71.6
C21-Metals	72	86.1	75	94.7
C28-VOCs	28	89.3	30	86.7

Table A2. Success rates for all laboratories participating in the March 2008 and October 2008 rounds.

Total Program	January 2008		June 2008	
	Tests	Success %	Tests	Success %
Water				
C01A-Major ions	1532	94.1	1636	91.5
C01B-NH3/PO4/DOC/Br/NO2	430	94.9	445	92.6
C02A-Metals	2410	92.6	2460	93.7
C02B-Metals (high range)	526	87.3	570	93.9
C02C-Metals (Total)	1056	91.9	1100	93.7
C03-TKN/TP	218	89.4	126*	95.2*
C04A-Solids	327	93.9	332	92.8
C04B-BOD	138	96.4	209	97.1
C04C-Turbidity	95	98.9	95	98.9
C04D-COD	94	94.7	92	95.7
C14-Cyanide	50	94.0	51	90.2

Table A2 Continued from page 26

	January 2008		June 2008	
	Tests	Success %	Tests	Success %
C15-pH	220	92.7	227	94.3
C19-Mercury	81	90.1	85	89.4
C32-Chlorine	52	94.2	54	90.7
C33-Total Phenolics	NA	NA	47	91.5
Water (Microbiology)				
C05A-Microbiology	517	96.3	520	95.6
C05B-Microbiology P/A	96	95.0	96	93.8
Water (Toxicology)				
C11-Trout	21	95.2	21	90.4
C12-Daphnia	21	95.2	20	95.0
C13-Microtox	30	86.7	28	100
OH				
C20-Asbestos	59	86.0	59	100
C21-Metals	72	98.6	67	89.6

* TKN Not evaluated due to sample stability problem.

Table A3 Success rates for OSDWA laboratories participating in the January 2008 and June 2008 rounds.

OSDWA Laboratories	January 2008		June 2008	
	Tests	Success %	Tests	Success %
Water (Organic)				
C06-OCPs/PCBs	231	98.3	231	97.4
C07-PAHs	190	97.9	190	99.5
C16-BTEX/THMs/VOCs	600	97.7	600	99.2
C22-OP Pesticides	283	94.0	283	93.6
C24-Aryloxy acid Pesticides	106	94.3	106	98.1
C25-Phenolics	60	98.3	60	98.3
C27-Glyphosate	9	100.0	9	100.0
C29-Aldicarb	15	100.0	16	100.0
C34-Total Oil and Grease	6	100.0	7	100.0

Table A4 Success rates for OSDWA laboratories participating in the March 2008 and October 2008 rounds.

OSDWA Laboratories	January 2008		June 2008	
	Tests	Success %	Tests	Success %
Water (Inorganics)				
C01A- Major Ions	270	96.7	257	96.9
C01B- NH ₃ /PO ₄ /DOC	97	95.9	94	96.8
C02A- Metals	522	96.4	461	94.6
C02B- Metals (high range)	20	100.0	16	100.0
C02C- Total Metals	214	96.3	178	97.8
C03- TKN/TP	42	95.2	20*	95.0
C04A-Solids	38	94.7	36	97.2
C04B-BOD	12	100.0	12	100.0
C04C- Turbidity	21	100.0	20	100.0
C04D-COD	10	100.0	10	100.0
C14-Cyanide	14	100.0	12	91.7
C15-pH	32	90.6	34	91.2
C19-Mercury	15	93.3	15	93.3
C32-Chlorine	13	92.3	13	84.6
C33- Total Phenolics	NA	NA	15	100
Water (Microbiology)				
C05A- Microbiology	190	98.9	180	98.9
C05B- Microbiology P/A	37	100.0	33	100.0

* CO3 TKN Not evaluated due to sample stability problem.

