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June 30, 2017

BOARD CORNER AND AGM
Highlights
The CALA Board was held June 6, 2017 in Halifax, Nova Scotia, in conjunction with the CALA Annual General Meeting.

In addition to our awards and recognition ceremony, CALA hosted an Accreditation Forum to discuss the upcoming changes to the ISO/IEC 17025 standard.

Please look later in this newsletter for details of the event or visit http://www.cala.ca/agm

MESSAGE FROM THE CALA PRESIDENT & CEO
CALA welcomes Andrew Adams as the new President and CEO. Andrew’s inaugural message to the CALA membership and clients can be found on page 2.

SCHOLARSHIP NOMINATIONS DUE!!!
The deadline for submission is August 4th! Please see page 6
MESSAGE FROM CALA’S NEW PRESIDENT & CEO

As I write this, my first message as President and CEO of CALA, I have been on the job for about four weeks. Four busy and very interesting weeks. I was fortunate to have a period of overlap with CALA’s retiring CEO, Charlie Brimley before his last day. In my experience it is rare for an incoming executive to have a period of knowledge transfer with their predecessor so I would like to acknowledge the foresight of CALA’s Board of Directors and thank them for making this possible. Prior to my arrival Charlie, in collaboration with CALA’s Board, Managers and Staff put together a comprehensive orientation program to accelerate my learning about CALA and to get me settled into my new role sooner. I think it has been a great help to me and I would like to thank Charlie and everyone else who contributed to the orientation program. Starting a new job in a new organization can be stressful but CALA’s Board of Directors and staff have made the transition easy for me. I have felt at home and welcome from day one.

I’m sure some of the readers are interested in my vision and priorities for CALA. While it is still early days for me I think it is clear that many of CALA’s priorities are ongoing and don’t change just because a new President and CEO has been appointed. Work on the Association Management System (AMS) will continue to be a priority as we work towards a comprehensive system that will better serve our members. If you’ve been following the development of the system you will know that the Accreditation module has yet to be developed. CALA is currently exploring cost effective options for moving this forward. Another priority is staying on top of the coming changes to ISO/IEC 17025 and understanding what the changes means for accreditation bodies such as CALA and for accredited labs. To help labs adjust to the updated standard CALA Training is busy developing course materials that will help labs understand the changes to the standard and what these changes mean to them. A third priority will be the changes that will be needed to fulfill the requirements of ISO/IEC 17011. With the update to the standard expected later this year the clock will start ticking on implementation. CALA will have three years to meet the requirements of the standard but that isn’t a lot of time when one considers the changes that are needed and the impact on the organization as a whole.

In addition to the priorities that I have mentioned there are other priorities from CALA’s 2015-2020 Strategic Plan including growing the organization and increasing revenue that I think are important for CALA’s long term financial health and viability. While all this is going on we can’t forget CALA’s core offerings and the reason you do business with us, Accreditation, Proficiency Testing and Training. We need to maintain the excellence of our service delivery in these areas while we are changing the tools we use to interact with you and adjusting to the requirements of updated standards. I think you will agree, there
is enough work to keep everyone at CALA busy, and that includes staff, the Board of Directors and volunteers.

Over the next months and years, I am looking forward to meeting CALA’s volunteers and visiting the labs that rely on CALA’s services. There is no substitute for first hand feedback and I look forward to hearing from you how CALA can best meet your needs.

In closing I would like to thank CALA’s Board of Directors for the confidence they have shown in me by appointing me President and CEO. I am looking forward to working with the Board, Staff and Volunteers over the coming years. CALA is an impressive organization and I consider myself fortunate to have been given the opportunity to lead it.

Andrew M. Adams
President & CEO

HIGHLIGHTS OF CALA’S BOARD MEETING AND 28TH AGM

Board Meeting Update

New Directors and Board Officers

At the June 5, 2017 meeting of the CALA Board, 4 new members were officially added. The new Directors are:

- Dalibor Ambrus - City of Calgary
- Dr. Joyce Austin - British Columbia Ministry of Environment
- Boniface Koudjonou - Health Canada
- Pam Reyno - AGAT Laboratories

The CALA Board elected Officers for the coming year (2017-18) remain the same. They are:

- David Schellenberg – Chair
- Jeff Zimmer – Vice Chair
- Jane Kaczmer – Secretary
- R. Shane Harnish – Treasurer

On behalf of the members, CALA would like to thank the following out-going Board Directors for their volunteer service to the organization:

- Al Colodey – formerly of Environment and Climate Change Canada
- Klas Ohman – Associated Engineering Alberta Ltd.
- Anna Marie MacFarlane - PEI Analytical Laboratories.
We encourage members to contact any of the Directors listed on the last page of this newsletter to discuss CALA and its programs, and to seek advice and guidance on how to make CALA programs work for members.

Annual General Meeting

CALA’s 28th Annual General Meeting was held June 6, in Halifax, Nova Scotia. Following the meeting, CALA welcomed Georgette Macdonald, National Research Council and Colleen Cotter, CALA Accreditation Manager. Georgette and Colleen are the two technical experts representing Canada at ISO/CASCO WG44 – the working group responsible for the revision of ISO/IEC 17025. A ISO/IEC 17025:20xx update is provided later in this newsletter, along with details of the forum and next steps. The forum presentation, along with the Treasurer’s Report and other relevant documents can be downloaded at our AGM page http://www.cala.ca/agm.

Another highlight from the AGM was the presentation of a number of awards to honor our volunteers and departing directors.

Serge Villard Award

Mr. Ray McCurdy, City of Toronto, received the Serge Villard Award, for his outstanding commitment and contributions to the Accreditation Program. He has been an active assessor in the CALA Accreditation Program since 2003, during which time he has conducted 29 site assessments, 14 of these as a lead assessor. Ray has also been an active member of the CALA advisory panel since 2007. His commitment over the years have contributed greatly to CALA’s success as an accreditation body.

Don LaBerge Award

The Don LaBerge Award was awarded to Mr. Michael Brodsky in recognition of his lifetime achievement and commitment to the work of CALA. Michael has been involved in a lengthy list of capacities over the years, including:

- an accreditation assessor (since 2000)
- a director and vice-chair on the Board (2010-2016)
- a member of the Advisory Panel (since 2003)
- a member of the Program Committee (since 2003)
- a Training Facilitator (since 2010)
- a significant contributor to program policy development

It is an honour to recognize an individual who has so selflessly given their time and expertise to the work of CALA and ultimately for the benefit of the entire laboratory community.

For a list of past recipients of all awards please see http://www.cala.ca/awards.html
Volunteer Recognition: Program, Pins and Web Page

Volunteers (at right) were recognized under our “Volunteer Service Recognition Pin” program. The sustained quality and value of CALA programs is a direct result of the ongoing commitment and dedication of our volunteers. Their expertise and professionalism encourages all of CALA to strive for even higher levels of stakeholder satisfaction. For more information on current volunteer service levels, award history and schedule, please see our recognition web page at http://www.cala.ca/recognition.html

Volunteers Recognized at the 2017 CALA AGM

5-Year
Ms. Ewa Przybylo-Komar
Ms. Nishma Karim
Mr. Fred Butterworth
Mr. Eric Marceau
Ms. Shelagh McDonagh
Ms. Michelle Weeks

10-Year
Mrs. Christiana Fixon-Owoo

15-Year
Ms. Rhonda Schop

20-Year
Mr. James Downie
Mr. David Wong

Rhonda Schop receives her Volunteer Recognition award from Dave Schellenberg, Board Chair.
REQUEST FOR JOHN LAWRENCE STUDENT SCHOLARSHIP NOMINATIONS

The John Lawrence Student Scholarships are awarded annually to 2 students:

The awards recognize the applicant’s understanding and use of any of the following themes:

1. Importance of Data Quality.
2. Value of Accreditation.

Applicants are required to submit a scientific paper to demonstrate their understanding of one of the themes. The CALA Scholarship Review Committee, using the criteria outlined on the scholarship application form (below) will evaluate all papers submitted by the deadline of August 4th, 2017.

To be considered for the award, students must meet all of the following criteria:

- Be enrolled in a post secondary institution (science discipline) at the time of the award.
- Have completed a minimum 2-month work term with a CALA Member Laboratory within the past 12 months.
- Submit a completed CALA application form and their paper to CALA for evaluation no later than Friday, August 4th, 2017.

Scholarship recipients will receive the following:

- One-time cash amount of $1,000 presented to the winner by a local Board Member or Head of the Member Laboratory;
- Acknowledgement (with photo) in both the CALA newsletter and website; and
- Recipient’s name entered on a master plaque containing the names of annual recipients (The plaque is kept at the CALA head office in Ottawa).

Previous winners of a CALA Scholarship are ineligible to apply.

Any questions regarding CALA and these scholarships should be directed to cmallette@cala.ca

The application can be downloaded at http://www.cala.ca/17student_award_nominations.pdf

For a list of past recipients please see http://www.cala.ca/awards.html
CALA CARES
Staff Update

CALA staff annually participate in the City of Ottawa’s “Cleaning the Capital” program. Volunteer time is spent cleaning the community near our place of work.

Pictured at right (left to right) are Margaret Smetny-Sowa, Andrew Lewis, Janet Dickson and Karen Smith.

Pictured below (left to right) are Margaret Smetny-Sowa, Andrew Lewis, Janet Dickson, Tamra Holmes and Karen Smith.
 Association Management System (AMS) Update

As noted in previous newsletters, CALA is upgrading the Association Management System (AMS) to allow CALA clients access to their own data and other service and program information through a web-based utility.

Here are some project milestones reached since the March 2017 newsletter:

- Proficiency Testing, phase 2 of the AMS was completed in March 2017. We are now working on Phase 3, the accreditation requirements.
- CALA is currently performing due diligence on existing processes and requirements for Accreditation and will make recommendations to the Board before July 1st.
- The target date for the fully-functional AMS will be announced once the development schedule for Phase 3 is confirmed.
- CALA has prepared a series of four, 5 minute videos demonstrating the AMS functionality that has been developed. We encourage you to review these videos and share your feedback with Andrew Morris at amorris@cala.ca.

https://tinyurl.com/calaAMSupgradeDEMO2017
PROGRAM UPDATES

Accreditation Program Update

ISO/IEC 17025:20xx Update
The Draft International Standard (DIS) ISO/IEC 17025 has been approved, with 91% of economies (80 out of 88) voting in favour of the DIS. Even with this strong majority, there were over 1,785 comments submitted. The drafting group met May 1-3 in Vancouver to start reviewing these comments. The review will be completed when the full working group meets July 10-12 in Geneva, Switzerland. After this meeting we hope to have more concrete information on the anticipated publication date and transition plans, and will ensure this information is communicated to all laboratories in the CALA accreditation program.

Anticipating that a publication date will be before year-end, CALA held a forum on the ISO/IEC 17025 revision process following the 2017 AGM in Halifax, Nova Scotia. Two Canadian experts appointed to the working group - Ms. Georgette Macdonald, NRC and Ms. Colleen Cotter, CALA - led the discussion. One item known for certain is that once the new version of ISO/IEC 17025 is published, accreditation bodies will have three (3) years to demonstrate that all accredited laboratories conform to the revised standard. Following a brief update on the status of the revision, the first part of the forum focused on possible scenarios during the transition period. It is recognized that for laboratories that have a reassessment in 2018, they may want the option to be assessed to either the current or revised version of ISO/IEC 17025. There was also some discussion on the fact that at some point, this option will need to be removed. Given the 2-year reassessment cycle and the requirement for all laboratories to conform within three (3) years, CALA will need to determine a date that, after which time, laboratories will be assessed only on the revised version of the standard.

The latter part of the forum focused on specific questions from attendees regarding new or revised requirements in the standard.

Moving closer to the publication date of the revised version of ISO/IEC 17025, laboratory managers need to start thinking about the transition and how the revised standard will be implemented in their laboratory. To this end, please note:

- Plans are underway to provide a webinar based on the presentation that was the basis of the forum. Please watch your e-mails and the CALA website for updated information.
- CALA is working with the SCC on a joint transition program from a Canadian perspective, recognizing that many laboratories or laboratory networks may have accreditations by both accreditation bodies.
- CALA is planning to launch a training course in September 2017 entitled “ISO/IEC 17025:20xx - What’s New or Different?”

The next couple of years will be a learning curve for everyone – laboratories, assessors, and accreditation bodies alike. So, as we move through this process, do not hesitate to share your ideas or questions.
Remembering Dr. Adam Habayeb

It is with sadness that we announce the passing of Dr. Adam Habayeb.

Adam had a Ph.D. in Chemistry from McMaster University, and a MBA from the State University of New York. During his career, he worked at Ontario Hydro and subsequently Ontario Power Generation, and later had his own consulting firm, Strategy First Consulting.

Adam was committed to quality and CALA. He volunteered with CALA for over 20 years, since his training as an assessor in 1996. He advanced the reputation of CALA in the area of radioactive analysis, and had an in-depth understanding of quality systems. Adam also served on the Steering Committee of the 2014 CALA Catalyst Conference. Most of all, though, Adam will be remembered for his gentle and kind personality. Laboratories appreciated his approach, and the CALA staff and co-assessors thoroughly enjoyed working with him.

Adam is survived by his wife Marlene and their four children – Cara, Ramsay, Zachary and Gabriel.

Meet the CALA Accreditation Council!

ISO/IEC 17011:2004, the standard that CALA as an accreditation body has to follow, requires that competent person(s) or committee(s) take decisions on accreditation and that these personnel are different from those who carried out the assessment. The intent behind this requirement is for accreditation bodies to have the checks and balances in place that allow it to grant or maintain accreditation, and extend or reduce scope, with consistency and fairness.

After responses are reviewed by CALA staff, the Lead Assessor and members of the CALA Advisory Panel look at the summary of responses from a technical point of view and then make a recommendation on whether to grant or maintain accreditation. However, this level of approval can still be considered part of the assessment process, because the focus is satisfactory corrective action to non-conformances. The CALA Accreditation Council’s function is to review the entire file, and ensure that the assessment was conducted properly, fairly, consistently and with impartiality, and that the records of the assessment support the recommendation made by the Lead Assessor and Advisory Panel.

There are currently 12 dedicated members of the CALA Accreditation Council, who diligently process recommendations for accreditation. Please see photo bottom on the next page.
While most of their work is done electronically, the Council does meet once per year at the time of the Annual General Meeting (AGM) to review metrics, discuss issues, and make any recommendations to improve the accreditation process.

To participate on the Accreditation Council, volunteers must be appointed by the President and CEO. Succession planning is an important issue for CALA going forward, and with this in mind, members are encouraged to consider putting their name forward. Appointments will be considered based on program needs at the time.

Back row from left to right: Mr. Peter Haring, Ms. Denise LeBlanc, Ms. Colleen Cotter (Secretary), Mr. Richard Turle (Chair), Dr. Adrian Demayo, Dr. Chris Pharo, Dr. John Lawrence (Vice-Chair), Dr. Peter Toft

Front row, from left to right: Ms. Linda Crawford, Mr. Dan Toner, Mr. Wayne Greenlay

Absent: David Moir, John Fenwick
Training Program Update

Ramping up for the new ISO/IEC 17025 standard

CALA is offering 2 new training courses to coincide with the expected release of the revised ISO/IEC 17025 standard this fall. To help your laboratory understand the revised standard and update your quality system to meet the new requirements consider signing up for one or both of the following:

ISO/IEC 17025:2017 – What’s New or Different?

This one day course (split over two days) will look at the changes to the standard and how those changes impact the quality system. This includes examining the new requirements of ISO17025 and changes to the existing ones. Participants should already be familiar with the 2005 version of the standard.

This current schedule for the course is as follows:

- September 26-27
- October 30-31
- November 28-29
- December 4-5
- December 12-13
- December 18-19

To register for any of these dates, please click on the following link:

This course can also be delivered on-site at your laboratory. Please contact training@cala.ca to discuss your needs.

Understanding ISO/IEC 17025:2017

This introductory course covers the revised version of the ISO 17025 standard. It looks at the standard by starting with the work done at the bench and how the quality system supports that work. Moving outward from there, it examines how the structure, resource and management requirements all work to support the testing and calibration work in the laboratory. Concepts such as document control, measurement uncertainty, addressing risk, metrological traceability, verification and validation of methods and corrective actions are covered.

This is a two-day course and the current schedule is as follows:

- September 18-19, Saskatoon
- October 2-4, Virtual
- November 6-7, Ottawa

To register for any of these dates, please click on the following link:

This course can also be delivered on-site at your laboratory. Please contact training@cala.ca to discuss your needs.
Upcoming Courses

Upcoming classroom courses are listed below. The full 2017 classroom schedule is available on the CALA website.

<table>
<thead>
<tr>
<th>Date</th>
<th>Course</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>August</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aug 1-3</td>
<td>Internal Auditor for ISO/IEC 17025 (3 part days)</td>
<td>Virtual</td>
</tr>
<tr>
<td>Aug 15-16</td>
<td>Method Validation (2 half days)</td>
<td>Virtual</td>
</tr>
<tr>
<td>Aug 29-30</td>
<td>Introduction to Control Charts (2 half days)</td>
<td>Virtual</td>
</tr>
<tr>
<td>September</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept 7-8</td>
<td>Root Cause Analysis (2 half days)</td>
<td>Virtual</td>
</tr>
<tr>
<td>Sept 11-12</td>
<td>Advanced Concepts in Control Charts (2 half days)</td>
<td>Virtual</td>
</tr>
<tr>
<td>Sept 13-14</td>
<td>Measurement Uncertainty (Analytical Chemistry) (2 half days)</td>
<td>Virtual</td>
</tr>
<tr>
<td>Sept 18-19</td>
<td>Understanding ISO/IEC 17025:2017 (2 days)</td>
<td>SASKATOON</td>
</tr>
<tr>
<td>Sept 20-21</td>
<td>Internal Auditor for ISO/IEC 17025 (2 days)</td>
<td>SASKATOON</td>
</tr>
<tr>
<td>Sept 26-27</td>
<td>ISO/IEC 17025:2017 - What’s New or Different? (2 half days)</td>
<td>Virtual</td>
</tr>
</tbody>
</table>

For details on each course or to register, click on the link below
https://cala-training.myshopify.com/collections/courses

Upcoming Webinars

The upcoming webinar courses are listed below.

<table>
<thead>
<tr>
<th>Date</th>
<th>Webinar name (All webinars are at 1:00 ET)</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 12</td>
<td>10 ways to improve your interpersonal skills</td>
</tr>
<tr>
<td>July 26</td>
<td>Equipment requirements under ISO/IEC 17025</td>
</tr>
<tr>
<td>Aug 9</td>
<td>How to build positive relationships</td>
</tr>
<tr>
<td>Aug 23</td>
<td>Resolving problems using Root Cause Analysis</td>
</tr>
</tbody>
</table>

https://cala-training.myshopify.com/collections/live-webinars

For a full 2017 training schedule or to register for any one of CALA’s training programs, visit www.cala-training.myshopify.com. If you are looking for a course in your area that is not included on the schedule, give us a call. We are happy to add courses to the schedule to meet your needs.
Rhodes & Williams (Insurance Brokerage) and Berkley Canada (Commercial Insurance Company) have partnered together to develop a comprehensive solution to reduce your total cost of risk with their Analytical Laboratory Liability Package Insurance Coverage. Protection for your premises, operations, and errors and omissions exposures— all in one policy tailored to meet the unique needs of analytical laboratories.

We can’t predict the future but we can help you prepare for it.

Product highlights include:

- Coverage for Goods or Products in Your Care, Custody or Control
- Data Breach Expense and Data Breach Economic Liability Coverage
- Biological Agents Liability Coverage

Product coverages include:

- Property
- Liability
- Errors and Omissions Liability
- Business Interruption/Extra Expense
- Boiler and Machinery Coverage

For more information please contact Mark Pusiak, 613-226-6630 x293 or markp@rhodeswilliams.com

### CALA MEMBERSHIP BENEFITS

**$ SAVINGS**

- Preferential pricing for Proficiency Testing fees
- Reduced fees for training programs
- Access to Analytical Laboratory Liability Insurance through Rhodes and Williams

**VOTING PRIVILEGES AND GOVERNANCE**

- Members are given notice of Annual or Special Member Meetings and are provided voting privileges that can affect CALA programs
- Members with a desire to participate in the governance of CALA have opportunities to either nominate or be nominated for positions on CALA’s Board of Directors which is the ultimate voice of the Members at CALA.

**INFORMATION**

- Access to publications
- Quarterly newsletter

**NETWORKING**

- Connect with other members at the Annual General Meeting

**REPRESENTATION**

- CALA provides representation on behalf of the laboratory community to regulators and international bodies, ensuring that Member views, needs and interests are heard and reflected in provincial and federal legislation and in international agreements and standards affecting the laboratory community.

HAVE AN IDEA FOR POSSIBLE MEMBER BENEFITS? CONTACT ???
TRAVEL ANNOUNCEMENT

Enterprise Rent-A-Car & National Car Rental

We are excited to announce Enterprise Rent-A-Car & National Car Rental as our preferred rental provider. Please see below for details and feel free to

- use for CALA travel
- use for leisure travel
- share with your travel agent for future bookings

<table>
<thead>
<tr>
<th>What is My Corporate Code?</th>
<th>XVC3023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travelling for CALA?</td>
<td>You do NOT need to accept insurance coverage when travelling for CALA</td>
</tr>
<tr>
<td>Travelling for Leisure?</td>
<td>You can use this code for leisure travel and leverage our volume discount (set rates in Canada/USA, discounts overseas)</td>
</tr>
<tr>
<td>Special Events? Moving?</td>
<td>You also receive rates for commercial vehicles such as 16-foot box trucks, cargo vans and pickup trucks</td>
</tr>
</tbody>
</table>
| Which Brand Do I Choose? | Airport Travel – National Car Rental  
Home-City Travel – Enterprise Rent-A-Car  
(remember, they offer a free pick-up and drop off service from your work/home) |
| Any Other Perks?          | Join the Emerald Club and link your corporate code  
Accrue free rental days with Enterprise/National  
Receive a complimentary upgrade at Airport locations under the National brand |
| Questions? Need Help?     | Feel free to reach out to our dedicated Account Manager, Emma Irwin.  
613-228-2998  
Emma.J.Irwin@ehi.ca |
| Ready to Reserve?         | Click on either link below:  
http://www.cala.ca/enterprise  
http://www.cala.ca/national |

We’ll pick you up.
CONNECT WITH US!
CALA RSS News Feed, Linkedin and Facebook

RSS - Really Simple Syndication is a web feed format used to publish frequently updated works in a standardized format.
http://tinyurl.com/cala-news-rss

Connect with staff on our company LinkedIn page.
http://tinyurl.com/cala-linkedin

CALA is on Facebook, the world’s largest social networking site.
http://tinyurl.com/cala-facebook

QUALITY DOCUMENTS UPDATE
The following revised CALA Quality System documents can be found on the CALA website at http://www.cala.ca/library.html

<table>
<thead>
<tr>
<th>A131</th>
<th>CALA Policy on Accreditation of calculations</th>
<th>Rev 1.2</th>
<th>26-Apr-17</th>
<th>Accreditation Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO2-05</td>
<td>Program Description - List of Approved PT Providers</td>
<td>Rev 1.16</td>
<td>15-May-07</td>
<td>Program Documents</td>
</tr>
</tbody>
</table>
The CALA Board of Directors

All members, especially laboratories that are new applicants, are encouraged to contact any of the Directors listed below to discuss CALA and its programs, and to seek their advice and guidance on how to make CALA programs work for you.

David Schellenberg - Chair  
Dept. of Environment and Local Government  
Fredericton, NB  
tel: (506) 457-4937  
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Jeff Zimmer - Vice Chair  
Supervisor, Inorganics and Radiochemistry  
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Saskatchewan Research Council  
Saskatoon SK  
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Environmental Monitoring, Reporting & Economics  
Knowledge Management Branch  
Ministry of Environment  
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