CANADIAN ASSOCIATION FOR LABORATORY ACCREDITATION INC.

2013 Annual Report

CALA

Suite 310
1565 Carling Avenue
Ottawa ON
K1Z 8R1

Table of Contents

Chair's Report	3
President & CEO's Message	5
Board of Directors	7
Corporate Profile	8
Financial Report	10
Auditor's Report	13
Accreditation Program	15
Proficiency Testing Program	19
Training	22
International Activity	23
Appendix A – Summary of Proficiency Testing Performance	24

Chair's Report

Who's this guy and what's with the chicken? My name is Tim Delaney and I've had the pleasure of being Chair of CALA for 2013-2014. By day I manage the labs for the Nova Scotia Department of Agriculture, where we have a staff of 24, conducting: analytical chemistry work on soils, soil amendments, feeds and plant tissues; dairy, food safety and drinking water analysis; and an animal health lab, providing diagnostic services and disease surveillance.

Why the chicken? I needed a picture for the report, but saw a parallel with what CALA means to me. If you've ever seen a layer barn, you see row upon row of laying hens. It's easy to lose sight of an individual, in the midst of the flock. But when you have one hen, you see the personality of the individual – their needs and desires – you appreciate them more. My experience with CALA is that we try to serve our membership with as much flexibility as possible, remembering each lab or organization and the individuals working there have different needs. We try to be as inclusive as we can, given the ISO standard, whether you're a member requiring accreditation, PT samples, or if you're interested in CALA's training offerings. We demonstrate diversity and balance on our Board of Directors. Board members may come from a large or small lab, in the private or not-for-profit sector – from technical lab representatives to business owners. We are all welcome and have an equal voice. If you have a question or suggestion, CALA's staff is eager to help, as are the Board members. If you've considered volunteering with CALA as an assessor or as a Board member, I would recommend it. I highly value my association with CALA, serving as a Board member, working with the office staff, and as a client.

Our President and CEO, Charlie Brimley, will provide more details on our programs and progress made in 2013, but I'd like to touch on a few highlights. Along with Canada's economic recovery, CALA experienced a growth in accredited labs by over 4% in 2013, relative to 2012. We have also experienced modest growth with the addition of a lab in the food testing sector in 2013, arising from the agreement between CALA and CFIA. We continue to work at improving the time it takes to resolve complaints, slashing the turnaround by almost half, to an average of 8 days in 2013. We are working on a project to help define current practices in sampling with an eye to improving the quality of samples arriving at the lab. Finally, we are ensuring an adequate pool of trained, volunteer assessors now and in the foreseeable future.

Our PT program out-performed our expectations, growing by 15% in 2013 and we continue to monitor the food microbiology program for viability in our suite of PT offerings. In terms of the training program, we saw a significant decline in the number of participants in the publicly offered sessions but an increase in the courses hosted by an organization.

The decline may be due in part to the economic times. A significant investment in curriculum and webinar technology has resulted in a significant growth in the number of participants in web-based training and participant feedback seems positive. The investment made in the training program will undoubtedly pay dividends in the coming years. On balance, I can report CALA had a successful year and is hopeful for continued success in 2014.

I would like to take the opportunity to thank the volunteers that serve tirelessly as assessors, advisory panel and accreditation council members, program committee members and the board of directors. I would also like to thank the staff of CALA and the trainers working on behalf of CALA. We all work toward the common goal of serving our members. Finally, thank you to the membership – it has been my pleasure and privilege to serve you.

Yours truly,
Tim Delaney
Chair

President & CEO's Message

CALA as an accreditation body experienced yet another year of net growth in 2013. The number of CALA accredited laboratories grew by a net figure of nine (9). The full implementation of "representative sampling" of a scope of testing, coupled with a growing number of mature quality management systems within CALA-accredited laboratories resulted in a measureable decrease in the average number of actions recorded per laboratory visit during the year.

In 2013, a strategy was developed and approved to address the perennial issueof odd vs. even year accreditation workload. In 2014, steps will be taken to balance the annual accreditation workload. We expect this action will translate into improved turnaround times for our member laboratories and an overall improvement in the efficiency of our accreditation process.

CALA Accreditation staff documented the strategies historically used to select and train assessors, with the intention of having a tool that can be used to maintain a sustainable assessor pool. In 2013, the biennial assessor training was hosted in Mississauga (rather than Ottawa), and this change in venue resulted in significant savings for the accreditation department. Work is also underway to increase both the quantity and quality of training opportunities for our pool of assessors in 2014.

Our Proficiency Testing (PT) Program performed extremely well throughout 2013. PT revenue increased 15.9% over 2012 levels with new samples accounting for 33.2% of this revenue growth. PT participation rates were up in all sectors (accredited, non-accredited, public and private) in 2013. PT program satisfaction levels were very high, with only 5 customer complaints from a total of 1132 lab shipments and a total of 6820 samples shipped.

Looking forward to 2014, the PT program will be monitoring uptake for our new food microbiology program. If adequate participation levels are not achieved, decisions will be made on the continuation of this program on a test group specific basis.

Throughout 2013, CALA continued to monitor international changes at ILAC/APLAC or ISO that may require CALA to divest itself of the PT program. A CALA strategy has been developed and will be implemented when/if such a decision is taken internationally.

Our Training Program showed some improvements in 2013, but needs to continue to improve in order to get back to full sustainability. The popularity of both webinar and online training formats helped our Training Program reach 31% more individual participants than in 2012, however the revenue-generating capacity of electronic compared to in-class delivery again resulted in the program not recovering all of its costs during the year. CALA Webinars now span both technical and leadership topics and there are plans

to offer a total of 22 webinar sessions during 2014. The multi-faceted/multi-format approach to training at CALA has successfully moved the program closer to full sustainability, but this goal is still realistically a couple of years away.

As CALA Members, you may recall my past reference to a CALA IT infrastructure project that would allow you to access our programs and services, as well as your own historical data electronically via the web. Rest assured, this project is still one that CALA is committed to completing, however developments in late 2013 have forced us to mutually end the relationship with our current software development contractor. A search is being launched for a new contractor to complete this important work.

Throughout 2013, all CALA programs and services were actively marketed through our attendance and/or exhibitions at a total of eight (8) related conferences and trade shows. As your President and CEO, I continued to meet with Members through face-to-face visits. I have found this more personal approach allows for more candid input than could ever be collected through an electronic survey. The bottom line is that CALA continues to actively listen to your issues and concerns and you have my commitment that we will take all necessary and appropriate actions to address them. If I have not had the opportunity to visit your particular location to date and you would like an opportunity for a face-to-face meeting, please let me know and I will make every effort to accommodate.

Before closing, I wish to thank the members of CALA's Board of Directors for your continued leadership as well as all of those who volunteered your time to undertake work on behalf of CALA throughout 2013. The creativity and innovation that you have all contributed not only allows CALA as an association to survive the test of time, but to generate the many successes that we continue to experience together.

Finally a heart-felt thank you to my staff team for your commitment and dedication to all things CALA and delivering member services that are second to none.

C. Charles Brimley
President & CEO

Board of Directors

Chair
Mr. Tim Delaney
Atlantic Region, Not-For-Profit
Truro, NS

Vice-Chair
Mr. Klas Ohman
Prairies & Northern Region, Not-For-Profit
Calgary, AB

Treasurer
Mr. Robin MacLean
Appointed
Uxbridge, ON

Secretary
Mr. Michael Brodsky
Appointed
Thornhill, ON

Past Chair
Mr.James Downie
Appointed
Heriot Bay, BC

M. Mark Charbonneau
At-Large, For-Profit
Garson, ON

Mr. Al Colodey
Pacific & Yukon Region, Not-For-Profit
North Vancouver, BC

Mr. Paul Fewer
At-Large, For-Profit
Bedford, NS

Ms. Michèle J. Giddings
Appointed
Ottawa, ON

Ms. Jane Kaczmer
At-Large, Not-For-Profit
Calgary, AB

Mr. Marcus Maguire
Ontario/Québec Region, For-Profit
Mississauga, ON

Ms. Linda Neimor
At-Large, For-Profit
Winnipeg, MB

Mr. Jason Oatley
Ontario/Québec Region, Not-For-Profit
Thorold, ON

Ms. Rhonda Schop
At-Large, Not-For-Profit
Toronto, ON

Corporate Profile

Mission *The Canadian Association for Laboratory Accreditation Inc. (CALA) is a not-for-profit association that instills public confidence in laboratory test results by providing internationally recognized accreditation, proficiency testing and training.*

History

CALA was originally established as the Canadian Association for Environmental Analytical Laboratories (CAEAL) 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 (SCC), 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 from the SCC 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 ensures that members' views are made 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 the organization's focus beyond simply environmental laboratories. The CALA corporate strategic plan included provisions for the expansion of accreditation activities. Currently, CALA-Accredited laboratories now include the following types of testing: food, mineral, petroleum, and coal.

At the June 2008 AGM, members selected the new association name the Canadian Association for Laboratory Accreditation or "CALA" which facilitated a broader scope of accreditations beyond simply the environmental field. In October 2008, CALA officially launched its new identity and transitioned to a new "CALA" look. In the same year, CALA signed an Agreement

directly with the Ontario Ministry of the Environment for the accreditation of water-testing laboratories conducting tests under the OSDWA.

In 2009, CALA's international recognition from APLAC and ILAC was renewed for another four-year period. Later that year, CALA successfully hosted the 2009 joint meetings of ILAC and the International Accreditation Forum (IAF) in Vancouver.

In 2010, CALA's Board of Directors approved a new, more sustainable business model that completely removed the PT Program's subsidization of the Accreditation Program. Under this business model, the goal is for each CALA program to become financially self-sustaining.

At the end of 2011, CALA had progressed on its goal to expand its scope of services beyond only environmental testing by having drafted the basis for an agreement with the Canadian Food Inspection Agency (CFIA). The agreement was subsequently formalized on February 1st, 2012.

In 2012, CALA, in conjunction with CFIA, undertook the development and implementation of food accreditation assessment procedures, and piloted a food microbiology PT program.

In 2013, CALA implemented a PT scheme for food microbiology to support Canadian laboratories seeking a Canadian source of PT, and CALA's international recognition from APLAC and ILAC was renewed for another four-year period.

Membership and Clients

At the end of 2013, there were 661 clients of CALA (see Table 1), including 518 CALA Members (see Table 2). The number of clients increased 1.0% from 2012, primarily as a result of an increase in Institutional, Non-Member clients.

- Accreditation (see page 15 for details)
- Proficiency Testing (see page 19 for details)
- Training (see page 22 for details)
- International Activities (see page 23 for details)

Table 1. Components of CALA Clients

Type	Membership	Non-Member Clients	Totals
Private	279	91	370
Public	198	52	250
Independent	41	0	41
Totals	**518**	**143**	**661**

Table 2. Components of the CALA Membership

Type	Institutional	Individual	Totals
Private	218	61	279
Public	106	92	198
Independent	0	41	41
Totals	**324**	**194**	**518**

Financial Report

CALA's total revenue for 2013 was $3.5 million, approximately 0.3% ($9,192) greater than budget, and 10.8% greater than the previous year results.

Evaluations as an income category on the Financial Statement are comprised of Proficiency Testing (PT) and Accreditation services. For 2013 it saw growth of 10.2% over the previous year. PT program's growth was primarily from the addition of new study groups in TCLP and Food as well as a combination of new clients and growth from existing client list. PT outperformed budget revenue by 7.4% which was also 15.9% greater than 2012. Accreditation also achieved its budget target set for 2013 growing the program by 4.3% over 2012 results.

The Training program set ambitious targets for 2013 to try to recover from losses in the prior year. The year-end result was 31.8% below that aggressive budget target, but did see growth of 14.3 % over the 2012 results. Diversification of the delivery models for training is behind some of the growth over last year. Further expansion into virtual and online training will be needed to bring the program back into sustainability for the long term.

Other income includes interest income, gains/losses on disposal of sales of investments, and unrealized gains on investments. Effective in 2012 with new not for profit accounting rules, unrealized gains on investment holdings are to be reported on the statement of operations (Income Statement) annually. In 2013 the unrealized gain on investments was $52,717 and the main driver of the growth in this line item.

Total operating expenses for the fiscal year were approximately $3.2 million, up 4.6% over prior year and 5.8% lower than budgeted expenses of $3.4 million. Program-related costs were down by $96,077. Most program areas experienced reduced spending; only PT incurred higher than budgeted expenses due to the growth experienced in the program.

Salaries, general overhead and administrative costs were also below budget. In 2013, we continued to focus on controlling and reducing administrative expenses while maintaining service levels. This is an ongoing annual strategy to ensure that CALA administrative expenses are monitored and kept within reasonable levels, further reducing the pressure on program areas.

CALA is in the process of developing new software that will improve client service and office efficiency. At year-end, the contract with the software developer was severed, even though the work is not yet complete. As such, an impairment loss of $56,313 has been recorded against the asset. In 2014 CALA expects to enter into a new contract with a different developer to complete the project.

Employees and volunteers are an integral part of our association and we are fortunate to have a very skilled and dedicated team working at CALA. The association continues to benefit greatly from the generous contribution made by all of its volunteers, allowing us to operate such successful programs. Please note that the economic value of volunteer time has not been captured in our financial statements.

In summary, the Association maintained its strong financial position in 2013 through consistent, careful management of revenue, expenses and cash flow and, after factoring in amortization of capital assets, ended 2013 with an operating surplus of $184,348. This increase in net assets resulted in an ending accumulated surplus of approximately $2.1 million. CALA is an organization that will continue to be successful through the diversity and versatility of the programs it offers and the strong management systems in place.

Report of the Independent Auditor on the Summarized Financial Statements

To the Members of the Canadian Association for Laboratory Accreditation Inc.

The accompanying summarized financial statements, which comprise the summarized statement of financial position as at December 31, 2013, the summarized statement of operations and changes in net assets and summarized statement of cash flows for the year then ended, and related note, are derived from the complete audited financial statements of the Canadian Association for Laboratory Accreditation Inc. (CALA) for the year ended December 31, 2013. We expressed an unmodified audit opinion on those financial statements in our report dated March 6, 2014.

These summarized financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading these summarized financial statements, therefore, is not a substitute for reading the audited financial statements of CALA.

Management's Responsibility for the Summarized Financial Statements

Management is responsible for the preparation of the audited financial statements on the basis described in Note 1.

Auditor's Responsibility

Our responsibility is to express an opinion on the summarized financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, “Engagements to Report on Summary Financial Statements”.

Opinion

In our opinion, the summarized financial statements derived from the audited financial statements of the Canadian Association for Laboratory Accreditation for the year ended December 31, 2013 are a fair summary of those financial statements, in accordance with the basis described in Note1.

Welch LLP
Chartered Accountants
Licensed Public Accountants

Ottawa, Ontario
March 6, 2014.

Summarized Statement of Financial Position

December 31, 2013

Assets	**2013**	2012
Current assets	**$ 1,088,492**	$ 894,258
Long-term investments	**1,786,218**	1,712,587
Tangible capital and intangible assets	**121,331**	194,541
	$ 2,996,041	$ 2,801,386
Liabilities and Net Assets		
Current liabilities	**$ 931,047**	$ 920,740
Unrestricted Net Assets	**2,064,994**	1,880,646
	$ 2,996,041	$ 2,801,386

Summarized Statement of Operations and Change in Net Assets

Year ended December 31, 2013

Revenue	**2013**	2012
Evaluations	**$ 2,904,256**	$ 2,636,001
Memberships	**148,146**	155,810
Miscellaneous	**23,163**	9,671
Training	**310,603**	271,738
Other revenue	**91,197**	63,386
	3,477,365	3,136,606
Expenditures		
Evaluations	**1,220,675**	1,080,938
Operational	**1,853,073**	1,829,322
Training	**162,956**	183,990
Impairment loss on intangible asset	**56,313**	–
	3,293,017	3,094,250
Excess of revenue over expenses	**184,348**	42,356
Net assets, beginning of year	**1,880,646**	1,838,290
Net assets, end of year	**$ 2,064,994**	$ 1,880,646

Summarized Statement of Cash Flows

Year ended December 31, 2013

	2013	2012
Cash flows provided by (used in)		
Operating activities	**$ 157,689**	$ 71,861
Investing activities	**(270,066)**	(38,126)
Net increase (decrease) in cash	**(112,377)**	33,735
Cash, beginning of year	**478,574**	444,839
Cash, end of year	**$ 366,197**	$ 478,574

Note 1

The information selected by management for presentation in the Summarized Annual Financial Statements has been identified as being the most pertinent and useful financial data for inclusion in the CALA annual report. The summarized financial statements do not reflect the substantial value of services contributed by volunteers.

Accreditation Program

CALA is one of 84 accreditation bodies world-wide that is signatory to the International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Arrangement (as of February 2014). 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*).

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; and,
- Laboratories successfully participate in proficiency testing (PT) as per P02-03 Proficiency Testing Policy for Accreditation.

CALA has granted accreditation to 202 government and private sector laboratories (see Figure 1). Forty-five (45) of these accredited laboratories are licensed under the Ontario *Safe Drinking Water Act* (OSDWA). In 2013, 16 new laboratories underwent an intial assessment, while three (3) laboratories voluntarily terminated their accreditation.

Figure 1 Sources of CALA-Accredited Laboratories

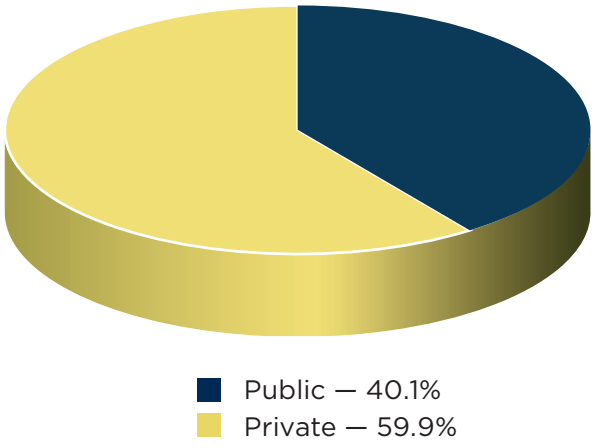
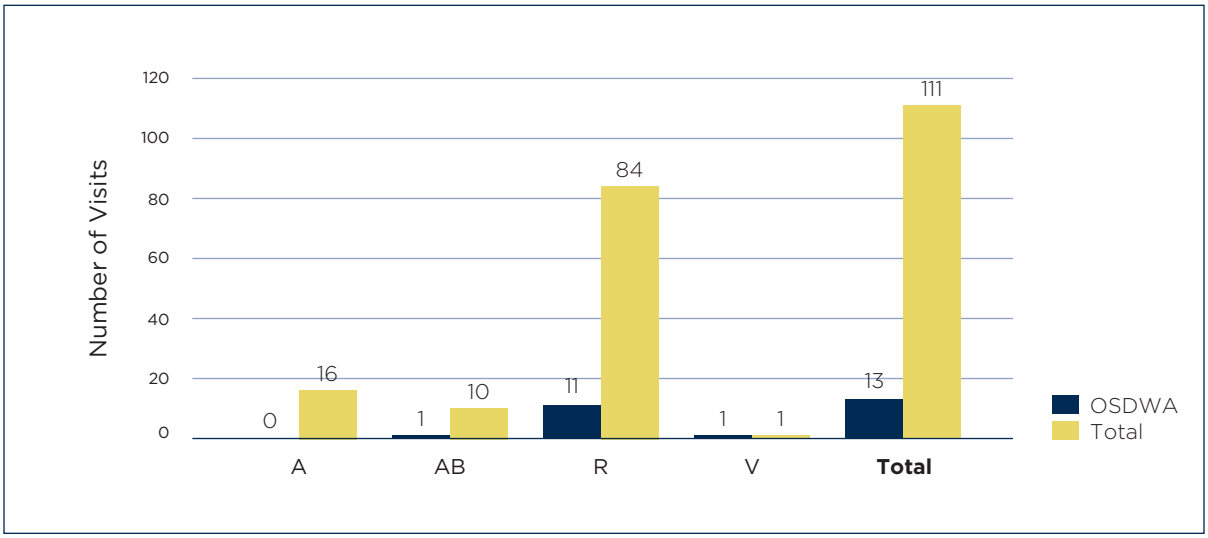


Figure 2 Categories of Site Visits Conducted in 2013



Site Visits

In 2013, CALA conducted a total of 111 site visits, of which 13 (11.7%) were conducted at laboratories licensed under the OSDWA (see Figure 2).

CALA conducts the following types of laboratory assessments:

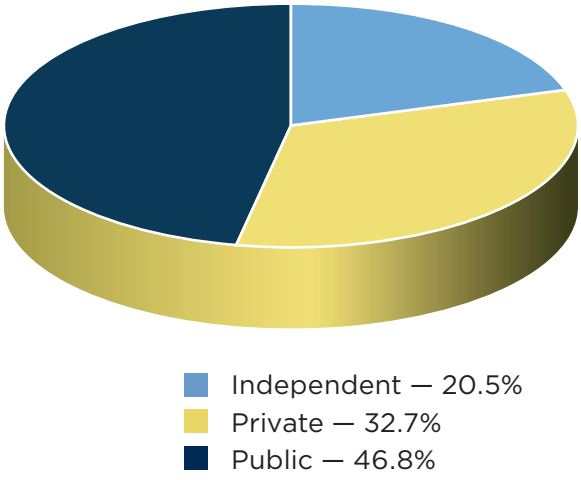
- Initial Assessment (A): A site visit conducted at a laboratory applying for accreditation for the first time.
- Abbreviated Assessment (AB): A site visit to assess new appendices between regularly scheduled reassessments. The quality management system is not assessed during these assessments, only 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 a laboratory or laboratory-related environment, these volunteers attend a rigorous CALA Lead Assessor/Assessor course and participate in CALA-specific training once every two years. There are currently 156 active volunteer assessors, primarily from government and private sector laboratories (see Figure 3). Twenty-two (22) of these are from the 45 laboratories accredited and licensed under the OSDWA.

In 2013, 111 site visits were conducted, requiring 181 assessor trips. Assessor assignments ranged 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 3 Sources of CALA Volunteer Assessors



Turn-Around Time

Table 3 shows a breakdown of the major steps in the accreditation process, and the average time taken to complete each step in 2013. This data is based on site assessments performed in 2013, and is current as of February 24, 2014.

New (or applicant) laboratories have up to 90 days to respond to any non-conformances identified during an assessment: The 16 applicants submitted responses to CALA within 53 days on average; the shortest time being 13 days after the assessment and the longest being 91 days after the assessment. Accredited laboratories have up to 45 days to respond to any non-conformances identified during a reassessment or an abbreviated assessment. Most already-accredited laboratories use all of this allowable time to respond, as evidenced by the fact that the average amount of time for accredited laboratories to submit responses to findings was 45 days. Laboratories awaiting a scope extension tend to respond somewhat faster, with an average submission time of 34 days.

Table 3 Major Steps in the Accreditation Process

Step in the Accreditation Process	Average Time (days*)	1-7 days (%)	8-21 days (%)	22-45 days (%)	>45 days (%)
Completion of Responses	41	6	23	37	34**
Advisory Panel Review	4.5	81	17	2	-
Accreditation Council Approval	6	60	40	-	-

* subject to change, following completion and approval of visits carried out in 2013
** 47% completed within 60 days; 61% completed within 90 days

CALA targets 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, 91.7% of the 2013 lab responses were initially reviewed within the 45-day target and the average time to do so was 24 days. All non-conformances were reviewed and deemed satisfactory within 41 days, on average.

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 4 indicates that the pattern reported in previous years (other than 2012) returned in 2013: the non-accredited laboratories experienced the highest overall rate of suspensions while the accredited OSDWA laboratories experienced the lowest rate overall. In 2012, the non-accredited laboratories experienced the highest overall rate of suspensions, while the accredited OSDWA laboratories experienced a higher overall rate compared to all accredited labs.

A PT failure subsequent to suspension may result in withdrawal of accreditation for the analyte. In 2013, a total of 22 withdrawals occurred at accredited laboratories, two of these at OSDWA laboratories.

Table 4 Suspensions at Non-Accredited, Accredited and Accredited OSDWA Laboratories (values are shown as a percentage of total PT test samples)*

Study (2013)	Non-Accredited	All Accredited	Accredited OSDWA
January	0.08%	0.30%	0.00%
March	0.72%	0.25%	0.22%
June	1.68%	0.27%	0.09%
October	1.40%	0.40%	0.00%
Overall Average	**0.97%**	**0.31%**	**0.08%**

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

Proficiency Testing Program

At the end of 2013 the CALA Proficiency Testing (PT) Program offered 56 test groups, comprising 358 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, microbiology and food) and January/June rounds (organics, soils and food).

The scoring system and other details are provided in the PT15-CALA PT Program series of documents, which is available at: www.cala.ca.

PT Offerings

The following is a summary of changes to the analytes offered in the PT Program in 2013:

- Inorganic carbon was added to C01A Major Ions in Water;
- C38 VOCs by TCLP;
- C39 Metals, anions and cyanide by TCLP;
- C60A and C60B Microbiology in Meat;
- C61A and C61B Microbiology in Milk;
- C62A and C62B Microbiology in Eggs;
- C63A and C63B Microbiology in Cheese; and
- C64A Microbiology in Feed.

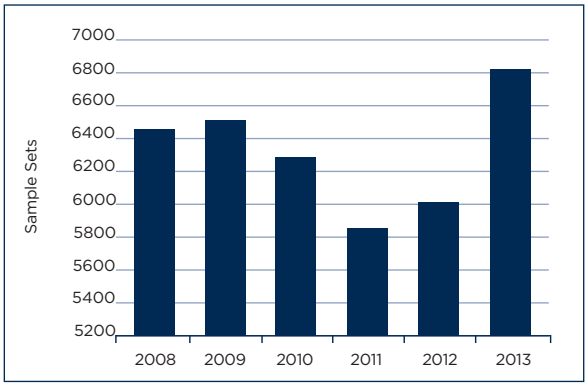
PT Fees

PT fees remained unchanged for 2013.

Participation

Participation showed a 13.9% increase in 2013 (see Figure 4). In general, there was an increase in all test groups. However, a significant portion of this increase was due to previously registered participants returning to CALA for PT. Participation levels for each test group are indicated in Table 5 on page 20.

Figure 4 PT Registration Trend in the Proficiency Testing Program (sample sets = total number of registered test groups)



Turn-around Times

Turnaround time from reporting deadline to the issuing of the final report continues to be shorter than the goal of five weeks. (see Figures 5 and 6).

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 laboratories conducting tests under the Ontario *Safe Drinking Water Act* (OSDWA). In general, average success rates were over 90%, consistent with those observed in previous years.

Figure 5 Turn-around time for January and June Proficiency Testing Shipments

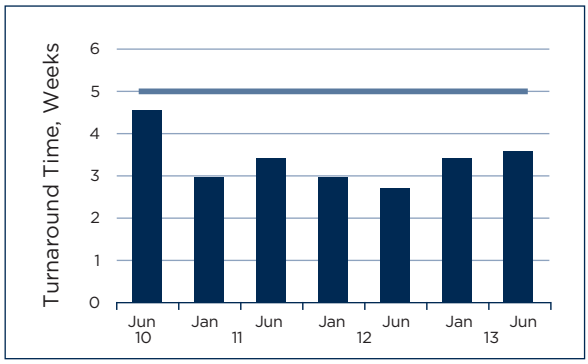


Figure 6 Turn-around time for March and October Proficiency Testing Shipments

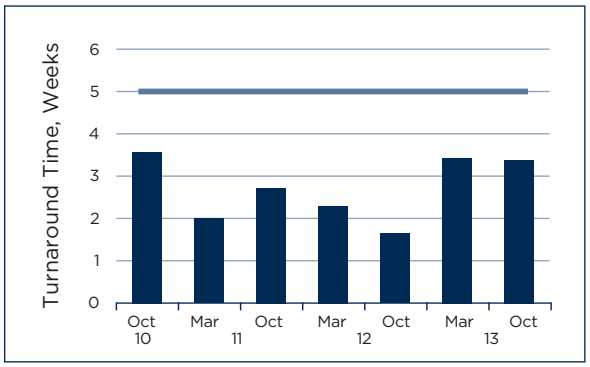


Table 5 Participation in Each Test Group of the CALA Proficiency Testing Program

PT	Group	Samples 2009	Samples 2010	Samples 2011	Samples 2012	Samples 2013
C-01A	Major Ions	470	449	430	428	447
C-01B	NH3, o-PO4, DOC	328	337	334	338	381
C-02A	Metals Full	274	261	243	244	255
C-02B	Metals High	99	86	78	82	78
C-02C	Total Metals	154	155	138	147	161
C-03	TKN & TP	275	269	251	258	270
C-04A	TSS	449	448	432	450	473
C-04B	BOD	301	283	267	268	290
C-04C	Turbidity	195	200	189	200	224
C-04D	COD	193	193	178	189	212
C-05A	Coliforms	353	318	300	315	333
C-05B	Coliforms (P/A)	101	100	81	77	83

Table 5 – Continued on page 21

Table 5 – Continued from page 20

PT	Group	Samples 2009	Samples 2010	Samples 2011	Samples 2012	Samples 2013
C06A	OCP/PCBs	78	73	60	55	59
C06B	PCBs	81	79	69	63	73
C-07	PAH	143	135	117	110	138
C-08	PCB in Oil	91	85	76	73	84
C-09	Metals on Filters	38	30	28	25	29
C-10	Ions on Filters	24	21	6	–	–
C-11	Trout LC50	48	48	48	47	52
C-12	Daphnia LC50	42	41	42	42	47
C-13	Microtox IC50	58	59	60	61	61
C-14	CN (SAD)	106	101	91	90	104
C-15	pH	442	441	435	448	487
C-16	BTEX/THM	244	232	194	190	228
C-17	Metals in Soil	165	156	138	147	157
C-18	PAH in Soil	114	106	81	79	114
C-19	Mercury	162	155	150	148	159
C-20	Asbestos	256	249	282	329	330
C-21	Metals in Air	65	51	38	37	42
C-22	OP Pesticides	118	112	98	90	94
C-24	Aryloxy Acids	62	57	51	47	50
C-25	Phenolics	78	75	62	55	65
C-27	Glyphosate	34	33	28	31	33
C-28	VOCs in Air	22	16	7	–	–
C-29	Aldicarb	61	57	44	34	35
C-31A	BTEX soil	148	137	103	100	128
C-31B	PHC soil	142	135	100	97	132
C-32	Chlorine	108	128	137	140	143
C-33	Total Phenolics	103	101	97	97	96
C-34	Oil and Grease	150	147	135	127	142
C35	PCB in Soil	65	65	58	54	69
C36	VOCs in Soil	65	73	60	62	86
C37	Colour in Water	Not Offered			60	102
C60A	Food Microbiology-Meat (Qualitative)					29
C60B	Food Microbiology-Meat (Quantitative)					25
C61A	Food Microbiology-Milk (Qualitative)					13
C61B	Food Microbiology-Milk (Quantitative)					12
C62A	Food Microbiology-Eggs (Qualitative)					9
C62B	Food Microbiology-Eggs (Quantitative)					5
C63A	Food Microbiology-Cheese (Qualitative)					19
C63B	Food Microbiology-Cheese (Quantitative)					18
C64A	Food Microbiology-Feed (Qualitative)					10
P50	Chlorine in Water			17	36	34
P51	Turbidity in Water	–	–	8	20	18
P52	pH in Water	–	–	6	16	16
	TOTAL	**6505**	**6297**	**5847**	**6006**	**6820**

Training Program

The CALA Training Program delivers training on subjects related to laboratory accreditation. Training Program priorities remain unchanged:

- 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.

In reaching out to CALA members in 2013, the Training Program delivered 73 in-class training sessions to 457 members and non-members. The 2013 Training Schedule included courses delivered in fifteen cities across Canada over 107 training days. Sixty-two (62) individuals took part in online training courses. Twenty-five (25) webinars were presented to a total of 398 participants. Despite growth in program outreach (training higher numbers of people overall), the program fell short of financial targets, due to a reduction in classroom participation.

In 2013, a 2-day biennial training event was held in support of the CALA Accreditation Program's volunteer assessors. This training provided an opportunity for assessors to refresh their skills as well as receive assessment program updates.

Hosted Courses

In 2013, there was an increase in the number of requests for hosted courses. This trend continued in the latter part of 2013 when multiple requests were received for hosted courses to be held in 2014. Also in 2013, the program was able to add a "virtual" hosted option for select courses. This option has proven popular with remote laboratories, and for groups or organizations that require training for people from multiple locations.

Preparing for 2014

For 2014, a needs assessment is planned to determine the training courses our laboratories wish to see added to the CALA curriculum. Based on the results of this needs assessment, new courses will be developed and added before the end of 2014.

Additional Information

Course descriptions, registrations details and the training schedule can be found at www.cala.ca/training.

International Activity

Services Provided Internationally

In 2013, CALA delivered proficiency testing and/or accreditation services to 44 laboratories located outside Canada (up 3 from 2012), mostly in the rest of the Americas as shown in Figure 7. Eleven (11) of these laboratories are in the accreditation program and 33 are in the proficiency testing program only.

Mutual Recognition Arrangements

CALA is signatory to two (2) international mutual recognition agreements or MRAs, the Asia Pacific Laboratory Accreditation Cooperation (APLAC) and the International Laboratory Accreditation Cooperation (ILAC). These agreements provide global recognition of CALA accreditation by 84 accreditation bodies. Being signatory to these arrangements promotes the acceptance of Canadian laboratory results nationally and around the world.

As a signatory to the APLAC and ILAC MRAs, CALA must comply with requirements including, but not limited to, promoting the acceptance of ILAC signatories within Canada, participating in the work of APLAC and ILAC, and providing staff to evaluate other accreditation bodies that are seeking signatory status. CALA strives to balance costs and resources with maintaining obligations and responsibilities as a signatory to both the APLAC and ILAC MRAs. It is also important to note that while there is a cost to meeting these obligations, participation at the international level is beneficial to CALA and its stakeholders because staff are kept up to date with international policies and are active in their formulation.

Figure 7 Distribution of 44 international laboratories receiving services from CALA.

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 2013 and June 2013 rounds.

Total Program	January 2013		June 2013	
	Tests	Success %	Tests	Success %
Water				
C06A-OCPs	*	*	391	86.7
C06B-PCBs	95	98.9	103	97.1
C07-PAHs	916	95.3	883	96.1
C16-BTEX/THMs/VOCs	2373	96.8	2489	96.7
C22-OP Pesticides	367	95.4	374	94.9
C24-Aryloxy acid pesticides	134	95.5	134	94.0
C25-Phenolics	112	100	108	96.3
C27-Glyphosate	16	87.5	14	92.9
C29-Aldicarb	14	100	13	100
C34-Total Oil and Grease	67	94.0	66	89.4
Oil				
C08-Total PCBs	119	94.1	122	93.4
Air Filter				
C09-Metals	58	93.1	63	95.2

* January 2013 test group cancelled due to contamination and reshipped in October 2013.

Table A1 Continued from page 24

	January 2013		June 2013	
	Tests	**Success %**	**Tests**	**Success %**
Soil/Sediment				
C17-Metals	1548	97.9	1499	98.0
C18-PAHs	446	97.3	784	94.9
C31A-PHCs/BTEX	374	96.8	387	97.9
C31B-PHCs	219	96.8	239	97.0
C35-PCBs	100	96.0	103	95.1
C36-VOCs	1374	94.8	1350	98.2
Occupational Health				
C20-Asbestos	78	84.6	77	98.7
C21-Metals	43	97.7	43	97.7

Table A2. Success rates for all laboratories participating in the March 2013 and October 2013 rounds.

Total Program	March 2013		October 2013	
	Tests	**Success %**	**Tests**	**Success %**
Water (Organic)				
C06A- OC Pesticides	*	*	381	98.2
Water (Inorganic)				
C01A-Major ions	1572	95.5	1569	94.3
C01B-NH3/PO4/DOC/Br/NO2	495	93.5	498	91.8
C02A-Metals	2637	97.2	2505	96.4
C02B-Metals (high range)	427	96.0	369	95.7
C02C-Metals (Total)	1334	96.1	1342	96.7
C03-TKN/TP	206	93.2	199	95.0
C04A-Solids	357	96.1	356	94.9
C04B-BOD	219	96.3	217	96.8
C04C-Turbidity	111	95.5	110	97.2
C04D-COD	101	98.0	103	92.2
C14-Cyanide	51	98.0	51	96.1

* January 2013 test group cancelled due to contamination and reshipped in October 2013.

Table A2 Continued from page 25

	March 2013		October 2013	
	Tests	**Success %**	**Tests**	**Success %**
C15-pH	249	98.4	247	97.6
C19-Mercury	87	93.1	78	91.0
C32-Chlorine	93	96.8	92	95.7
C33-Total Phenolics	44	88.7	43	97.7
C33-True Colour	48	97.9	54	96.3
Water (Microbiology)				
C05A-Microbiology	483	97.1	499	96.2
C05B-Microbiology P/A	86	98.8	90	98.9
Water (Toxicology)				
C11-Trout	21	95.2	22	90.6
C12-Daphnia	21	100	25	92.0
C13-Microtox	28	89.3	30	93.3
Occupational Health				
C20-Asbestos	75	93.3	75	85.3
C21-Metals	47	100	43	97.7

Table A3 Success rates for OSDWA laboratories participating in the January 2013 and June 2013 rounds.

OSDWA Laboratories	January 2013		June 2013	
	Tests	**Success %**	**Tests**	**Success %**
Water (Organic)				
C06A-OCPs	*	*	136	98.5
C06B-PCBs	20	100	20	95.0
C07-PAHs	122	100	107	100
C16-BTEX/THMs/VOCs	532	98.1	572	99.1
C22-OP Pesticides	178	98.9	178	100

* January 2013 test group cancelled due to contamination and reshipped in October 2013.

Table A3 Continued from page 26

OSDWA Laboratories	January 2013		June 2013	
	Tests	Success %	Tests	Success %
Water (Organic)				
C24-Aryloxy acid Pesticides	69	97.1	68	94.1
C25-Phenolics	44	100	44	93.2
C27-Glyphosate	9	88.9	9	100
C29-Aldicarb	10	100	10	100
C34- Oil and Grease	8	87.5	8	100

Table A4 Success rates for OSDWA laboratories participating in the March 2013 and October 2013 rounds.

OSDWA Laboratories	March 2013		October 2013	
	Tests	Success %	Tests	Success %
Water (Organic)				
C06A-OC Pesticides	*	*	136	98.5
Water (Inorganics)				
C01A- Major Ions	244	98.4	251	97.6
C01B- NH3/PO4/DOC	91	100	91	93.4
C02A- Metals	451	99.3	471	98.3
C02B- Metals (high range)	16	100	–	–
C02C- Total Metals	206	100	205	100
C03- TKN/TP	39	97.4	40	97.5
C04A-Solids	39	100	39	100
C04B-BOD	19	100	21	100
C04C- Turbidity	21	95.2	21	100
C04D-COD	10	100	11	100
C14-Cyanide	11	100	12	100
C15-pH	34	100	35	100
C19-Mercury	17	94.1	15	100

* January 2013 test group cancelled due to contamination and reshipped in October 2013.

Table A4 Continued from page 27

OSDWA Laboratories	March 2013		October 2013	
	Tests	Success %	Tests	Success %
C32-Chlorine	19	94.7	20	95.0
C33- Total Phenolics	14	100	13	100
C37-True Colour	10	100	12	100
Water (Microbiology)				
C05A- Microbiology	129	100	126	96.0
C05B- Microbiology P/A	18	100	20	100