



CALA

# ANNUAL REPORT 2021



**CALA believes that  
good data is at the heart  
of every good decision.**

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# Joint Letter from the CEO & the Chair



Stephen Williamson,  
CPA, CGA, CAE  
CEO (Acting), CFO



Dr. Joyce Austin, Ph.D  
Chair, CALA Board  
of Directors

It has been over a year since we were confronted with a global pandemic that introduced an unprecedented challenge and a time for change. While no one could have predicted that we would be working in a remote environment for this long, we provide thanks to our over 200 CALA-accredited labs that continue to work with us collaboratively to ensure their conformity to the ISO/IEC 17025 standard.

CALA is committed to demonstrating the value of implementing the highest quality standards, and as an accreditation body, CALA has once again maintained signatory status with the International Laboratory Accreditation Cooperation Mutual Recognition Arrangement (ILAC MRA). This arrangement demonstrates conformance with the requirements of ISO/IEC 17011. Our successful peer evaluation by the

Asia Pacific Accreditation Cooperation (APAC) was completed in April 2021, and approved August 8, 2021.

A key deliverable this year was the anticipated launch of the CALA Association Management System (CAMS). This provides 295 labs, and 446 members and assessors a more efficient approach to the delivery of our accreditation services. Leveraging this platform, clients gained better access to data and streamlined our process while also enabling ease in managing our programs.

We have made progress in our commitment to furthering the development of skills and knowledge within the accreditation community through the introduction of technical and leadership skill development training



opportunities. We noted an increased interest in internal auditor training for new auditors, as well as the addition of advanced auditing workshops for all experienced auditors.

With the resignation and departure of our President & CEO Andrew Adams, the board had formed a CEO Search Committee that embarked on an executive recruitment campaign that is expected to conclude summer 2022. The CALA board wishes to thank Andrew for his service and contributions toward promoting the value of accreditation and for being instrumental in leading the expansion of our accreditation scope to include cannabis.

In closing, we must take the opportunity to thank the CALA staff and many volunteers who continue to deliver the important work of

accreditation. We must also thank our customers who continued to support us and will benefit from the achievements we will experience this year. We would also like to thank our Board of Directors for their wise counsel and support as we navigate the unique confluence of challenges and opportunities throughout this historically significant period for our organization and our industry.

We wish you all well in 2022,

**Stephen Williamson, CPA, CGA, CAE**  
CEO (Acting), CFO

**Dr. Joyce Austin, Ph.D.**  
Chair, CALA Board of Directors

# Board of Directors

**We gratefully acknowledge the leadership, commitment and support of our Board of Directors.**

## BOARD OFFICERS

### Chair

**Dr. Joyce Austin**

Pacific & Yukon, Not-For-Profit

### Treasurer

**Mr. Dalibor Ambrus**

At-Large, Not-For-Profit

### Vice-Chair

**Mr. Klas Ohman, Ph.D., P.Eng**

Alberta, For-Profit

### Secretary

**Mrs. Pam Reyno**

Atlantic, For-Profit

## ELECTED POSITIONS

### Director

**Dr. Housain El Aribi**

Pacific & Yukon, Not-For-Profit

### Director

**Mr. Boniface Koudjonou**

Ontario/Quebec, Not-For-Profit

## APPOINTED POSITIONS

### Appointed Director

**Mr. Chris Bates**

### Appointed Director

**Mrs. Sylvie Boisvenue**

### Appointed Director

**Ms. Jennifer Blaney**

# About

## About CALA

CALA is one of 104 worldwide accreditation bodies that is signatory to the International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Arrangement (MRA). CALA became signatory to ILAC on November 17, 2005. 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*.

Our commitment to objectivity and data integrity gives CALA-accredited laboratories lower risk and competitive advantage by ensuring that their customers receive data that can be trusted. Our Accreditation program provides a unique combination of rigour, deep expertise and exceptional customer service that leads the way in ensuring that CALA-accredited laboratories are among the best in the world. To support our laboratories technical and leadership skills, the Training program delivers training in both English and French. All CALA services are designed and delivered to inspire excellence in laboratories; to promote a better understanding of laboratory test results by laboratory clients; and to earn the confidence of Regulators.

## Our Mission

Our mission is to provide the highest-quality accreditation of laboratories to ensure that people and organizations can trust the data they use to make the best decisions.

**CALA is an internationally recognized leader in providing the highest-quality accreditation services to testing laboratories. We combine rigour, deep expertise and exceptional customer service in both our accreditation and training services.**

# Highlights of 2021

## CALA-Accredited Laboratories in 2021

CALA is pleased to recognize the following laboratories that were accredited by CALA in 2021 to the ISO/IEC 17025 standard:

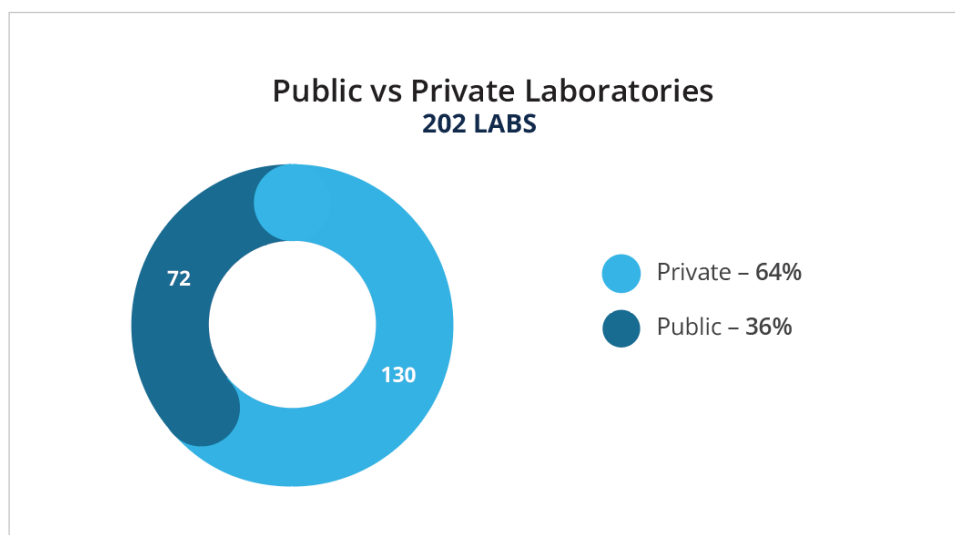
- Core Laboratories – Calgary
- PBG Biopharma
- Slave Lake Pulp
- A. Lofranco and Associates
- SGS OGC Laboratory, Nigeria
- Parkland Burnaby Refinery Laboratory





# Accreditation Program

**THERE ARE 202 CALA-ACCREDITED LABORATORIES** in the government and private sectors (see Figure 1).



**FIGURE 1:** Private versus public sector CALA-accredited laboratories.

## Accreditation Turn-Around Time

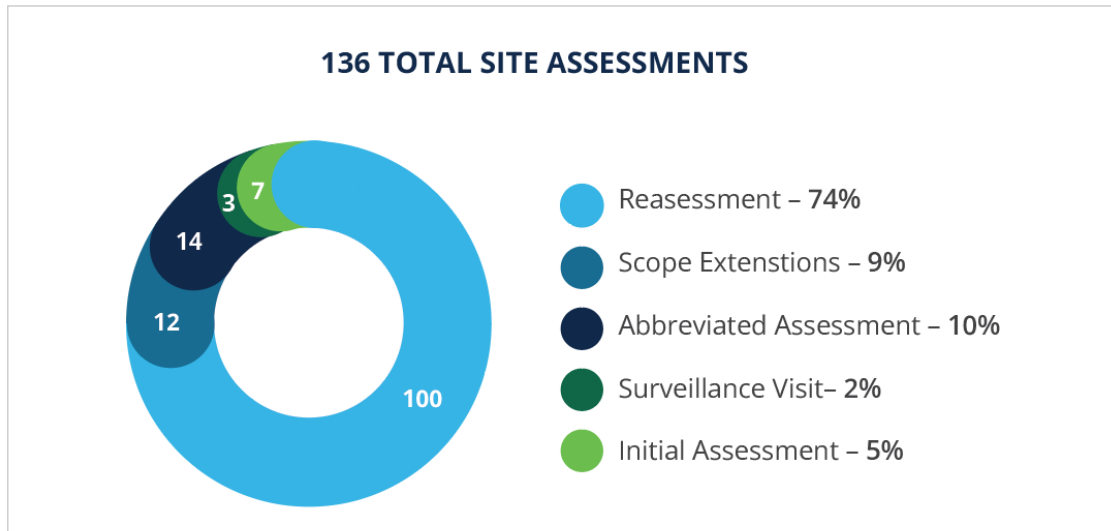
CALA prides itself on its turn-around time for the accreditation process.

On average, the amount of time from start to finish was 119 days.

Notwithstanding the mitigating factors of the COVID-19 pandemic there was an increase in turn-around time from 2020.

## Laboratory Assessments

In 2021, CALA conducted a total of 136 assessments. Of these, 116 were conducted remotely. These ranged from initial assessment, reassessment (conducted every two years), through to verification to confirm implementation of corrective actions. A recent category of site assessments was introduced last year where CALA remotely assessed management system requirements separate from the technical laboratory test methods. This was started with the anticipation that a site visit could be conducted later with health and safety protocols (see *Figure 3*).



**FIGURE 3:** Type of assessments conducted in 2021.

## CALA Assessors

CALA's dedicated group of volunteer assessors are at the heart of our organization. Experts in their field, they are called upon to assess laboratories throughout the year against the requirements of the ISO/IEC 17025 standard.

In 2021, CALA had 126 assessors made up of private and public sector employees or those who are independent of any organization (see Figure 4).

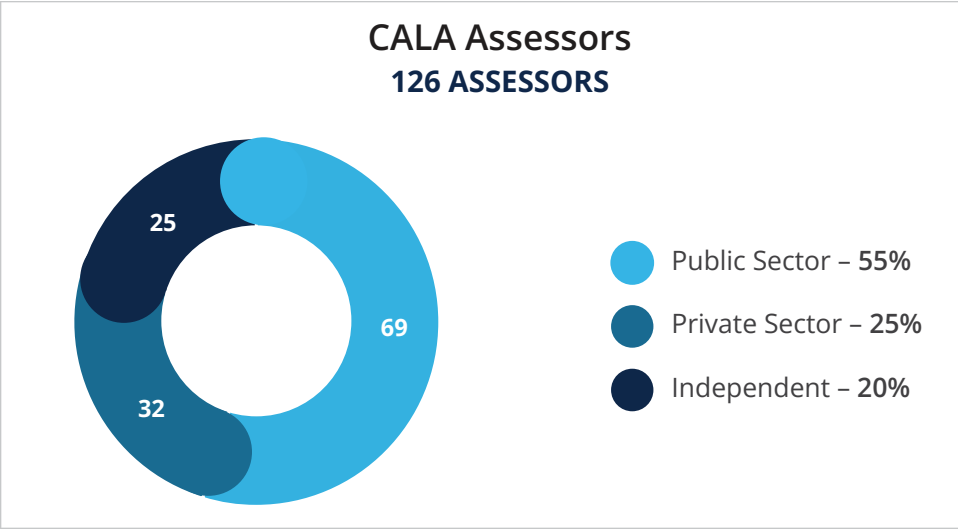


FIGURE 4: CALA Volunteer Assessors

# CALA Members

**CALA MEMBERS** represent a diverse group of companies from both private and public sectors. In 2021 CALA had 446 members, comprising both institutional and individual memberships. Members have voting rights at annual and special member meetings that can affect CALA programs. Members who desire to participate in the governance of CALA also have the opportunity to either nominate or be nominated for a position on CALA's Board of Directors and provide a voice for the members of CALA (see Figure 5 and 6).

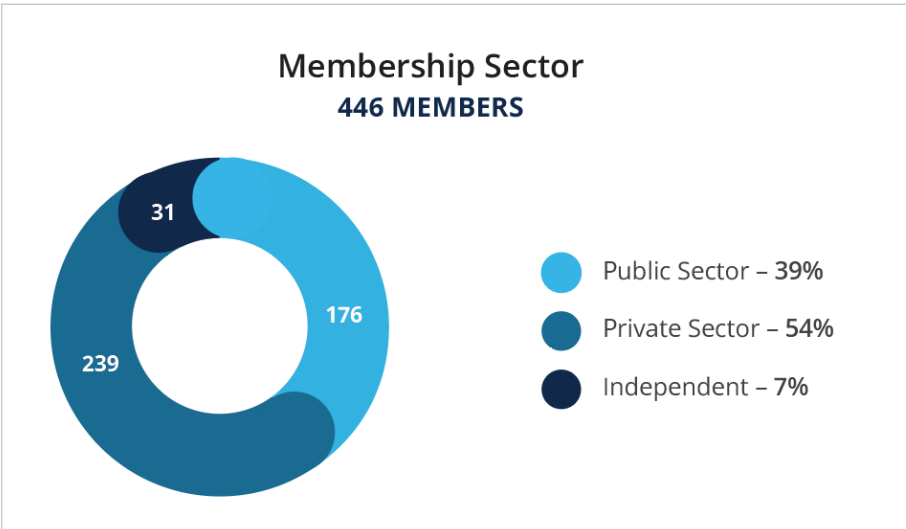


FIGURE 5: Membership by sector.

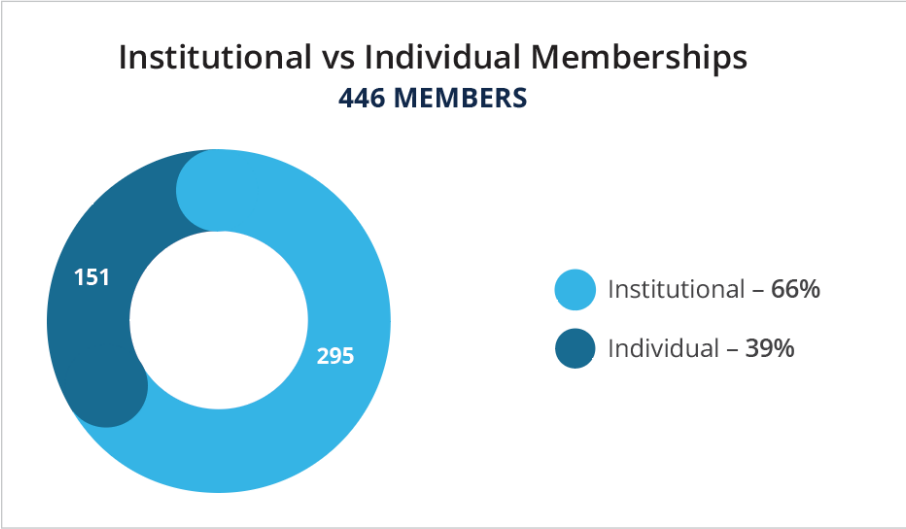


FIGURE 6: Institutional versus Individual memberships.

**Additional benefits of institutional membership with CALA include discounts on CALA Training and on proficiency testing through Proficiency Testing Canada Inc.**

# CALA Training

## Overview

CALA offers training on a variety of laboratory and leadership skills. In addition to a catalog of courses our Training Program can work with individual laboratories to identify, then develop or acquire, and deliver facilitated training unique to their needs in a manner that supports the integrity and credibility of the ISO/ IEC 17025 standard and CALA. As the global pandemic continued in 2021, CALA continued to provide virtual training. In-person classroom courses will return to the public schedule once restrictions have been removed and laboratories allow their staff to travel and attend public events.

### CALA Training Choice of Delivery Format

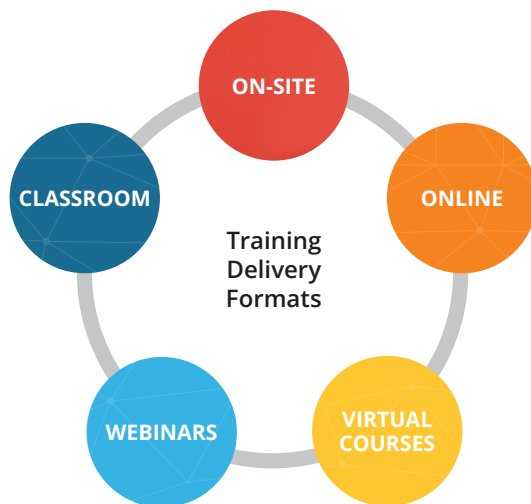


FIGURE 7: Training delivery formats.

### Courses Offered in 2021

- Understanding ISO/IEC 17025:2017
- Understanding ISO/IEC 17025:2017 for Cannabis Laboratories
- Overview of ISO/IEC 17025:2017
- Cause Analysis
- Risk-based Thinking in ISO/IEC 17025:2017
- Internal Auditor Course for ISO/IEC 17025
- CALA Lead Auditor for ISO/IEC 17025:2017
- Laboratory Train the Trainer
- Auditing against ISO/IEC 17025
- Advanced Auditing Workshop
- Measurement Uncertainty (Chemistry)
- Measurement Uncertainty (Microbiology)
- Method Validation
- Internal Calibration for Laboratories
- Introduction to Control Charts
- Use and Management of Control Charts
- Getting Things Done (CALA members only)

# International Activity

## Services Provided Internationally

In 2021, CALA delivered Accreditation services to 8 international laboratories located in 8 countries. CALA delivered services globally to participants in the Congo, Ghana, Tanzania, Nigeria, Peru, Suriname, St. Lucia and USA.

## Mutual Recognition Arrangements

CALA is signatory to two (2) international Mutual Recognition Arrangements (MRAs). The Asia Pacific Accreditation Cooperation (APAC; formerly the Asia Pacific Laboratory Accreditation Cooperation or APLAC), and the International Laboratory Accreditation Cooperation (ILAC). As a signatory to these arrangements, the acceptance of Canadian laboratory test results nationally and around the world is promoted.

Increasingly both regulations and customers require accreditation by an accreditation body that is signatory to ILAC. Therefore maintaining CALA's signatory status is critical for CALA customers. There are requirements and expectations that CALA will contribute to the operation of both APAC and ILAC. These requirements include active involvement in international meetings, sitting on committees, reviewing documents, and voting on ballots. In 2021, CALA staff participated in the following meetings:

- APAC General Assembly – Virtual Attendance
- APAC Technical Committee – Virtual Attendance
- APAC Capacity Building Committee – Virtual Attendance
- ILAC Accreditation Issues Committee – Virtual Attendance
- ILAC General Assembly – Virtual Attendance

A key activity that is critical to the MRA process is the evaluation of accreditation bodies to ISO/IEC 17011 – Conformity Assessment – *General requirements for accreditation bodies accrediting conformity assessment bodies*. At the end of 2021, CALA had one (1) evaluator on staff.

# Auditors' Report

## Report of the Independent Auditor on the Summary Financial Statements

To the Members of

THE CANADIAN ASSOCIATION FOR LABORATORY ACCREDITATION INC.

Welch LLP<sup>®</sup>

### *Opinion*

The summary financial statements, which comprise the summary statement of financial position as at December 31, 2021, and the summary statements of operations and of cash flows for the year then ended, and related notes, are derived from the audited financial statements of Canadian Association for Laboratory Accreditation Inc. (the Entity) for the year ended December 31, 2021.

In our opinion, the accompanying summary financial statements are a fair summary of the financial statements, in accordance with the criteria disclosed in Note 1 to the summary financial statements.

### *Summary Financial Statements*

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the Entity's audited financial statements and the auditor's report thereon.

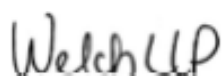
The summary financial statements and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.

### *Management's Responsibility for the Summary Financial Statements*

Management is responsible for the preparation of the summary financial statements in accordance with the criteria disclosed in Note 1 to the summary financial statements.

### *Auditor's Responsibility*

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, Engagements to Report on Summary Financial Statements.



Chartered Professional Accountants

Ottawa, Ontario

April 14, 2022

## Summarized Statement of Financial Position

December 31, 2021

	2021	2020
<b>ASSETS</b>		
Current Assets	\$ 1,522,826	\$ 1,359,959
Long-Term Investments	958,152	917,785
Tangible Capital and Intangible Assets	807,693	654,908
	<b>\$ 3,288,671</b>	<b>\$ 2,932,622</b>
<b>LIABILITIES AND NET ASSETS</b>		
Current Liabilities	\$ 327,958	\$ 529,574
Unrestricted Net Assets	2,960,713	2,403,048
	<b>\$ 3,288,671</b>	<b>\$ 2,932,622</b>



# Auditors' Report

## Summarized Statement of Operations and Change In Net Assets

Year ended December 31, 2021

	2021	2020
<b>Revenues</b>		
Evaluations	\$ 1,494,943	\$ 1,425,597
Memberships	178,600	183,150
Miscellaneous	74,284	67,542
Training	543,293	363,910
Other revenue	45,378	54,657
	<b>2,336,498</b>	<b>2,094,856</b>
<b>Expenditures</b>		
Evaluations	57,058	58,576
Operational	1,557,488	1,573,974
Training	164,287	108,773
	<b>1,778,833</b>	<b>1,741,323</b>
<b>Excess of revenue over expenses before impairment loss on intangible asset</b>	<b>557,665</b>	<b>353,533</b>
<b>Impairment loss on intangible asset</b>	<b>-</b>	<b>1,303,838</b>
<b>Excess of revenue over expenses</b>	<b>557,665</b>	<b>(950,305)</b>
<b>Net assets, beginning of year</b>	<b>2,403,048</b>	<b>3,353,353</b>
<b>Net assets, end of year</b>	<b>\$ 2,960,713</b>	<b>\$ 2,403,048</b>

## Summarized Statement of Cash Flows

Year ended December 31, 2021

	2021	2020
<b>CASH FLOWS PROVIDED BY (USED IN)</b>		
Operating activities	\$ 693,119	\$ (426,137)
Investing activities	(208,678)	(149,999)
<b>NET INCREASE (DECREASE) IN CASH</b>	<b>484,441</b>	(576,136)
<b>CASH, BEGINNING OF YEAR</b>	<b>238,220</b>	814,356
<b>CASH, END OF YEAR</b>	<b>\$ 722,661</b>	\$ 238,220

## Note to Summarized Financial Statements

Year ended December 31, 2021

### 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.



**CANADIAN ASSOCIATION FOR  
LABORATORY ACCREDITATION INC.**

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