



ANNUAL REPORT



2023



**To ensure trust and confidence for a
healthy, safe, and sustainable world.**

Table Of Contents

Chair's Report	2
President and CEO's Message	3
CALA Board of Directors	4
About	5
Highlights of 2023	7
Community Corner	8
Voice of the Customer	9
Accreditation Program	10
CALA Members	13
CALA Training	14
Assessor Training	15
International Activity	16
Auditors Report	17
Financial Statements	18

Chair's Report



Klas Ohman
Chair

2023 was an expansion year for CALA. New leadership, a new Strategy, and a renewed investment in Staff and Assessors were several of the key building blocks for the next era of CALA success.

The Board of Directors this year focused on good policy governance, business opportunities, strategy implementation support, and sound oversight of the organization.

The Board and its Committees were diligently managed, administratively supported, and consequently were able to advance key issues in such areas as:

- Regulatory engagement,
- IT security and governance,
- Strategic foresight (e.g., sustainability and artificial intelligence), and
- Board Director representation and performance.

The CALA Board of Directors was also very pleased by the great progress made on CALA's customer-focussed performance targets supporting our valued client base for Accreditation and Training services, as well as new clients turning to CALA in Canada, and abroad.

Key to CALA's recent successes has been its new leadership, its competent and motivated staff team, and CALA's network of passionate and expert Assessors.

As my 6-year term of Directorship on the CALA Board ends this year, I wish to thank my fellow Board Directors for their contributions, dedication, and friendship through the years and during my time on the Board. CALA's potential for real influence, growth and new opportunities has been a goal for years, and I'm pleased to have played my part in making this a reality. It's now time to hand off the baton to a new Chair and to leave the Board and the organization in very capable hands moving forward.

Klas Ohman
Chair, CALA Board of Directors

President and CEO's Message



Kevin McKinley
President and CEO

Making an impact! 2023 is the year when CALA started delivering on important new directions and promises. Essential for this is a motivated and customer-focused CALA staff team; a community of active, passionate, and competent Assessors; and a Board providing support and sound strategic advice.

CALA was pleased to partner with the National Research Council of Canada (NRCC) to launch a new CALA accreditation service as part of NRCC's Calibration Laboratory Assessment Service (CLAS) program.

I'm also pleased to have been invited by the NRCC to serve on its Metrology Research Centre Advisory Board in 2024.

CALA worked closely with its existing network of clients to deliver on new scopes and activities within existing accreditations and attracted new customers in Canada and abroad. In 2023, CALA's investment in market development reaped some early wins that we plan to build on in the coming years.

Regrettably, we also saw the passing of an esteemed CALA leader in 2023, Rick Wilson, who served as Executive Director of the Canadian Association for Environmental Analytical Laboratories (CAEAL) from 1994 to 2007. In 2008, CAEAL became CALA, with Rick assuming the role of CALA's first CEO before retiring. We also saw the passing of a dedicated and long-serving CALA Assessor, Christiana Fixon-Owoo. We are thankful for their contributions to our organization, and we will cherish their memories.

At CALA, people make the difference. Our CALA community's competence, engagement, and motivation is making an impact and growing the organization. I'm proud to lead and support CALA's success, and to help bring CALA to new heights.

Kevin McKinley
President and CEO

CALA Board of Directors

BOARD OFFICERS



Chair
Dr. Klas Ohman
Prairies and Northern,
For-Profit



Vice Chair
Mrs. Sylvie
Boisvenue
Ontario & Quebec, Not-
For-Profit



Treasurer
Mr. Chris Bates
Ontario & Quebec, For-
Profit



Secretary
Mrs. Maria Marcos-
Mendoza
At Large, For-Profit

ELECTED POSITIONS



Mrs. Jennifer
Blaney
At Large, Not-For-Profit



Dr. Houssain El Aribi
Pacific and Yukon, For-
Profit



Mr. Daniel
Blanchard
Maritime, Not-For-Profit

APPOINTED POSITIONS



Mr. Brad
Woodward
Appointed, For-Profit

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

About

CALA is an internationally recognized leader in providing high quality accreditation of laboratories. CALA is signatory to the International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Arrangement (MRA).

CALA's commitment is to ensure that accredited laboratories have the necessary technical and management capability to produce accurate and reliable results by providing accreditation and training services. CALA promotes the use of internationally recognized standards and use of laboratory accreditation as a tool to enhance the credibility of laboratory results, to support fair trade and to protect public health and safety. 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.

MISSION

Canadian leader in providing internationally recognized, high quality, customer-focused accreditation services. We improve confidence, through people and organizations, to make better decisions.

VISION

To ensure people's health, their safety, and high-quality decision-making for a more sustainable world, through trust and confidence.

VALUES

INTEGRITY: Ethical principles and values, accountability, committed to transparency and impartiality.

COMPETENCE: Credibility and expertise in our services. Excellence in everything we do.

COMPETITIVE COLLABORATION: Competing and working with Accreditation colleagues globally.

LEADERSHIP: Providing our clients a significant competitive advantage.

STRATEGIC DRIVERS

CUSTOMERS: Building a vibrant, engaged, and satisfied community of CALA accreditation clients, training service customers and CALA members.

GROWTH: A business model that is constantly evolving.

INFLUENCE: Engaging with regulators, policymakers, senior industry leaders and other decision-makers to promote safety, health, sustainability and market confidence.

EXCELLENCE: CALA staff, governance members, and assessor volunteers effectively deploying best practices, constantly innovating, and always excelling at what they do.

Highlights of 2023

CALA is pleased to recognize the following laboratories that were accredited by CALA in 2023 to the ISO/IEC 17025 standard:

- WearCheck Canada Inc
- Duracan Ltd
- Precision Water Testing
- HPC Lab
- SGS SENEGAL
- ALS Environmental (Halifax)
- PPB Analytical Inc.
- McRina Laboratories Inc. (British Columbia)



Community Corner

CALA staff embarked on a meaningful endeavour by participating in the 'Cleaning the Capital' project. Staff gathered during lunch time and worked tirelessly to pick up litter around our local forest and green space.



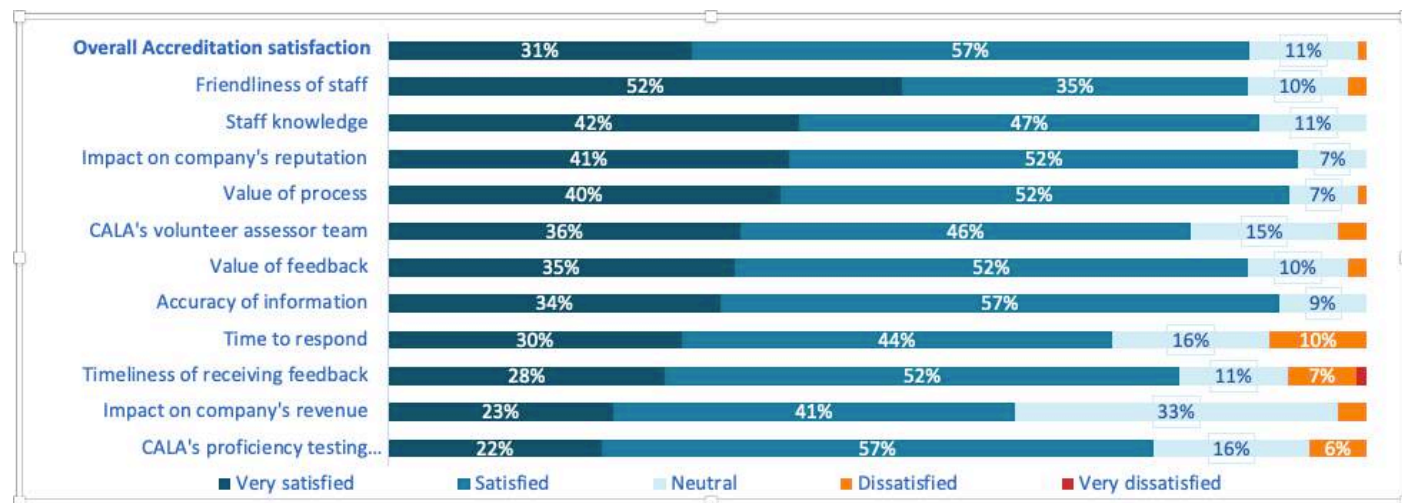
CALA staff also collected and donated an abundance of toys to Toy Mountain holiday charity program. The generous contributions of CALA staff brought smiles to many children and their families during the holidays.



Voice of the Customer

CALA through an independent marketing research firm, PRA Inc., conducted a survey of CALA members, accreditation clients, and training service customers to gain insights on engagements with CALA and determine service improvements.

The results are captured below:



SURVEY COMPLETION WINNER



CONGRATULATIONS!!!

Accreditation Program

THERE ARE 216 CALA-ACCREDITED LABORATORIES in the government and private sectors (see Figure 1)

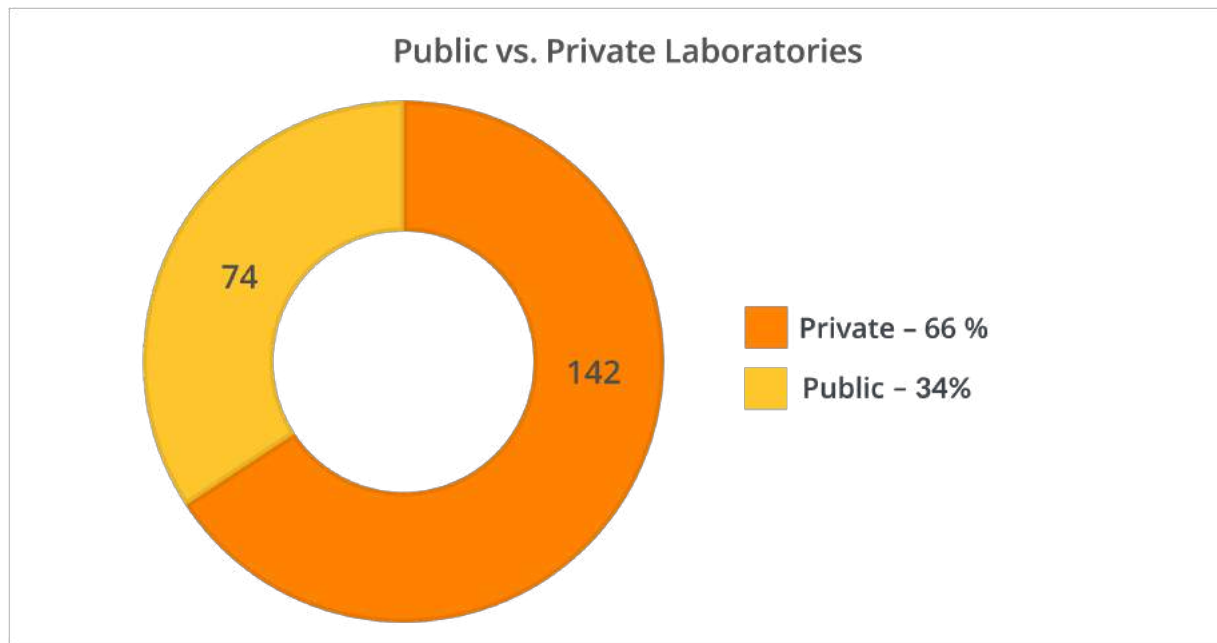


FIGURE 1: Private versus public sector CALA-accredited laboratories.

ACCREDITATION TURN-AROUND TIME

CALA prides itself on its turnaround time for the accreditation process. On average, the amount of time from the date of the site visit to the date of final approval was 84 days.

LABORATORY ASSESSMENTS

In 2023, CALA conducted a total of 145 assessments. These ranged from initial assessment, abbreviated assessment, scope extensions, reassessment (conducted every two years), and surveillance visits. (see Figure 2)

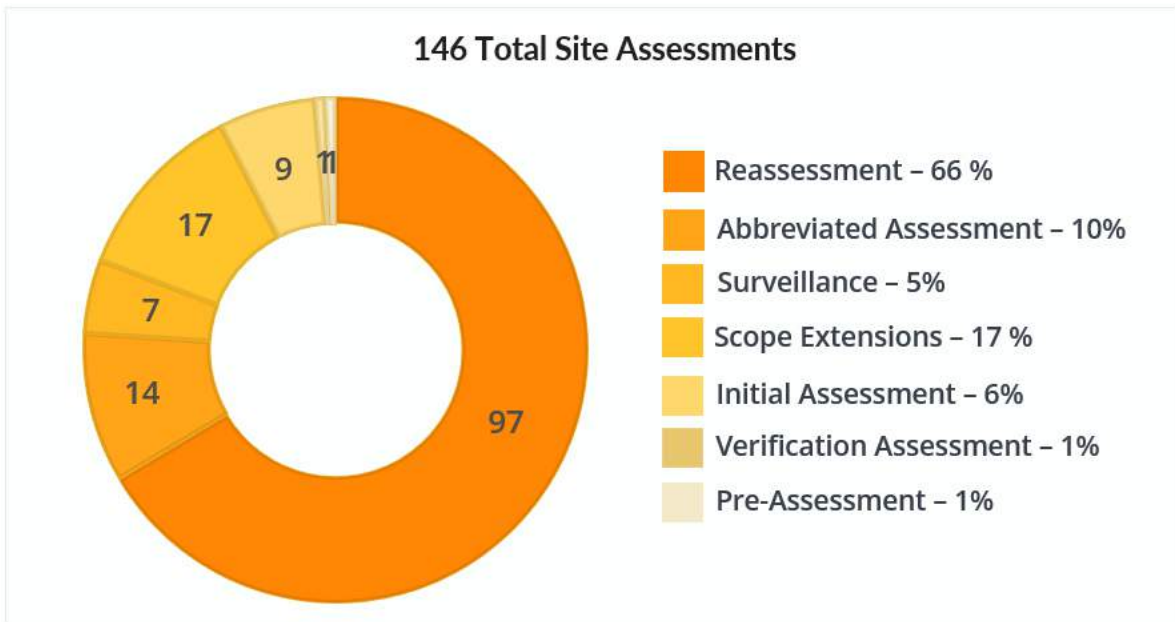


FIGURE 2: Types of assessments conducted in 2023.

CALA ASSESSORS

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

In 2023, CALA had 127 assessors made up of private and public sector employees or those who are independent of any organization (see Figure 3)

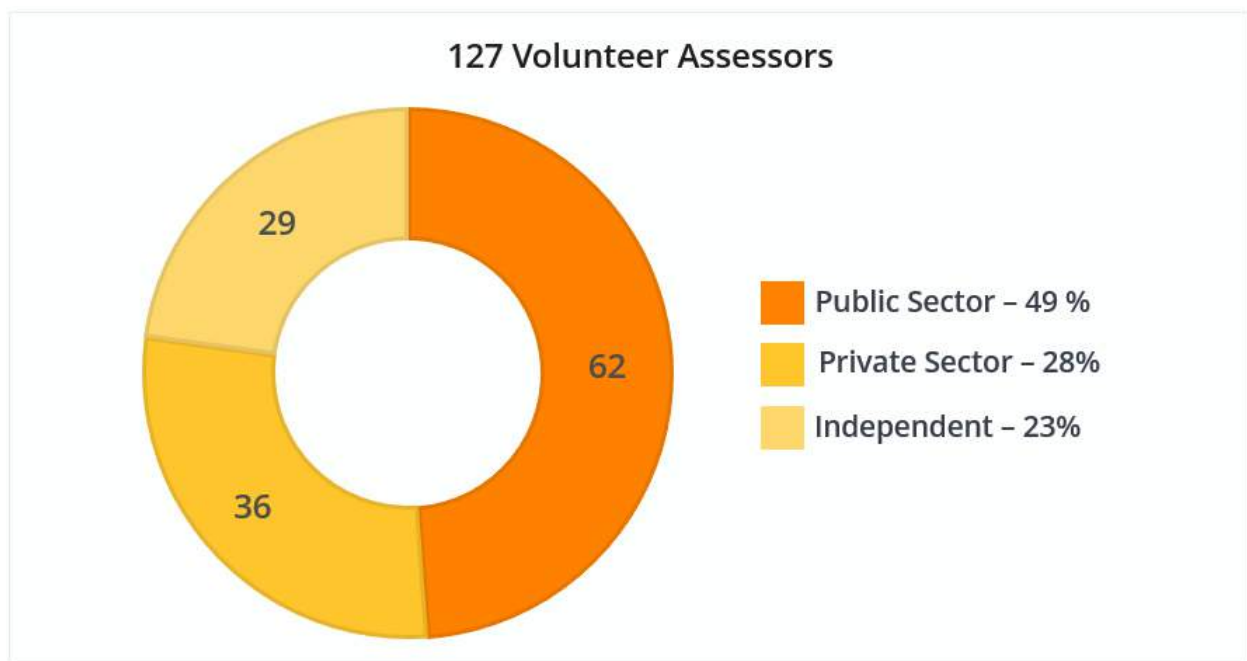


FIGURE 3: CALA Volunteer Assessors.

CALA Members

CALA MEMBERS represent a diverse group of companies from both the private and public sectors. In 2023 CALA had 441 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 Figures 4 and 5).



FIGURE 4: Membership by Sector.



FIGURE 5: Institutional versus Individual memberships.

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 matter that supports the integrity and credibility of the ISO/IEC 17025 standard and CALA. In 2023, CALA provided courses both virtually and in-person.

CALA TRAINING CHOICE OF DELIVERY FORMATS

- Onsite | Online | Virtual Courses | Webinars | Classroom

LANGUAGES

- English and French

COURSES OFFERED

- Understanding ISO/IEC 17025:2017
- Understanding ISO/IEC 17025:2017 for Cannabis Laboratories
- Overview of ISO/IEC 17025:2017
- Cause Analysis
- Nonconformities and Cause Analysis in ISO/IEC 17025
- Risk in the Laboratory
- Internal Auditor Course for ISO/IEC 17025
- CALA Lead Auditor for ISO/IEC 17025:2017
- Advanced Auditing Workshop for ISO/IEC 17025
- How to effectively audit a microbiology laboratory (Workshop)
- Laboratory Train the Trainer
- Basic Measurement Uncertainty
- Method Validation
- Internal Calibration for Laboratories
- Introduction to Control Charts
- Use and Management of Control Charts
- Getting Things Done (for CALA Members Only)
- Ethics and the Success of your Laboratory (Workshop)
- Quality Manager Workshop

Assessor Training

CALA CONNECT 2023

CALA hosted the assessor training from March 22nd to 24th in Toronto, bringing together our dedicated volunteer assessors. We recognized volunteer milestones and presented assessor service awards for outstanding contribution to the accreditation program.



NEW ASSESSOR TRAINING

CALA hosted a new assessor training program in May 2023 in Ottawa. We are pleased to welcome our new assessors to the team.



International Activity

SERVICES PROVIDED

In 2023, CALA Training delivered services to participants in Canada and the United States.

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. In 2023, CALA staff participated in the following meetings:

- APAC General Assembly
- ILAC Accreditation Issues Committee
- ILAC General Assembly

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 2023 CALA had one (1) evaluator on staff and participated in one evaluation. Additionally, CALA's Training and Quality manager acts as the Convenor of the APAC Evaluator Training Working Group.

Auditor's Report

REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

To the Members of
THE CANADIAN ASSOCIATION FOR LABORATORY ACCREDITATION INC.

Welch LLP[®]

Opinion

The summary financial statements, which comprise the summary statement of financial position as at December 31, 2023, 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, 2023.

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 Licensed Public Accountants

Ottawa, Ontario
March 27, 2024

Financial Statements

SUMMARIZED STATEMENT OF FINANCIAL POSITION

Year ended December 31, 2023

	2023	2022
ASSETS		
Current Assets	\$ 1,879,066	\$ 1,582,178
Long-Term Investments	1,222,966	1,128,123
Tangible Capital and Intangible Assets	647,903	740,361
	\$ 3,749,935	\$ 3,450,662
LIABILITIES AND NET ASSETS	\$ 462,468	\$ 440,028
Current Liabilities		
Unrestricted Net Assets	3,287,467	3,010,634
	\$ 3,749,935	\$ 3,450,662

SUMMARIZED STATEMENT OF OPERATIONS AND CHANGE IN NET ASSETS

Year ended December 31, 2023

	2023	2022
Revenues		
Evaluations	\$ 1,965,689	\$ 1,672,181
Memberships	167,900	172,150
Miscellaneous	118,005	118,137
Training	463,949	401,219
Other revenue	167,219	(90,472)
	2,882,762	2,273,215
Expenditures		
Evaluations	611,868	281,317
Operational	1,842,707	1,808,195
Training	151,354	133,782
	2,605,929	2,223,294
Excess of revenue over expenses	276,833	49,921
Net assets, beginning of year	3,010,634	2,960,713
Net assets, end of year	\$ 3,287,467	\$ 3,010,634

SUMMARIZED STATEMENT OF CASH FLOWS

Year ended December 31, 2023

	2023	2022
CASH FLOWS PROVIDED BY (USED IN)		
Operating activities	\$ 207,568	\$ 458,964
Investing activities	2,731	(308,200)
NET INCREASE IN CASH	210,299	150,764
CASH, BEGINNING OF YEAR	873,425	772,661
CASH, END OF YEAR	\$ 1,083,724	\$ 873,425

NOTES TO SUMMARIZE FINANCIAL STATEMENTS

Year ended December 31, 2023

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.

102-2934 Baseline Road
Ottawa, Ontario K2H 1B2

marketing@cala.ca

(613) 233-5300

cala.ca