



Product
Assessment,
Testing and
Certification



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www.saiglobal.com/assurance



Customer Quote

“Workplace Access & Safety’s products have been third party certified to AS/NZS 5532 and AS 1657 to StandardsMark™ and the CodeMark™ scheme by SAI Global. This gives our clients independent assurance and comfort that this safety critical equipment meets the manufacturing and testing requirements of the Australian standards and the National Construction Code (formally BCA).

The StandardsMark™ and CodeMark™ logos give them additional assurance that they’re getting what they paid for. It’s not just us saying that the Defender brand meets the requirement, but SAI Global’s word that Workplace Access & Safety’s manufacturing, installation and testing systems have been independently audited and stand up to 3rd party scrutiny. It’s simply good for business and translates into good, reliable and compliant product.”

Carl Sachs

MANAGING DIRECTOR

Workplace Access and Safety National fall prevention specialists



SAI Global
Assured solutions in a complex world

CONTACT US

Call 1300 360 314
Email product@saiglobal.com
Web www.saiglobal.com/assurance

Are You Demonstrating Compliance?

Product requirements vary from market to market. Manufacturers, importers, exporters and distributors – all must be aware of these requirements and be able to demonstrate to customers, regulators and shareholders that they understand and meet them.

In some cases, the requirements are specific, spelled out in a contract or in regulations such as reference to an Australian Standard®. In other cases, they may be covered by law.

Certification is a means of demonstrating compliance with recognised and respected standards and can provide an edge over your competitors.

What is product certification?

Product certification is a service whereby a third party, such as SAI Global, provides assurance that a product fulfils the specified requirements of a nominated product standard.

Product certification offers customers a high degree of confidence that the product will perform according to the specified standard.

How do you demonstrate product compliance?

In general, the independent assessment of a product is the first step towards both industry and customer acceptance. Many products cannot be sold without independent expert confirmation that they meet certain standards or guidelines. SAI Global is the region's leading product certification specialist.

What does product certification involve?

The product certification process involves product testing and, for many programs, ongoing assessment of the manufacturing site to ensure that the product continues to comply with a nominated standard.

Only manufacturers whose products have been certified and whose facilities undergo routine audits by SAI Global may display our recognised 'five tick' StandardsMark™. The StandardsMark™ will assure customers that your product is manufactured to conform to the nominated product standard.

What benefits can a certified product bring to your organisation?

- **COMPETITIVE EDGE** – make your product stand out! The red 'five tick' StandardsMark™ is an instantly recognisable logo that your product meets recognised safety or performance benchmarks in International or Australian/New Zealand Standards.
- **MARKET ACCESS** – compliance with certain standards or specifications can mean wider market acceptance from both customers and regulators.
- **REDUCED RISK OF PRODUCT LIABILITY CLAIMS** – certification demonstrates that you have the capability to consistently manufacture a product to meet a recognised standard, potentially reducing the risk of product liability claims being made against you or product recalls.
- **EXPORT SUCCESS** – SAI Global has agreements with agencies worldwide that can assess your product against country-specific regulatory market requirements.
- **ONGOING IMPROVEMENT AND PERFORMANCE** – continual monitoring of your product's performance, and the effectiveness of your process in achieving that performance, can lead to production efficiencies and performance improvements. These benefits apply particularly to the quality-based programs such as the StandardsMark™ scheme.

Enjoy wider market access, increased sales and customer confidence

Whatever your market, SAI Global can provide advice on which type of assessment or certification is best for your product and your business. Areas where SAI Global can assist include:

- Automotive accessories, components and materials
- Building including glass
- Electrotechnology
- Engineering
- Fire protection
- Gas industry
- Health care
- Horticultural
- Personal protective equipment
- Waste treatment
- Water industry
- Water quality
- Wood packaging
- Children toys
- Toys.



Why Choose SAI Global?

SAI global prides itself on being able to provide a professional efficient and effective service for our new, existing or clients wishing to transfer their certification.

- Highly trained technical staff with a wealth of industry knowledge.
- Combined package of certification and testing.
- Improved speed to market of certification.
- Audit durations based on an annual basis.*
- A market competitive Fee structure – SAI Global has a flat certification fees that are all inclusive of travel, accommodation, associated expenses and JAS-ANZ accreditation fees, there are no hidden charges related to our service.
- The use of specifically trained country of origin resources that enables on-time response between the manufacturing facilities and local resources.
- New 'Subsequent Licences' at substantially reduced fees where a factory holds their own licence with SAI Global and a client wants to hold a licence in their own name.
- Changes to schedule of certified products are charged at an hourly rate, not a fixed charge. SAI Global encourages our clients to bundle their product changes together and consolidate the information to reduce our time and save you money. This service is very responsive and your client manager works with you to ensure that your company receives the updated certification licences within the agreed timeframes.
- Factory details – The manufacturing facility details will not be disclosed on our certificates or database register (unless requested by the license holder), the manufacturers information is held in the strictest of confidence. The certification documents and data base only show the licence holder's details.
- No Royalty fees.
- Client Manager Resources – The SAI Global Client Managers are full time permanent staff in contrast to many certification bodies. SAI Global has increased our Client Managers globally, placed strategically to suit our client base, allowing SAI Global to utilise local resources where possible to better respond to our client's requirements.
- Allocation of dedicated Client Manager and Support Team – your support is only a click of button or phone call away. Our technical expertise of our certification team promotes confidence in our new service model. The business restructure has enabled the allocation of program Team Leaders to provide additional support and an escalation point for any client concerns.
- SAI Global Client Managers maintain an active role in the standards development process so that we can keep our client up to date with any proposed changes to standards.
- We can provide your CE, EN, PPE, ANSI, NFPA, ASTM, ASTM, ISO, AS/NZS certification and certifications to a range of other International Standards.
- SAI Global is a CE notified body, our notified body number is 2056 for all your certification needs acquiring the "CE mark" for the PPE directive for all EU nations.

*Some programs are required to have bi-annual audits dictated by Government regulators.



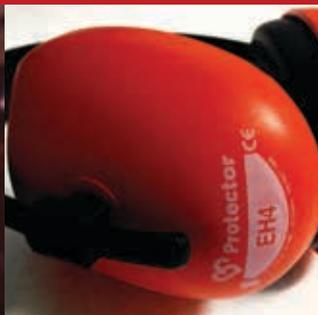
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Five Ticks StandardsMark™

Where have you seen the Five Ticks?

The Five Ticks StandardsMark™ has become synonymous with quality and safety. Many consumers look for the Five Ticks so they have peace of mind – from the children's car seats, to the helmet they choose when riding a motorbike – from the Personal Protective Equipment glasses to the harnesses used for fall arrest.



Check a certification

Visit the SAI Global Certification Register

<http://register.saiglobal.com>

Certified Product WaterMark Scheme

Plumbing products require mandatory certification to the WaterMark Scheme. Approval is based on the certification of products to nominated Standards and Technical Specifications, as listed in Australian building Codes board Watermark certification schedule of specifications.

The certification requirements for particular plumbing products are related to the 'risk' to the plumbing and drainage system, and are allocated on two levels:

- **WATERMARK LEVEL 1** – an audit program for higher risk products. Similar to the StandardsMark™ Scheme, it is a System 5 program, which demonstrates that the manufacturer has the capability to consistently manufacture a product to meet the relevant Australian product Standard. It combines type testing of the product samples and a rigorous ongoing annual audit of the manufacturer.
- **WATERMARK LEVEL 2** – for lower risk products. It is a type test System 1 program; therefore no assessment of the manufacturing process is required. The licence is issued for three years.

Some examples of products that require Watermark

- Certification (but not limited to) toilets, taps, pipes.



For a listing of WaterMark certified organisations, visit the Australian building Codes board www.abcb.gov.au/product-certification/watermark

- **PLUMBING SAFETY TYPE TEST PROGRAM** – SAI Global offers Type Test certification for materials/products that will benefit from independent verification, either as part of a supply chain to certified end products or by customer demand. There are requirements within many product standards for raw materials to show compliance. The Type Test certification is an ideal way for the supplier to show that their material/product complies.



SAI Global Exclusive Services

Dual marking option for plumbing products

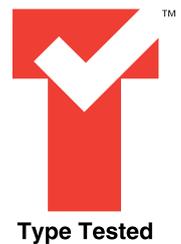
SAI Global provides a Dual Marking option, which has been specifically made available to those of SAI clients that

- Seek to sell to markets with both water and gas applications.
- Seek to differentiate their plumbing products with the StandardsMark™ 5 ticks branding.
- Require independent System 5 certification for water industry infrastructure stakeholders such as the Water Services Association of Australia.
- The Dual Marking Service applies to products that are within one standard and that can be certified under both WaterMark Level 1 and StandardsMark™ Schemes.



Type Test Scheme

The Type Test Scheme involves a one-off product review and test report assessment for materials/products that will benefit from independent verification either as part of a supply chain to certified end products or by customer demand.



Type Test certificates have a defined life, requiring full re-submission for testing at the end of a specified time, or if any significant modifications are made to the product.

- **THE TYPE TEST VERIFICATION PROCESS** – is a System 1 Certification where the independent test reports of the sample product/material coming from an accredited and/or recognised laboratories are assessed for compliance to the specific standard and its applicable sections.
- **TYPE TEST CERTIFICATE** is issued for 3-5 years.

SAI Global offers Verification to 'Best Environmental Practise Guidelines' for PVC that is set by the Green Building Council Australia.

This program is accredited by JAS-ANZ.



Conformity Assessment Programs

System 5 Product Certification

SAI Global Product Services Product Compliance Program Types provides a high degree of confidence that your company is capable of consistently producing products that meet the requirements of a recognised Standards for that product.



The scheme involves initial product type testing, followed by assessment, regular production batch testing and evaluation of the effectiveness of your company's manufacturing processes in ensuring continuing compliance. Certification by SAI Global to Standards results in the right to display the red StandardsMark™ in the marketing, packaging and promotion of the product, as well as on the product itself.

Only SAI Global offers access to this key competitive certification mark

This scheme is suitable for consumer, electrical, safety, plumbing, infrastructure and building products.

The StandardsMark™ Scheme includes:

- **DESIGN VERIFICATION** – sample(s) of the product are assessed for compliance with the relevant product specification or Standard (also known as Type Testing).
- **DOCUMENT REVIEW** – The documented quality plan for the design and manufacture of the product is reviewed, to ensure that appropriate controls are in place to address risks to designated standards or specifications.
- **QUALITY PLAN IMPLEMENTATION** – On site assessment by SAI Global's independent experts takes place to ensure that the quality plan is effectively implemented in practice to achieve ongoing compliance.
- **ONGOING ASSESSMENT** – regular assessments, both of the product itself in batch production and of the manufacturing site, verify that quality plans are being maintained and the product continues to comply with the Standard.

This program is accredited by JAS-ANZ.



Find out if a standard is a mandatory requirement, visit: www.productsafety.gov.au/content/index.php/itemId/970773

Gas Safety Certification Scheme



The Gas Safety Certification Scheme is offered by SAI Global for gas appliances and components. SAI Global's gas appliances and components scheme is a System 2/3 certification scheme where compliance to the relevant standard is confirmed through independent testing and review of test reports. Ongoing compliance of the certified product is demonstrated via an annual product evaluation.

The SAI Global Gas Safety Scheme incorporates:

- Type A gas appliances (up to 500MJ/h)
- Commercial catering equipment
- Industrial appliances (generally appliances up to and not exceeding 500MJ/h)
- Camping and leisure equipment
- Components.

Gas Cylinder Test Stations Scheme



In Australia, Statutory Regulations require refillable gas cylinders (for the storage and transport of gas under pressure), including LP Gas cylinders for barbecues, fire extinguishers, SCUBA, LP Gas fuel vessels for automotive use, etc., to be periodically inspected and tested. Periodic inspection intervals for retesting different cylinders are specified in the Australian Standard. Out-of-test date LP Gas cylinders cannot be filled until tested and restamped by an approved gas cylinder test station (GCTS).

Gas bottles that pass all of the tests are stamped with a new inspection date, showing the month and last two digits of the year. In addition, the test station stamps its own unique test station mark onto the gas bottle.

SAI Global operates a scheme that grants certification to Gas Cylinder Test Stations which meet the requirements specified in the AS 2337 series of Standards. The scheme has been operating for more than 40 years and provides a basis for uniform inspection and testing of cylinders and vessels that comply with AS 2030.1 (formally known as the SAA Gas Cylinder Code). The Gas Cylinder Test Station assessment process also includes the verification of the competency of the staff as well as the equipment requirements as outlined in relevant Australian Standards.

Interested and want to learn more about obtaining certification? Please contact our business development team.

Conformity Assessment Programs

CodeMark™ Certification Scheme



The CodeMark™ Certification Scheme is a regulatory Scheme where the product must be compliant to a specific section of the Australian or New Zealand Building Code. This may also require compliance to a relevant Standard.

The product is tested; the manufacturer and possibly installation site(s) are audited for compliance.

The Certificate has a three-year life, after which a triennial audit, including full review is conducted. SAI Global will also conduct annual surveillance audits. These may include:

- Re-testing
- Manufacturer and/or installation site inspections
- Examination of technical documentation/manuals.

Benefit of Codemark™ Certification

- Legislated product acceptance of certified products by building control authorities
- Managing legal liability
- Increased market potential and improved efficiency
- Confidence for designers, architects, builders, building control authorities, consumers and others who specify or use CodeMark™ certified products
- Details of the certified products will be updated on the SAI Global web site certification listing. This listing details all SAI Global certified products, including the CodeMark™ certified products, and is publicly available information for you and your customers.



Testing Services

A critical component of the Product Certification process is Type Testing of product models submitted for certification. For type test reports to be acceptable they must fulfil certain criteria that includes being from a competent test laboratory.

SAI Global has an extensive global network of recognised laboratories* that supply type test reports in support of various SAI Global product certification schemes. SAI Global can cost effectively manage your testing requirements and our dedicated team of professional technicians and engineers have had many years of knowledge and experience.

SAI Global Testing Laboratories

Sai Global (NZ) limited trading as imtest is an ianz (International Accreditation New Zealand) and ABS (American Bureau of Shipping) accredited test laboratory specialising in the certification testing of:

PPE laboratory

- Testing of personal protective equipment
- Impact attenuation of playground safety surfaces
- Specialises in the testing of helmets (HTest), visors and related products.

Cylinder testing laboratory (Ctest)

- Re-certification of gas cylinders
- Filling and servicing of gas cylinders
- Pressure testing of hoses.

Product and materials laboratory (Ptest)

- Testing of metal and metal products
- Testing of plastic and plastic products
- Research and development testing
- One off and prototype testing.



Recognised Laboratory Program



All testing must be carried out at a recognised SAI Global laboratory. SAI Global recognises ILAC MRA signatories and IEC member accredited laboratories that have the relevant test methods/standards in their scope of accreditation. Laboratories not covered by these accreditations can be recognised through a separate SAI Global process.

Where the laboratory is not accredited by an ILAC member or is accredited but the test method is not included in the scope, an on-site assessment by SAI Global will need to be conducted, including test witnessing. This is usually concluded in one day with annual or bi-annual surveillance assessments. The frequency of the surveillance assessments depend on the level of accreditation and the complexity of the assessment.

Our Auditors are technical experts in the area of testing and are competent with the requirements of ISO/IEC 17025.

As part of the Recognised Laboratory Program, recognised laboratories receive a statement of recognition from SAI Global. Including a listing on the SAI Global publicly available website.

The relationships that SAI Global enjoy with testing laboratories adds value to all stakeholders and develops business from new and existing clients.

Key Benefits

- High level of integrity, mitigates the risk for all stakeholders
- The recognised laboratory program is a partnership providing both parties with;
 - access to a wider pool of prospective clients.
 - joint development of business from new and existing clients
- Clients benefit from having transparency between testing and product certification.

For more information, email imtest@saiglobal.com

Steps to Product Certification

Achieving product certification or assessment does not need to be a complicated process. The following steps outline the process for both Type Test and Audit Programs.

The steps to Certification

1. What you need to know before you embark upon certification

Do you need certification or assessment to gain entry to your chosen market? Who are your customers, and what do they look for in the product? Where is your market? If you are unsure of the market requirements for your product, consider your customers, Government websites (e.g. www.productsafety.gov.au), industry associations and local agents.

2. Product standards or specifications

What standards or specifications are essential for your product? Which are desirable to deliver a competitive edge? In many cases, a product may be required to meet a number of standards or specifications; in others, a minimum level of assurance may be required.

Visit infostore.saiglobal.com/store to obtain standards.

3. Does your product conform?

Before applying for certification, you should make an assessment of whether the product is likely to meet the standard. This may be by internal or external assessment.

NOTE: it is important to determine whether any modifications are necessary before you submit to the certification process. Making changes at this stage will speed the process and reduce the likelihood of failure and the need for repeat testing.

4. Submit an application

You will need to submit detailed information about the range of products for which you are seeking certification.

For further information, refer to the Product Certification Guide to Applicants.

5. Submit your product for testing

A sampling plan will be agreed to, and your product will be tested by a recognised laboratory (normally NATA accredited or equivalent). SAI Global technical staff will assess the evidence of compliance of the design and performance of your product against the nominated Standard or specification.

6. Type Test Program

The Type Test program involves a one-off product review and test report assessment. It also involves the review of the product but not product performance.

Type Test certificates have a defined life, requiring full re-submission for testing at the end of the specified time or if any significant modifications are made to the product.

If there are changes to the product or the standard, additional type testing may be required.

7. Audit Program:

a) Work to refine and update your Quality Plan

The areas your quality plan should address include:

- Product design changes.
- Purchase and acquisition of components and sub-assemblies.
- Process control and assignment of specialist tasks.
- Inspection and test programs, including those nominated by the particular Standard or Specification.
- Personnel training programs.

NOTE: for companies with an established Quality Management System, the quality plan for the particular product would normally form a small subset of the overall system

b) Prepare for the Certification Audit

Ensure that all the processes documented in your Quality Plan are in place and effectively implemented. Your factory is then ready to be audited by independent experts from SAI Global.

This Certification Audit determines whether your systems and processes will consistently manufacture product that complies with the standard.

c) Ongoing monitoring.

To ensure the ongoing compliance of quality production processes, SAI Global will conduct periodic Surveillance Audits of your factory.

Assured solutions in a complex world

Today, business success relies on achieving a critical balance between the competing demands of stakeholders' requirements and commercial pressures.

This balancing act takes place against a backdrop of increasingly onerous legislative and regulatory requirements and growing community expectations that are directly affecting today's corporate decisions.

As a result, many businesses are using formalised systems to effectively manage their operations. This ensures strategic focus on long term aims such as profitability and growth, while competing demands such as the management of risk, assets and reputation are also addressed.

That's where SAI Global can help and inform you how to implement and maintain a system that matches the needs of your business, today and in the future, while independently demonstrating compliance to all interested parties via conformity assessment, verification, and certification of your products and management systems.

SAI Global: offering standards, assurance and innovation to businesses globally

Standards

SAI Global is a leader in business publishing which enables it to provide its clients with access to millions of different national and international Standards, legislations and codes of practice.

This includes ISO, IEC, Australian Standards®, European, North American, and Japanese Standards. These can be provided as a one off – in hard copy or PDF – or via online subscriptions.

For more information, email sales@saiglobal.com/shop or visit www.saiglobal.com/shop

Training

SAI Global's Training and Improvement Services team are well positioned to serve the world's leading innovators, with many business improvement and education services ranging from introductory to advanced courses on Standards and topics like OHS, Quality Management Systems, Six Sigma, Risk Management, Food Safety and Environmental.

For more information, email training@saiglobal.com or visit www.saiglobal.com/courses

Assurance Services

SAI Global is one of the world's leading providers of independent assurance. This experience provides the ability to assist clients with audit services that help manage risk.

With a large pool of auditors drawn from a wide range of industries and academic disciplines, SAI Global's auditors are matched with the business needs of its clients.

SAI Global Assurance Services provides certification for a number of programs including:

- ISO 9001, Quality Management Systems
- ISO 14001, Environmental Management Systems
- National Quality and Safety in Health Service Standards
- Medical Devices
- AS 4801/ OHSAS 18001 Occupational Health and Safety
- ISO 27001 Information Security Management Systems
- ISO 22000, Food Safety Management Systems
- HACCP
- GFSI Standards – BRC, SQF.

SAI Global can bring its experience around the world to your business locally.

Accreditation, Recognition and Experience – Peace of Mind

In order to provide the most value to its clients, SAI Global has sought to have the majority of its certification services accredited by recognised accreditation bodies. These vary from region to region but include JAS-ANZ, ANAB, ANSI, UKAS, CNAS.

Most importantly, all of SAI Global's accreditation bodies are members of the International Accreditation Forum (IAF), which is the world association of Conformity Assessment Accreditation Bodies and other interested parties.



SAI Global

SAI Global (ASX: SAI) provides organizations around the world with information services and solutions for managing risk, achieving compliance and driving business improvement. With offices around the world, we are able to help your business think locally but act globally.

We audit, certify and register your product, system or supply chain through independent assessment to reduce risk and enhance service and product quality.

We provide legal, compliance and risk management professionals with a broad range of technology enabled programs and consulting services that facilitate good governance and awareness of compliance, ethics and policy issues.

Our aggregated access services to over 1 million Standards, Handbooks, legislative and property publications from hundreds of publishers, providing you with the ability to reference and manage critical business information.

And we provide the training that business professionals around the world need to improve their individual performance and help their organizations succeed.

Welcome to SAI Global where
we inspire, improve and inform

www.saiglobal.com

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