



## ***Portfolio of Services - 2010 Industry & Facilities Division***

***Move Forward with Confidence***





## ***Bureau Veritas, Your Compliance Partner***

Established in 1828, Bureau Veritas is a professional services company whose over-riding aim is to provide clients with all the necessary services required to achieve, maintain and demonstrate compliance with their Quality, Health, Safety & Environment (QHSE) and Social Accountability obligations. At the heart of all our services, you will find an underlying law, regulation, standard, elected specification or similar driving a client requirement.

Our services are then designed to respond to these requirements by either advising the clients of their risks and the most appropriate course of action (consulting), assessing and monitoring the status of physical assets (inspection and testing services) or assessing the effectiveness of management systems (assurance/audit and certification services).

With its international network, Bureau Veritas is uniquely placed to serve its customers on an international level with a coordinated global service in support of a specific business requirement.

In this document dedicated to our Industry and Facilities field of expertise, we aim to provide you with an overview of our range of services which can be grouped according to the specific needs of a customer sector.

### **Why choose Bureau Veritas?**

- An independent, technically and financially robust partner.
- A long, dynamic and successful history.
- A global network with local expertise.
- Corporate compliance solutions to reduce risk and improve performance.





## *Industry*

*Move Forward with Confidence*



**BUREAU  
VERITAS**



**BUREAU  
VERITAS**

## Bureau Veritas **Services**

# **SUPPLIER TECHNICAL ASSESSMENT / VENDOR QUALIFICATION / TECHNICAL AUDIT**

*The Strategy to address new challenges of the global supply chain.*

## **BUSINESS CHALLENGE**

Purchasers, such as owners, operators, contractors or engineers are facing a variety of new constraints and challenges with their Supply chain:

- Suppliers are far from Purchasers decision centers,
- Specific local regulations may apply in addition to global industry norms,
- Language and cultural issues can complicate communication, ...

Although Suppliers may have good reputation in their market place and may be certified against international standards, Supplier risk management has become more critical for Purchasers:

- Deadlines are tighter meaning quality and timely delivery of products or services is critical.

Adequate quality and schedule controls are essential.

- Cost of surveillance may considerably increase.

After information is collected about Suppliers and their organization, the next challenge is to assess their work execution. An innovative and cost effective way to qualify Suppliers is required for Purchasers to establish confident trading relationships with Suppliers and to maintain these relationships moving forward.

The Bureau Veritas Supplier Technical Assessment Service is a tangible and proven methodology for successfully quality suppliers.

## **SOLUTION**

### **What is Supplier Technical Assessment?**

Supplier Technical Assessment is a decision tool for Purchasers coping with Suppliers qualification when considering their capabilities to manufacture specified industrial components or provide services.

These services are generally 2nd Party assessments, based on customized on-site processes and focused on Suppliers technical execution.

Supplier Technical Assessment requires a wide network of technically qualified personnel across continents to properly assess manufacturing processes and types of products or provided services.

It can encompass QHSE or CSR issues at the same time to leverage the most value from the output.

The typical deliverable is a gap assessment report including recommendations to move forward and follow-up suggestions.

### **What are the key benefits of Supplier Technical Assessment for Purchasers?**

- Clarity to make well-informed Supplier qualification decisions
- Confidence to trade in specific geographical regions with Suppliers
- Fully tailored assessment plans
- Cost effectiveness in Suppliers qualification program

## **OUR REFERENCES**

- **Total CTG** - 60 suppliers in China, India, South East Asia, Middle East, Eastern Europe  
Boilers, pressure vessels, exchangers, valves, commodities, elec components...
- **Petrobras** - 150 suppliers for QHSE, SA and Technical issues - 2 years
- **BP International** - 60 suppliers in China, Korea, Japan, India...  
Manufacturers, casting, forge, machine shops, heat treatment
- **Total "Kharyaga" project** - 40 suppliers, remote locations in Russia [-46°C temp. rating]  
Switch gears, HV-LV cables, valves...

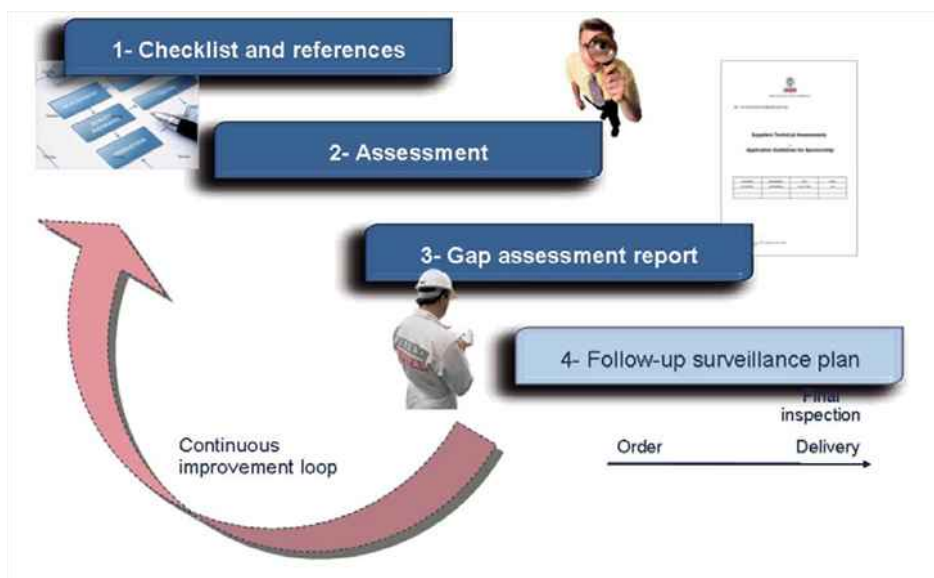
High variety of Customers, applications, equipment, locations, codes and standards...



## WHY CHOOSE BUREAU VERITAS ?

- **Recognition** - Founded in 1828, Bureau Veritas is the worldwide leader specialized in QHSE (Quality, Health, Safety, and Environment) and CSR (Corporate Social Responsibility) services. Certified to ISO 9001 for all of its activities throughout the world, the Company has earned a large number of accreditations and notifications, as a well-known independent party.
- **Knowledge and expertise** - Our qualified local teams are familiar with inspecting equipment and services; they are staffed with technical experts (metallurgy, NDT, electrical, rotating or static machinery, etc) and senior QMS lead auditors.
- **Network** - With more than 39,000 employees in 900 offices and laboratories covering 140 countries, Bureau Veritas has a genuine global reach, able to act quickly worldwide on clients' behalf.
- **Online reporting service** - Our exclusive secured extranet, BVNet enables clients to monitor progress of their Supplier Assessment program wherever in the world. BVNet facilitates follow-up and instant reporting; this platform is customized to specific client requirements.

## BUREAU VERITAS APPROACH



### CONTACT

For details about this service, please contact  
Bureau Veritas - Philippe LAFONT

- By phone: +33 (0) 1 55 24 76 91
- By e-mail: philippe.lafont@fr.bureauveritas.com

### FOR MORE INFORMATION

please visit:  
■ [www.bureauveritas.com](http://www.bureauveritas.com)



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## Bureau Veritas **Services**

# SHOP INSPECTION

*Reducing risk from industrial supply purchases.*

## BUSINESS CHALLENGE

In most industrial sectors (such as chemical, automotive, metallurgical, or oil & gas), large construction projects involve the purchase of a vast number of items supplied by many different manufacturers. Quality and safety are key for these projects. So it is of vital importance to check the quality of every single item, no matter how small. These items range from raw material to finished products. As some indication of the diversity of items concerned, they can include pipes and tubes, equipment ranging from valves and faucets to boilers and motors, engines for anything from lifting equipment to elevators, electrical and electronic devices.

Any purchase carries embedded risk. If a part is faulty, but the fault is not detected, the risk of something going wrong becomes embedded within the new asset.

## SOLUTION

### What is Shop Inspection?

Shop Inspection involves inspecting items at their place of manufacture before delivery. This is the most convenient and cost-effective way to determine whether a product, service, process, piece of equipment or installation complies with expressed needs, customer expectations, applicable regulations or other specific requirements.

Shop inspection can include design review, review of material certificates, visual inspection, various Non Destructive Testing (NDT), attendance, supervision or performance of mechanical or functional tests.

### What are the key benefits?

- Avoid risks linked to quality and safety problems with supplies;
- The reassurance of an independent assessment;
- Confidence to use supplied items thanks to detailed reports and certificates;
- Cost-effective way to verify Quality Assurance/Quality Control organization of suppliers;
- Skilled personnel with relevant experience and qualifications at your service.

## WHY CHOOSE BUREAU VERITAS?

**Recognition** - Founded in 1828, Bureau Veritas is the worldwide leader specialized in QHSE&SA services. Certified to ISO 9001 for all of its activities throughout the world, the company has earned a large number of accreditations and notifications, including European ones.

**Knowledge and expertise** - Our qualified local teams are familiar with inspecting all kinds of supplies: materials and components, pressure equipment, mechanical equipment and machinery, electrical equipment.

**Network** - With more than 39,000 employees in 900 offices and laboratories covering 140 countries, Bureau Veritas is able to act quickly on its clients' behalf anywhere in the world.

**Online reporting service** - Our exclusive password secured extranet, BVNet enables clients to monitor progress of their shop inspections worldwide. BVNet facilitates follow-up, speeds reporting, and can be customized to specific client needs.

### RELATED SERVICES

In addition to Shop Inspection, Bureau Veritas offers a wide range of related services, including:

- Product Conformity Assessment
- Design Verification and Certification
- Site inspection (survey of construction)
- Inspection of in-service equipment





## OUR APPROACH

Bureau Veritas provides shop inspection services as a third party (Third Party Inspection, or TPI) and second party inspection worldwide.

TPI can be statutory (like European Directives or ASME) and carried out within the corresponding regulatory frame.

Where equipment is destined for use within Europe, Bureau Veritas can act as a notified body, performing conformity assessment on products often subject to a long list of directives and regulations.

Shop inspection services are also offered for equipment that does not have to meet mandatory requirements. Conformity can be assessed in line with any specified standards. These may be national/international standards such as the American, ASME, API codes or any other national codes such as those applicable to Australia, New Zealand, India, etc.

TPI can also be voluntary, and carried out completely independent of the parties involved (for example, in the case of ISO/IEC 17020, formerly EN45004). Scope is specified by the client, and the inspection services are then carried out at the manufacturer's workshop.

Bureau Veritas inspectors are experienced and qualified. Their individual qualifications have been earned both within Bureau Veritas (levels and fields of competence) and externally. We select inspectors to match the needs of a specific inspection.

## FAQ

### **What can Bureau Veritas do that my Quality Department people could not, to inspect our purchases?**

If your quality inspectors are based in one place, or a limited number of places, the cost would be prohibitive. You would need to send them to every country where pieces of equipment for your project are made.

If you choose to inspect materials and equipment parts on arrival, there are many significant risks: late assessment (if equipment is defective, there will be delays for new supply); lack of costly measuring equipment normally available at the manufacturer's workshop; inability to check items which have become hidden when the piece of equipment is assembled.

## CLIENT REFERENCES

- ADNOC
- AGIP
- CODELCO
- ONGC
- MITSUBISHI HEAVY INDUSTRIES
- PEMEX
- PETROBRAS
- SHELL
- TOTAL

## CONTACT

For details about this service, please contact  
Bureau Veritas

- By phone: +33 1 55 24 77 10
- By e-mail: [oilandgas@bureauveritas.com](mailto:oilandgas@bureauveritas.com)

## FOR MORE INFORMATION

please visit:

- [www.bureauveritas.com](http://www.bureauveritas.com)





**BUREAU  
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## Bureau Veritas **Services**

# EXPEDITING SERVICES

*Assuring Project Timetables are kept on Schedule.*

## BUSINESS CHALLENGE

In today's international marketplace, it is typical to find engineered equipment, for a single project, being supplied by multiple manufacturers in various countries. The coordination and facilitation of global expediting activities requires a firm with a unique international network. Bureau Veritas is comprised of over 700 offices globally and can provide expeditors at various locations. All of our Expeditors follow the same established procedures, whereby, no matter the geographic location, our clientele can expect a uniform level of service.

## SOLUTION

### What is Expediting?

Expediting is one of the major activities contributing to the successful execution of major projects; it enables the site construction work to proceed as scheduled and helps to minimize delays and costly product deficiency issues. Expediting requires detailed and quantified analysis of causes and effects throughout the critical path of fabrication of a given piece of equipment, from ordering to delivery. This includes: Order status; Inventory of equipment in stock; Design verifications; Progress in Manufacturing, Testing, Packing, Shipment and Delivery. Bureau Veritas' expeditors are onsite to monitor and follow-up on the progress of various critical path tasks.

They are there to provide visibility to and assurance of normal progress of fabrication. We provide details clarifying that critical path tasks are being achieved in line with the forecasts as well as minimizing the risk of unexpected or undesirable delays which might impact project deadlines.

### What are the key benefits?

- Minimize unexpected or undesirable delays
- Minimize costly product deficiency issues
- Third Party inspection results assure for independent, un-biased results.

## WHY CHOOSE BUREAU VERITAS ?

**Recognition** - Founded in 1828, Bureau Veritas is the worldwide leader specialized in QHSE&SA services. Certified to ISO 9001 for all of its activities throughout the world, the company has earned a large number of accreditations and notifications.

**Knowledge and Expertise** - Our qualified local teams are familiar with monitoring and analyzing causes and effects throughout the critical path of fabrication. Our expeditors are experienced utilizing specification criteria defined by API, AWWA, AWS, ASTM, ASME, ANSI, IEEE and client project documentation.

**Network** - With more than 39,000 employees in 900 offices and laboratories covering 140 countries, Bureau Veritas is able to act quickly on its clients' behalf anywhere in the world.

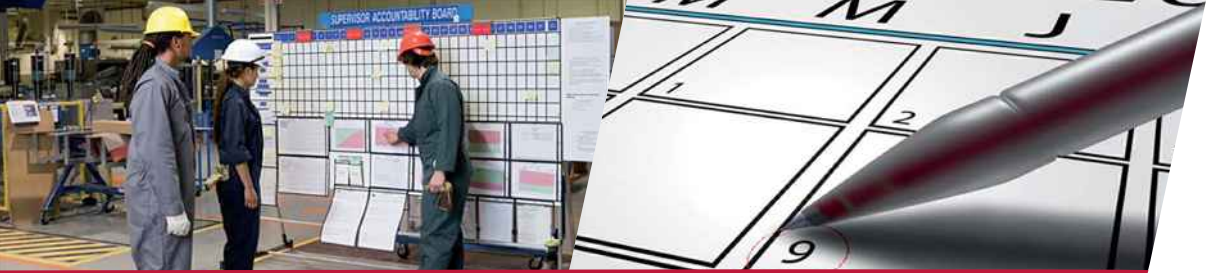
**Online Reporting Services** - Our exclusive password secured extranet, BVNet enables clients to monitor progress of their shop inspections worldwide. BVNet facilitates follow-up, speeds reporting, and can be customized to specific client needs.

## RELATED SERVICES

Bureau Veritas offers a wide range of services related to Expediting Services:

- Shop Auditing and Verification
- Welding Procedure Specifications Consultation
- Weld Procedure Review
- Welder Qualifications Review
- Welding Consulting
- Certified Welding Inspections
- Protective Coatings
- Dimensional Conformance
- Functional and Operational Test Witnessing
- Stop / Control Valve Hydrostatic Testing
- Casing Hydrostatic Testing
- Rotor (pump) Over-Speed Testing
- Final Balance Testing

These services are built to be compatible and can be combined to generate efficiency, consistency and optimization.



## OUR APPROACH

Expediting enhances the performance and successful execution of purchase contracts, covering an unlimited scope of materials and services. It improves communication, assists in the avoidance of vendor originated material, and production delays, and serves as one of the best quality assurance methods of keeping construction projects on schedule and within costs. Bureau Veritas' prime objective is to have the delivery occur at the due date and in compliance with our Client's specifications.

Bureau Veritas' Expeditors visit manufacturing plants to ascertain and confirm the pre-manufacturing, manufacturing and post-manufacturing activities through interviews and visual examination. Our Expeditors evaluate the actual progress against the scheduled manufacturing progress, which is provided by the vendor at the manufacturing plant. They utilize their experience to determine when tasks must be escalated and offer solutions on how to maintain the scheduled delivery.

Our Expeditor visits are generally made to coincide with the milestone activities to assure completion is in line with the production plan. Bureau Veritas' Expeditor provides information and is as transparent as possible to our clients, providing real-time fabrication data which includes the following:

**Verify that purchasing specifications have been properly understood and applied on-site.**

- Collecting and reporting directions for visits to the supplier at a defined frequency (from client supplied documents).
- Assuring the supplier's commitment to maintaining the proper level of effort to meet the established production program targets and schedule.
- Verifying all required steps in the work process / schedule are completed prior to items shipped.

**Identify difficulties or issues which may affect the time delivery of the client's products.**

- Assuring that any delivery slippage or production performance related problems are raised at the appropriate level in the suppliers' works.
- Anticipating delivery problems and reporting accordingly, proposing actions required to prevent problem occurring.
- Reporting remedial actions required to recover production program slippage.

**Facilitate communication between client and suppliers.**

- Verifying and communicating the achievement of progress claimed by the supplier.
- Advising of any serious problems or delays anticipated or encountered during visits.
- Verifying that expediting reports are written for each purchase order or sub-order on each supplier that are visited and forwarded to the client for verification and approval prior to shipment of any items.

## FAQ

**Who are your typical clients?**

Our clients come from various sectors of the market such as: Oil & Gas, Power Generation, Water / Wastewater, Manufacturing, Pharmaceuticals and other markets.

## CONTACT

For details about this service, please contact  
Bureau Veritas

- By phone: +33 1 55 24 70 00
- By e-mail: [oilandgas@bureauveritas.com](mailto:oilandgas@bureauveritas.com)

## FOR MORE INFORMATION

please visit:

- [www.bureauveritas.com](http://www.bureauveritas.com)



**BUREAU  
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## Bureau Veritas **Services**

# ENVIRONMENTAL ASSESSMENT & STUDIES

*Promoting positive environmental impact and protecting your organisation.*

## BUSINESS CHALLENGE

With the growing number of EU Directives on Environmental Impact Assessment, anticipating and managing environmental risks is crucial if your organization wants to avoid being exposed to liabilities. Comprehensive environmental studies and expert advice are vital to determine whether properties comply with regulations. The right guidance helps ensure that the best decisions are made in the future both for the company and for the environment.

## SOLUTION

### What is Environmental Assessment & Studies?

Environmental Assessment & Studies is a range of services for organisations whose buildings and operational sites may have an impact on the environment.

Bureau Veritas provides a unique combination of legal expertise and technical skills in such disciplines as land contamination, air quality, hydrology, noise pollution, ecology, geotechnical risks and landscapes.

### What are the key benefits?

- Ensure potential risks are identified;
- Assess and control environmental liabilities;
- Avoid potential fines and litigation;
- Target investments;
- Facilitate negotiations for future transactions;
- Demonstrate environmental compliance.

## WHY CHOOSE BUREAU VERITAS ?

- **Recognition** - Founded in 1828, Bureau Veritas is a worldwide leader specialized in QHSE and social responsibility services. Certified to ISO 9001 for all of its activities throughout the world, the company actively participates with professional authorities for the development of international standards and regulations.
- **Knowledge and Expertise** - Technical knowledge and availability of our qualified local teams, able to provide packaged and targeted information, are strengths appreciated by our clients.
- **Network** - With a network of 900 locations, 180 laboratories and over 39,000 employees in 140 countries, Bureau Veritas serves 370,000 customers in many different industries across the world.
- **Personalized service** - Bureau Veritas adapts its services to your needs and helps you identify your legal environmental obligations.

## RELATED SERVICES

In addition to Environmental Assessment & Studies, Bureau Veritas offers a wide range of related services including:

- Environmental Impact Assessment (EIA)
- Environmental Due Diligence
- ISO 14001 Certification
- Air Quality & Emissions Management
- Soil Remediation & Water Management
- Waste Management
- Environmental Performance Improvement – Energy Efficiency
- HSE Management
- Landfill Expertise
- Asbestos Risk Management
- Occupational Hygiene
- Workplace Health & Safety Management
- Indoor Air Quality



## OUR APPROACH

Bureau Veritas offers the following key services:

- Phase I/Phase II Environmental Site Assessments;
- Acoustic and vibration studies;
- Ecology and biodiversity studies;
- Dispersion modeling;
- Environmental due diligence;
- Environmental Impact Assessment;
- Regulatory permit compliance;
- Flood /hydrogeologic risk and impact assessment;
- Drainage studies;
- Transportation of dangerous goods.

## FAQ

### **What can environmental due diligence do for my company?**

Environmental due diligence can protect your company against environmental liabilities incurred following real estate transactions.

### **What does the Phase I Environmental Site Assessment cover?**

Phase I ESA is a report prepared for real estate holdings which identifies specific environmental contamination liabilities.

The main aspects include: potential soil contamination, underground water quality, surface water quality, definition of chemical residues within building structures, identification of building materials containing asbestos, inventory of toxic substances stored or used on site, assessment of mould and mildew and evaluation of other indoor air quality parameters.

## CASE STUDY

### **Legal counsel for a major US telecommunications company**

Bureau Veritas was retained to conduct Phase 1 Environmental Site Assessments of 58 sites, in the context of the acquisition of an existing wireless communications company.

#### **Project approach:**

- A large project team was assembled to carry out simultaneous site visits throughout Northern California, including remote areas.
- Areas identified as potentially affected were promptly investigated to assess whether hazardous substances or petroleum products were present at levels exceeding regulatory guidelines.

#### **Benefit:**

The project was completed on time and the client was able to proceed with a successful acquisition.

## CONTACT

For details about this service, please contact  
Bureau Veritas

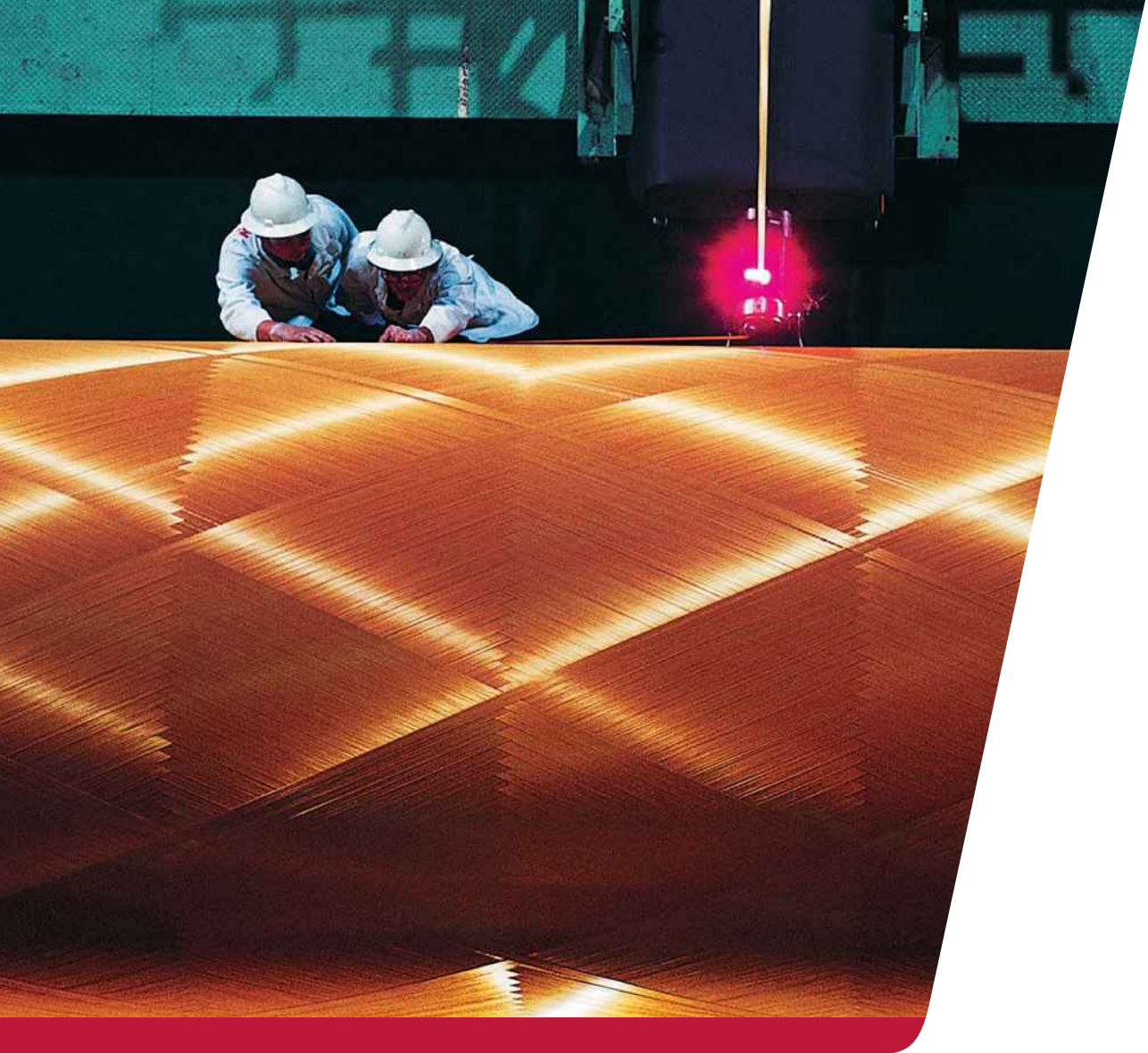
- By phone: Please contact your local office
- By e-mail: [hse@bureauveritas.com](mailto:hse@bureauveritas.com)

## FOR MORE INFORMATION

please visit:

- [www.bureauveritas.com](http://www.bureauveritas.com)





## ***In-Service Inspection & Verification***

***Move Forward with Confidence***



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## IN-SERVICE INSPECTION & VERIFICATION

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**BUREAU  
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## Bureau Veritas **Services**

# HSE TRAINING SERVICES

*Helping you develop a health & safety, environmental and quality policy with effective support from your employees.*

## BUSINESS CHALLENGE

You need to establish training programs that educate your own employees and your supply chain partners about health & safety, environmental and quality issues in the workplace.

Training can be carried out to deliver short-term requirements, such as for behavioural improvement or for re-skilling of re-deployed people. Or it can be part of long-term planned programs for induction of new employees or preparing staff for job changes.

Whatever the need, you want to ensure that people are properly qualified and competent to do the job.

## SOLUTION

### What are the HSE Training Services?

Bureau Veritas offers a comprehensive portfolio of training services covering a wide range of compliance and business improvement issues:

- HSE management;
- Process safety;
- Occupational hygiene and safety at work
- Environment.

### What are the key benefits?

Targeted training keeps your business on an even keel. You must ensure that people - employees and contractors - are capable of carrying out their functions and understand the need to comply with standards, work practices, and legislation.

Bureau Veritas courses ensure that the people who work for your organization have the training that enables them to do their job with the right qualification and/or with respect to HSE standards.

## RELATED SERVICES

- HSE Consultancy
- Compliance audits HSE
- VeriPerf
- Quality Management
- Environmental Management
- Recognised qualifications

## WHY CHOOSE BUREAU VERITAS ?

Bureau Veritas can tailor training schemes to a client's topic list and timescale. We also offer gap-analysis determining the expertise of people in particular work, and developing a deficiency list to cover the gaps in legislative or working practices know-how etc.

The delivery of training can be at client premises, Bureau Veritas offices, or at regional centres as a result of industrial initiatives – i.e. multi-client training or awareness sessions to overcome specific industrial problems: permit to work, confined space entry, legionella awareness, fire-fighter basic training, NEBOSH safety training, etc.



## OUR APPROACH

Our approach is based on practical cases taken from business life and on feedback.

The ability of our trainers to react fast has allowed us to develop a "proactive" methodology, adapting course content to your needs.

- Analysis of needs: general goals, target population, specific issues/malfunctions,
- Educational course design: definition of courses, programs and course lengths, etc,
- Validation: approval by those in charge, field validation after test sessions, and adaptation of media used,
- Successful operational rollout.

## FAQ

### **Do you have a training offer for ISO 9001 and ISO 14001 and similar standards?**

Yes, we work with these types of standard in most of the countries where we do business.

### **Can you help in the training of operating technicians who are being re-deployed as safety inspectors?**

Yes again. Operating technicians make ideal safety inspectors because they have skills and they know what can go wrong during fabrication and maintenance activities. During the training, we will highlight those individuals who have the meticulous approach required to be an inspector, and we will confirm that view by examination.

### EXAMPLES OF BUREAU VERITAS COURSES

- Safety management systems
- Hazards identification
- Risk assessment
- Accident / incident investigation
- Safety inspections
- Review and audit
- Asbestos awareness
- ATEX
- Confined space entry
- Effective Safety committees
- Hearing conservation
- High voltage electrical safety
- Hot work permits
- Lockout / tagout
- Machine guarding safety
- OHSAS 18001 - an introduction
- Environmental Management System
- Environmental Impact Assessment
- HSE Manager
- Environmental Regulations
- Chemical Risks and REACH

## CONTACT

For details about this service, please contact  
Bureau Veritas

- By phone: Please contact your local office
- By e-mail: [hse@bureauveritas.com](mailto:hse@bureauveritas.com)

## FOR MORE INFORMATION

please visit:

- [www.bureauveritas.com](http://www.bureauveritas.com)





**BUREAU  
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## Bureau Veritas **Services**

# AIR QUALITY & EMISSION MANAGEMENT

*Improving air quality and your business performance.*

## BUSINESS CHALLENGE

Air quality is emerging as a significant worldwide issue for the decades ahead. International commitments aimed at dealing with climate change are putting considerable pressure on individual countries and their industrial communities. Local authorities are asking industrial plants, which are potentially responsible for pollution, to engage in regular and accurate monitoring and to cut emissions. For plant owners and operators, the challenge is not only to contribute positively to the environment through optimizing the production process but also to comply with a growing number of regulatory obligations.

## SOLUTION

### What is Air Quality & Emission Management?

Bureau Veritas provides a complete range of services related to air and emissions management including air quality monitoring, emission measurements, monitoring of emissions at the end of your process, Automated Measurements System (AMS), periodic tests (QAL: Quality Assurance Level and AST: Annual Surveillance Test), third party verification, on-line follow-up of your emission reports, Greenhouse Gas (GHG) consulting and training. In line with official guidelines, Bureau Veritas can also provide verification of CO<sub>2</sub> emissions under the EU Emissions Trading Scheme (ETS). Considered a key player, Bureau Veritas has provided technical input to the European Committee for Standardisation (CEN) for a new European standard on fugitive emissions.

### What are the key benefits?

- Comply with the requirements of numerous complex legal texts;
- Assess effects of new regulations on the environmental performance of your installations;
- Have your emissions measured by recognized technical experts;
- Run your site free of problems due to a non-compliance with European law;
- A single reliable verifying body present across Europe;
- Time- and cost-efficient.

## RELATED SERVICES

In addition to Air Quality & Emission Management, Bureau Veritas offers a wide range of related services, including:

- Water Emissions Management
- IPPC Assistance
- EMAS and ISO 14000
- Soil & Water Management and Remediation
- Waste Management
- Environmental Due Diligence
- Environmental Impact Assessment
- HSE Management
- Occupational Hygiene
- Workplace Health & Safety
- Indoor Air Quality

## WHY CHOOSE BUREAU VERITAS ?

- **Recognition** - Founded in 1828, Bureau Veritas is a worldwide leader specialized in QHSE and social responsibility services. Certified to ISO 9001 for all of its activities throughout the world, Bureau Veritas is also accredited as a Designated Operational Entity (DOE) by the UN for its Clean Development Mechanism (CDM) to validate and verify the reduction in levels of greenhouse gases in organizations that have implemented clean technology.
- **Knowledge and Expertise** - Technical knowledge and availability of our qualified local teams, able to provide packaged and targeted information, are strengths appreciated by our clients.
- **Network** - With a network of 900 offices and laboratories and over 39,000 employees in more than 140 countries, Bureau Veritas serves 370,000 customers in many different industries across the world.
- **Personalized service** - Bureau Veritas has developed a unique online reporting management tool called BVnet. This password-secure extranet exists in English, French and Chinese and allows clients to view and download every report, follow-up scheduled visits and manage progress of findings.



## OUR APPROACH

Our integrated approach brings together a comprehensive range of services to help our clients meet legislative requirements and their own internal targets. Specific services provided are:

- Air Quality Monitoring;
- Validation of Continuous Emissions measurement;
- Greenhouse Gas (GHG) Consulting.

We always begin with a thorough questionnaire about your current situation and the on-site mission. Our mission typically covers equipment deployment, stack emission measurement, report drafting, consulting to decrease or optimize emissions, and periodical follow-up.

## FAQ

### **What is the objective of the EU Emissions Trading Scheme?**

Since 1st January 2005, some 12,000 large industrial plants in the EU have been able to buy and sell permits to release carbon dioxide into the atmosphere. The so-called ETS enables companies exceeding individual CO<sub>2</sub> emissions targets to buy allowances from 'greener' ones. Investments in cleaner technologies can then be turned into profits while helping the EU meet its Kyoto commitments on climate change.

### **Which industrial sectors have verifications to perform regarding Automated Measurement Systems (AMS)?**

The EN 14181 standard sets the methods to implement for the AMS' acceptance and operation.

In Europe, the implementation of this standard is required by two directives (2000/76/EC and 2001/80/EC). The sites concerned are waste incineration plants and large combustion plants (boiler rooms, thermoelectric production plants).

## CLIENT REFERENCES

In the area of Emission Reduction Management services, Bureau Veritas has earned the confidence of many leading companies including:

- BHP Billiton
- BP
- ChevronTexaco
- Innovene
- Interconnector
- Shell Europe
- Total

## CONTACT

For details about this service, please contact  
Bureau Veritas

- By phone: Please contact your local office
- By e-mail: [hse@bureauveritas.com](mailto:hse@bureauveritas.com)

## FOR MORE INFORMATION

please visit:

- [www.bureauveritas.com](http://www.bureauveritas.com)



**BUREAU  
VERITAS**

## Bureau Veritas **Services**

# ENVIRONMENTAL NOISE AND VIBRATION MANAGEMENT

*Services to assess all areas of noise and vibration impact.*

## BUSINESS CHALLENGE

Excessive noise is an unwelcome consequence of infrastructure, industrial and commercial development. It can have a major impact on our day-to-day quality of life, as well as impacting on ecological receptors. Mitigating its effects is a significant concern for all parties involved with planning, transport, the environment and development. Similarly vibration can impact both on people and structures.

**Bureau Veritas Acoustics and Vibration** specialist services are employed for new and existing developments across a breadth of industries, in particular Commercial, Industrial, Residential, and Transportation Development, as well as Construction, Demolition, Quarrying, and Mining activities. We provide prediction and evaluation of noise for developers, engineers, architects, planning & environmental consultants and planning authorities.

According to national legislation, certain industrial activities or developments are required to assess their environmental impacts before they are granted consent from national authorities. In EC European countries, for instance, Environmental Impact Assessment is dealt with by European Directive 85/337/EEC as amended by 97/11/EC and 2003/35/EC. Permit to operate licences, where relevant, also need to consider noise as a pollutant.

## SOLUTION

### **What are the specialist services offered by Bureau Veritas for Environmental Noise and Vibration Management?**

- Detailed measurement and noise and vibration monitoring services;
- Computer modelling of noise impact incorporating detailed environmental factors;
- Presentation of results of assessment in a clear and precise manner;
- Engineering design advice on the modification of existing plant to reduce noise levels and to ensure that the noise and vibration emission from a proposed new or modified existing plant complies with appropriate limits;
- Assessment of noise insulation for properties and proposals;
- Management of construction site noise and vibration;
- Evaluation of Development Plans for housing or industrial initiatives;
- Liaison and negotiation with regulatory bodies regarding noise and vibration limits and planning conditions;
- Expert witness representation at public inquiries and appeals, preparation of proofs of evidence;
- Environmental auditing of overall company philosophy, approach and procedures relating to noise and vibration issues.

### **What are the key benefits?**

- Demonstrate compliance;
- Identify and limit risk;
- Minimise financial liabilities;
- Minimise time detracted from core business;
- Maintain business efficiency;
- Reduced insurance costs;
- Enhanced employee perception as a proactive and caring employer;
- Enhanced business image, to visitors, clients, and customers;
- Ensure that potential risks are identified;
- Control of your environmental liabilities.



## WHY CHOOSE BUREAU VERITAS ?

- **Recognition** - Founded in 1828, Bureau Veritas is a worldwide leader specialised in Quality, Health, Safety, Environment & Social Responsibility services. Certified to ISO 9001 for all of its activities throughout the world. The company actively participates with professional authorities for the development of international standards and regulations.  
For Acoustics and Vibration services, Bureau Veritas's centre of expertise is a specialist division based in U.K., having an enviable track record in the management of both industrial environmental and workplace noise, with particular extensive experience in the oil & gas, chemical, power generation, port and pharmaceutical industries.
- **Network** - With more than 900 offices and laboratories in 140 countries, and over 39,000 employees, Bureau Veritas is uniquely placed to supply its 370,000 customers worldwide. The Acoustics and Vibration specialist team employs over 35 acoustic consultants and engineers, who have worked on projects throughout the world, including Europe, the Middle and Far East. In addition to our noise and vibration monitoring services, Bureau Veritas can provide a complete portfolio of environment-related services including Air Quality, Land and Water Quality, Ecology and Environmental Management.
- **Expertise** - Some of Bureau Veritas' Acoustics and Vibration engineers and consultants have over 30 years experience in the field of noise and vibration. All of the UK team hold professional membership of the Institute of Acoustics and a significant number are Chartered Engineers. Our team includes registered Expert Witnesses.
- **Personalised Services** - Bureau Veritas recognises the differing requirements of its clients and adapts its services to match the requirements of each specific commission. Experienced Project Managers will design tailor-made solutions for you through a thorough appraisal of your needs, balanced against your operational and budgetary constraints. From this a step by step "road map" to compliance is devised to ensure all regulatory requirements are considered.

## FAQ

### What does computer modelling offer me as a client?

Computer modelling can provide a very visual representation of noise impacts. The model, once built, provides a quick and easy means to predict the impact of variations and to carry out "what if" analyses.

### Can vibration cause damage to buildings?

It can, although vibration levels will need to be high to cause even cosmetic damage to buildings. Annoyance to occupants can occur at much lower levels than those associated with building damage.

## RELATED SERVICES

- Provision of acoustic design advice for residential and public buildings;
- Acoustic design review of industrial plant (at detailed design stage);
- Assessment of occupational noise exposure & specification of noise control;
- Assessment of occupational hand arm vibration as a result of the use of powered hand tools and of whole body vibration exposure as a result of the use of mobile vehicles;
- Sound transmission and reverberation time testing of completed buildings;
- Acoustic design / specification / verification of the voice evacuation alarm and PA systems, specification of audio conference systems;
- Turnkey Noise and Vibration at Work management services.

## CONTACT

For details about this service, please contact  
Bureau Veritas

- By phone: Please contact your local office
- By e-mail: [acousticsandvibration@uk.bureauveritas.com](mailto:acousticsandvibration@uk.bureauveritas.com)

## FOR MORE INFORMATION

please visit:

- [www.bureauveritas.com](http://www.bureauveritas.com)





**BUREAU  
VERITAS**

## Bureau Veritas **Services**

# WORKPLACE HEALTH & SAFETY MANAGEMENT

*Helping prevent accidents and control corporate risk.*

## BUSINESS CHALLENGE

Managing corporate risk is a key issue for all directors and senior managers, and increasingly, new legal precedents are being set. The threat of prison sentences, hefty fines and substantial compensation payments has never been more present. This new market reality has led to a greater public awareness and a more litigious workforce and public in general. Organizations today face the challenge of ensuring the workplace is safe, healthy and meets all statutory requirements.

## SOLUTION

### What is Workplace Health & Safety Management?

Workplace Health & Safety Management aims at identifying, evaluating and controlling risks related to the health and safety of an organization's workers and others (including the public) who may be affected by its activities. Bureau Veritas has cost-effective solutions to help organizations with all aspects of workplace health and safety management. Our key services include:

- Safety audits, studies, assessment and consulting;
- Fire / Life safety;
- Behavior based safety;
- Ergonomics assessment;
- Occupational health.

### What are the key benefits?

- Demonstrate your compliance with regulations;
- Anticipate and control risks;
- Achieve continuous improvement through expert assistance;
- Enjoy peace of mind with assistance in all stages of design, installation and operation of your program;
- Reassure employees and attract new people;
- Protect corporate image and reputation;
- Integrate HSE within other management systems;
- Reduce the cost of accidents and workers compensation.

## RELATED SERVICES

In addition to Workplace Health & Safety Management, Bureau Veritas offers a wide range of related services.

- Regulatory watch
- Safety on-line/e-learning training courses
- HSE management
- Industrial hygiene (hazardous substances)
- Lead management services
- Noise and Vibration
- Asbestos management
- Microbial assessments
- Legionella technical assistance and consulting
- Indoor air quality
- ATEX technical assistance, training and consulting
- Outsourcing

## WHY CHOOSE BUREAU VERITAS ?

- **Recognition** - Founded in 1828, Bureau Veritas is a worldwide leader specialized in QHSE and social responsibility services. Certified to ISO 9001 for all of its activities throughout the world, Bureau Veritas participated in the creation of OHSAS 18001, an international standard giving requirements related to health and safety management systems in all kinds of organizations. The company actively participates within professional authorities, helping develop international standards and regulations.
- **Knowledge and Expertise** - Qualified local teams have the technical knowledge and availability our clients need.
- **Network** - With a network of 900 offices and laboratories and over 39,000 employees in more than 140 countries, Bureau Veritas serves 370,000 customers in many different industries across the world.
- **Personalized service** - Bureau Veritas adapts its services to your needs and helps you to identify your legal obligations in Health and Safety.



## OUR APPROACH

Bureau Veritas has the expertise and knowledge to provide all aspects of workplace health and safety management: integrated HS approach, implementation of standard HS management systems or targeted services (accident investigation, BBS). We work closely with clients to implement a tailor-made solution and help ensure its successful integration into the clients' core business. The result is minimized risk of prosecution, fines and litigation.

We help clients achieve their goals with a unique combination of tools that include our online reporting system, e-reminders, presentations and formal reports.

## FAQ

### What is the scope of workplace health and safety?

All kinds of risks relating to the health and safety of workers and others within a workplace are in the scope. Key issues include:

- Personal protective equipment;
- Machine safety;
- Fire safety;
- Food hygiene;
- Ergonomics;
- Facility safety;
- Construction safety;
- Process safety management;
- Fleet safety.

### How can Bureau Veritas help with Ergonomics?

From analysis and training to comprehensive corporate programs, Bureau Veritas' ergonomic services focus on improving human performance to protect employees, maximize productivity, and reduce costs. We often advise clients on the design and selection of workstations, tools, tasks, process technologies, and workflow layouts, and also provide a web-based ergonomics system to support large corporate clients with global planning, resource allocation, self evaluation, training, and data-driven decision making.

## CASE STUDY

**Schindler Group**, top world-class player, is one of the major suppliers of elevators and escalators worldwide.

### Challenge

- Develop a safety awareness program worldwide.
- Introduce innovative management techniques based on safety behaviors.

### Solution

- Implement at corporate level safety standards and toolbox kits.
- Create a global training program for managers and technicians.
- Support and coach local staffs.

### Benefits

- Improved safety practices in the field.
- Spread out safety culture and proactive management style.

## CONTACT

For details about this service, please contact  
Bureau Veritas

- By phone: Please contact your local office
- By e-mail: [hse@bureauveritas.com](mailto:hse@bureauveritas.com)

## FOR MORE INFORMATION

please visit:

- [www.bureauveritas.com](http://www.bureauveritas.com)



**BUREAU  
VERITAS**

## Bureau Veritas **Services**

# IN-SERVICE VERIFICATION OF ELECTRICAL INSTALLATIONS

*Checking electrical safety to protect human life and property.*

## BUSINESS CHALLENGE

An essential part of the infrastructure of any industrial plant, warehouse or other building is its electrical installations. Failures or malfunctions in these installations are a major factor in starting fires and may also lead to dangerous electric shocks.

To protect human life and property, companies need to assess their electrical risk, analyse the physical condition of the electrical installation, and immediately deal with any potentially dangerous situations. Establishing an efficient maintenance program is a cost-effective way to meet requirements.

## SOLUTION

### What is Electrical Inspection?

Electrical inspection involves a series of tests performed on your electrical system, from the main intake through to the final fixed appliances and accessories, either low or high voltage according to the in-service regulation.

Bureau Veritas uses the latest equipment to monitor sound and electron discharge, heat generated by high resistance joints and earth integrity of matrices. A related service is the Infra-Red Thermography survey. This identifies local points of overheating which can potentially lead to starting fires.

### What are the key benefits?

- Site security ensured, especially regarding fire safety
- Potential risks assessed, appropriate precautionary measures determined
- Numerous complex requirements complied with
- Independent advice and support given by knowledgeable technical experts in all critical areas
- Reassurance of running your site without worrying about non-compliance
- Benefit from experts who are aware of the latest technology and equipment

## RELATED SERVICES

In addition to Electrical Inspection, Bureau Veritas offers a wide range of In-Service Verification services.

- Other mandatory inspections (lifts, pressure vessels, lifting equipment, fire fighting systems)
- Infra Red Thermography
- Training
- Consultancy, advice and verification for new installation and design.

## WHY CHOOSE BUREAU VERITAS ?

- **Reputation** - Bureau Veritas is the world leader in electrical inspection. Established in 1828, Bureau Veritas today has 1,500 people dedicated to In-Service Verification alone, all working to the same high standards, with the same rigorous approach, and mastering local regulations.
- **Network** - With a network of 900 offices and laboratories and over 39,000 employees in more than 140 countries, Bureau Veritas serves 370,000 customers in many different industries across the world.
- **Recognition** - Recognized and accredited by the most important organizations, internationally recognized for ISO 9001 certification. Bureau Veritas is the only verification body to be accredited ISO 9001 on all its sites.
- **Online reporting service** - Bureau Veritas has developed a unique online reporting management tool called BVnet. This password-secure extranet exists in English, French and Chinese and allows clients to view and download every report, follow-up scheduled visits and manage progress of findings.



## OUR APPROACH

For clients working with BVnet, our online reporting management tool, the usual process is as follows:

- Scheduling of the visit
- Compilation of current and past reports
- On-site inspection
- Live reporting
- Uploading of reports to our BVnet website
- Follow-up of findings
- Corporate reporting

## FAQ

### **Are electrical inspections mandatory or voluntary?**

It depends on what regulations apply to you locally. There is every chance that a mandatory requirement sets an inspection framework in your country. However even where regulations about electrical inspection are not strict, it is highly recommended to periodically assess the state of your electrical installations.

### **How can I manage my verification schedule, especially if it needs to cover a lot of sites?**

Managing complex scheduling is easy with BVnet, our Web-based reporting management tool. BVnet is designed for multi-site clients.

Automatic reminders signal when inspections are due and alerts are triggered if a major risk is identified. On-line reports are delivered in a password-secure environment.

### **What training can Bureau Veritas provide?**

In the area of electrical installations, Bureau Veritas offers training programs in a number of subjects including:

- Electrical standards
- Principal modifications
- Particular prescript for PER and workers
- Interior lighting
- Public lighting
- Lightning protection

## CLIENT REFERENCES

Bureau Veritas has earned the confidence of many leading companies including:

- Retail: Carrefour
- Hotels: Hilton, Accor
- Industry: PSA, Arcelor
- Transport: Air France

## CONTACT

For details about this service, please contact  
Bureau Veritas

- By phone: Please contact your local office
- By e-mail: [inserviceverification@bureauveritas.com](mailto:inserviceverification@bureauveritas.com)

## FOR MORE INFORMATION

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**BUREAU  
VERITAS**

## Bureau Veritas **Services**

# IN-SERVICE VERIFICATION OF LIFTS

*Ensuring safe operation of lifts.*

## BUSINESS CHALLENGE

Lifts are the most common means of transport in the world. Over the last few decades, safety at the design stage has been constantly improving. Older installations that have not been modernized may still present risks since they were built to follow design and safety standards that are now out-of-date. To minimize risk and comply with regulations, lift installations need to be checked regularly.

## SOLUTION

### What are Lift Inspection services?

Lift inspection involves a series of tests performed on your lift system. Bureau Veritas evaluates each installation according to its age, current state, file of maintenance, file of inspection and the risk inherent in its operation, based on the kind of device. These services cover a wide range of personnel handling devices such as elevators, escalators, ski lifts and cable cars.

### What are the key benefits?

- Equipment safety ensured, especially regarding users
- Potential risks assessed, appropriate precautionary measures determined
- Numerous complex requirements complied with
- Independent advice and support given by knowledgeable technical experts in all critical areas
- Assistance in planning renewal of equipment
- Benefit from experts who are aware of the latest technology and equipment

## RELATED SERVICES

In addition to Lift Inspection, Bureau Veritas offers a wide range of In-Service Verification services.

- Other mandatory inspections (electricity, pressure vessels, lifting equipment, fire fighting systems)

## WHY CHOOSE BUREAU VERITAS ?

- **Reputation** - Bureau Veritas is the world leader in fire equipment inspection. Established in 1828, Bureau Veritas today has 1,500 people dedicated to In-Service Verification alone, all working to the same high standards, with the same rigorous approach, and mastering local regulations.
- **Network** - With a network of 900 offices and laboratories and over 39,000 employees in more than 140 countries, Bureau Veritas serves 370,000 customers in many different industries across the world.
- **Recognition** - Recognized and accredited by the most important organizations, internationally recognized for ISO 9001 certification. Bureau Veritas is the only verification body to be accredited ISO 9001 on all its sites.
- **Online reporting service** - Bureau Veritas has developed a unique online reporting management tool called BVnet. This password-secure extranet exists in English, French and Chinese and allows clients to view and download every report, follow-up scheduled visits and manage progress of findings.



## OUR APPROACH

For clients working with BVnet, our online reporting management tool, the usual process is as follows:

- Scheduling of the visit
- Compilation of current and past reports
- On-site inspection
- Live reporting
- Uploading of reports to our BVnet website
- Follow-up of findings
- Corporate reporting

## FAQ

### **Are lift inspections mandatory or voluntary?**

It depends on what regulations apply to you locally. There is every chance that a mandatory requirement sets an inspection framework in your country. However even where regulations about lift inspection are not strict, it is highly recommended to periodically assess the state of your installations.

### **How can I manage my verification schedule, especially if it needs to cover a lot of sites?**

Managing complex scheduling is easy with BVnet, our Web-based reporting management tool. BVnet is designed for multi-site clients.

Automatic reminders signal when inspections are due and alerts are triggered if a major risk is identified. On-line reports are delivered in a password-secure environment.

### **What training can Bureau Veritas provide?**

Bureau Veritas offers training programs in a large number of subjects. These include preparation for help operations on elevators.

## CLIENT REFERENCES

Bureau Veritas has earned the confidence of many leading companies including:

- Retail: Carrefour
- Hotels: Hilton, Accor
- Industry: PSA, Arcelor
- Transport: Air France

## CONTACT

For details about this service, please contact  
Bureau Veritas

- By phone: Please contact your local office
- By e-mail: [inserviceverification@bureauveritas.com](mailto:inserviceverification@bureauveritas.com)

## FOR MORE INFORMATION

please visit:

- [www.bureauveritas.com](http://www.bureauveritas.com)



**BUREAU  
VERITAS**

## Bureau Veritas **Services**

# IN-SERVICE VERIFICATION OF LIFTING EQUIPMENT

*Checking lifting equipment to ensure safe operation  
and avoid accidents.*

## BUSINESS CHALLENGE

Deaths and injuries in the workplace are still a continuing problem in every industrialized nation. To ensure safer conditions for workers who are in contact with high risk equipment demands strict controls. Installations need to be checked regularly. Indeed, it is the only way to ensure that installations comply with regulations, thus minimizing risk.

## SOLUTION

### What is Lifting Equipment Inspection?

Lifting Equipment inspection involves a series of tests performed on load-handling devices such as cranes, travelling cranes, derricks, forklifts, shackles and hooks. Using competent technicians, Bureau Veritas plans lifting operations to ensure that the lifting equipment is suitable for the tasks it has to perform; to ensure that the lifting operation will not endanger people nearby; and to assess inspection requirements for the lifting equipment and accessories. Regular thorough examinations of all equipment are carried out by qualified technicians.

### What are the key benefits?

- Equipment safety ensured, especially regarding users
- Potential risks assessed, appropriate precautionary measures determined
- Numerous complex requirements complied with
- Independent advice and support given by knowledgeable technical experts in all critical areas
- Assistance in planning renewal of equipment
- Benefit from experts who are aware of the latest technology and equipment

## RELATED SERVICES

In addition to Lifting Equipment Inspection, Bureau Veritas offers a wide range of In-Service Verification services.

- Other mandatory inspections (lifts, pressure vessels, electricity, fire fighting systems)
- Training
- Consultancy, advice and verification for new installation and design

## WHY CHOOSE BUREAU VERITAS ?

- **Reputation** - Bureau Veritas is the world leader in fire equipment inspection. Established in 1828, Bureau Veritas today has 1,500 people dedicated to In-Service Verification alone, all working to the same high standards, with the same rigorous approach, and mastering local regulations.
- **Network** - With a network of 900 offices and laboratories and over 39,000 employees in more than 140 countries, Bureau Veritas serves 370,000 customers in many different industries across the world.
- **Recognition** - Recognized and accredited by the most important organizations, internationally recognized for ISO 9001 certification. Bureau Veritas is the only verification body to be accredited ISO 9001 on all its sites.
- **Online reporting service** - Bureau Veritas has developed a unique online reporting management tool called BVnet. This password-secure extranet exists in English, French and Chinese and allows clients to view and download every report, follow-up scheduled visits and manage progress of findings.



## OUR APPROACH

For clients working with BVnet, our online reporting management tool, the usual process is as follows:

- Scheduling of the visit
- Compilation of current and past reports
- On-site inspection
- Live reporting
- Uploading of reports to our BVnet website
- Follow-up of findings
- Corporate reporting

## FAQ

### **Are lifting equipment inspections mandatory or voluntary?**

It depends on what regulations apply to you locally. There is every chance that a mandatory requirement sets an inspection framework in your country. However even where regulations about lifting equipment inspection are not strict, it is highly recommended to periodically assess the state of your installations.

### **How can I manage my verification schedule, especially if it needs to cover a lot of sites?**

Managing complex scheduling is easy with BVnet, our Web-based reporting management tool. BVnet is designed for multi-site clients.

Automatic reminders signal when inspections are due and alerts are triggered if a major risk is identified. On-line reports are delivered in a password-secure environment.

### **What training can Bureau Veritas provide?**

In the area of fire safety, Bureau Veritas offers training programs in a number of subjects including:

- Motorized Trucks and transpallets
- Mobile lifting platforms for people
- Auxiliary and mobile cranes
- Building site machines
- Overhead traveling cranes
- Manual handling
- Scaffolding

## CLIENT REFERENCES

Bureau Veritas has earned the confidence of many leading companies including:

- Retail: Carrefour
- Hotels: Hilton, Accor
- Industry: PSA, Arcelor
- Transport: Air France

## CONTACT

For details about this service, please contact  
Bureau Veritas

- By phone: Please contact your local office
- By e-mail: [inserviceverification@bureauveritas.com](mailto:inserviceverification@bureauveritas.com)

## FOR MORE INFORMATION

please visit:

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**BUREAU  
VERITAS**

## Bureau Veritas **Services**

# IN-SERVICE VERIFICATION OF PRESSURE VESSELS

*Helping ensure safe operation of pressurized equipment.*

## BUSINESS CHALLENGE

Any pressure vessel represents extreme potential danger due to the high pressure under which it operates. They frequently act as the source of serious accidents due to explosions.

Even non-dangerous gases and liquids, such as air and water, may become hazardous in the event of an accident involving high pressure equipment. The best way to safeguard your workers and property against the risks of such a disaster is to maintain a regular inspection schedule.

## SOLUTION

### What is Pressure Vessel Inspection?

Pressure Vessel Inspection involves a series of tests performed on pressure vessels to find critical weak points that could potentially lead to dangerous and uncontrollable reactions. Bureau Veritas has the expertise to assist at any stage in the life cycle of your equipment, from design through to in-service inspections and maintenance. During a regular inspection, our technicians carry out both an internal and external inspection of each pressure vessel to detect any problems of corrosion.

### What are the key benefits?

- Tank or vessel safety ensured, especially regarding explosions
- Potential risks assessed, appropriate precautionary measures determined
- Numerous complex requirements complied with
- Independent advice and support given by knowledgeable technical experts in all critical areas
- Reassurance of running your site without worrying about non-compliance
- Benefit from experts who are aware of the latest technology and equipment

## RELATED SERVICES

In addition to Electrical Inspection, Bureau Veritas offers a wide range of In-Service Verification services.

- Other mandatory inspections (lifts, electricity, lifting equipment, fire fighting systems)
- Training
- Consultancy, advice and verification for new installation and design

## WHY CHOOSE BUREAU VERITAS ?

- **Reputation** - Bureau Veritas is the world leader in fire equipment inspection. Established in 1828, Bureau Veritas today has 1,500 people dedicated to In-Service Verification alone, all working to the same high standards, with the same rigorous approach, and mastering local regulations.
- **Network** - With a network of 900 offices and laboratories and over 39,000 employees in more than 140 countries, Bureau Veritas serves 370,000 customers in many different industries across the world.
- **Recognition** - Recognized and accredited by the most important organizations, internationally recognized for ISO 9001 certification. Bureau Veritas is the only verification body to be accredited ISO 9001 on all its sites.
- **Online reporting service** - Bureau Veritas has developed a unique online reporting management tool called BVnet. This password-secure extranet exists in English, French and Chinese and allows clients to view and download every report, follow-up scheduled visits and manage progress of findings.





## OUR APPROACH

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- Scheduling of the visit
- Compilation of current and past reports
- On-site inspection
- Live reporting
- Uploading of reports to our BVnet website
- Follow-up of findings
- Corporate reporting

## FAQ

### **How can I manage my verification schedule, especially if it needs to cover a lot of sites?**

Managing complex scheduling is easy with BVnet, our Web-based reporting management tool. BVnet is designed for multi-site clients.

Automatic reminders signal when inspections are due and alerts are triggered if a major risk is identified. On-line reports are delivered in a password-secure environment.

### **What training can Bureau Veritas provide?**

In the area of pressure vessel installations, Bureau Veritas offers training programs in a number of subjects including:

#### **Thermics**

- Boiler room design regulations
- Domestic gas installation regulations
- Central heating installations – calculation methods
- Monitoring steam generator stations
- Thermal management and sustainable development

#### **Fluids**

- Maintenance and operation of compressed air installations

#### **Pressure**

- New regulations for pressurized equipment
- Annual safety training of personnel
- Operating pressurized equipment

## CLIENT REFERENCES

Bureau Veritas has earned the confidence of many leading companies including:

- Retail: Carrefour
- Hotels: Hilton, Accor
- Industry: PSA, Arcelor
- Transport: Air France

## CONTACT

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- By e-mail: [inserviceverification@bureauveritas.com](mailto:inserviceverification@bureauveritas.com)

## FOR MORE INFORMATION

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**BUREAU  
VERITAS**

## Bureau Veritas **Services**

# IN-SERVICE VERIFICATION OF FIRE SAFETY EQUIPMENT

*Checking fire safety equipment to protect human life and property.*

## BUSINESS CHALLENGE

The main role of fire safety devices is to help protect people and property. When a fire breaks out, the results can be disastrous if there is a failure or malfunction in the fire safety installations chain. A thorough maintenance and inspection program is essential to prevent loss of life or assets from such failures. Considering the risk and what is at stake, it is key to seek reliable expertise.

## SOLUTION

### What is Fire Safety Equipment Verification?

Fire Safety Equipment inspection involves a series of tests performed on your installation.

The main critical points checked are sprinklers, smoke detectors and related devices, automatic extinguishing systems and related equipment. The fire risk assessment covers the following:

- Fire/smoke detection and warning system
- Sprinkler installations
- Means of escape
- Planning for an emergency and training
- Fire risk factors – people at risk

### What are the key benefits?

- Site security ensured, especially regarding fire safety
- Potential risks assessed, appropriate precautionary measures determined
- Numerous complex requirements complied with
- Independent advice and support given by knowledgeable technical experts in all critical areas
- Reassurance of running your site without worrying about non-compliance
- Benefit from experts who are aware of the latest technology and equipment

## RELATED SERVICES

In addition to Fire Equipment Inspection, Bureau Veritas offers a wide range of In-Service Verification services.

- Other mandatory inspections (electricity, lifts, pressure vessels, lifting equipment)
- Fire drills
- Training

## WHY CHOOSE BUREAU VERITAS ?

- **Reputation** - Bureau Veritas is the world leader in fire equipment inspection. Established in 1828, Bureau Veritas today has 1,500 people dedicated to In-Service Verification alone, all working to the same high standards, with the same rigorous approach, and mastering local regulations.
- **Network** - With a network of 900 offices and laboratories and over 39,000 employees in more than 140 countries, Bureau Veritas serves 370,000 customers in many different industries across the world.
- **Recognition** - Recognized and accredited by the most important organizations, internationally recognized for ISO 9001 certification. Bureau Veritas is the only verification body to be accredited ISO 9001 on all its sites.
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## OUR APPROACH

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- Scheduling of the visit
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- On-site inspection
- Live reporting
- Uploading of reports to our BVnet website
- Follow-up of findings
- Corporate reporting

## FAQ

### **How can I manage my verification schedule, especially if it needs to cover a lot of sites?**

Managing complex scheduling is easy with BVnet, our Web-based reporting management tool. BVnet is designed for multi-site clients.

Automatic reminders signal when inspections are due and alerts are triggered if a major risk is identified. On-line reports are delivered in a password-secure environment.

### **What training can Bureau Veritas provide?**

In the area of fire safety, Bureau Veritas offers training programs in a number of subjects including:

- Organization of safety
- Firefighting and evacuation
- Fire safety in PRE and GHB
- Fire safety in apartment blocks
- Means of technical help

## CLIENT REFERENCES

Bureau Veritas has earned the confidence of many leading companies including:

- Retail: Carrefour
- Hotels: Hilton, Accor
- Industry: PSA, Arcelor
- Transport: Air France

## CONTACT

For details about this service, please contact  
Bureau Veritas

- By phone: Please contact your local office
- By e-mail: [inserviceverification@bureauveritas.com](mailto:inserviceverification@bureauveritas.com)

## FOR MORE INFORMATION

please visit:

- [www.bureauveritas.com](http://www.bureauveritas.com)



## *Certification*

***Move Forward with Confidence***



**BUREAU  
VERITAS**

## CERTIFICATION

<b>Certification ISO 9001</b>	
■ ISO 9001 certification	172
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**BUREAU  
VERITAS**

## Bureau Veritas Certification Services

# ISO 9001 CERTIFICATION

*Boosting quality to differentiate yourself from the competition.*

## BUSINESS CHALLENGE

Successful companies are driven to deliver quality - from the way they operate, to the customer service standards they establish and the products they deliver. This is a strategic vision to improve brand equity and image and ensure you are better equipped to win new opportunities in an increasingly competitive global marketplace.

## SOLUTION

### What is ISO 9001?

ISO 9001 is an international standard related to quality management, applicable to any organization from all types of business sectors and activities. It is based on eight quality management principles (all fundamental to good business practices):

- Customer focus
- Leadership
- Involvement of people
- Process approach
- System approach to management
- Continual improvement
- Fact based decision-making
- Mutually beneficial supplier relationships

### What are the key benefits?

- Proves your commitment to quality and customer satisfaction
- Ensures your products and services effectively meet customer and applicable statutory and regulatory requirements
- Allows you to measure your progress towards continual improvement of business performance creating a benchmark
- Helps improve your organizational performance

## RELATED SERVICES

Beyond ISO 9001 certification, Bureau Veritas Certification offers certification to a large range of management system standards that include:

- ISO 14001, OHSAS 18001, SA8000
- ISO/TS 16949
- AS 9100 & EN 9100
- TL 9000
- ISO 28000 & TAPA
- ISO 22000
- ISO 27001

As most of these standards are built to be compatible with ISO 9001, Bureau Veritas Certification offers the possibility of integrated certification services, generating audit efficiency, consistency and optimization.

## WHY CHOOSE BUREAU VERITAS CERTIFICATION?

- **Network** - 5,700 skilled auditors operating in more than 100 countries offer a unique combination of international and local expertise providing consistent services wherever our clients are.
- **Expertise** - Our auditors have extensive knowledge of specific industry sectors, local regulations, markets and language that enables them to provide solutions adapted to your needs.
- **Recognition** - Bureau Veritas Certification is recognized by more than 40 national and international accreditation bodies across the world.
- **Mark of global recognition** - The Bureau Veritas Certification mark is a globally recognized symbol of your organization's ongoing commitment to excellence, sustainability and reliability.

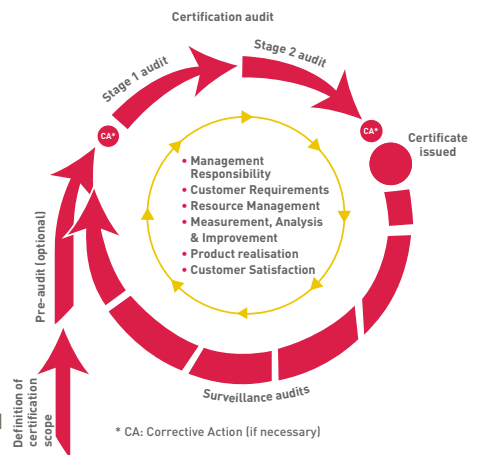




## OUR CERTIFICATION PROCESS

Key steps in our certification process are:

- Definition of certification scope
- Pre-audit (optional): gap analysis and diagnosis of your current position against standard
- Certification audit performed in 2 stages:
  - Stage 1 – readiness review performed to verify that the organization is ready for certification
  - Stage 2 – evaluation of implementation, including the effectiveness, of the management system of the organization
- A certificate valid for 3 years is issued upon satisfactory results of stage 2 audit
- Surveillance audits to verify that the management system continues to fulfill the requirements of the standard and monitor the continual improvement
- Re-certification after 3 years to confirm the continued conformance and effectiveness of the management system as a whole



## FAQ

### Why should my organization implement ISO 9001?

Customers are the lifeblood of any business! To keep customers – and to keep them satisfied – your product or service must meet their requirements. ISO 9001 provides a framework for taking a systematic approach to managing your business processes to meet those requirements. Bureau Veritas Certification offers the value of an independent third party specialist, who can assess your management system and provide certification to the standard.

### What are the main differences between ISO 9001: 2000 and the 2008 revision?

In 2000, major changes were put in place and continue to remain important and valid. Hence, the proposed changes to this revision are more a clarification of points already in the standard rather than the inclusion of new requirements. Changes have also been made to be consistent with the current ISO 14001 revision (2004) in order to make the combination easier and more efficient.

## CASE STUDIES

**Pioneer Hi-Bred International** involved Bureau Veritas Certification in their globalization project, this involved working towards a single global certificate for 83 sites worldwide. Through implementing bespoke reporting techniques and procedures adapted to the Pioneer global quality system, Bureau Veritas Certification were able to carry out audits in a consistent manner across all sites.

**IBM** chose Bureau Veritas Certification to certify 400 locations worldwide. Using a global approach but with local auditors, Bureau Veritas Certification carries out the audits in a consistent and professional manner. These audits cover both ISO 9001 and ISO 14001.

## CONTACT

For details about this service, please contact  
Bureau Veritas Certification

- By phone: please contact your local office
- By e-mail: [certification.contact@bureauveritas.com](mailto:certification.contact@bureauveritas.com)

## FOR MORE INFORMATION

please visit:

- [www.bureauveritas.com/scs](http://www.bureauveritas.com/scs)



**BUREAU  
VERITAS**

## Bureau Veritas Certification **Services**

# ISO 14001 CERTIFICATION

*Proving your responsibility to the environment.*

## BUSINESS CHALLENGE

Care for the environment improves the image of your company. At the same time, the appropriate management of environmental issues contributes positively to economic gain and increases the competitiveness of the company.

Proof of a responsible approach is fast becoming a key purchasing criteria. Environmentally conscious client prefers to do business with like-minded companies, i.e. those who demonstrate their commitment through internationally recognized standards such as the ISO 14000 series.

## SOLUTION

### What is ISO 14001?

ISO 14001:2004 is a part of a series of international standards applicable to any organization, anywhere relating to environmental management. Based on the Plan-Do-Check-Act cycle, ISO 14001: 2004 specifies the most important requirements to identify, control and monitor the environmental aspects of any organization, and also how to manage and improve the whole system.

### What are the key benefits?

- Customer, investor, public, community assurance by demonstrating commitment
- Improving cost control through conserving input materials and energy
- Reducing incidents that result in liability, therefore reducing insurance costs
- Assisting the attainment of permits and authorizations for local trade.

## WHY CHOOSE BUREAU VERITAS ?

- **Recognition** - Bureau Veritas Certification is recognized by more than 40 national and international accreditation bodies across the world. Bureau Veritas Certification was the first certification body worldwide to be accredited for ISO 14001 certification.
- **Network** - 5,700 skilled auditors operating in more than 100 countries offer a unique combination of international and local expertise providing consistent services wherever our clients are.
- **Expertise** - Bureau Veritas Certification relies on a pool of more than 400 environmental auditors possessing an extensive experience in environmental and technical issues, as well as in depth knowledge of local regulations, markets and language that enables them to provide solutions adapted to your needs.
- **Leadership** - Bureau Veritas Certification is the worldwide market leader with over 9 000 companies in 80 countries already certified to ISO 14001:2004.
- **Mark of Global recognition** - The Bureau Veritas Certification mark is a globally recognized symbol of your organization's ongoing commitment to excellence, sustainability and reliability.

## RELATED SERVICES

### Integrated certification

Bureau Veritas Certification offers the possibility of integrated and/or combined certification with other schemes such as ISO 9001, OHSAS 18001 and/or sector specific schemes (AS/EN 9001...). This delivers greater audit efficiency, consistency and optimization.

### Other services

Beyond ISO 14001:2004, Bureau Veritas Certification offers services related to corporate responsibility and sustainable development that include:

- Assurance of Sustainability Reports (GRI, AA 1000...)
- Social Accountability (SA 8000, ISO 26000, Codes of Conduct)
- Climate Change validation and verification services (CDM, JI, EU ETS, VCS, Gold Standard, CCX, CCAR, ISO 14064, PAS 2050, Carbon Progress...)

ISO 14001  
BUREAU VERITAS  
Certification

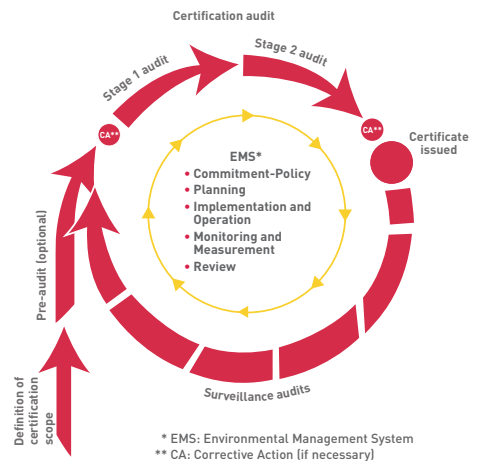




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- Surveillance audits to verify that the management system continues to fulfill the requirements of the standard and monitor the continual improvement
- Re-certification after 3 years to confirm the continued conformance and effectiveness of the management system as a whole



## FAQ

### Which areas are covered by the ISO 14000 series?

The key areas covered by this series are:

- Environmental Management Systems (EMS)
- Environmental Auditing
- Environmental Labels and Declarations
- Environmental Performance Evaluation
- Life Cycle Assessment (LCA)
- Environmental Communication
- Greenhouse Gases (GHG) Monitoring

## CONTACT

For details about this service, please contact  
 Bureau Veritas Certification

- By phone: please contact your local office
- By e-mail: [certification.contact@bureauveritas.com](mailto:certification.contact@bureauveritas.com)

## FOR MORE INFORMATION

please visit:

- [www.bureauveritas.com/scs](http://www.bureauveritas.com/scs)



**BUREAU  
VERITAS**

## Bureau Veritas Certification Services

# OHSAS 18001 CERTIFICATION

*Demonstrate your ability to manage hazards...*

## BUSINESS CHALLENGE

Organizations of all kinds are increasingly concerned about achieving and demonstrating sound Occupational Health and Safety performance to their shareholders, employees, clients and other stakeholders by managing the hazards and improving the beneficial effects of their activities, products and services.

Increasingly, stringent legislation, the development of economic policies, human resources management and other measures are used to foster Occupational Health and Safety protection and welfare. A general growth of concern from stakeholders and other interested parties suggests a clear commitment to Occupational Health and Safety is required.

## SOLUTION

### What is OHSAS 18001?

OHSAS 18001 is an international standard giving requirements related to Health and Safety Management Systems.

It enables an organization to have control over, and knowledge of, all relevant hazards resulting from normal operations and abnormal situations, and improve its performance.

### What are the key benefits?

- Improve efficiency and consequently reduce accident and production time loss
- Increase control and reduction of hazards through the setting of objectives, targets and evolved responsibility
- Demonstrate your commitment to the protection of staff, property and plant
- Demonstrate legal compliance
- Increase your reputation for safety and occupational health
- Reduce insurance premiums
- Is an integral part of a sustainability strategy
- Encourage more effective internal and external communication

## WHY CHOOSE BUREAU VERITAS ?

- **Recognition** - Bureau Veritas Certification has more than 10 local accreditations including UKAS. Bureau Veritas Certification was one of the launch companies for OHSAS 18001.
- **Network** - 5,700 skilled auditors operating in more than 100 countries offer a unique combination of international and local expertise providing consistent services wherever our clients are.
- **Expertise** - Bureau Veritas Certification has issued over 6000 safety related certificates in all major industry sectors. Our auditors have an extensive experience in health and safety issues, as well as in depth knowledge of local regulations, markets and language that enables them to provide solutions adapted to your needs.
- **Mark of Global recognition** - The Bureau Veritas Certification mark is a globally recognized symbol of your organization's ongoing commitment to excellence, sustainability and reliability.

## RELATED SERVICES

### Integrated certification

Bureau Veritas Certification offers the possibility of integrated and/or combined certification with other schemes such as ISO 9001, ISO 14001, SA 8000 and/or sector specific schemes (ISO/TS 16949...).

This delivers greater audit efficiency, consistency and optimization.

### Other services

Beyond OHSAS 18001, Bureau Veritas Certification provides a large range of services related to risk management:

- VeriCert®: risk based audit approach
- Supplier and network audit
- Internal audit
- Supply chain security: ISO 28000
- Business Continuity: BS 25999-2
- Information security: ISO 27001







## OUR CERTIFICATION PROCESS

Key steps in our certification process are:

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## FAQ

### What does OHSAS mean?

OHSAS stands for Occupational Health and Safety Assessment Specification.

### Does OHSAS 18001 apply to all industries?

OHSAS 18001 is applicable to any organization from all types of business sectors and activities.

## CASE STUDY

### Akzo Nobel (Netherlands)

Bureau Veritas Certification has been a global partner to the Akzo Nobel chemical group for many years. When OHSAS 18001 was published, Akzo Nobel, a forward thinking organization, was keen to demonstrate its commitment to safety. Akzo Nobel asked Bureau Veritas Certification to help it with its global certification program. They have achieved their certification objective by integrating their quality, environment and safety management systems and are maintaining their certification with ISO 9001, ISO 14001 and OHSAS 18001.

## CONTACT

For details about this service, please contact  
Bureau Veritas Certification

- By phone: please contact your local office
- By e-mail: [certification.contact@bureauveritas.com](mailto:certification.contact@bureauveritas.com)

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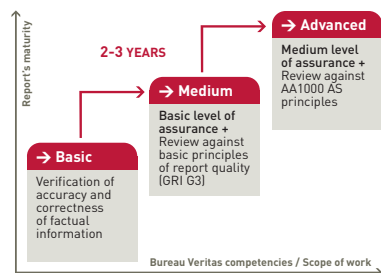


## OUR APPROACH

Bureau Veritas Certification provides a portfolio of assurance solutions that can be tailored to its clients' unique reporting needs.

We have combined our experience with leading reporting companies and best practices to develop three original levels of assurance:

- 1-Basic Verification** focuses on the accuracy of information reported by the client. This methodology applies a 'limited assurance' while still helping organizations demonstrate transparency and accountability.
- 2-Medium Assurance** assesses the broader quality of information through a 'reasonable assurance' approach, including its accuracy but also looking at other established parameters, such as accessibility, balance, clarity, comparability, reliability and timeliness.
- 3-Advanced Assurance** addresses the same objectives as for Basic and Medium levels above, but also evaluates the overall content of a sustainability report against main accountability principles of Materiality, Responsiveness and Stakeholder Inclusivity, offering the different assurance level and type as per the new AA1000 Assurance Standard. This entails an additional assessment of the reporting organization's underlying management systems, processes and competencies. It is designed to ensure that reporting companies are addressing material issues and concerns to key stakeholders and are adequately responding to these.



## CASE STUDIES

### Nestlé S.A.

Bureau Veritas was commissioned to provide assurance over Nestlé's global sustainability report.

This consolidated other risk-based assurance carried out for the client previously. The report tackles issues of concern to many key stakeholders of the world's biggest food and nutrition company, including obesity, marketing of infant formula products, water management, and packaging and agricultural supply chain. Our assurance was comprehensive in its coverage and also included a rigorous review of safety, health and environment data and systems at 18 of the group's factories in 13 different countries.

## FAQ

### What are the benefits of reporting?

For organizations the main benefits are: identification and management of key risks and opportunities, enhanced reputation among stakeholders, improved brand value, customer attractiveness, competitiveness and market position, employee attraction and retention.

### What are the standards for the Assurance of Sustainability Reports?

There are a variety of standards used to inform this work. For the development of its ASR methodology, Bureau Veritas Certification has considered and incorporated several applicable standards and best practices guidance, including:

- International Standard on Assurance Engagements 3000 (ISAE 3000)
- Global Reporting Initiative G3 Sustainability Reporting Guidelines (GRI G3), AccountAbility's Assurance Standard (AA1000 AS, 2008)

## CONTACT

For details about this service, please contact  
Bureau Veritas Certification

- By phone: please contact your local office
- By e-mail: [certification.contact@bureauveritas.com](mailto:certification.contact@bureauveritas.com)

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## OUR PROCESS



Our process involves 4 steps:

- 1 – Diagnosis (feasibility study): Bureau Veritas experts analyze your objectives and propose customized action plans
- 2 – Definition of specific regulations and third party approval
- 3 – Initial certification
- 4 – Follow-up with progress plan

In addition, Bureau Veritas offers solutions that are customized and adapted to your market and specific needs:

- **Audits** - define the project's internal specifications or an adapted certification
- **Inspections** - in accordance with local regulations (respecting legal sizes, products issued from legal fishing, etc.) or against a private label such as "Friend of the Sea"
- **Bureau Veritas Recognition** - in accordance with internal client specifications
- **Certification** - against MSC Sustainable Fishing (Marine Stewardship Council) – "chain of custody\*" certification



## FAQ

### What is Bureau Veritas Recognition?

Bureau Veritas Recognition is the recognition of a product or process conformity against a referential (specifications, methods, etc.) established by the client himself, and evaluated by Bureau Veritas. This independent control (2nd party) is ISO 17020 accredited for seafood products and this recognition can act as a stepping stone for companies aiming for "official" certification.

### What are the recognized certifications for sustainable fishing?

The MSC, an independent NGO, was established in 1997 to study and find answers to the problems of over fishing. Together with scientists, fishery experts and conservation groups, the MSC developed an environmental standard to evaluate and reward sustainable fisheries, meaning those with healthy stocks, low environmental impact and efficient fishery management systems.

### What is a "fishing ecolabel" (FAO definition of October 2005)?

A fishing eco-label is a logo identifying seafood coming from fishes caught in a responsible way.

### How may I obtain a "fishing eco-label" on my products?

It is necessary to make all demands of certification against MSC "chain of custody" to an accredited certification body in order to show your capacity to manage in a rigorous way the traceability of fishing products coming from MSC certified fisheries.

## CASE STUDY

**Scapêche**, a subsidiary of the French retailer Intermarché, is a fleet of vessels fishing in French territories in the Atlantic, Austral and Antarctic oceans.

### Business Challenge

- Ensure the U.S. market Scapeche Patagonian toothfish fishing practices are ethical and legal
- Build a sustainable development plan for fish stocks, environment and employees
- Create concrete guidelines for responsible toothfish fishing

### Solution

- Partnership with a global second-party inspection body with expertise in the seafood sector and marine industry
- Develop a concrete and specific set of measurement criteria for the toothfish industry
- Perform regular audits by third-party inspection body
- Establish guidelines to bring Scapeche well above the expected responsibility level regarding fish stocks, environment and employees

### Benefits

- Consumer confidence in Scapeche's fishing methods and product quality in the American market
- Increased employee loyalty
- Secure future for toothfish industry

\*Bureau Veritas Certification is fully accredited by ASI for "chain of custody" and undergoing accreditation for Fisheries certification

## CONTACT

For details about this service, please contact  
Laurent Galloux

- By phone: +33 (0)2 40 92 48 89
- By e-mail: laurent.galloux@fr.bureauveritas.com

## FOR MORE INFORMATION

please visit:  
■ [www.bureauveritas.com](http://www.bureauveritas.com)



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