

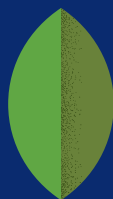


# Protecting the health and wealth of New Zealand

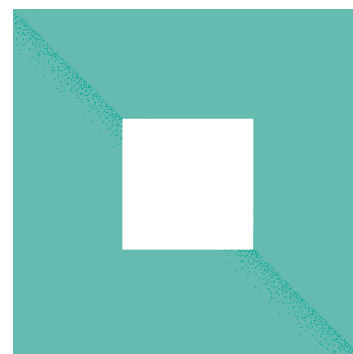
## Accreditation Council

### Statement of Performance Expectations

1 JULY 2022 – 30 JUNE 2023



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Known by  
New Zealand,  
trusted by  
New Zealand



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# Partnering to ensure your wellbeing



The Accreditation Council is responsible to the Minister of Commerce and Consumer Affairs and is an autonomous Crown Entity under the Crown Entities Act 2004, with statutory functions under the Standards and Accreditation Act 2015.

Trading as International Accreditation New Zealand (IANZ), it adds value to businesses by providing independent assurance of their technical competence.

The Council also offers certification services through its 100% owned subsidiary, Telarc Limited (Telarc), New Zealand's largest management system certification body.

To assist customers and businesses to meet the requirements of accreditation or certification, the Council also offers training services through its training arm, the New Zealand Quality College (NZQC).





The NZ mark of competence  
Tohu Matatau Aotearoa

IANZ ensures testing laboratories, inspection bodies, building consent authorities and medical imaging providers meet international standards and can demonstrate that they are competent.

IANZ has signed international mutual recognition arrangements (MRAs) with International Laboratory Accreditation Cooperation (ILAC) and Asia Pacific Accreditation Cooperation (APAC). This means IANZ accreditation is recognised in more than 100 countries, providing IANZ-accredited New Zealand companies with a competitive advantage and access to new market opportunities.

IANZ accreditation helps protect New Zealand's global reputation as a responsible producer of quality products and services.



Telarc is New Zealand's leading certifier of quality, environmental, food, and occupational health and safety management systems. Telarc provides auditing services that focus as much on business improvement as they do on standard compliance.

We do this by coming into a business to provide a relevant and impartial intervention giving confidence to interested parties that the activities being undertaken reflect the organisation's policies and procedures.

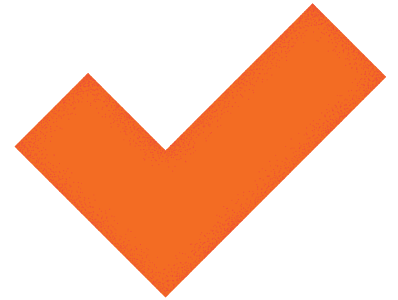
Telarc is formally recognised as an accredited certification/registration body by Joint Accreditation System – Australia and New Zealand (JAS-ANZ), a member of the International Accreditation Forum (IAF), the world association of conformity assessment accreditation bodies.

This means our assessments are rigorous and assured by an independent third party, which in turn assures our clients of our competency and impartiality, and our clients' customers of the quality and integrity of the systems that help produce the goods and services they purchase.



## Support and Protect

Protecting so many aspects of New Zealand life



Our infrastructure  
Our primary exports  
Our healthcare  
Our drinking water  
Our manufacturing  
Our cranes





Our wine production  
Our vehicles  
Our homes  
Our workers  
Our food production  
Our cafés and restaurants





# Chair and Chief Executive's Introduction

The Accreditation Council is a self-funding autonomous Crown Entity with statutory functions under the Standards and Accreditation Act 2015.

The Council directly contributes to the health and wealth of Aotearoa New Zealand by working with a diverse range of organisations that test or inspect products and services to assure they comply with standards and regulations, operate competently, and produce accurate results.

Our Statement of Performance Expectations outlines the activities that we will undertake for the Financial Year 2023 and how we will measure our progress against our intended outcomes.

The New Zealand Government has identified three overarching objectives, which are to:

- keep New Zealanders safe from COVID-19:
- accelerate New Zealand's economic recovery; and
- lay the foundations for a better future.

The performance framework outlined in this document is structured into four Strategic Outcome Areas, all of which are well-aligned with these overarching objectives, and to all five of the New Zealand Government's wellbeing objectives (ref: 2021 Budget Policy Statement).



## Our Strategic Outcome Areas:

### 1. Enhanced health and safety of New Zealanders

The most immediate and concerning challenge to health and safety in New Zealand is the COVID-19 pandemic. We will continue to prioritise and, where possible, accelerate and diversify our work in support of New Zealand's response to this pandemic.

Two major Government reforms that are related to public health and well-being, the Three Waters Reform Programme, and the creation of Health NZ and the Māori Health Authority, will significantly change the way these key services are governed and managed. Accreditation and certification will be essential for maintaining quality and consistency across the Health NZ enterprise, and across the four entities of Taumata Arowai, leading to improved health outcomes for Māori.

More generally, the Accreditation Council will continue to expand accreditation and certification service offerings across all key operating sectors, but with a particular focus on health and safety. It will work with regulators and industry stakeholders to confirm needs and design schemes that tackle real-world problems and risks.

### 2. Business and consumers interacting with confidence to participate in a fair and thriving economy

Under this outcome area we are seeking to broaden the impact of conformance assessment through working with new sectors and increasing the flexibility of accreditation through developing quality “right size, right risk” packages. Our intent is to fill critical gaps, anticipate future needs, and work in partnership with other Government departments to update policy and/or regulations.

Despite the impact of COVID-19, certifications continue to increase across quality, environment, health and safety, and food and wine. The number of clients opting to utilise an integrated audit option – bundling multiple ISO certifications from a single source – has also risen substantially. The uptake of standards is increasing as sellers and buyers look for reassurance that the product or service being provided has been ethically, sustainably, or safely sourced or supplied. We will continue to proactively identify and meet these needs.

To enhance the accessibility of accreditation and certification, the Accreditation Council, through the New Zealand Quality College (NZQC), will innovate to increase access to conformance training standards for clients disadvantaged by cost and/or time constraints.

### 3. Easier access to international markets through reduced technical barriers

Mutual recognition agreements (MRAs), negotiated under free trade agreements, allow New Zealand exporters to seamlessly move their products into overseas markets. IANZ will support the Ministry for Primary Industries (MPI), the Ministry of Foreign Affairs and Trade (MFAT), and the Ministry for Business, Innovation and Employment (MBIE) when negotiating these free trade agreements to encourage the mutual recognition of standards and conformity assessment, plus work with export clients to ensure they maintain their ability to meet overseas market access requirements. In order to support on-going MRAs between accreditation bodies, IANZ will contribute to international evaluations, and work with ILAC and APAC Incorporated to maintain New Zealand's recognition, position, and influence in these important international arrangements.

### 4. A climate-resilient, low-emissions, and sustainable economy

The pursuit of a Carbon Zero economy by 2050 is a major endeavour touching nearly every industry across New Zealand. IANZ will proactively connect with Government across a number of sectors to explore how conformance assessment can support carbon emissions reductions and other sustainability policy objectives.

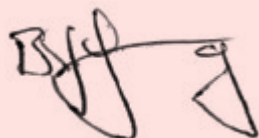
Telarc supports Government initiatives through certification to encourage companies to become environmentally sustainable. There is an opportunity for Telarc to further increase its level of support to meet the inevitable demand, facilitated by NZQC training to those involved in implementing and auditing environmental management systems, as New Zealand progresses towards a low-carbon economy.

### Organisational health and capability

Underpinning the above outcome areas, we will progress a number of strategic initiatives focused on developing our people, improving our service and processes, and transforming our information management systems. With these changes, and our proposed programme of work for FY23, we are confident that we will continue to enhance the Accreditation Council's contribution towards protecting the health and wealth of Aotearoa New Zealand.



Paul Connell  
**Chair**



Dr. Brian Young  
**Chief Executive**



# Board Statement

This Statement of Performance Expectations reflects proposed performance targets and forecast financial statements for the period 1 July 2022 to 30 June 2023. It is produced in accordance with the requirements of section 149E of the Crown Entities Act 2004.

The forecast financial statements and underlying assumptions in this document have been authorised as appropriate for issue by the Accreditation Council in accordance with its role under the Crown Entities Act 2004.

The Accreditation Council proposes to provide four classes of outputs in the coming financial year:

1. Accreditation services

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2. Certification services

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3. International recognition services

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4. Training and other services

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Because the Council is self-funded, these output classes are not “reportable” under the Crown Entities Act. However, the Council has chosen as a matter of good governance to state the intended outcomes, objectives and performance measures for each output class. The Council has also chosen to state the expected revenue and expenses for each output class in the Statement of Forecast Revenue and Expense. Telarc’s wholly owned subsidiary, Telarc Holdings Limited, a non-trading entity that owns Telarc’s older trademarks, produces no outputs.



Paul Connell  
**Chair**



Nicole Anderson  
**Chair Audit & Risk Committee**





# The conformity assessment framework

## Government

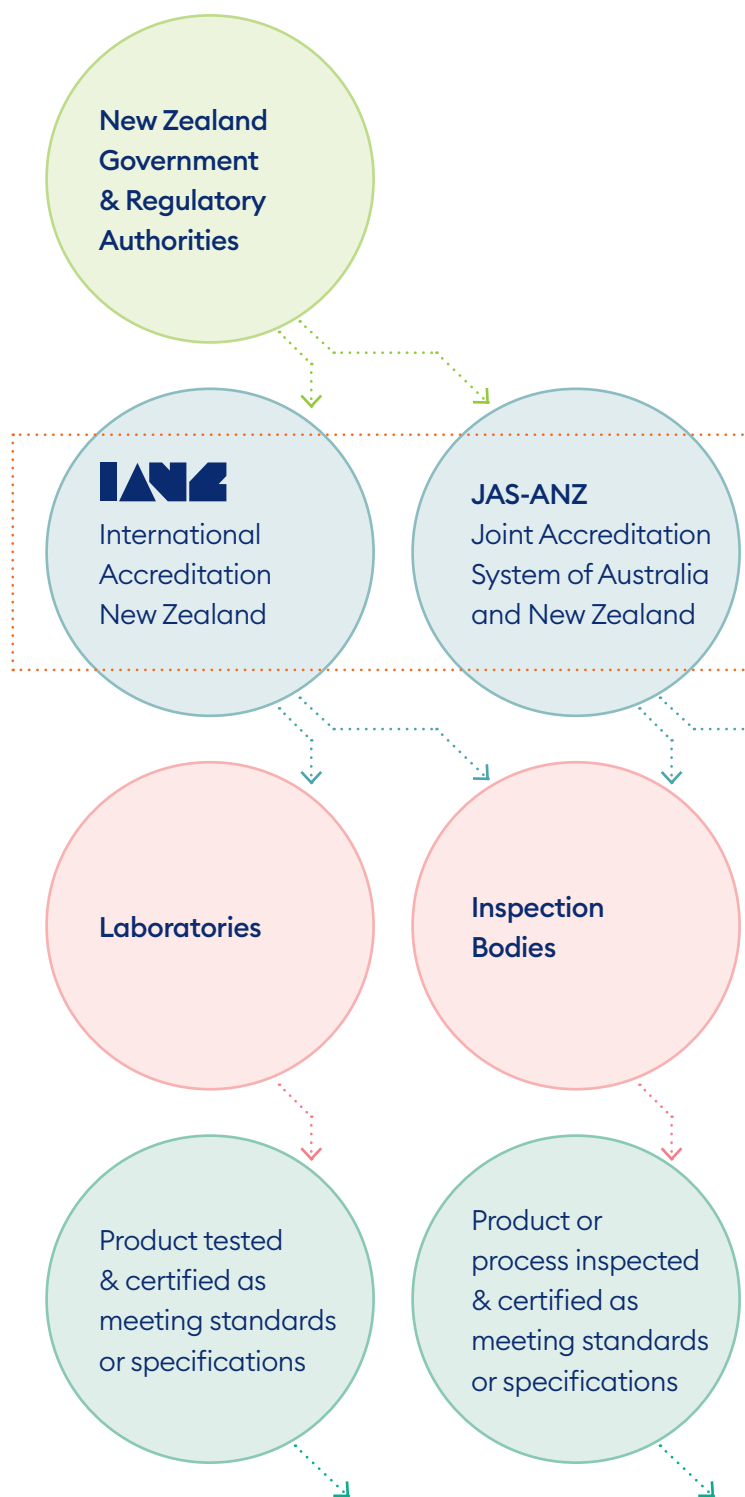
Establishes regulatory standards and carries out enforcement on non-compliance. Recognises Accreditation Bodies.

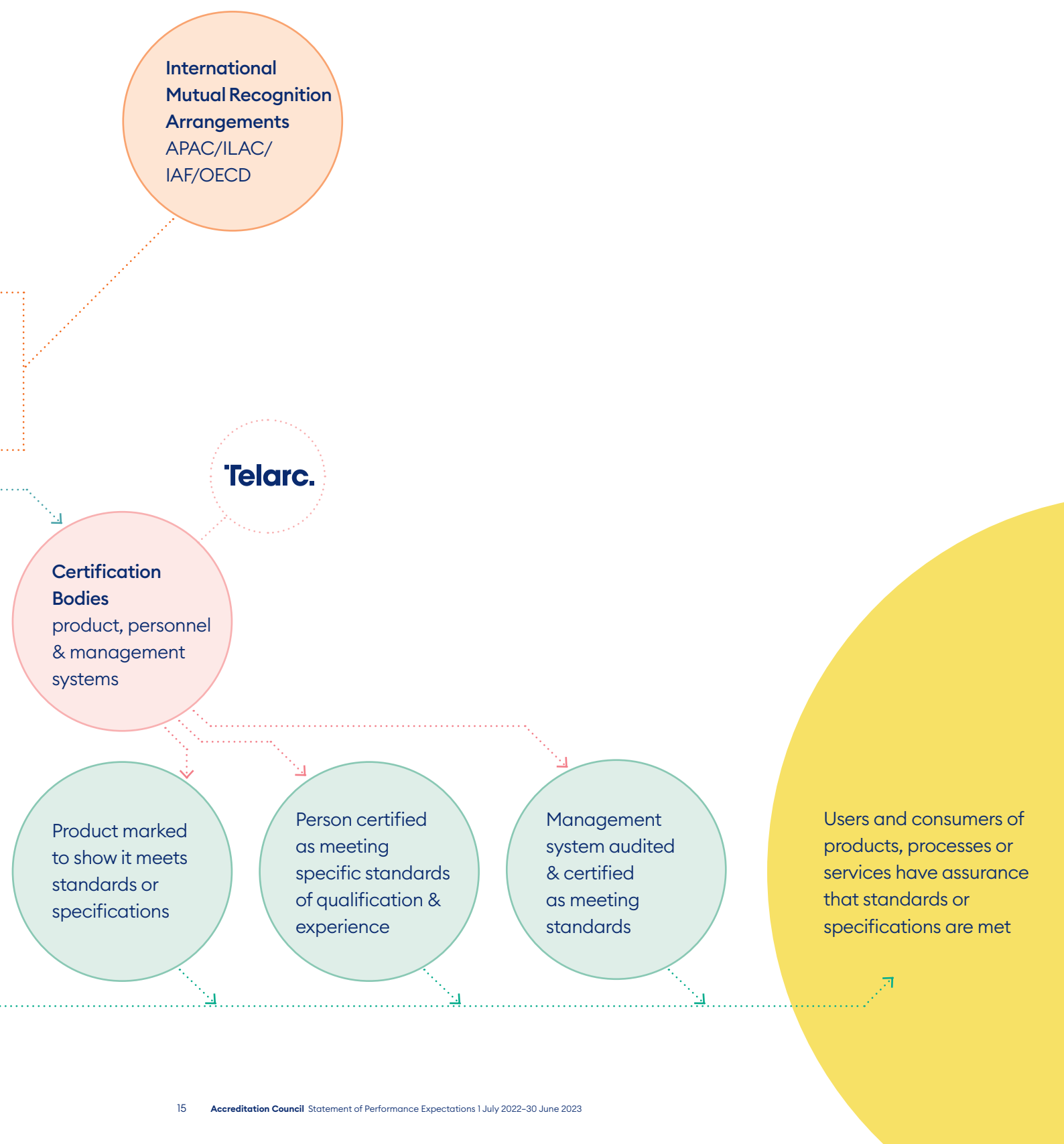
## Accreditation Bodies

Attest to the competence of Conformity Assessment Bodies to carry out conformity assessment activities against regulatory and other standards.

## Conformity Assessment Bodies

Assess conformance of products, processes and services against regulatory and other standards or specifications.





## IANZ's role

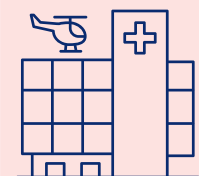
# An autonomous Crown entity

We assess a client's people, infrastructure, systems, and processes in order to determine the competence of an organisation.



Oversight & regulation of an industry





## New Zealand

Serving all  
New Zealanders:



The people and government  
of New Zealand want an  
accreditation body they  
can rely on to help keep  
them safe.

**IANZ aims to be rigorous,  
fair and independent.**

## Government departments

Serving New Zealand regulators:

Regulators want to protect people  
and at the same time enable  
business and achieve systemic  
and positive change.

**IANZ aims to be the regulator's  
proactive partner in achieving  
oversight and regulation  
of an industry.**

## Industries

Serving New Zealand industry:

Businesses want to deliver high  
quality products and services and  
continuously improve.

**Through its solution-focused  
approach, IANZ aims to set its  
customers up for success.**

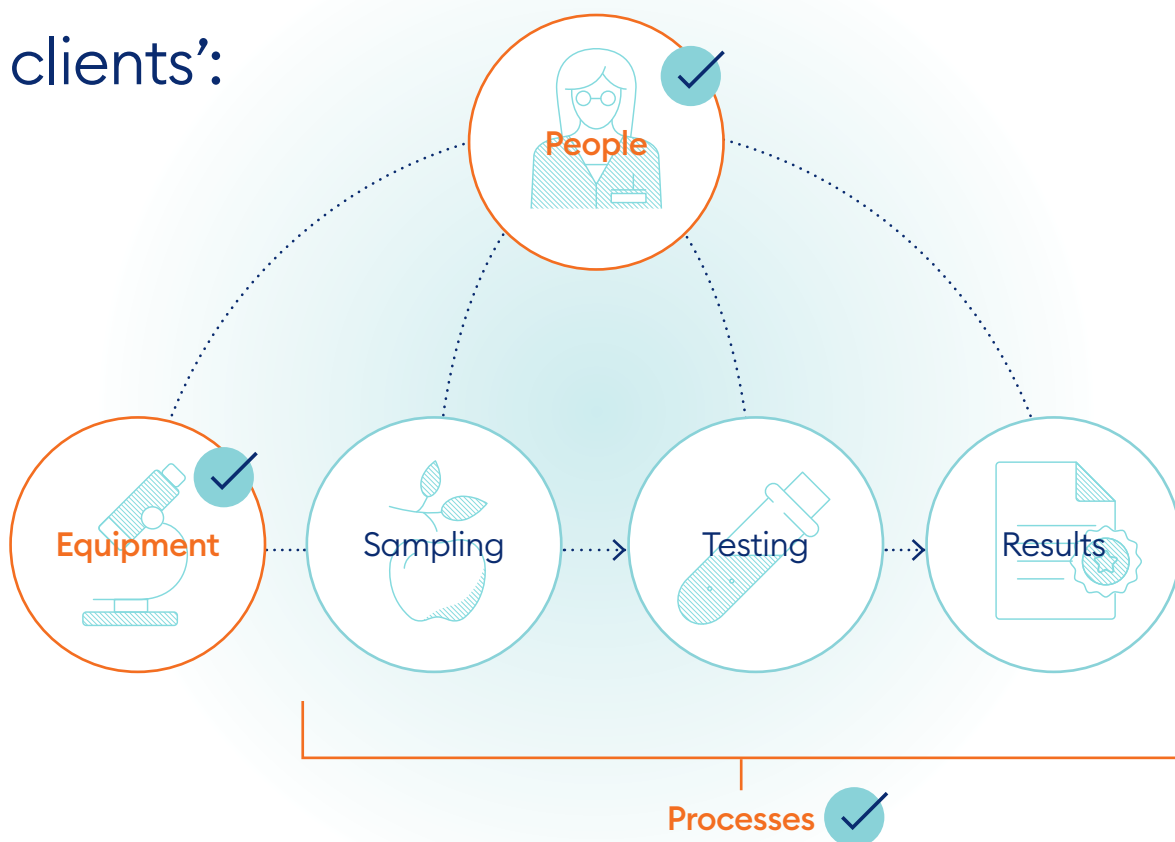
**IANZ**

# How IANZ works

IANZ accredits laboratories that test products and items for safety and conformance, including organisations that provide critical diagnostic testing and medical imaging services. Additionally, inspection bodies are accredited for domestic food safety inspection, engineering safety (e.g. cranes, pressure equipment), and fire sprinkler inspection. All Building Consent Authorities (BCAs) are also accredited by IANZ.

For example, IANZ accredits testing laboratories that test meat for export as part of the MPI process to meet Overseas Market Access Requirements.

## We assess clients':





People



Processes



Testing and  
Equipment



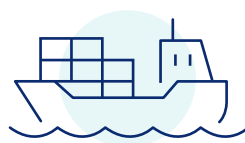
Results



IANZ Accredited  
Testing Laboratory

## IANZ's role in the value chain

Example:  
Processing New Zealand  
meat for export



## How Telarc works

Telarc audits compliance against food and wine safety, quality, health and safety, and environmental management system standards. Telarc certification provides independent assurance that their customers comply with international and New Zealand standards. Organisations and regulators utilise certification for a number of reasons including business improvement, customer demand, minimisation of risk, and to create recognised benchmarked consistency for producers in highly visible and environmentally challenged industries.

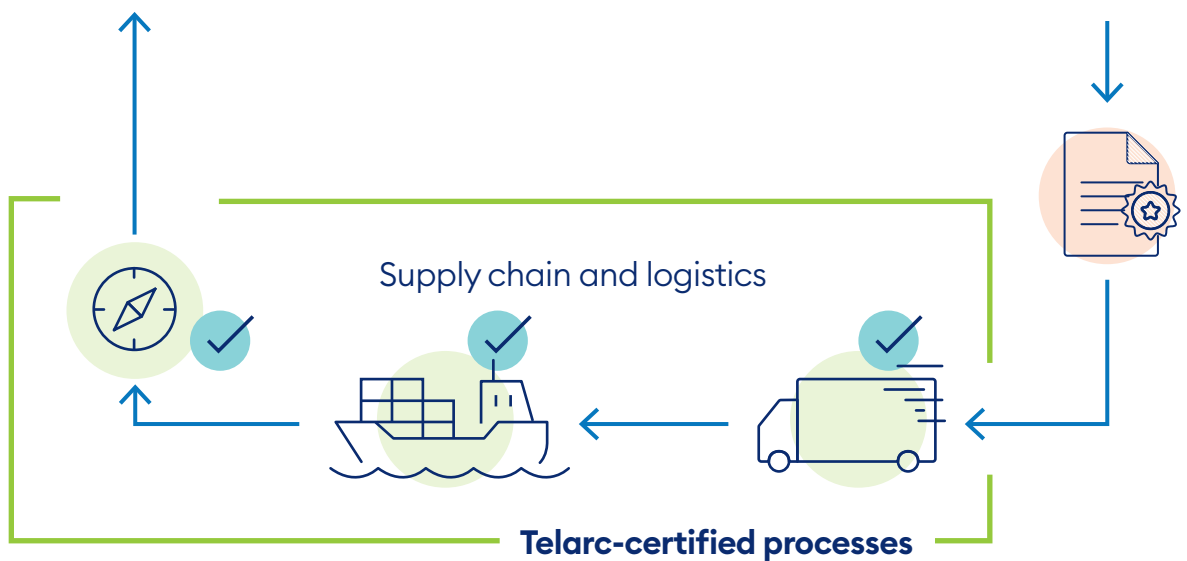
## We certify clients’:







## Telarc's role in the value chain



# Providing protection in a changing world



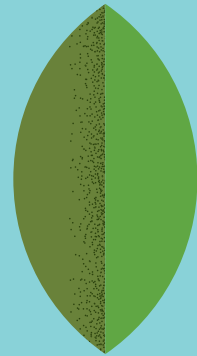
Accreditation and certification are much more than symbols of competency and quality. They are critical components of a healthy, prosperous, and dynamic economy. As regulations and standards change, new industries emerge, and New Zealand forms new relationships with overseas trading partners, the needs and priorities of the conformance system must also change. In recent times, the rate of this change has increased dramatically. The COVID-19 pandemic, large-scale government reform, and climate change are just some of the factors underlying the heightened challenges and opportunities that face the Accreditation Council. The Council is committed to refining its strategic focus to reflect and keep pace with the change, and maximise the value that IANZ accreditation and Telarc certification contribute to New Zealand business and organisational quality and performance, and more broadly, the health and wealth of New Zealanders.





## Our role in 2022/23 (continued)

# Driven by care for our people and place



**The Council is also maintaining its focus on long-term fundamentals throughout the coming year. In particular, we will focus on three main areas:**

### **Our journey with te ao Māori and Te Tiriti o Waitangi**

We acknowledge the Government's expectation that we embody a good faith and collaborative approach to Crown-Māori relationships.

We are committed to growing our cultural capabilities so that we can better partner with Māori and Māori organisations.

### **Our role as stewards of natural capital**

We acknowledge Parliament's declaration of a climate emergency and the Government's expectation that the State sector will lead by example in matters of sustainability.

We are committed to sustainable practices and to reducing our carbon footprint.

### **Our contribution to wellbeing**

We acknowledge the Government's expectation that all forms of capital – financial, human, natural, and social – are needed for wellbeing, and that success should be understood holistically.

We are committed to considering each of these four areas in our work and in future strategy development.





## Our role in 2022/23 (continued)

# Statement of Forecast Service Performance 2022/2023

**Council has considered the Minister's Letter of Expectations, and policies including:**

### **Government's Objectives:**

- To continue to keep Aotearoa New Zealand safe from COVID-19
- To accelerate the recovery and rebuild from the impacts of COVID-19
- To lay the foundations for a better future, including addressing key issues such as our climate change response, housing affordability and child poverty

### **Government Wellbeing Objectives:**

- Supporting the transition to a climate-resilient, sustainable and low emissions economy while building back from COVID-19
- Enabling all Kiwis and New Zealand businesses to benefit from new technology, lift productivity and wages through innovation, and support into employment those most affected by COVID-19
- Lifting Māori and Pacific incomes, skills and opportunities, and combatting the impacts of COVID-19
- Reducing child poverty and improving child wellbeing
- Supporting improved health outcomes for all New Zealanders and keeping COVID-19 out of our communities

### **Government's Commerce and Consumer Affairs priority:**

To address challenges and develop opportunities to support wellbeing for New Zealanders through a more productive, sustainable and inclusive economy.





# Protecting the health and wealth of New Zealanders

The Accreditation Council has identified four strategic outcomes that are directly related to our purpose and role in protecting the health and wealth of New Zealand, through Telarc assuring compliance and IANZ assuring technical competence. This will provide New Zealanders with confidence in the quality and safety of products and services, and contribute to realising our vision that the Accreditation Council, through its brands IANZ, Telarc, and NZQC is “Known by New Zealand; trusted by New Zealand”. Our intended strategic outcome areas are:



The Council is a public benefit entity, which means that we provide accreditation and certification services to support positive social outcomes, not to make profits. We are always striving to serve the people of New Zealand effectively.

## Strategic Objectives 2022/2023

Increase the impact of accreditation in the response to the COVID-19 pandemic

Support regulatory reform

Work with Māori to understand how conformance can benefit H&S for all NZers

Expand H&S conformity assessment and H&S management systems training

Ensure accreditation services meet standards of delivery

Increase H&S certification models across a more diverse range of industries

Identify opportunities for conformance assessment through benchmarking

Increase the uptake of certification

Widen access to training in conformance through online training courses

Support the negotiation of free trade agreements

Increase overseas accreditation acceptance to enhance market access

Support sustainability through conformity assessment

Increase certification and provide training in support of sustainability

Increase the value and efficiency of accreditation and certification services

### Capability



Enhancing Customer Service, Partnership, and Consistency



Transforming Information Management



Developing our People

### Purpose

**To protect the health and wealth of New Zealand**



## Outcome area 1

# Enhanced health and safety of New Zealanders



### Output class: Accreditation Services, Certification and Training

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#### Objective 1:

**Increase the impact of accreditation in the response to the COVID-19 pandemic.**

Indicator	Performance measure	Target for 2022/23
Percentage of laboratories assessed within FY23	Prioritization of assessments of COVID-19 accredited laboratories so that all are assessed at least annually	100% target rate

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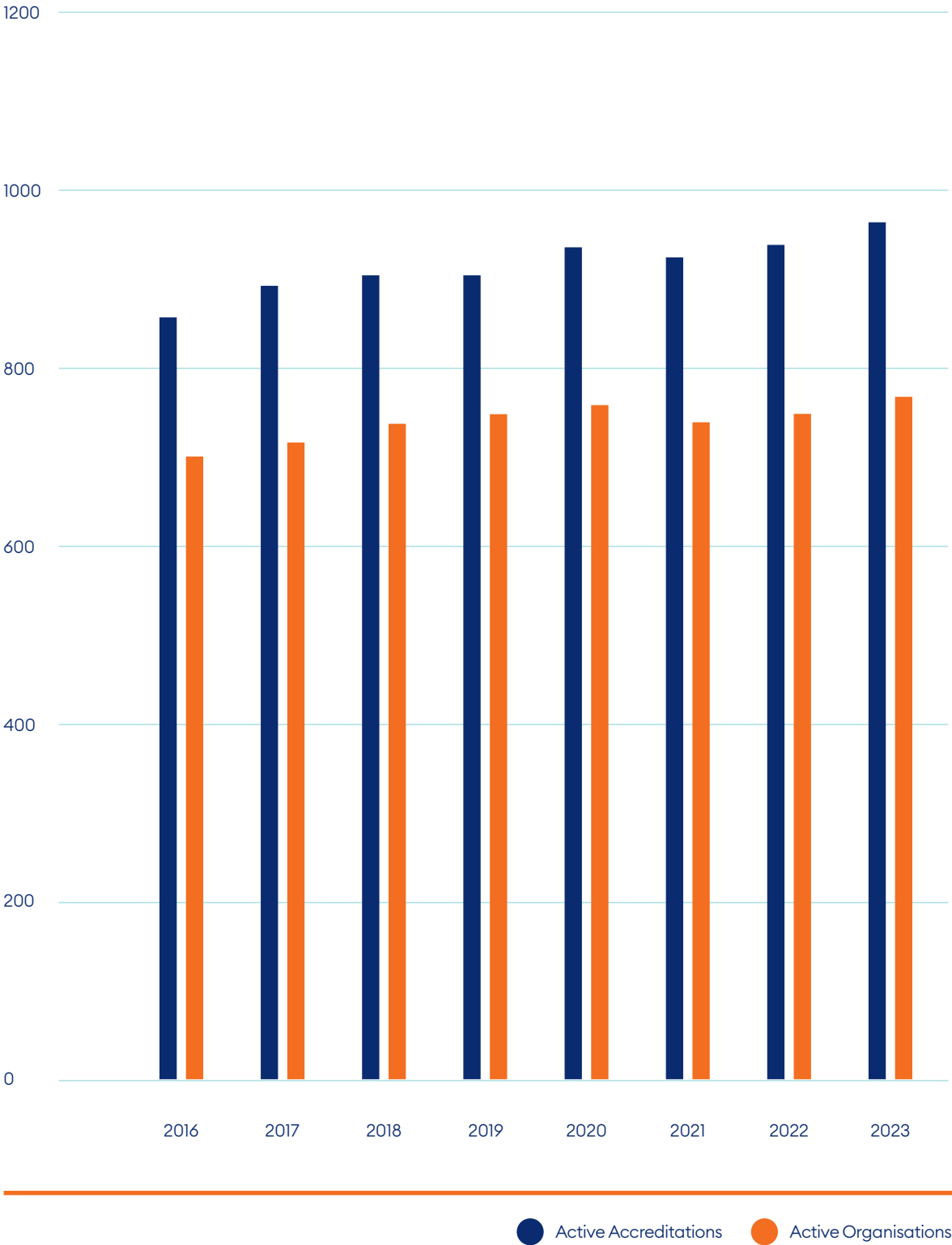
#### Objective 2:

**Support regulatory reform.**

Indicator	Performance measure	Target for 2022/23
Number of regulatory reform initiatives supported by accreditation	Increase the number of regulatory reform initiatives supported by accreditation	IANZ aims to add 2 further regulatory reform initiatives in FY23

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**Total number of companies and organisations: accredited by IANZ**



## Outcome area 1

# Enhanced health and safety of New Zealanders

(continued)



### Objective 3:

**Work in partnership with Māori to understand how accreditation and certification can be applied to improve health and safety for all New Zealanders [IANZ and Telarc].**

Indicator	Performance measure	Target for 2022/23
Number of initiatives being progressed in partnership with Māori	Engagements with Māori focused on improved health and safety for example in relation to Government reforms such as Health NZ and Three Waters.	Engage on at least 2 initiatives

### Objective 4:

**Improve health and safety through expanded conformity assessment and health and safety management systems training [IANZ, Telarc, and NZQC].**

Indicator	Performance measure	Target for 2022/23
Number of service areas supported by H&S focused accreditation	Increase to the number of service areas supported by accreditation.	Increase the number of service areas by 2
Number of people trained in health and safety management systems	Increase the number of people trained in health and safety management systems training	15 people trained

## Specific industry sectors using IANZ accreditation

Accreditation service areas:

---



### Consumer Products

- Toy safety
- Performance / approval testing
- Energy efficiency
- Electrical safety
- Pharmaceutical market surveillance (chemical/biological)



### Transport / Fuels

- Road signage / barriers (testing)
- Fuels / lubricants (testing)
- Road materials (testing)
- Vehicle inspection (import)



### Construction / Engineering

- Gas cylinders testing
- Surface coatings (testing)
- Ores / metals (testing)
- Building / civil materials (testing)
- Methamphetamine contamination (testing/inspection)
- Asbestos (inspection/testing)
- Building / construction systems (testing)
- Building design (inspection)
- Cleanrooms / controlled environments (testing)
- Engineering safety (NDT)
- Engineering safety (inspection)
- Fire protection (testing / inspection)
- Building consent authorities



### Environment

- Asbestos (inspection/testing)
- Radioactivity monitoring
- Environmental soil quality (chemical/biological)
- Environmental water quality (chemical/biological)
- Air quality / emissions testing (chemical)
- Biosecurity testing (animal health / border protection)
- Pest control compounds (testing)



### Health

- PPE testing (occupational safety & health)
- Air quality / asbestos (occupational safety & health)
- Workplace drug testing
- Radiology services
- Medical diagnostic testing
- Pharmaceutical market surveillance (chemical/biological)
- Pharmaceutical manufacturing (chemical/biological)
- Personal dosimetry testing
- Chemical safety (GLP)



### Food / Water / Agriculture

- Wool certification
- Food testing (domestic)
- Food / wine / honey testing (domestic)
- Food safety inspection (domestic/export)
- Drinking water testing
- Drinking water treatment (inspection)
- Chemical safety (GLP)
- Soil fertility / fertilisers (testing, inspection)
- Animal health & nutrition (testing)
- Horticultural harvest

## Outcome area 1

# Enhanced health and safety of New Zealanders

(continued)



### Objective 5:

#### Accreditation services meet standards of delivery.

Indicator	Performance measure	Target for 2022/23
Percentage of accreditation services that meet appropriate standards of timeliness	Assessments carried out as scheduled.	98% of assessments of accredited clients are conducted within 3 months of the scheduled date.
	Efficient clearance of assessment findings by accredited clients.	95% of assessments of accredited clients completed within one month of agreed deadlines.

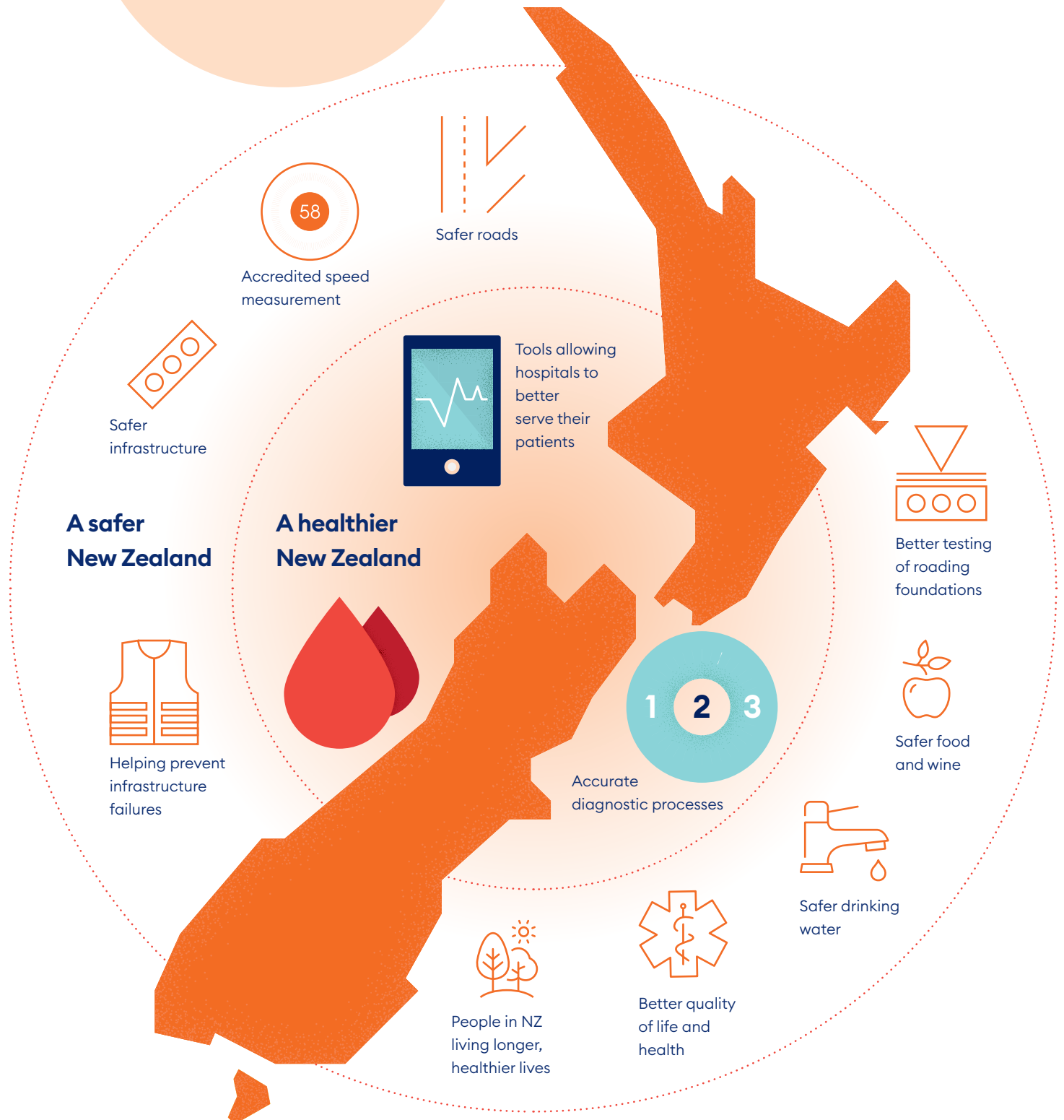
### Objective 6:

#### Increase health and safety certification models across a more diverse range of industries [Telarc].

Indicator	Performance measure	Target for 2022/23
Number of health and safety focussed certifications issued	Increased number of health and safety certificates issued during the financial year.	35 new certificates issued

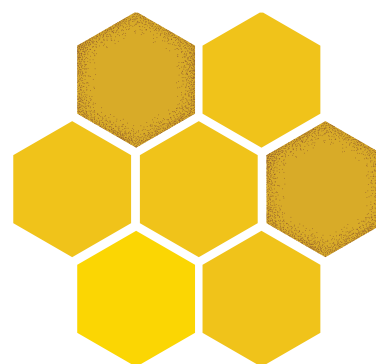


## Impact: Improved health outcomes for New Zealanders



## Outcome area 2

# Business and consumers interacting with confidence to participate in a fair and thriving economy



### Output class: Accreditation Services

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#### Objective 7:

**Identify critical gaps and opportunities for conformance assessment through international benchmarking [IANZ]**

Indicator	Performance measure	Target for 2022/23
International conformity assessment benchmarking study	Completion of the international conformity assessment benchmarking study.	Study completed

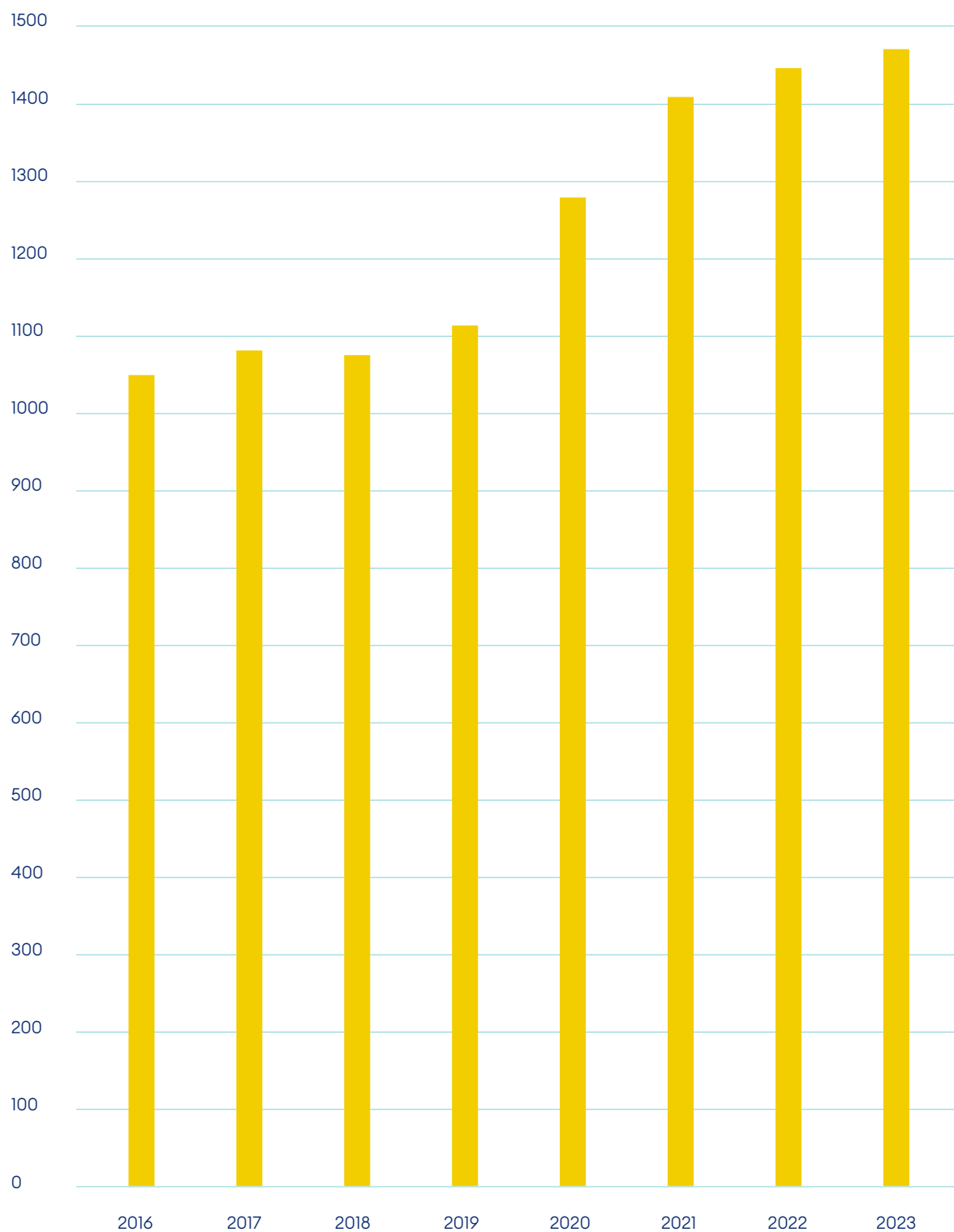
#### Objective 8:

**Increase the uptake of certification [Telarc]**

Indicator	Performance measure	Target for 2022/23
Number of Telarc certificates on the JAS-ANZ register	Increase the number of Telarc certificate registrations on the JAS-ANZ register annually.	Increase the number of certificates by 30

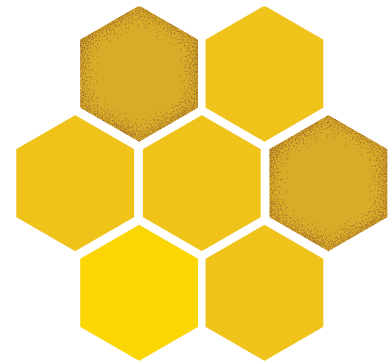
## Total number of quality, health and safety, and environmental certificates on the JAS-ANZ register

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## Outcome area 2

# Business and consumers interacting with confidence to participate in fair and thriving economy (continued)



### Objective 9:

#### Widen access to training in conformance standards through provision of online training courses [NZQC]

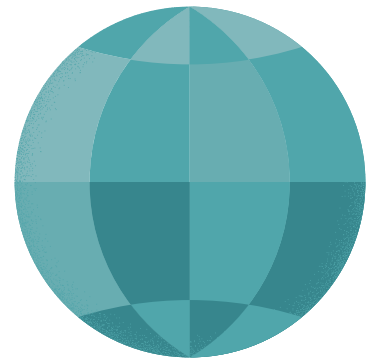
Indicator	Performance measure	Target for 2022/23
Number of online training courses developed	Widened access to training in conformance standards through provision of online training courses.	1 new online course developed in 2023





## Outcome area 3

# Easier access to international markets through reduced technical barriers



### Output class: Accreditation Services

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#### Objective 10:

#### Support the negotiation of free trade agreements [IANZ].

Indicator	Performance measure	Target for 2022/23
Assistance on request from Government in negotiating conformity assessment chapters in free trade agreements (FTAs) and in meeting technical overseas market access requirements.	Assistance provided in response to requests from Government ministries.	Maintain 100% response rate to requests.

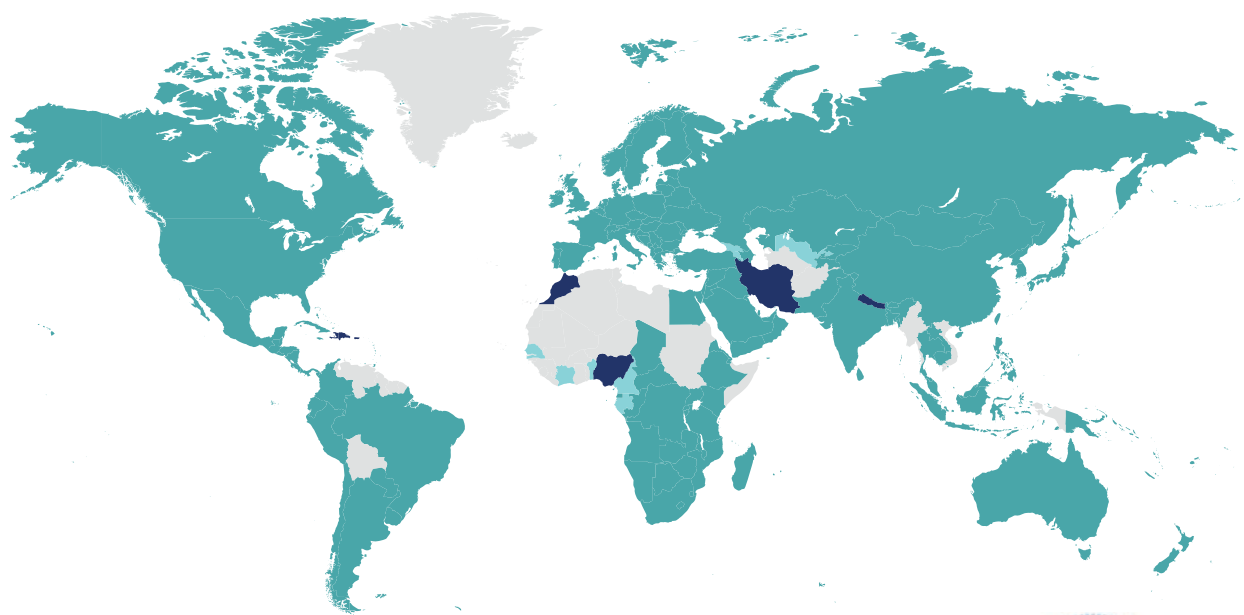
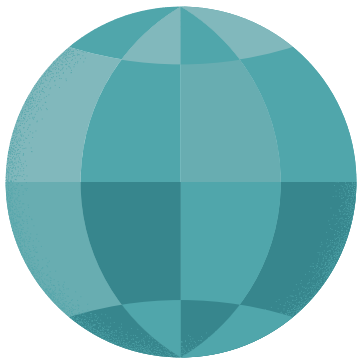
## IANZ represents New Zealand in the following key international forums

Forum	Committees
International Laboratory Accreditation Cooperation (ILAC)	<ul style="list-style-type: none"><li>• Member of the Accreditation Committee</li><li>• Member of the Arrangement Committee</li><li>• Member of the Inspection Committee</li></ul>
Asia Pacific Accreditation Cooperation (APAC) – regional body of ILAC	<ul style="list-style-type: none"><li>• Member of the APAC Mutual Recognition Arrangement (MRA) Management Committee</li><li>• Chair of the Inspection Body Working Group</li><li>• Trainer for APAC Evaluators</li><li>• Member of the Proficiency Testing Sub-Committee</li><li>• Member of the Reference Material Producer working group</li></ul>
Organisation for Economic Cooperation and Development (OECD)	<ul style="list-style-type: none"><li>• Represent New Zealand at the OECD Working Group for Good Laboratory Practice</li><li>• Participate in the Quality Sub-Group</li><li>• Lead the Training Steering Committee for OECD Evaluators</li></ul>



Outcome area 3

Easier access to international markets through reduced technical barriers  
(continued)



● ILAC MRA Signatories    ● ILAC Associate Members    ● ILAC Affiliate Members



Map shows International Markets that recognise IANZ accreditation.

## Objective 11:

### Increase overseas accreditation acceptance to enhance market access [IANZ]

Indicator	Performance measure	Target for 2022/23
Accreditation that is globally recognised	International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Arrangement (MRA) signatory status.	Maintain signatory status
	Active representation on key international committees: Asia Pacific Accreditation Cooperation (APAC), International Laboratory Accreditation Cooperation (ILAC), Organisation for Economic Cooperation and Development (OECD).	All relevant and key committees and working groups have IANZ representation annually
Designating authority under MRAs for Conformity Assessment Bodies to enable international product access	Status as designating authority.	Active participation as the designating authority and maintaining status.
	Assistance provided in response to requests from Government ministries.	Actively respond to requests with a target of a 100% response rate.
Number of international evaluations participated in to support MRAs between accreditation bodies	Evaluations completed per annum.	2 evaluations to be completed

## Outcome area 3

# Easier access to international markets through reduced technical barriers



IANZ accreditation services facilitate  
**405,200+ jobs in the NZ economy**

**Productivity & profitability**  
of NZ firms supported  
by reduced need for  
extra testing

Source: NZIER (2020) "IANZ:  
The Economic Side - Examining the Way  
IANZ supports the New Zealand economy"





### Benefits of IANZ accreditation:

Less re-work; measurements are accurate

Avoidance of product failure & recalls

Product claims are supported

Increased market access

Impartial advice

Risk management

Demonstrate due diligence



### IANZ helps lift value-added exports

**\$3.02 billion**  
net impact  
on total  
export values

**107 countries**  
accept IANZ-  
related reports  
and certificates

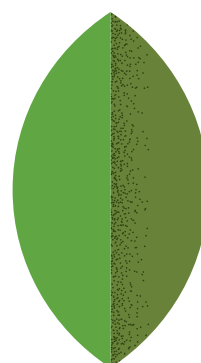
**\$41.3 billion**  
of NZ's exports  
supported by IANZ  
accreditation



**\$43.5 billion**  
of NZ's GDP  
from industries that  
IANZ supports

## Outcome area 4

# A climate-resilient, low-emissions, and sustainable economy



### Output class: Accreditation Services

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#### Objective 12:

#### Support sustainability through conformity assessment (IANZ)

Indicator	Performance measure	Target for 2022/23
Number of engagements with Government agencies regarding sustainability and conformance assessment.	Sustainability-related meetings held with Government decision makers.	3 meetings held

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#### Objective 13:

#### Increase certification and provide training in support of sustainability (Telarc and NZQC)

Indicator	Performance measure	Target for 2022/23
Number of sustainability-related certifications issued annually (ISO14001)	Increased number of of certifications focused on improving the sustainability of organisations.	20 issued
Number of people trained in ISO14001 environmental management systems	Increase the number of people trained in ISO14001 environmental management systems.	23 people trained

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### Objective 14:

#### Increase the value and efficiency of accreditation and certification services

Indicator	Performance measure	Target for 2022/23
Continued innovation in assessment techniques to ensure continuity of service	Proportion of IANZ assessments conducted remotely.	8% annually
	Proportion of Telarc assessments conducted remotely.	8% annually



# Organisational Health and Capability

We believe that better understanding the diverse views, challenges, and opportunities of the communities we employ and serve is important in being able to work collaboratively in creating a sustainable, long-term business proposition that supports an increasingly diverse New Zealand.

## 1. To support our community through volunteering

Indicator	Performance measure	Target for 2022/23
IANZ continues to support employees' volunteering activities	Opportunities provided for IANZ employees to support community activities for one working day per annum.	1 working day per annum per employee to volunteer to support community activities.







# Organisational Health and Capability

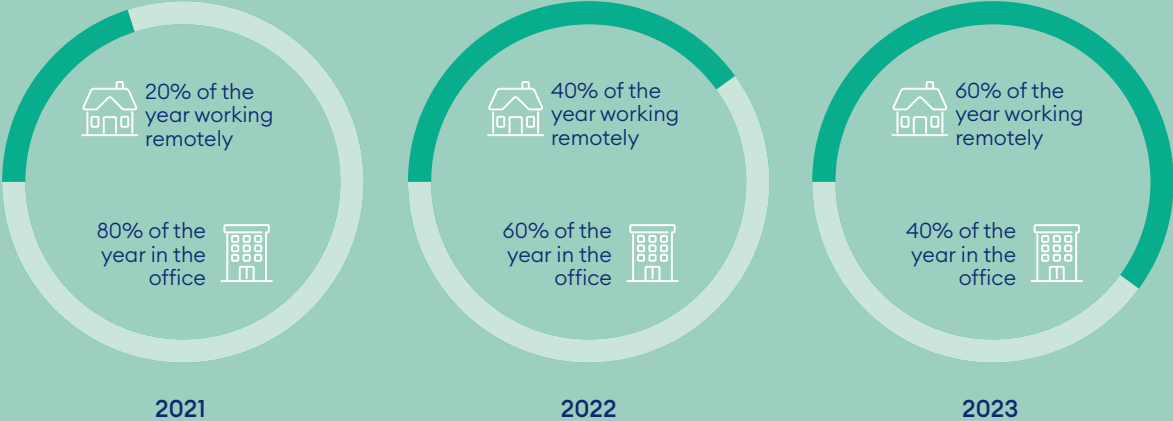
(continued)

From temperatures to air quality to sea levels, accreditation and certification underpins the accurate monitoring and measurement that are crucial for environmental sustainability. The Accreditation Council is also committed to playing its part in being a wise steward of the Earth's resources.

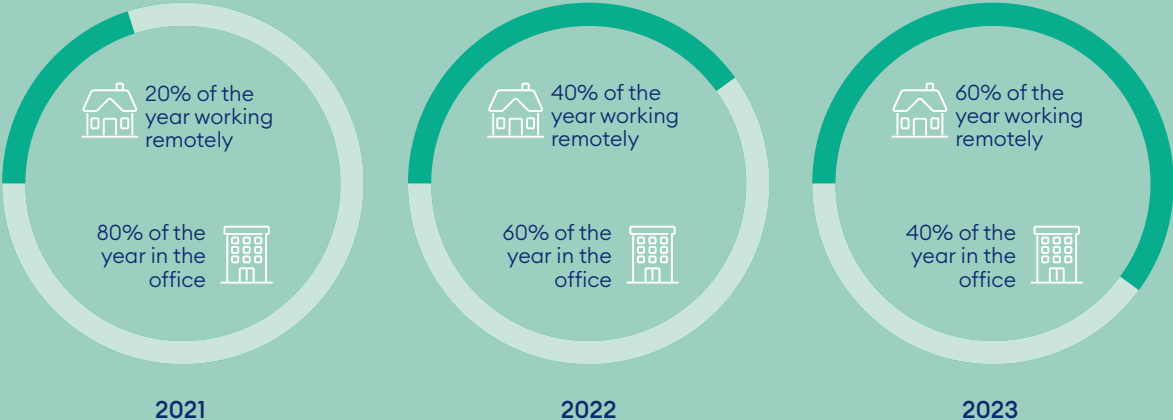
## 2. Caring for our planet by reducing our environmental footprint

Indicator	Performance measure	Target for 2022/23
Reduced commuter travel through remote working	Proportion of days IANZ staff work remotely.	Maintain policy allowing up to 60% (average) per annum.
	Proportion of days Telarc staff work remotely.	Maintain policy allowing up to 60% (average) per annum.
Recycling programme for IANZ and Telarc	Recycling strategy in place.	An implemented strategy by the end of FY23.

Proportion of days IANZ staff work remotely.



Proportion of days Telarc staff work remotely.



# Organisational Health and Capability

(continued)

Protecting the health and wealth of New Zealand through certification and accreditation is all about enabling our talented people to deliver professional services, sustained leadership, capability and resilience. We are proud of our people and will continue to invest in them to ensure we can keep providing protection and services for the public and our communities.

## 3. Growing our people's knowledge, skill and expertise

Indicator	Performance measure	Target for 2022/23
IANZ organisational knowledge of Te Tiriti o Waitangi/the Treaty of Waitangi permits informed discussion of Treaty issues and the incorporation of Treaty principles in the way we work. Te reo Māori is routinely used in greetings, hui (karakia and mihi), and embraced by IANZ's people.	Attendance at seminars and workshops with expert advisors to increase knowledge and understanding of te o Māori and Te Tiriti o Waitangi.	75% of employees have attended introductory Treaty training and introductory te reo Māori course by June 2023.
		10% of employees have attended intermediate Treaty training and an intermediate te reo Māori course by June 2023.
Implementation of the IANZ People and Culture strategy	Reaching key measures within the People & Culture strategy.	Achievement of FY22/23 strategy targets

Indicator	Performance measure	Target for 2022/23
Extend leadership scope and reach.	Developing an IANZ leadership development programme.	Completion of the leadership development programme in FY23
IANZ and Telarc employees have improved resilience and agility.	A Wellbeing strategy is in place.	FY22/23 Wellbeing objectives are achieved.
IANZ retains institutional knowledge and expertise to serve stakeholders.	Turnover of employees.	To maintain turnover below the national average.
Number of Technical Experts and Professional Advisory Committee members recognised.	Recognition programme for Technical Experts and members of the Professional Advisory Committees.	Recognition programme is in place by the end of FY2023.
Number of employees signed off to support ISO27001, ISO55001 and ISO13485.	Increased number of auditors available to support business certifications under ISO27001, ISO55001 and ISO13485.	Audits scheduled in FY23 are completed for these standards.

# Alignment with Government policy and SOI

## How our strategies relate to Government policies

Government Objectives:	To continue to keep Aotearoa New Zealand safe from COVID-19
	To accelerate the recovery and rebuild from the impacts of COVID-19
	To lay the foundations for a better future, including addressing key issues such as our climate change response, housing affordability and child poverty
Government Wellbeing Objectives:	Supporting the transition to a climate-resilient, sustainable and low emissions economy while building back from COVID-19
	Enabling all Kiwis and NZ businesses to benefit from new technology, lift productivity and wages through innovation, and support into employment those most affected by COVID-19
	Lifting Māori and Pacific incomes, skills and opportunities, and combatting the impacts of COVID-19
	Reducing child poverty and improving child wellbeing
	Supporting improved health outcomes for all New Zealanders and keeping COVID-19 out of our communities
Commerce and Consumer Affairs Priorities:	To address challenges and develop opportunities to support wellbeing for New Zealanders through a more productive, sustainable and inclusive economy.





**Enhanced health  
and safety**



**A fair trading  
economy**



**Easier access  
to international  
markets**



**A low-emissions  
and sustainable  
economy**



# Alignment with Government policy and SOI

(continued)

## How our strategies relate to Government policies

Our SOI  
strategic  
objectives  
supporting  
each strategic  
outcome

Increase the impact of accreditation in the response to the COVID-19 pandemic

Support regulatory reform

Work with Māori to understand how conformance can benefit H&S for all New Zealanders

Expand H&S conformity assessments and H&S management systems training

Increase H&S certification models across a more diverse range of industries

Identify critical gaps and opportunities for conformance assessment through international benchmarking

Widen access to accreditation

Increase the uptake of certification

Widen access to training in conformance standards through provision of online training courses

Provide data-as-a-service, analytical reports and insights

Support the negotiation of free trade agreements

Increase overseas accreditation acceptance to enhance market access

Support sustainability through conformity assessment

Increase certification and provide training in support of sustainability

Expand CSR and chain of custody certifications overseas



**Enhanced health  
and safety**



**A fair trading  
economy**



**Easier access  
to international  
markets**



**A low-emissions  
and sustainable  
economy**



# Service performance judgements and assumptions

In the preparation of the forecast Statement of Service Performance, the Accreditation Council has made the following judgements in the selection of our service performance measures:

- We have reflected on the extent to which accreditation and certification services we provide to support positive social outcomes are best captured by performance measures
- Consideration has been given to the Government's objectives, including wellbeing, and policies
- We have ensured that the performance measures adequately inform progress towards delivering the outcomes that support our purpose and role in protecting the health and wealth of New Zealand

Further to the above judgements we have also considered the functions of the Accreditation Council as outlined within section 35 of the Standards and Accreditation Act 2015.

We have also applied judgements in the measurement, aggregation, and presentation of service performance information.

The Accreditation Council does not receive funding from central government and is self-funded. Despite funding pressures under Covid-19, management has determined it is possible to continue to provide services at current levels and the related performance measures have not been adjusted.

## External implication for statements about performance

There are conditions that affect the service performance results and may result in a variation from the anticipated or forecasted results. These are ones which are outside the control of the group. Examples of this are, but not limited to changes in government policy in New Zealand, changes in international travel restrictions, global and domestic economic conditions and international policy that may impact areas such as recruitment, ability to travel and other unforeseen considerations.







# Financial Statements

## Statement of Forecast Comprehensive Revenue and Expense

For the year ended 30 June	2021 Actual \$	2022 Forecast \$	2023 Budget \$
<b>IANZ Accreditation Services</b>			
Revenue	8,207,936	7,549,190	8,627,081
Less Depreciation and amortisation expense	160,360	140,204	208,046
Other expenses	8,075,051	7,993,860	8,668,555
Net Surplus / (Deficit)	(27,475)	(584,873)	(249,520)
<b>Training and Other Services</b>			
Revenue	317,061	408,029	596,505
Less Expenses	639,956	667,768	719,414
Net Surplus / (Deficit)	(322,896)	(259,739)	(122,909)
<b>International Recognition Services</b>			
Revenue	596,982	625,078	631,343
Less Expenses	209,613	234,509	264,419
Net Surplus / (Deficit)	387,369	390,569	366,924
<b>Total IANZ</b>			
Revenue	9,121,979	8,582,297	9,854,929
Less Depreciation and amortisation expense	160,360	140,204	208,046
Other expenses	8,924,621	8,896,137	9,652,388
Net Surplus / (Deficit)	36,998	(454,043)	(5,506)
<b>Telarc Limited Certification Services</b>			
Revenue	9,807,976	8,577,140	9,822,952
Less Depreciation and amortisation expense	179,346	197,397	253,055
Finance cost	-	-	-
Taxation expense	336,879	58,332	220,974
Other expenses	8,303,275	8,176,714	8,788,265
Net Surplus / (Deficit)	988,476	144,697	560,659
<b>Consolidated</b>			
Revenue	18,929,955	17,159,438	19,677,882
Less Depreciation and amortisation expense	339,706	337,601	461,101
Finance cost	-	-	-
Taxation expense	336,879	58,332	220,974
Other expenses	17,227,896	17,072,850	18,440,653
<b>Total Net Surplus / (Deficit)</b>	<b>1,025,474</b>	<b>(309,345)</b>	<b>555,154</b>
<b>Other Income</b>			
IANZ Interest	38,848	19,492	25,800
Telarc Interest	10,315	5,298	7,560
IANZ - Net gain on sale of property, plant and equipment	305	-	-
Telarc - Net gain on sale of property, plant and equipment/earn out	130	-	-
<b>Total Other Income</b>	<b>49,598</b>	<b>24,790</b>	<b>33,360</b>
<b>Total Comprehensive Revenue and Expense for the Year</b>	<b>1,075,072</b>	<b>(284,555)</b>	<b>588,514</b>
Surplus attributable to:-			
Accreditation Council	1,075,072	(284,555)	588,514
<b>Accreditation Council</b>	<b>1,075,072</b>	<b>(284,555)</b>	<b>588,514</b>

# Financial Statements

## Statement of Forecast Changes in Equity

For the year ended 30 June	2021 Actual \$	2022 Forecast \$	2023 Budget \$
Balance at 1 July	9,389,934	10,465,006	10,180,452
Total comprehensive revenue and expense for the year	1,075,072	(284,555)	588,514
Balance at 30 June	10,465,006	10,180,452	10,768,966

# Financial Statements

## Statement of Forecast Financial Position

As at 30 June	2021 Actual \$	2022 Forecast \$	2023 Budget \$
<b>Equity</b>			
<b>Equity attributable to owners of the parent</b>			
Opening General Funds			
IANZ Shareholders			
Opening Balance	9,389,934	10,465,008	10,180,452
Surplus / (Deficit) attributable to IANZ shareholders	1,075,072	(284,556)	588,515
<b>Total Equity</b>	<b>10,465,006</b>	<b>10,180,452</b>	<b>10,768,966</b>
Represented by			
<b>Current Assets</b>			
Cash and cash equivalents	6,711,147	6,654,696	6,262,982
Trade and other Receivables	3,597,059	2,949,857	2,924,078
Other assets: prepayments	277,331	304,022	304,022
<b>Total Current Assets</b>	<b>10,585,536</b>	<b>9,908,574</b>	<b>9,491,082</b>
<b>Non-Current Assets</b>			
Property, Plant and Equipment	259,531	141,435	932,035
Deferred Tax	98,999	98,999	98,999
Goodwill	3,322,606	3,322,606	3,322,606
Intangible Assets	388,490	276,211	839,627
<b>Total Non-Current Assets</b>	<b>4,069,626</b>	<b>3,839,251</b>	<b>5,193,267</b>
<b>Total Assets</b>	<b>14,655,162</b>	<b>13,747,825</b>	<b>14,684,349</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Trade and other payables	2,973,852	2,625,350	2,906,202
Provision for Taxation	268,901	18,043	73,658
Provision for Employee Entitlements	947,404	923,979	935,524
<b>Total Current Liabilities</b>	<b>4,190,156</b>	<b>3,567,373</b>	<b>3,915,384</b>
<b>Non-Current Liabilities</b>			
<b>Total non-current Liabilities</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Liabilities</b>	<b>4,190,156</b>	<b>3,567,373</b>	<b>3,915,384</b>
<b>Net Assets</b>	<b>10,465,006</b>	<b>10,180,452</b>	<b>10,768,966</b>

# Financial Statements

## Statement of Forecast Cashflows

For the year ended 30 June	2021 Actual \$	2022 Forecast \$	2023 Budget \$
<b>Cash Flows From Operating Activities</b>			
<b>Cash was provided from:</b>			
Revenues from services provided	18,065,440	17,841,663	19,693,462
Interest received	87,770	16,426	33,360
Dividend received	-	606	(1)
	18,153,210	17,858,694	19,726,821
<b>Cash was applied to:</b>			
Payments to Suppliers	6,329,827	6,381,845	6,508,913
Payments to Employees	10,724,031	11,186,257	11,601,716
Payment of Income Tax	(34,770)	309,189	165,359
Interest Paid	(2,015)	-	-
Net Goods and Services Tax	(89,768)	(35,600)	27,429
	16,927,305	17,841,692	18,303,418
<b>Net Cash Flows From Operating Activities</b>	<b>1,225,905</b>	<b>17,002</b>	<b>1,423,403</b>
<b>Cash Flows From Investing Activities</b>			
<b>Cash was provided from:</b>			
Proceeds from sale of Property, Plant & Equipment	1,565	22,156	-
	<b>1,565</b>	<b>22,156</b>	<b>-</b>
<b>Cash was applied to:</b>			
Purchase of Property, Plant & Equipment	77,659	9,008	1,009,862
Purchase of Intangible assets (computer software)	157,812	86,602	805,255
	<b>235,471</b>	<b>95,610</b>	<b>1,815,117</b>
<b>Net Cash Flows From Investing Activities</b>	<b>(233,906)</b>	<b>(73,453)</b>	<b>(1,815,117)</b>
<b>Cash Flows from Financing Activities</b>			
<b>Net Cash Flows From Financing Activities</b>	<b>-</b>	<b>-</b>	<b>-</b>
Net Increase (Decrease) in Cash Held	991,999	(56,451)	(391,714)
Cash and cash equivalents at beginning of the year	5,719,148	6,711,147	6,654,696
<b>Cash and cash equivalents at end of the year</b>	<b>6,711,147</b>	<b>6,654,696</b>	<b>6,262,982</b>

# Notes to Financial Statements

## For the year ended 30 June

In March 2020 the COVID-19 outbreak was declared a pandemic following growing rates of infection. This dominated the final quarter of FY2020 directly affecting the Council's revenues, operations and the wider economy.

Accordingly, the Council prepared the FY2021 budget estimates on a very conservative basis.

The impact in FY2021 was less significant than anticipated, with assessments delayed in FY2020 going ahead in FY2021. The Council exceeded budget expectations in FY2021.

However, the impact of the COVID-19 crisis continued into FY2022 with further delays in assessments and the full impact is not yet known for the year.

Strong cash reserves will continue to support the business into the future and the Council has continued to evolve its systems to support changes future work process requirements. Remote assessments will continue where practical.

The Council is also planning a move to modern and more environmentally friendly premises in December 2022. Provision has been made for the preliminary costs of the move.

## Use of estimates and judgements

The effects of COVID-19 have required a number of judgements and estimates to be made in the preparation of these financial statements.

These assumptions are based on the organisation's best estimate of the most likely expectations at balance date.

At the time of issuing these financial statements, the organisation has not identified any material risk to its ability to continue as a going concern.

## Current forecasts

At this time, it is difficult to determine the full impact of the COVID-19 pandemic. The Council will continue to monitor the event and respond in line with Government directives.

## Impact of COVID-19 on Goodwill

The Group has reviewed the forecast out to 2026 based on conditions that existed as at 30 June 2021 and forward-booked work.

The Council does not consider there to be any impairment on Goodwill carried on its statement of financial position.

The Accreditation Council has prepared the forecast for FY2022 on a conservative basis. The full on-going impact of the COVID-19 crisis on the FY2022 year is unknown.



# Appendix 1

## Statement of Significant Accounting Policies

### Accreditation Council

The Accreditation Council (Council) is a public benefit entity (PBE) for financial reporting purposes. The Council trades under the name International Accreditation New Zealand (IANZ), and 100% owns its Crown entity subsidiaries, Telarc Limited (Telarc), which performs its certification function, and Telarc Holdings Limited, a non-trading entity that owns Telarc Limited's older trademarks. Key accounting policies adopted by the Council include:

#### 1 Statement of compliance

The financial statements of the Council have been prepared in accordance with the Crown Entities Act 2004, and in accordance with generally accepted accounting practice in New Zealand (NZ GAAP).

The financial statements have been prepared in accordance with Tier 2 PBE accounting standards because expenses are greater than \$2m and less than \$30m and the Council is not publicly accountable.

#### 2 Presentation currency and rounding

The financial statements are presented in New Zealand dollars and all values are in dollars (\$'s).

#### 3 Basis of consolidation – purchase method

The consolidated financial statements include the parent Council and its subsidiaries.

#### 4 Revenue

The Council's revenue is regarded as exchange transactions and derived through the provision of outputs to the Crown, services to third parties and income from its investments. Such revenue is recognised when earned and reported in the relevant financial period.

#### 5 Borrowing costs

Any borrowing costs are recognised as an expense in the financial year to which the charge relates.

#### 6 Goods and services tax

All items in the financial statements are exclusive of GST, with the exception of receivables and payables, which are stated with GST included. Where GST is not recoverable as an input tax, it is recognised as part of the related asset or expense.

#### 7 Taxation

Income tax expense includes components relating to current tax and deferred tax.

Current tax is the amount of income tax payable based on the taxable profit for the current year, and any adjustments to income tax payable in respect of prior years.

Deferred tax is the amount of income tax payable or recoverable in future periods in respect of temporary differences and unused tax losses. Temporary differences are differences between the carrying amount of assets and liabilities in the financial statements and the corresponding tax bases used in the computation of taxable profit.

Deferred tax liabilities are generally recognised for all taxable temporary differences. Deferred tax assets are recognised to the extent that it is probable that taxable profits will be available against which the deductible temporary differences or tax losses can be utilised.

Deferred tax is not recognised if the temporary difference arises from the initial recognition of goodwill or from the initial recognition of an asset or liability in a transaction that affects neither accounting profit nor taxable profit.

Current tax and deferred tax are measured using tax rates (and tax laws) that have been enacted or substantively enacted at balance date.

Current and deferred tax is recognised against the profit or loss for the period, except to the extent that it relates to items recognised in other comprehensive income or directly in equity.

# Appendix 1

## Statement of Significant Accounting Policies

### (Continued)

#### 8 Trade and other receivables

Trade, WIP and other receivables are stated at their expected realisable value after providing for impairment in line with PBE IPSAS41, doubtful and uncollectable debts. WIP represents work performed for which clients have not been invoiced and is stated at expected realisable value.

#### 9 Investment in subsidiaries

The investment in the 100% owned subsidiary, Telarc Limited, is carried at the lower of cost or fair value. Each year, the Council ensures that the fair value is tested for impairment and remains equal to or greater than the holding value. Telarc Holdings Limited, a 100% owned subsidiary of Telarc Limited, is a holding company formed to own the older trademarks previously owned by Telarc Limited. Telarc Holdings is not classified as a trading entity.

#### 10 Investments: short-term deposits

Short-term deposits are stated at the lower of cost and net realisable value, with any decreases recognised in the statement of comprehensive revenue and expense. Such deposits are classified as maturing within 91 days and 365 days from balance date.

#### 11 Property, plant and equipment

All property, plant and equipment is recorded at historical cost less accumulated depreciation and accumulated impairment.

##### Additions

The cost of an item of property, plant and equipment is recognised as an asset only when it is probable that future economic benefits or service potential associated with the item will flow to the Council and the cost of the item can be measured reliably.

Work in progress is measured at cost less impairment and is not depreciated.

##### Disposals

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount of the asset. Gains and losses on disposals are reported as net in the statement of income and expenditure.

##### Subsequent Costs

The costs of day-to-day servicing of property, plant and equipment are recognised in the surplus or deficit as they are incurred.

#### 12 Depreciation

Property, plant and equipment are depreciated at rates that will write off the cost less residual value over the assets useful lives. The useful lives and associated depreciation rates of major classes of assets used in the preparation of these statements are reviewed annually as follows:

Computer hardware	3-5 years	20%-33% straight line
Leasehold improvements	2-14 years	7-57% straight line
Office furniture and equipment	2-10 years	10%-67% straight line
Motor vehicles	5 years	20% straight line

#### 13 Intangible assets

Computer software and client lists purchased are recorded at historical cost less amortisation.

Costs directly associated with the development of accreditation programmes and training courses are recognised as an intangible asset, to the extent that such costs are expected to be recovered. Development costs primarily consist of employee costs and, if directly attributable to the design of programmes and courses, are classified as an intangible asset if all the following can be demonstrated:

- It is technically feasible to complete the course or programme for future use;
- Management intends to complete the course or programme;

- The course or programme is able to be used;
- The generation of probable future economic benefits can be demonstrated;
- Adequate technical, financial and other resources are available to complete development and to use the course or programme; and
- Expenditure attributable during development can be reliably measured.

Any cost failing to meet the above criteria is classified as an expense incurred in the surplus or deficit. Once recognised as an expense, development costs cannot be subsequently classified as an asset.

#### 14 Amortisation

Computer software and capitalised course and programme development costs are amortised at rates that will write off the cost less any residual value on a straight line basis over the estimated useful life of the asset. The useful lives and associated amortisation rates used in preparation of these statements are reviewed annually as follows:

Computer hardware	3-5 years	20%-33% straight line
Capitalized course and programme development costs	3-5 years	20%-33% straight line

The useful life of capitalized programmes is determined on completion of each project.

#### 15 Goodwill

Goodwill represents the difference between the consideration paid and the identifiable assets when a subsidiary is acquired. A policy is in place whereby goodwill is assessed annually for impairment.

#### 16 Employee entitlements

The Council provides for the group's liability for annual leave and retirement leave, calculated on an actual entitlement basis at current rates of pay.

Employees who have completed 20 years of continuous service may be granted once-only, long-service leave of four weeks. Provision has been made for any future liability, calculated on an actuarial basis.

#### 17 Leases

Where the lessor effectively retains substantially all the risks and benefits of ownership, leased items are classified as operating leases. Payments under such leases are recognised as expenses in the periods in which they incurred.

#### 18 Financial instruments

The Council and group are party to financial instruments as part of normal operations, including bank accounts, short-term deposits, debtors and creditors. All financial instruments are recognised in the statement of financial position, with all associated revenues and expenses included in the statement of comprehensive revenue and expense.

Apart from items covered by a separate accounting policy, all financial instruments are shown at their estimated fair value.

#### 19 Changes in accounting policies

There have been no changes to accounting policies applied to these financial statements.

#### 20 Equity

Equity is measured as the difference between total assets and total liabilities. Equity comprises general funds only.

#### 21 Key assumptions used in the preparation of financial forecasts

In preparing these financial forecasts, the Council has assumed financial performance is in line with the targets in the statement of forecast service performance.

The Council has assumed there are no significant changes in the regulatory environment in which it generates revenues.

Cost and revenue increases are in line with expected CPI movement.

The prospective financial statements were authorised for issue on 27 April 2022 by the Council. The Council is responsible for the prospective financial statements presented, including the appropriateness of the assumptions underlying the prospective financial statements and all other disclosures. It is not intended to update the prospective financial statements subsequent to presentation.

## Notes





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