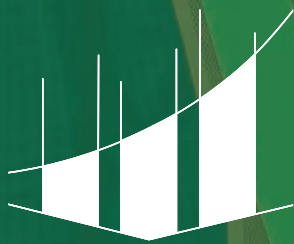


ACTIVITY REPORT

.....
2020



BCCA

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"Never waste a good crisis."

Within the context of the COVID-19 pandemic, BCCA demonstrated its resilience by rapidly transforming its services towards all stakeholders.

In just a few days, a team of engineers developed the guidelines to secure the certification process to be carried out based on remote inspections and audits: due to travel restrictions, team meetings were set up, digital communication was increased, and a risk analysis was carried out for all our activities, as required by international guidelines. Our employees' and clients' health has always been paramount, so we have continuously monitored the most appropriate response options and adapted them accordingly. As an example, the many consultation stakeholder platforms were organised digitally, which incidentally resulted in increased participation.

2020 began with a change in BCCA management and the establishment of the General Certification & Approval Committee. The two founding members, BBRI and SECO, want to further unite their teams around the common project that BCCA represents, while strengthening their respective expertise and intrinsic qualities to provide a unique value-added service to BCCA's clients and the construction industry.

At the same time, a digital transformation plan has been launched and an extensive customer satisfaction survey has been carried out, which, together with this activity report and the somewhat redesigned BCCA website, focuses on increased communication.

In September, we were surprised by the sudden death of Frank Goes. As co-chair of BCCA's Executive Board since 2010, he will be remembered not only as an ambitious, creative entrepreneur but also as an approachable, considerate person who knew how to promote the importance of BCCA within the sector.

BCCA ended 2020, which was particularly busy, with an increase in product certification applications. This guarantees new challenges for the future.

Finally, I would like to thank BCCA employees for their dedication, creativity, and ability to adapt during this unusual year. Together, we made the most of the situation to lay solid foundations to optimise our (digital) work methods and services.

Olivier Delbrouck
General Manager



***BCCA is working on the future of certification
in the construction sector.***

Belgian voluntary certification systems such as the BENOR mark and the ATG technical approval with certification are essential tools for the Belgian construction sector, in both the public and private context. They ensure permanent trust in traditional and innovative construction products and systems.

To continue to fill this role, the methods and instruments used to carry out certification work must be adapted continually.

Consequently, in 2021, thanks to the cooperation between the owners of the marks BENOR npo, UBAtc npo, COPRO npo and BUCP (the Belgian Union of Certification and Attestation Bodies), a single access portal, called Quality2Build, will be set up for easy viewing of all available certification data, from certificates and technical files to rules and guidance documents.

BCCA is ahead in this evolution and offers its sectors the possibility of presenting information in the most appropriate manner.

Furthermore, partners within BUCP work on shared projects concerning the management of laboratory data and the provision of verified and validated information within the scope of projects; this, among other things, with a view to using BIM.

BCCA also plays a leading role in establishing documents concerning the legal basis for the voluntary certification, particularly in the field of public procurement and European competition law.

BCCA is also well represented in national and international certification and technical approval associations.

The main objective of BCCA and its partners is to provide lasting services that truly help players in construction to assume their responsibilities and contribute to creating a framework in which it is possible to deliver sufficient quality.

Consulting stakeholders is essential to reach this objective.

Sustainability and circularity play an increasingly important role and the focus placed on the quality of services and determining performance of construction works is increasing progressively. Voluntary certification responds to these issues as quickly as possible.

Benny De Blaere
General Advisor



// OUR STRUCTURE
IN RESPONSE
TO THE CRISIS

AN UNUSUAL YEAR

AGILITY WHEN FACING ADVERSITY

2020 had barely begun when COVID-19 came and disrupted the organisation of the company and everyone involved. In an instant, certainties, work methods, objectives and expectations were called into question for all parties involved in certification activities.

The impact of COVID-19 on the **approval and certification process in the construction industry** required BCCA services to transition rapidly. Uncertainty concerning people's health and restrictions on free movement created new risks. In particular, the availability of raw materials and components and the presence of essential persons could be compromised. Furthermore, questions were rapidly raised concerning the validity of certification due to insufficient physical inspections carried out on site.

In these unexpected circumstances, BCCA almost immediately initiated **a risk analysis per certification scheme and per case**, as is also required by international accreditation rules. This analysis showed us that businesses were **incredibly flexible** in maintaining



current production and guaranteeing product quality.

In order to organise certification as efficiently as possible, transitional arrangements were put in place by using and deploying all available **digital tools**. Respecting the recommended security measures, a system combining **remote audits, inspections** and on-site **sampling** was set up.



CONTINUED, SOUND ACTIVITY

Continuity was also guaranteed by adapting the organisation and operations of all certification and advisory boards, which could be held remotely.

Monitoring of construction processes also largely continued, despite restrictions on movement.

Ultimately, the whole sector proved to be particularly robust and the good relationship that BCCA has with its clients led to **continuous quality control**. However, two key elements were highlighted through these experiences: on the one hand, the importance of the well-prepared audits within the companies and on the other, the need for solid and regular contacts in the field.

Based on these experiences, BCCA will establish an optimal monitoring scheme combining digital techniques, where they are most appropriate, and on-site presence as soon as possible.

Partly due to the continuity of activities in the construction sector in general and the vitality of manufacturers and construction companies, the impact of COVID-19 was limited as much as possible and all certificates and technical approvals could be maintained. Certain new applications were also successfully treated thanks to the implementation of suitable methods. The sudden change accelerated **digitisation**, which had already been under way for several years and has now become more widespread: from **digital file processing** to **signing documents** through to **invoicing**.

ACCELERATED GLOBAL DIGITISATION



Due to the COVID-19 situation, BCCA has been undergoing an accelerated digital transformation since mid-March 2020, setting up **remote audits** to replace client visits that were hindered by travel restrictions.

Within a few days, the way of working changed into a digital collaboration based on simplified workflows integrating digital signatures, team meetings, remote meetings and inspections, sometimes even witnessed testing and sampling via video. This was possible thanks to the accelerated development of new processes, new guidelines and documents drafted by BCCA collaborators under the supervision of the General Management Committee for Certification and Approval.

At the same time, a **digital transformation plan** was developed based on an external vision in order to lay the foundations for the further digitisation, of both BCCA's operations and the services offered. Five criteria are used as guidelines for this digitisation: **Agility, reactivity, efficiency, innovation, and client focus**. For example, we would like to pay particular attention to the experience of external users of new applications and bring

added value to clients, stakeholders, and users.

The goal is to quickly move to a 'zero paper' environment.

The Executive Board meeting on 27 October 2020 approved the digital transformation plan from which three projects will be delivered in 2021:

- **A document management system, also available to outside partners,**
- **Stakeholder platforms for our consultation structures, replacing physical meetings by document flows, validation, and approval processes, and**
- **A client portal for interacting with clients, to develop and format remote audits, file management and new (digital) services between different players.**

In the unusual context of 2020,
our mission was further strengthened.

Thanks to solid foundations, we are ready to meet the
challenges that tomorrow will bring.

PROVIDE **CONFIDENCE IN QUALITY**
IN ITS BROADEST SENSE



SUPPORT **INNOVATION**



RISK MANAGEMENT – FITNESS FOR USE



CERTIFICATION BODY SERVING
THE CONSTRUCTION ACTORS AND
THE AUTHORITIES



28

SECTORS

10

SYSTEMS



300

DIFFERENT
CERTIFICATION
SCHEMES



616

NEW
CERTIFICATES

PUBLISHED ON BCCA.BE



10.000

INSPECTIONS
PER YEAR



6.000

AUDIT TESTS
PER YEAR

100

EMPLOYEES



NETWORK OF PARTNERS

10

TRAINING AND
EXAM CENTERS

50

LABORATORIES

10

INSPECTION
AND EVALUATION
BODIES

50%

OF AUDITS AND
INSPECTIONS
CARRIED OUT
REMOTELY
(TEMPORARILY)



72

TRAINING
DAYS PER
YEAR

523

PARTICIPANTS



€12 Million

IN TURNOVER 2020

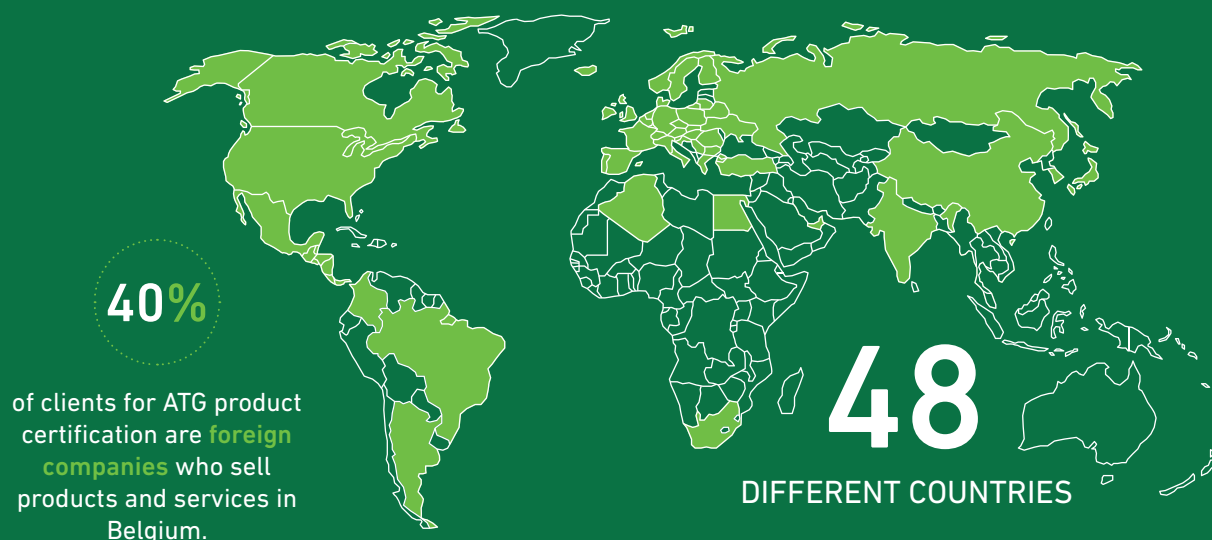


85%

DIGITAL INVOICES

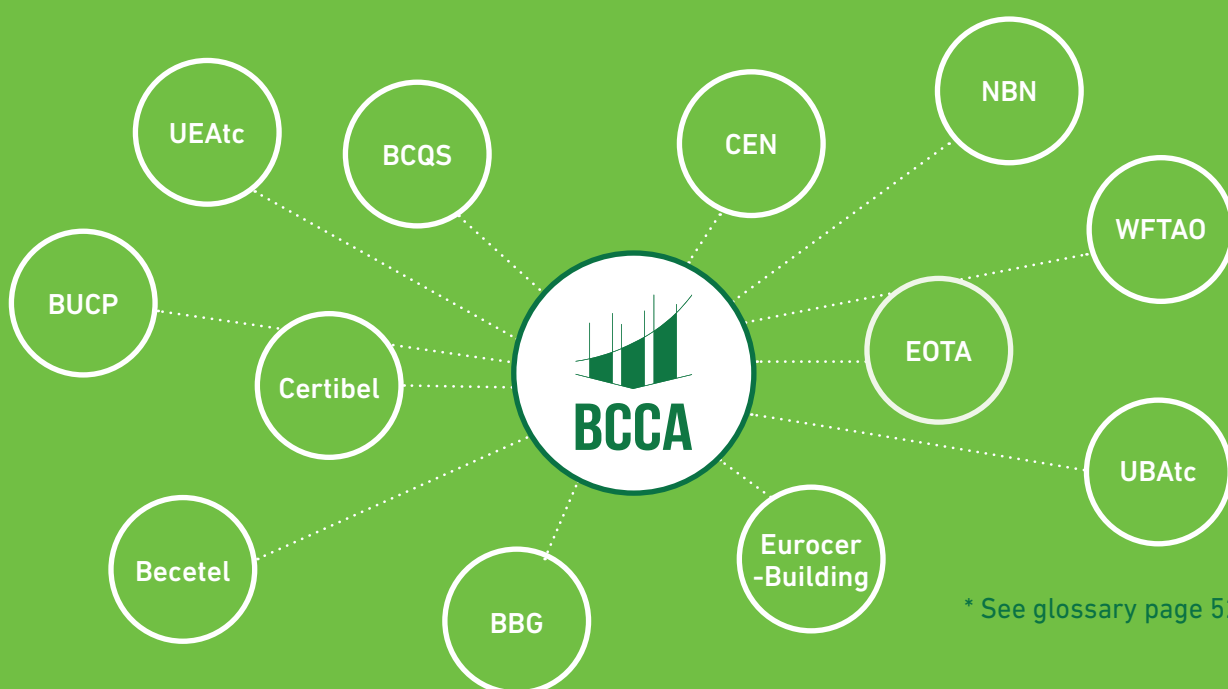
A WORLDWIDE PRESENCE IN THE FIELD

BCCA has been able to adapt and renew to ensure the continuity of certification services in compliance with the imposed sanitary regulations and international accreditation rules.



This adaptation was carried out rapidly thanks to the trust that exists between BCCA and its network of historical clients.

MEMBER OF THE NATIONAL AND INTERNATIONAL CERTIFICATION NETWORK



During a period of crisis like the one we have experienced, a presence within such a network of organisations is an undisputed advantage as it allows you to exchange with your peers and find constructive solutions rapidly.



//OUR ACTIVITIES

OUR SERVICES AND FIELDS OF EXPERTISE

BCCA is a **multidisciplinary certification body** operating in the construction sector, essentially offering **services on request from all sectors, federal or regional authorities and even individual companies.**

These services are based on a certain number of standard activity concepts called 'systems'. A certification scheme is established, based on the principle of these systems (if applicable). This scheme is the result of a consensus between the main players involved in the sector concerned; for example product and services providers, private users, public authorities and experts.

Historically, BCCA has always been particularly active in the fields of buildings, civil engineering (bridges) and sewerage, covering all the techniques used in these fields.

BCCA's main services include:

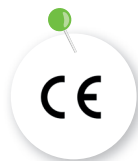


ATG with certification: this is a favourable assessment concerning fitness for use of products and constructive systems including production surveillance, execution and, if applicable, installer qualification (people and companies). ATG validity is monitored continually and takes changes in knowledge and experience into account so that the ATG evolves if necessary. The responsibility of parties in construction is backed and recognised through the ATG.



The **BENOR** mark signifies certification of the conformity of a product, process, or service to a standard or technical specification

in the Belgian context. The tool is mainly used by private or public prescribers.



CE certification and European Technical Assessment (ETA): these activities are part of the Construction Products Regulation.

BCCA is notified in most fields concerning buildings and is a UBAtc operator for ETA.



Keymark indicates conformity to a European standard (EN), and is applied mainly in the insulation sector.



EUCB certification signifies to certify that manufactured mineral wool fibers have such a chemical composition that they are not classed as carcinogenic.

Certification of persons, processes, and services for construction companies.

Managementsystemcertification in construction and associated sectors in the fields of quality (ISO 9001), environment (ISO 14001, asbestos removal, Achilles, NTMB, KBS), safety and health (VCA, ISO 45001) and energy (ISO 50001).

Today, **28 sectors** use the different services available from BCCA. This unique combination of sectors and systems means BCCA can respond to the current expectations of those sectors, but it evolves with every new application.

| | BENOR | ATG | ETA | CE-Marking | Keymark | EUCEB | People | Processes, services, QC | Quality frameworks | Management systems |
|--|-------|-----|-----|------------|---------|-------|--------|-------------------------|--------------------|--------------------|
| CONSTRUCTION SYSTEMS AND STRUCTURAL WORK | | | | | | | | | | |
| CERAMIC PRODUCTS | | | | | | | | | | |
| FIBRE PRODUCTS | | | | | | | | | | |
| NATURAL STONE AND SLATE | | | | | | | | | | |
| ROOFING | | | | | | | | | | |
| INSULATION AND FINISHINGS | | | | | | | | | | |
| WINDOWS | | | | | | | | | | |
| JOINERY | | | | | | | | | | |
| FACADE SYSTEMS | | | | | | | | | | |
| EXTERNAL INSULATION SYSTEMS | | | | | | | | | | |
| PIPE SYSTEMS | | | | | | | | | | |
| EQUIPMENT | | | | | | | | | | |
| PASSIVE FIRE PROTECTION | | | | | | | | | | |
| VENTILATION AND AIR TIGHTNESS | | | | | | | | | | |
| RENEWABLE ENERGY | | | | | | | | | | |
| BUILDING PERFORMANCE | | | | | | | | | | |
| CONCRETE REPAIR | | | | | | | | | | |
| SANITATION WORKS | | | | | | | | | | |
| COVERINGS | | | | | | | | | | |
| BUILDING CHEMISTRY AND RESTORATION | | | | | | | | | | |
| WOOD CONSERVATION | | | | | | | | | | |
| INNOVATIVE PRODUCTS | | | | | | | | | | |
| ISO 9001 | | | | | | | | | | |
| ISO 14001 | | | | | | | | | | |
| VCA AND ISO 45001 | | | | | | | | | | |
| ISO 50001 | | | | | | | | | | |
| ASBESTOS REMOVAL | | | | | | | | | | |
| SOIL REMEDIATION | | | | | | | | | | |

A WIDE GEOGRAPHICAL RANGE

NATIONAL



REGIONAL



EUROPEAN



INTERNATIONAL

ISO Certification

DEVELOPMENTS IN PROGRESS

BCCA works continually to improve and develop its services and made-to-measure concepts to meet the requirements of the construction sector that has witnessed many changes and innovations.

Whether in the field of sustainable development, establishing new types of monitoring, digitisation of information exchanges or measuring building performance, BCCA is keen to develop the necessary skills and make them available to the sector. The aim is to progress together towards evermore responsible construction while managing the risks related to these new trends as much as possible.



CONCRETE REPAIR

Digitisation of the certification process for the concrete repair sector is under way. Stakeholders, in particular public contracting authorities, have entrusted BCCA with the task of developing a digital process to **increase confidence in the quality of concrete repairs**. To do this, a preliminary diagnosis will need to be carried out and it will be possible to download files containing all the information relating to a particular project from the digital platform. Random, unannounced inspections may be organised by consulting this information. Users will benefit from data traceability recorded for their construction site under the supervision of the third party.

The **digital platform** will make it possible to organise supervision for all process certifications in a reassuring manner, including for the companies carrying out the surveys.

The platform will be available from summer 2021 for the concrete repair sector under BENOR. It will form the basis for further extensions of the process certification concept, with sample checks and data recording per site.





FOUNDATION PILES

The **foundation piles** sector is particularly dynamic and applications for ATG certification have progressed rapidly. COVID has had no impact on the progress of cases then treatment of demands; remote approval work was possible and only tests took place on site applying the appropriate sanitary conditions.

BCCA received 12 applications from major construction contractors and at least 28 files are currently in progress. On social media, various companies point out the changes within ATG and highlight them as a characteristic of quality. Real-scale tests carried out by BBRI in this context strongly contribute to the quality of the ATG.

Innovation in the process was also initiated: control of the calculation method used to design pile systems has been introduced. This means we can evaluate cases more objectively while the end user has greater trust in the calculation methods used.

Close collaboration between SECO and the BBRI has made it possible to bring both technical expertise and field experience to the sector, providing it with certification system that can support high quality working methods, which is particularly appreciated in this industry.





SUSTAINABLE JOINERY LABEL

The **Sustainable Joinery label** for exterior joinery, launched in 2019 as part of the Corporate Social Responsibility (CSR) method, has convinced 21 joiners to sign the charter. By adopting the charter, companies commit to respecting the technical requirements and sustainability criteria.

After consulting public contractors, the Sustainable Joinery 'label' transitioned into a Sustainable Joinery 'product certificate' to ensure that it can be recommended in practice by public authorities as part of public policy. To do so, the final touches will be added to the 'Sustainable Joinery' certification rules, approval guidelines and underlying product certification regulations.



CHARTER

CERTIFICATE



SMART BUILDING

BCCA is actively taking part in the **energy performance of buildings evaluation project based on in-situ measurements** (IEA EBC Annexe 71).

Unfortunately, due to travel restrictions relating to COVID-19, the project is somewhat behind and was not completed in 2020. Meetings were replaced by online meetings. The report has been finalised to a great extent and will be published in 2021.

Nonetheless, the document entitled 'Measuring the heat transfer coefficient (HTC) in buildings: survey among stakeholders' has been written and published.

At the same time as these developments, BCCA is following legal initiatives that are occurring on these subjects at different levels (European, national and regional) and is looking at the possibility of certifying energy service companies (ESCO).



SPRAYED POLYURETHANE FLOOR INSULATION

This project, launched at the request of the insulation sector, is being conducted jointly by BCCA and UBAtc. It consists in organising on-site quality monitoring of **floor insulation carried out by spraying polyurethane**.

The project aims to ensure high quality, efficient floor insulation. Ambitions

are high but the envisaged system is realistic, having been developed in close consultation with the sector. The project also focuses on energy performance regulations and is introduced in stages.

The objective is achieved by controlling the entire chain:



* Carried out by an independent body based on information from construction sites in a database

In 2020, the system counts the following approvals:

- **5 ATG** - Technical approvals with certification of in situ spray polyurethane floor insulation
- **14 certified installers** for in situ spray polyurethane floor insulation

The system evolves continually. Discussions with installers are in progress to optimise the certification scheme. Approval guidelines are being updated to evaluate in situ spray polyurethane floor covering systems with new blowing agents (HFO).

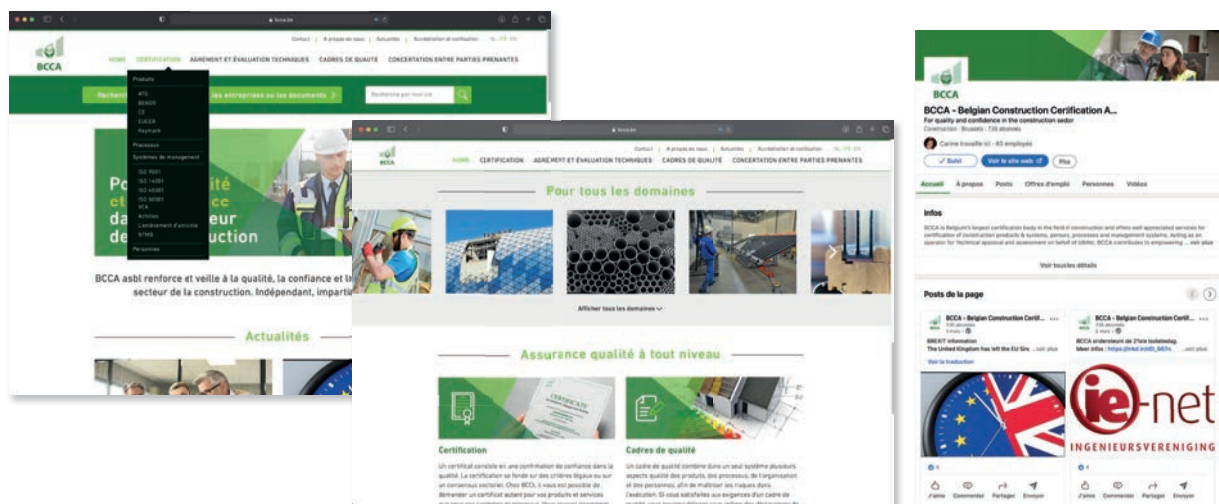
In this project, BCCA creates and provides the necessary IT platform to manage the data records specific to each construction site. The declaration of conformity is edited by the system and automatically available, the installer just has to sign it.

For the insulation sector and the project owners involved, the system in place therefore contributes to guaranteeing floor insulation quality and performance that meets the regulation requirements in terms of energy performance.



COMMUNICATION

Increased visibility for BCCA and its services within the construction and associated sectors inevitably requires enhanced communication.



BCCA is now more visible on the market through its **new website** and **LinkedIn page**. Available in three languages: French, Dutch and English, the site presents the different certification services as well as the different fields of activity covered by BCCA. Why certification? Who can apply for a certificate? How to obtain a certificate? The site answers these questions and offers the possibility of sending any type of request via the contact form. Informing clients and providing answers to their questions and expectations is particularly important for BCCA.

To develop communication tools that meet client expectations, in spring 2020 BCCA conducted a client **satisfaction survey** among construction product manufacturers and systems manufacturers, contractors and providers, specifiers and designers (architects and engineering offices) who use at least one of its certification services.

The main results highlighted a few important points for putting priorities in the right order.

MAIN RESULTS:

- ★ **72%** Global satisfaction rate
- ★ **35%** Clients for over 10 years
- ★ Great satisfaction concerning the auditors' **recognised technical expertise**, the **clarity of the reports** and their **availability in the clients' language**.
- ★ The **quality of contacts** and BCCA's independence and objectivity were appreciated.

The survey showed that, overall, clients were satisfied with BCCA but at the same time, they acknowledged that they were not aware of all BCCA's services.

Indeed, while **more than 60% of respondents are aware of product certification**, only half of all clients know that BCCA certifies management systems or acts as notified body within the CE marking framework, for example. However, when clients use BCCA's certification services, they are **generally satisfied**.

The most pronounced expectations concern the reduction of lead times and the clarity of the documents exchanged with clients.

Respondents also expressed the wish to be more regularly and widely informed of the scope of BCCA services, the content of existing services and innovations.

Based on the results of the survey, BCCA took immediate action to meet client expectations.

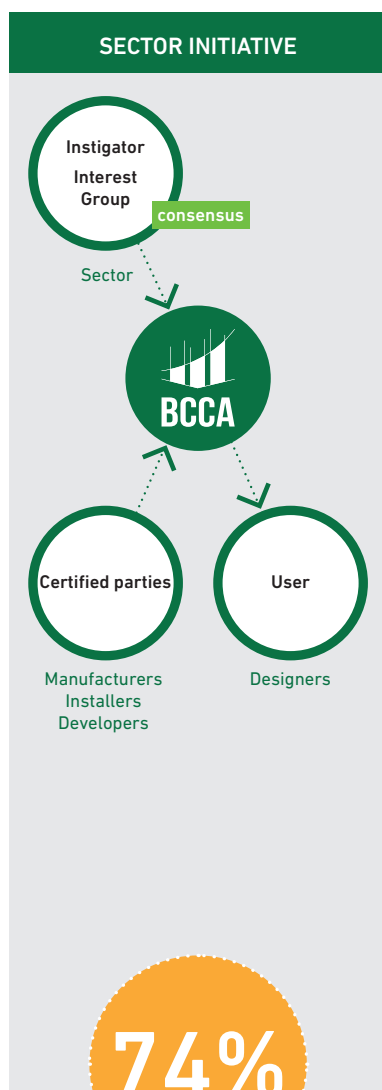


COMPANIES CERTIFIED BY BCCA IN 2020

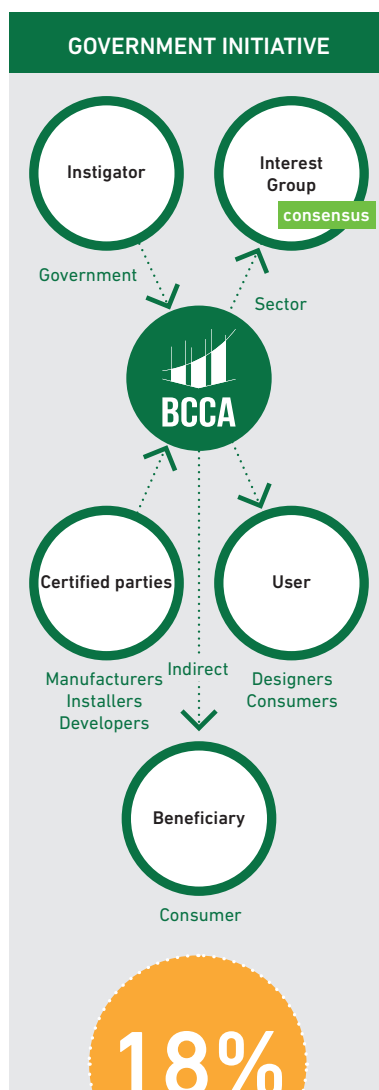
**ATG - BENOR,
EUCEB - Keymark**
Sustainable joinery label
Persons, processes
and services

**Quality frameworks
(incl RESCert)
CE marking - ETA**

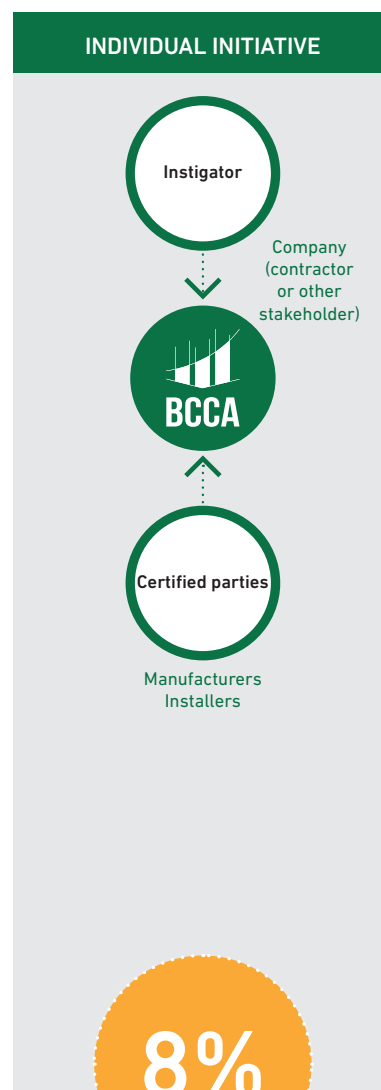
**Management systems
Inspection**



Today product certification
from sector initiatives
represents 74% of BCCA's
business volume.



Government initiatives
count for 18% of activity.



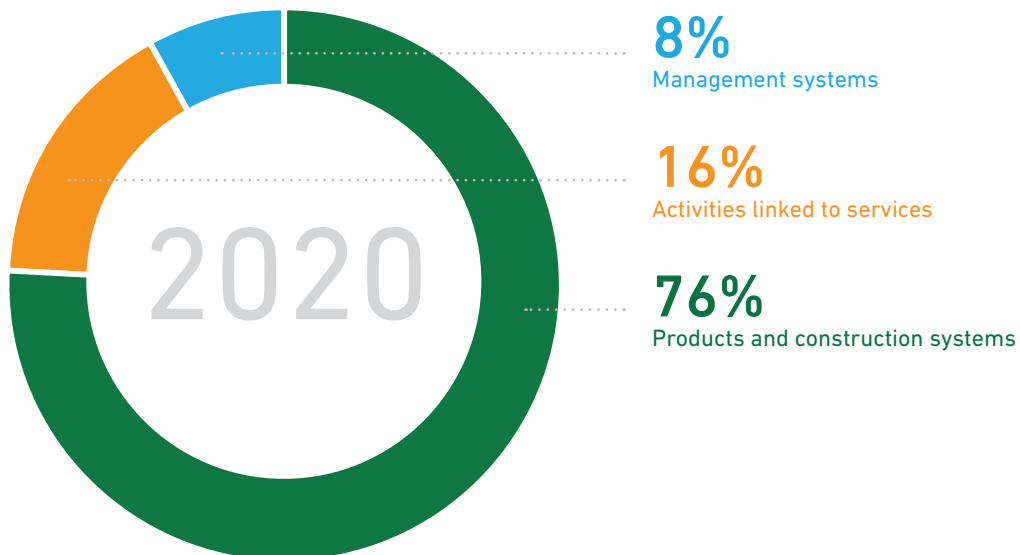
Activity combining
certifications and labels from
individual initiatives count
for 8%.



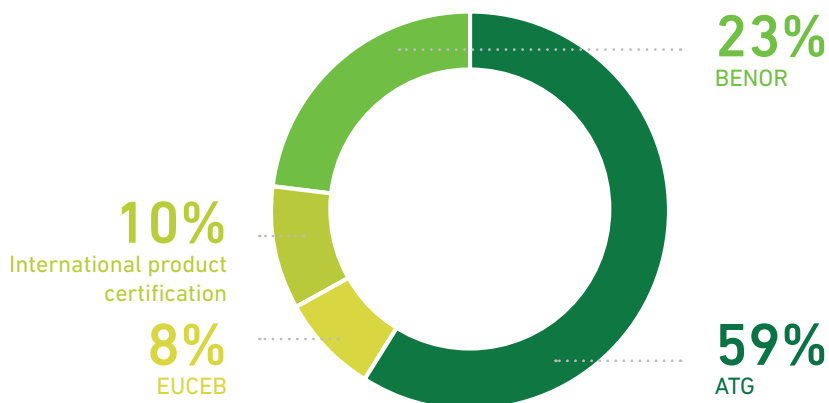
The COVID situation did not really have an impact on certification activities in the broader sense of the term, rather the opposite. This was particularly the case of **voluntary certification of products and construction systems**, which experienced increased demand.

For 2020, this activity represented **76%** of overall volume for BCCA activity, up slightly compared to 2019.

Certification of management systems represents 8% in volume, also up slightly for an activity linked to services that themselves represent 16% of overall volume.

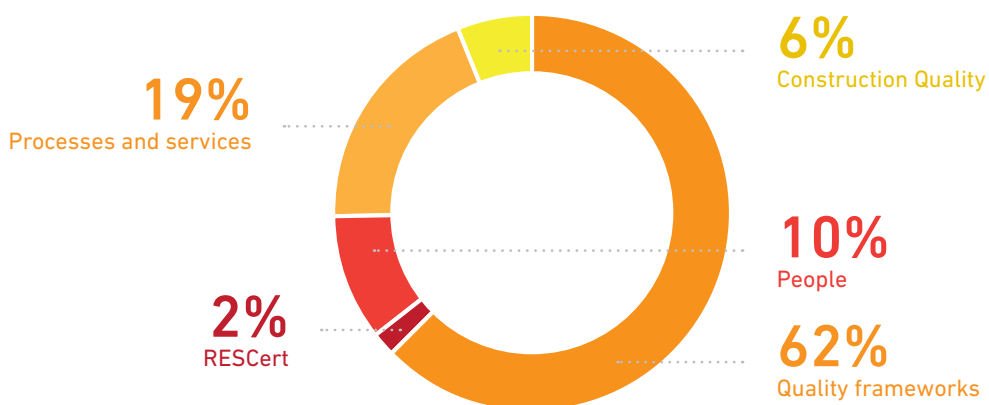


Certification of products and construction systems



BCCA's main activity is still voluntary certification of products and construction systems within the BENOR mark framework and ATG technical approval for many sectors. Manufacturers particularly appreciate product and construction system certification as they bring necessary market trust in the quality of their products and, above all, their innovations. Through this process, they are sure that they comply with standards and rules. Such certifications are also valued by architects and designers who can, on this basis, confidently perform their engineering work.

Certification linked to services

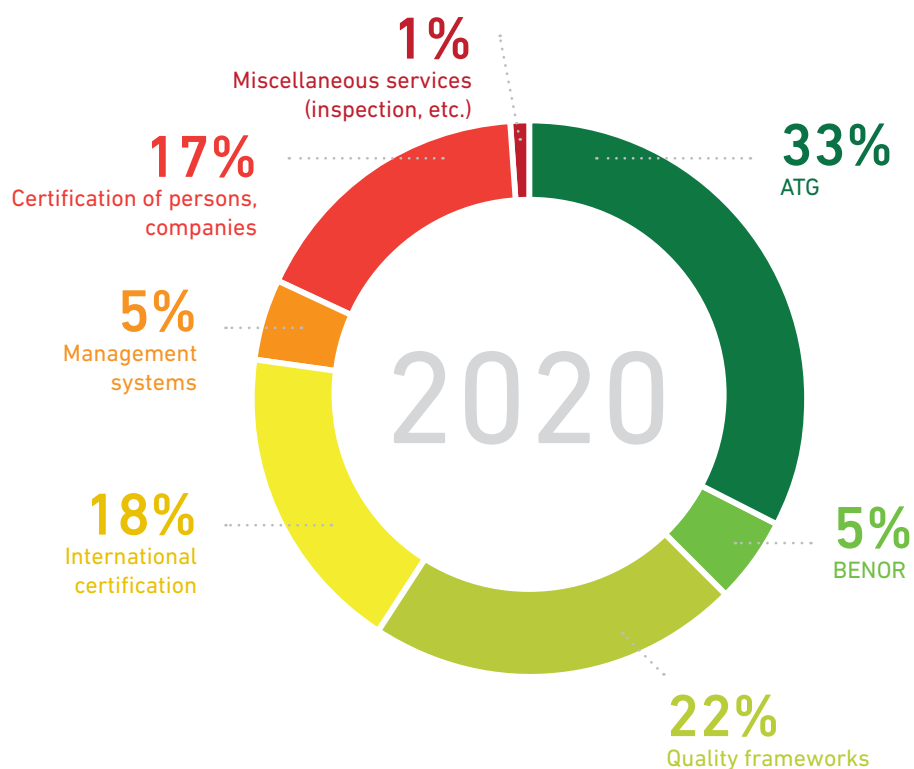


BCCA also offers process, service, and persons certification, as is the case for industrial painters and welders. This approach means that public authorities can qualify and select companies in a neutral manner. 2020 saw a strong increase in applications for industrial painter certification. On the other hand, activity for quality frameworks shrank, particularly for post-insulation of cavity walls, a logical consequence of the decreasing number of buildings that still need to be insulated using the insulation technique.

PRESENTATION OF ACTIVITIES 2020 (IN NUMBERS)

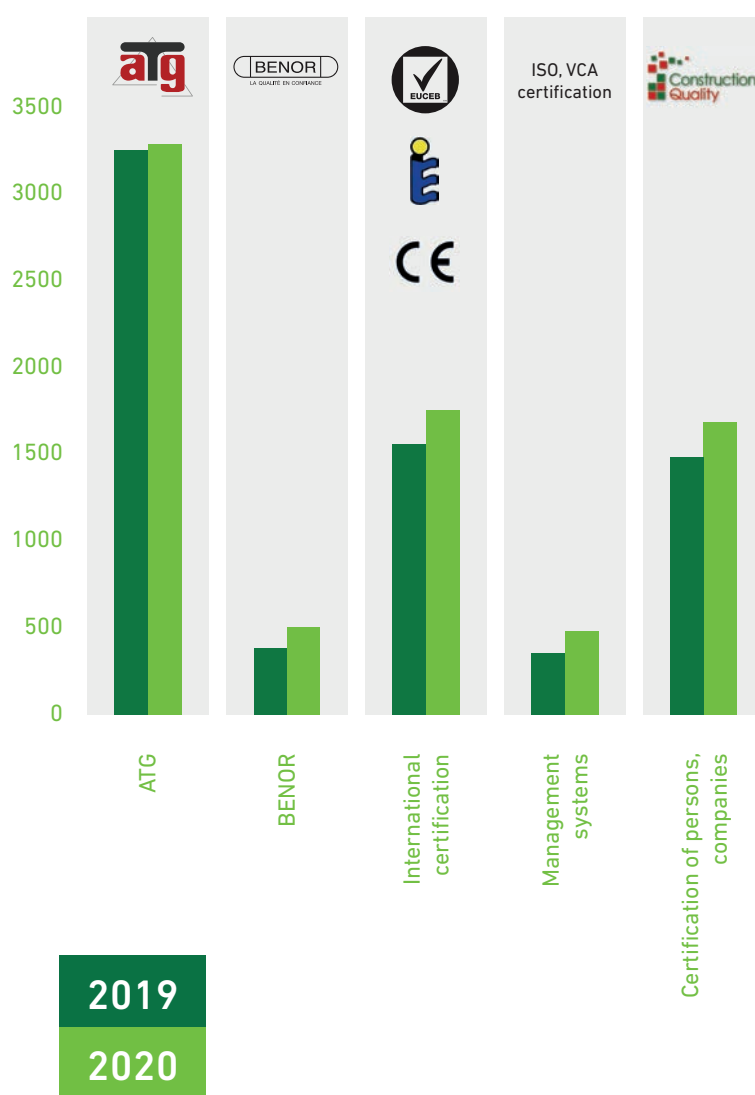
In 2020, BCCA managed over 9000 certificates, attestations and quality labels responding to highly varied requests.

Each request is specific, and each sector or certification applicant has their own expectations and constraints. In this complex environment, BCCA adapts its approach every time it is necessary. The different services presented are therefore not truly comparable with each other, but they illustrate BCCA's ability to innovate in order to respond to varied requests.



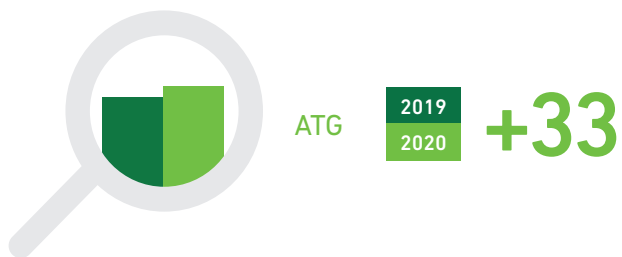
PRESENTATION OF ACTIVITIES 2020 (IN NUMBERS)

Despite the general climate and the health situation that we experienced in 2020, the number of new certification applications continued to grow in BCCA's main activities. BCCA's agility was proven by rapidly adapting its teams' work methods and responsiveness to react (in an appropriate manner and within short time frames) to the momentum of construction product manufacturers and companies who continued to bring new certification applications.





Focus on the evolution of certification activities



ATG demands in the insulation and flat roof sectors are up slightly: these sectors are fairly stable, and each year see a certain number of new manufacturers coming onto the Belgian market and opting for ATG certification. The façades sector also relies on the ATG scheme to support its products and systems.

Innovation, which is frequent in these sectors, is also the subject of ATG review or extension applications.

Focus on the evolution of certification activities



BENOR

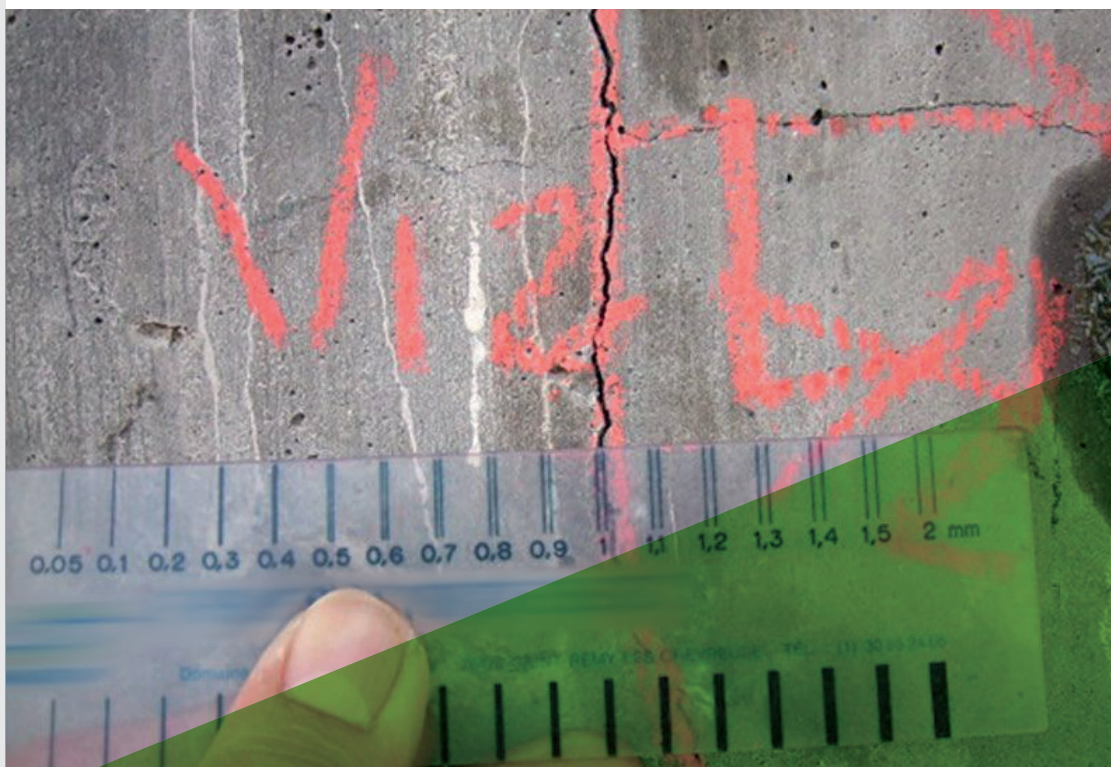
2019
2020

+130

The applications for certification linked to the plastic pipes systems activity continue to grow. **BENOR** is recognised as a quality mark, particularly in the sewerage and road construction sector where approved products are often used. Public authorities are also strongly involved in managing procedures and provide the necessary feedback from the market for new developments. Concerning thermosetting pipe systems (made of GRP - glass-fibre reinforced plastics), we have seen a greater interest in BENOR in recent years, including the specific application of GRP lining elements in sewer renovation.

The PSF (Plastics Sewerage Facilitator) system, which can be accessed via the BCCA website, brings together all the latest information on plastic pipes and fittings certified by BCCA and available under the BENOR mark.

This year, the concrete repair segment was also the subject of new applications for BENOR certification, as was the glazing segment.





International certification



The constantly evolving insulation sector continually seeks to offer quality products to the market and consequently uses the relevant voluntary certifications for its activities. The two voluntary certification marks, **Keymark** and **EUCEB**, are therefore evolving accordingly.

On the 1st of January 2017, BCCA was designated by EUCEB as the certification body to certify that manufactured mineral wool fibers have a chemical composition that complies with the tolerances set for exonerated reference fibres, tested in accordance with European protocols and complying with Note Q of Regulation (EC) No. 1272/2008, so that they are not classed as carcinogens.

In 2020, BCCA had 106 Euceb certificate holders to its name across 37 countries.

CE certification for external fire doors started in 2020 but overall, for CE marking, the absence of publication of new harmonised standards in the OJEU, Official Journal of the European Union implies the evolution of certification applications is still structural.



Management systems (ISO, VCA)



In 2020, changes in applications for **management system** certification were mainly driven by applications for security-related systems through VCA and ISO 45001 certification. The construction sector has the highest number of such applications. New applications for the certification of quality (ISO 9001) and environmental (ISO 14001) management systems are also common. Accredited by BELAC for ISO 9001, ISO 14001, ISO 45001, and ISO 50001, BCCA is equipped to meet growing market demands for certifying integrated (multi-standard) systems. In this context, BCCA continues to work on strengthening its team of external auditors.



Focus on the evolution of certification activities



Certification of people, companies

| |
|------|
| 2019 |
| 2020 |

+206

We are experiencing an ever-increasing demand for the **certification of persons** among industrial painters. This trend reflects the need for qualified personnel to be recognised in the construction sector and the interest in working with qualified staff.

In the context of the **certification of services and processes** (among other things, certification of U-value calculations) we also received new applications for certification of U-value calculations.



QUALITY FRAMEWORKS - **Air tightness**

**112 instead of 126 companies
recognised in 2019**

Stable activity. On an annual basis, the number of inspections on site has been slightly affected by the COVID situation. Only the controls planned during the first lock-down could not be carried out. The situation then settled, in compliance with social distancing rules.



QUALITY FRAMEWORKS - **Ventilation**

**426 instead of 529 companies
recognised in 2019**

Online and evening sessions were organised to explain how the new existing platform works were greatly appreciated by the participants.

BCCA, highly active in this sector, is a reference on this theme and is also a member of the ET'air think tank on the quality of indoor air.

Two important presentations were given in 2020: one during the BCV webinar on the quality of indoor air in October, and the other for ET'air in Lille, in March, for installers (mainly French) on the existing method in Flanders.



QUALITY FRAMEWORKS - **Post-insulation of cavity walls**

**6.861 instead of 8.365 conformity
declarations in 2019**

The conformity declaration confirms the use of insulating systems with a Technical Approval and execution by qualified staff, for post-insulation work in accordance with Technical Specification STS 71-1 requirements.

Launched in 2013, this activity experienced a peak in 2015 with over 20,000 conformity declarations issued before logically slowing down, linked to the constant reduction over time of the number of buildings that still qualify for this type of insulation.

In 2020, around 780,000 m² of cavity walls were insulated by post-insulation.

Even if the market is decreasing, the number of buildings whose external walls do not meet the expected thermal insulation requirements is still high. Owners do have the possibility of opting for other kinds of post-insulation.



//OUR ORGANISATION

MANAGEMENT STRUCTURE

On the 28th of February 2020, the **Board of Directors** decided to simplify BCCA's management structure. The Vice-President and Executive Committee positions were removed and the day-to-day management has been entrusted to the Management Committee under the supervision of the Board of Directors. The articles were therefore amended and confirmed during the Extraordinary General Assembly. The Management Committee was also restructured and expanded.

How the Management Committee operates is outlined in the company regulations and was approved by the Board of Directors on June 3, 2020. Thus, the Management Committee, as delegated by the Board of Directors, proactively monitors and reports on the implementation of BCCA's strategy and everyday operations.

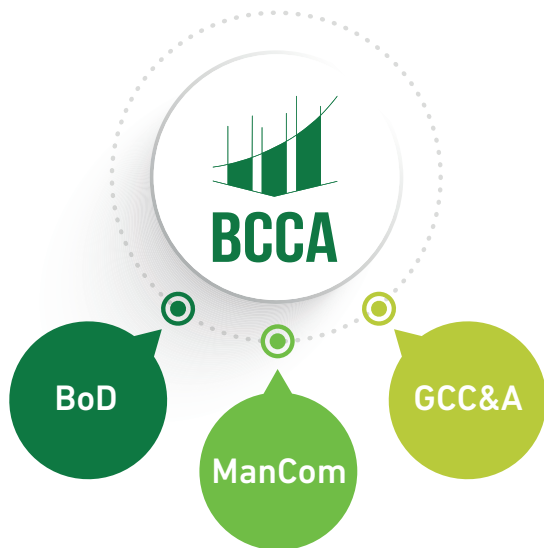
The **Management Committee** also set up the **General management Committee for certification and approval**. This committee works under the delegation of, and reports to, the Management Committee. Its mission includes the general management of the certification and approval rules, the validation of certification concepts, certification operations and certification decisions.

BOARD OF DIRECTORS

| Position | Organisation | Name |
|----------|--------------|------------------|
| Co-Chair | SECO | E. Van Celst |
| Co-Chair | BBRI | J. Willemen |
| Director | SECO | B. Heiderscheidt |
| Director | BBRI | O. Vandooren |
| Director | SECO | O. Delbrouck |
| Director | BBRI | B. Michiels |

MANAGEMENT COMMITTEE

| Position | Organisation | Name |
|--------------------------------------|--------------|------------------|
| Chair | BBRI | B. Michiels |
| General Manager | SECO | O. Delbrouck |
| Technical Manager | BBRI | E. Winnepeninckx |
| Innovation and Communication Manager | SECO | C. Hiernaux |
| Technical Observer | BBRI | O. Sabbe |
| Finance Manager | SECO | M. Coppieters |
| General Advisor | SECO | B. De Blaere |



GENERAL MANAGEMENT COMMITTEE FOR CERTIFICATION AND APPROVAL

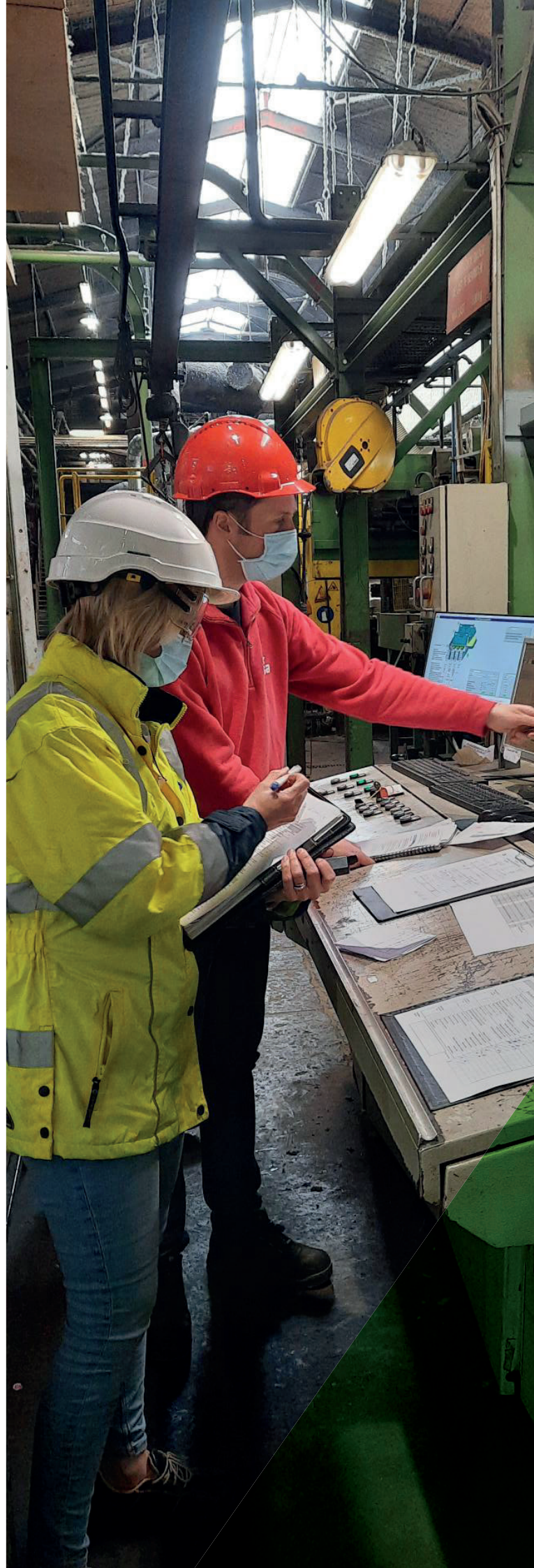
Composition of the Committee

BCCA General Manager
Olivier Delbrouck

BCCA General advisor
Benny De Blaere, who acts as Chair and confirms certificates and approvals by signing them

BCCA Technical Manager
Eric Winnepenninckx, who deals mainly with the ATG system

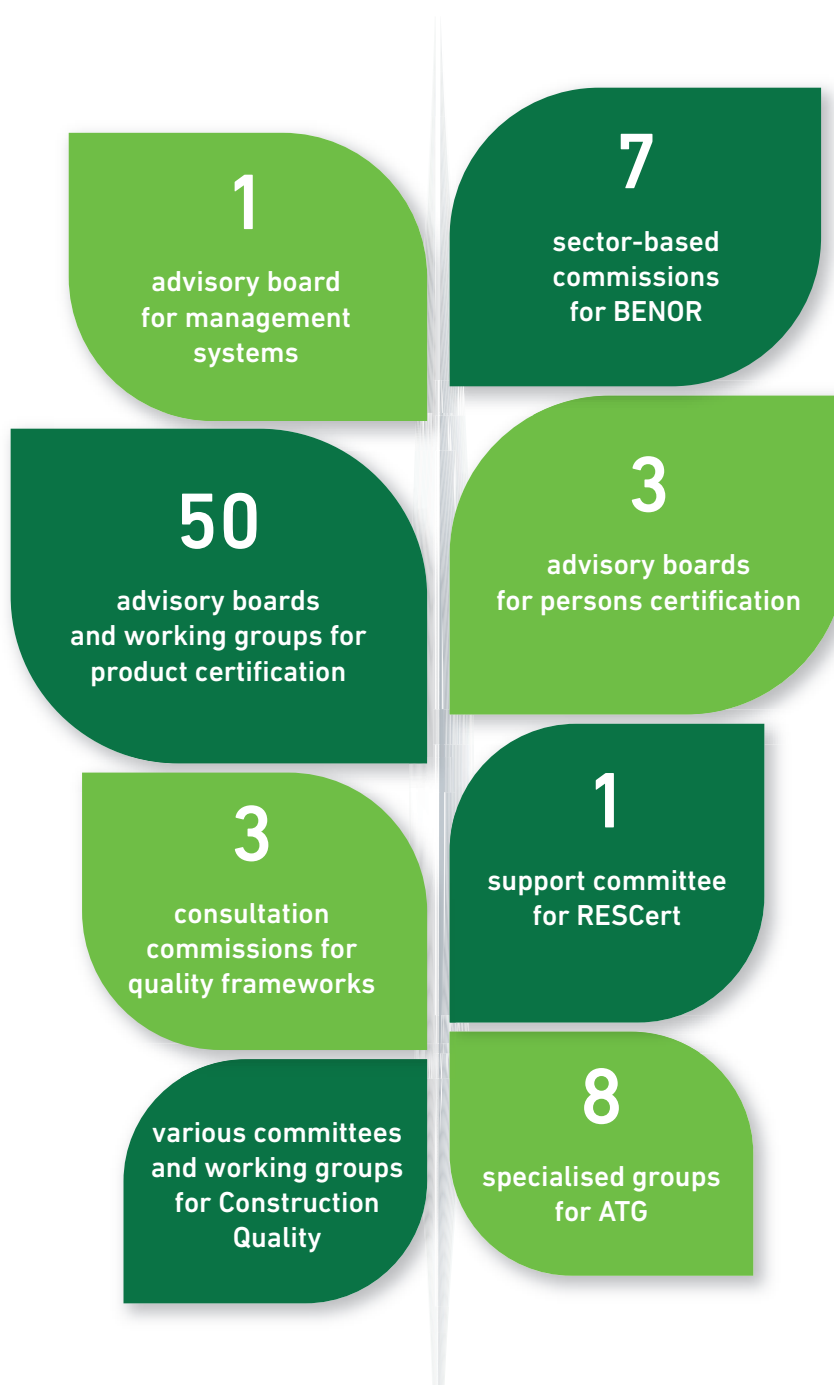
General Certification Manager
Sammy Gruss, who supervises everyday certification operations



COLLABORATION PLATFORM

BCCA plays a central role as a facilitator in organising consultations between stakeholders. They rely on BCCA to **set up the advisory boards and relevant sector-based technical commissions** that will **set the certification rules, reflect on quality management, evaluation rules, risk prevention management, standardisation and any aspect pertaining to quality.**

The operating structures in 2020 were as follows:





ADVISORY COMMISSION

The advisory Commission is made up of the main stakeholder groups:

- **CONTRACTORS:** 5 representatives
- **MANUFACTURERS:** 5 representatives
- **DESIGNERS AND SPECIFIERS:** 3 representatives
- **FEDERAL AND REGIONAL AUTHORITIES:** invited as observers depending on the subject
- **EXPERTS:** on invitation as required

This advisory board, which aims to involve the stakeholders in BCCA's strategy and functioning, met remotely on May 7 and December 2, 2020..

The main subjects discussed during these commissions concerned the circularity challenge in the construction sector, the product quality-conformity relation, the impact of Brexit, the Q2B platform launch and the necessary communication to support and promote activities.

ADVISORY COMMISSION

A wide-ranging discussion on the theme of **circularity, a major challenge for the construction sector**, raised a few fundamental questions and opened a number of avenues for reflection.

Extracts

“

Belgium has already done a lot of work on this subject within the scope of the «Level»(s) programme, and it would be useful for BCCA to play a role in the international commissions to protect Belgium's work in this field.

”

“

Concerning materials passports, the data remains the property of the manufacturer. BCCA has a role to play as a facilitator or platform provider to make this data available.

”

“

We have to find a balance between the technical requirements of a building, the risks of using recycled materials and the economic reality. It is impossible to test all materials for reuse separately.

”

“

There is a need to guide small players in circular projects through training and qualification programs.

”

ADVISORY COMMISSION

Different observations and expectations were exchanged regarding the **quality-conformity** relation and on the subject of quality regulations, opinions converged.

Extracts

“

*Products are already certified today,
and we now need to be sure that these products are used
and treated correctly.*

”

“

An STS is needed to meet quality regulation requirements.

”

“

*The rule of the art is insufficiently detailed or documented
and therefore not adequately enforced. It therefore
needs to be updated with a documented description.*

”

“

*An STS is still the instrument of choice for standard
specifications at the Belgian level. BCCA can contribute
to a strengthening federal-level standard specifications.*

”

ADVISORY COMMISSION

Several topics were the subject of presentations on the current situation:

Impact of Brexit

From 12/31/2020 and after a transitional period, the CE marking will no longer apply in the United Kingdom. BCCA, like the UBAtc, are negotiating with British institutions to maintain services to manufacturers.

Progress of the BUCP platform developed at the request of public authorities and architects, it should be launched during 2021 and will bear the name Q2B (Quality to Build).



The platform will contain information on certified products, processes and services based on a consensus in a Belgian context (BENOR, ATG marks and Certification Bodies based on the ISO/IEC 17067 standard). It will be available for all construction parties to consult. Today, we estimate that 15 to 20,000 documents will be made available, to be accessed through a meta-data-based search engine.

The results of the client satisfaction study highlight client satisfaction but also their expectations in terms of reduced time to handle applications and greater visibility for BCCA and its services thanks to more elaborate communication.

Discussions concluded that there was a need for organised communication when the Q2B platform is launched.

STAFF TESTIMONIALS

The quality of the staff working at BCCA makes it possible to meet the challenges of the many changes in the construction sector. A combination of several factors ensures personal development for the staff and **high-quality work through highly qualified techniques, continued learning, shared knowledge, and experience**, not forgetting the **motivation** that characterises the teams. These elements mean each person can evolve within the structure, at their own pace and in the direction they wish.

BCCA's operational structure or, in other terms, the managing structure for organisation and activities, is based on several roles and responsibilities assigned to individuals.

Within the organisational structure, employees may perform several functions. Depending on their expertise and skills, they may hold different positions in multiple sectors and 'cells' (=departments) and/or fulfil functions within the framework of activity management.



'Cells' are managed by the principal coordinators in charge of organising tasks and developing activities, coaching and staff development.

The key functions of the operational structure are interconnected and based on team effort.

Among them,

THE COORDINATOR

The coordinator is an employee that offers both **intellectual leadership, based on in depth technical knowledge, and functional leadership in one or several activities**. They monitor, manage, and develop activities in all fields, they determine and coordinate all involved parties both internally and externally. **They are a true driver for the activity.**



THE COORDINATOR

**Jean-François
Labrouche**
ir. arch.

The Coordinator is like the conductor of the sector that they oversee. Their first role is to set the pace by communicating the main focus for the sector, particularly in collaboration with management and Sector Managers. They must also ensure that each member of the orchestra has the right instrument and the appropriate music to ensure the sector operates smoothly.

In my case, as Coordinator for the 'Roofing' sector, the aspect that I find the most attractive in my position is above all the diversity of my wide-ranging tasks. No risk of routine setting in! Indeed, my job includes tasks as varied as managing the workload across the team, monitoring budgets, setting up (or participating in) work groups to develop the sector, following up national and European standardization meetings, creating reference documents, drafting procedures, and so on. Meeting different players in the sector (contractors, specifiers, manufacturers, scientists, etc.) through my position is also extremely rewarding.

Thanks to this and to our intermediaries' open-mindedness, I can stay up to date on the latest technical innovations, learn about the latest market trends, and collaborate with these players to develop effective and long-lasting solutions for their products or construction systems together.

But one essential point in the role of coordinator is that the orchestra is made up of good musicians. And at BCCA, I must say there are some really good musicians!

”

SECTOR MANAGER

Sector managers **manage activities in progress within the certification schemes**. They are responsible for overseeing that activities are operating correctly, and they take any evaluation, management and monitoring measures that are necessary. There is strong interaction and coordination between sector managers and the people in the field who are in charge of a file (assessors, for example).



SECTOR MANAGER

Isabelle Vandendael
dr. ir.

I had to evolve quite quickly myself after joining BCCA to become Sector Manager for 'Finishings - External insulation systems - ETICS' and 'Finishings - Special products' within my department following my predecessor's departure. I was just beginning to understand the difference between Certification and Approval, or between ATG and BENOR... Thankfully, I could count on support from my superior and my immediate colleagues, working in the sectors in question.

As Sector Manager, I take care of programming the necessary tasks each year, I try to follow the completion of the different tasks and I also keep an eye on the financial situation of the sectors.

Within 'my sectors', what is most important is the ETICS for external insulation systems for which a separate certification board and executive board are also organised. As secretary at these meetings, I draw up the agenda and take care of reporting.

It was the ideal way to learn about the variety of cases and understand the ETA (European Technical Assessment) mechanisms and the ATG (Belgian Technical Approvals).

Taking over the position so rapidly meant I learnt a lot in a short space of time. I firmly believe in the complementarity of the team members and 'together we are strong'.

It is together that we can succeed, keeping the end users' interests in mind.

”

Jobs associated with carrying out operational tasks include assessors, auditors, and inspectors.

ASSESSOR

BCCA relies on competent assessors to **carry out tasks in the field of evaluation and surveillance**. Depending on their specific skills and knowledge, assessors can work for several 'cells' at once. **The assessor works for the client** within the certification scheme.



ASSESSOR

Matthias De Munck
dr. ir.

Multi-skilled, innovating, inspiring

After my doctorate, I was looking for a new challenge that would give me an opportunity to grow further as a civil engineer in construction. A multi-skilled job was a must!

Since I began working as an assessor for BCCA in October 2019, I have come across different sectors and applications (innovating) in the construction industry: from façade coverings to pile foundations, not forgetting prefabricated concrete elements.

This versatility is not only limited to different subjects, the tasks to be carried out are also varied: review of calculation notes, participation in work groups, creation of pilot programs and carrying out audits and inspections.

This all makes work as an assessor fascinating and inspiring, day after day, I have to broaden my horizons.

The most pleasant side in organising work is the freedom we have to create our own program.

Close contact with clients combined with a friendly atmosphere among colleagues creates a pleasant work environment. I am therefore happy to work for BCCA.

”

AUDITOR

The title of Auditor is mainly used in the context of **management and process system audits**. It refers to the execution of the audit task according to a well-defined checklist and working method.



AUDITOR

Dominique Pirlot

Master in
Commercial and
Financial Sciences

I've been an Auditor since 1995 and over more than 100 management system audit missions, I've noticed both the changes in standard requirements and changes in companies. It has been fascinating and extremely rewarding in terms of the varied contacts both on site and in company offices.

Audit standards have moved from quality assurance to process control, depending on the context of the company, the stakeholders, and the risk analysis.

Companies' willingness for self-analysis, the involvement of top management and the desire for continuous improvement have been observed in many organisations.

Companies have gone digital, and some have turned to the 'Lean' method to improve performance. Management systems have been adapted and many companies have opted for an integrated system based on numerous performance indicators.

”

INSPECTOR

Inspectors carry out **specific inspection missions** mainly for surveillance.



INSPECTOR

Nele Coen
Architect

As an inspector, you inspect various companies and people in association with the certification they have (ATG, BENOR, CE, etc.). These companies each focus on a specific type of material or implementation, for example: concrete, slate, ... but also concrete repair or the treatment of rising damp.

Depending on the type of company, either a visit will be made to the production site to view production and check the results of (internal) tests, or on-site visits will be organised. The inspector's job is therefore varied, in terms of the different materials and implementation techniques to be checked and meeting the different people involved.

As a result of different experiences, you acquire a good picture of the different products, from both the practical and the technical point of view. Colleagues enjoy teaching the technical aspects during joint audits or through self-study.

Because of the different types of visits: in production or on site, you manage your own agenda, which is greatly appreciated.










As an inspector, you have an interesting and varied job in terms of products, companies, colleagues, and technical knowledge, with the possibility of further advancement within the company.

”

ACCREDITATION AND NOTIFICATION

Where accreditation is possible or has been granted, BCCA carries out its activities under BELAC (Belgian Accreditation Body) **accreditation**. Accreditation confirms the reliability and impartiality of BCCA activities. BELAC accreditation indicates that our services meet international standards (NBN EN ISO/IEC 17065, 17021-1, 17024 and 17020) and are recognised accordingly.

BCCA is **notified** as a **certification body for Construction Products Regulation**. This means that the FPS Economy notified it as a certification body before the European Commission, meaning manufacturers can use our services to fulfil their obligations under European legislation on construction products.

| MANAGEMENT SYSTEMS | PRODUCTS, PROCESSES AND SERVICES | PERSONS | INSPECTIONS |
|---|--|--|---|
| under ISO 17021-1 | under ISO 17065 | under ISO 17024 | under ISO 17020 |
|   021 QMS 021 EMS |  021 PROD |  021 PERS |  021 INSP |
| ISO 9001 ISO 14001 ISO 45001 ISO 50001 VCA Achilles Asbestos removal NTMB |     U-value certification | Professional painters and welders | Various schemes |

GLOSSARY

BBG: Belgian Concrete Group

BCQS: Belgian Construction Quality Society founded by Seco and the BBRI

Becetel: Belgian research centre for pipes and fittings

BUCP: Belgian Union of certification and attestation bodies, inspection bodies and Belgian laboratories for construction products

CEN: European Committee for Standardisation

Certibel: Belgian Association for certification and inspection bodies

EOTA: European Organisation for Technical Assessment in the construction products field

Eurocer-Building: Association of product certification bodies in Europe operating in the construction sector

NBN: Belgian National standardisation Body

UBAtc: Belgian Union for Technical Approval in construction

UEAtc: Union of European Approval Bodies (BCCA is an indirect member through the UBAtc)

WFTA0: World Federation of Technical Assessment Organisations (BCCA is an indirect member through the UBAtc)



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