



# What we do



We have all the expertise you need to get your product to market and clearly differentiate it in the global marketplace.

A BSI Kitemark gives a product immediate status – hard earned through rigorous tests at a BSI centre of excellence, combined with ongoing auditing and Factory Production Control. In our testing laboratories, we have the people and the processes to launch your product and give it the trusted recognition that will open new markets and opportunities time and again. Beyond CE marking. And beyond your expectations. We're famous for testing without compromise and delivering without question.

## Expertise and rigorous processes

The BSI Kitemark was first registered in 1903. It is the oldest and most recognized trust mark today. The power of the BSI Kitemark comes with over 100 years' expertise behind it. It's a heritage that derives from extensive experience of working with businesses around the world. So when trust matters most, you can rely on us - whether you are developing new products, seeking to achieve legal compliance or venturing into new markets.

Our stringent processes reflect the fact that we are the only company that can help you gain the prestigious BSI Kitemark – an instantly recognizable symbol of quality, safety and trust since 1903.

**"BSI has a very strong, global reputation as a quality provider of recognised industry marks. It was this, coupled with the professionalism and can-do approach, that led us to choose BSI as our certification body."**

CEO of UK Flood Barriers, Frank Kelly

Our centre of excellence has brand new client meeting rooms right next to the testing labs. So let us know if you'd like to come and see your products being tested. You can see how we take your products to their limits to evaluate how they perform when exposed to extremes. For example, in our environmental laboratories, typical tests include:

- Vibration
- Climatic cycling
- Thermal shock
- Mechanical shock
- Corrosion
- Solar exposure

On the following pages, we highlight some of what we do in our four main areas of product certification. But, remember, if you don't see your exact product type here, it doesn't mean we can't test it. We're always happy to help, whatever product you need testing.



# How we can help you

Unquestionably, our people are our strength. Our test engineers are some of the most experienced in their respected fields. With in-depth knowledge and understanding of the testing and certification process that is second to none, we can help you every step of the way in your certification journey. You'll find experts at all our centres of excellence, ready to help you in the following areas:

We support you, and work with you, every step of the testing and certification journey. At BSI, we offer a full range of testing and certification services including pre-assessment, gap analysis, batch testing and full compliance testing.

1

'Development'

When you are developing new products (NPD phase)

Our type testing can help you identify what you need to do to make your product fit to sell

2

'Market access'

When you are ready to sell your products and need market access

We can help you gain CE marking as well as other similar certification marks to give you market access

3

'Differentiation'

When you need to differentiate your products

Get the BSI Kitemark - ongoing independent and impartial validation of quality, safety and trust, only available from BSI



# When safety matters most

**Personal safety** When lives depend on it, the safety and performance of a product is critical. As a Notified Body, we are trusted to test products to ensure they perform to the very highest levels, rigorously testing to ensure optimal performance and support continual product innovation. We can help you meet the requirements of the PPE Directive for CE marking and achieve the BSI Kitemark.

In our protective eyewear laboratory we test all types of protective eyewear from work safety glasses to goggles and welding masks, from simple to complex PPE categories. This is just one of many tests where we can help you to comply with the requirements of the PPE Directive, both now and - should requirements change - in the future.

To test protective eyewear we fire a 6mm ball bearing at up to 190 metres per second (425mph) at a head form like this. This helps a wearer's eyes remain protected in the most dangerous environments.





The carbon dioxide content of inhaled air is measured precisely to help the wearer breathe safely in the toughest environments.

## Continuous testing to maintain quality

In our Total Inward Leakage (TIL) rig in the respiratory laboratory, the masks we test range from self-contained breathing apparatus worn in highly hazardous environments to disposable masks used in DIY. But we don't just test what's needed now. We also look to the future. For example, with the standards that PPE needs to comply with becoming ever more exacting, our TIL rig already measures at the levels required by the forthcoming ISO standards. This means that we test your products to the most accurate levels possible not only giving you confidence in the testing for your current requirements, but also helping you with your testing requirements of tomorrow.

The BSI Kitemark can help customers easily identify products that they trust to protect them. Most equestrian head protection is certified to the BSI Kitemark, with the Pony Club of Great Britain specifying it. This gives confidence that members are protected and helps riders to easily select a fit-for-purpose product. The BSI Kitemark is a simple and powerful way to differentiate your PPE product from others.

At BSI, we have the facilities and world-class expertise to test a wide range of fire detection and suppression products, and we work with some of the leading manufacturers in this sector. We can help you achieve CE marking for legal compliance, and BSI Kitemark certification to help differentiate your products. Our comprehensive testing covers industrial valves, fire extinguishers, fire hoses and fire hydrants in our fire suppression laboratory. As the needs of the market become more stringent, we don't stand still. We have a new BSI Kitemark for gaseous suppression systems and, as system compatibility becomes increasingly important, we can help you go beyond CE marking with the BSI Kitemark for system compatibility.

Products in personal safety we test include:

- Control and indicating equipment
- Electrical automatic control and delay panels
- Heat detectors
- Manual call points
- Power supply equipment
- Smoke alarm devices
- Smoke detectors and sounders
- Protective eyewear
- Hearing protection
- Respiratory protection
- Helmets and head protection
- Protective clothing
- High visibility clothing

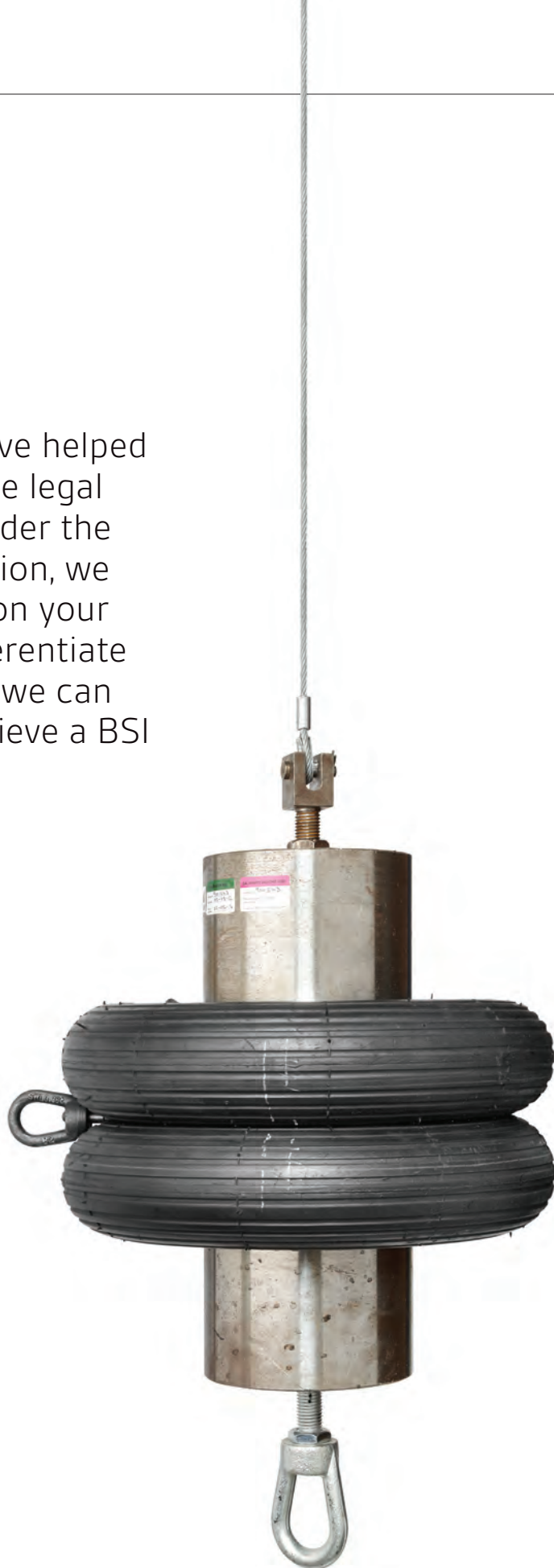
93% of UK adults believe BSI Kitemark products are safer.

GfK NOP stats from 2010


# When quality matters most

**Construction and fenestration** We've helped thousands of companies to achieve legal compliance. As a Notified Body under the EU Construction Products Regulation, we can help you achieve CE marking on your products. If you wish to really differentiate your company and your products, we can help you go much further and achieve a BSI Kitemark.

The pendulum impact test makes sure toughened and laminated glass breaks safely, preventing serious injuries such as lacerations and piercing.







Our robot performs endurance testing on windows and doors for up to 100,000 cycles 24 hours a day.

## Comprehensive testing for construction products

From pipes to concrete and valves to ladders, we're able to test and certify most products. Our fenestration experience is second to none and includes replacement locks, windows, doors and even the glass itself. Our BSI Kitemark and CE marking services also include a wide range of glass related products such as safety glass, sealed glass units and some vehicle glass.

We can provide comprehensive testing for a whole spectrum of construction products, including:

- Dimensional, mechanical and physical testing
- Thermal cycling (high temperature / low temperature / high / low humidity)
- UV weathering and hydrostatic pressure
- Thermal efficiency
- Loading torque and performance

To achieve a BSI Kitemark for windows and doors, we test them against a wider range of characteristics over and above the CE marking testing essential characteristics of dangerous substances, load bearing capacity of thermal devices and thermal transmittance. We test at regular intervals with sample testing each year, and we check that factory production controls meet the requirements of a quality management system such as ISO 9001.

Only certain windows, doors and locks that meet high standards for security are accepted by the police security initiative; Secured by Design. They have to be stringently tested to meet PAS 24, the specification for enhanced security performance requirements. We can help you comply with the Secured by Design requirements, with certification via a BSI Kitemark.

**"We chose the BSI Kitemark because it's easily recognizable and because of its association with good quality products."**

Mick Toner, Howarth Timber Ltd

Our certification managers, client managers, test engineers and business development managers are passionate about what they do and each and every one has a thorough understanding of the intricacies of the testing and certification process.

**84% improved the quality of their manufacturing with the BSI Kitemark.**

Client survey 2013

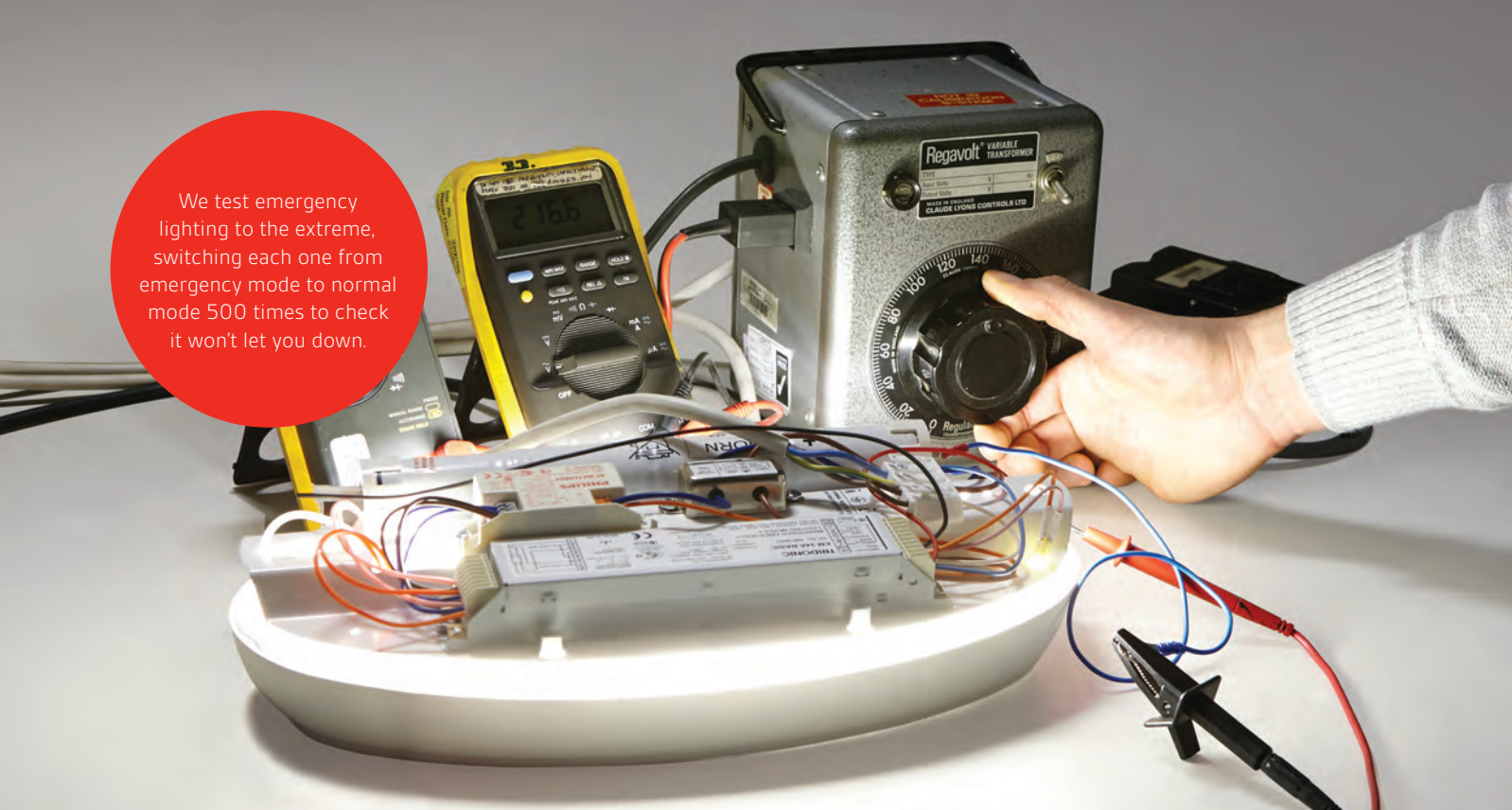
# When reliability matters most

**Gas and electrical** Our dedicated gas and electrical testing facility has a worldwide reputation for excellence, so you can work with BSI wherever you aim to sell your products. We can help you achieve CE marking, gain the BSI Kitemark and test your products against many international standards.



Press fittings for use in most domestic, commercial and industrial applications for use within water, heating and cooling, natural gas and LPG systems are tested in temperatures up to 650°C.





We test emergency lighting to the extreme, switching each one from emergency mode to normal mode 500 times to check it won't let you down.

## Safe, reliable and compliant

We have one of the most comprehensive testing services available to help ensure your products are unquestionably safe, reliable and compliant. Our test laboratories are fully equipped to carry out safety and performance testing of household and commercial gas and electrical appliances. We test everything from cookers to barbecues, fireplaces to emergency lighting, and medical devices to electronic components.

Many of the products we test are exported around the world. In fact, we can help you gain access to global markets because our test reports are widely respected and recognized worldwide. Our knowledge reaches much further than local markets and the UK - for example, our unique gas mixer is able to replicate the composition of gas almost anywhere in the world. In our laboratory, products are able to undergo testing for:

- Resistance to heat and fire
- Insulation resistance and electrical strength
- Provision of earthing
- Protection against electric shock

Our trusted experts stop at nothing to make sure that your products are robustly and rigorously tested to give you absolute confidence.

"Whether dealing directly with the BSI laboratories, or on a face-to-face basis with the factory auditors, we never fail to be impressed by the organization's professionalism and expert knowledge in the markets we serve."


Nick Hollyoak, Continental Product Engineering

80% said the BSI Kitemark helped them to improve customer satisfaction.


Client survey 2013

# When reassurance matters most

**Services** When safety and reassurance matter most, you can trust in the exacting standards of the BSI Kitemark. We offer a BSI Kitemark for many different services encompassing vehicle damage repair, window and door installers, fire alarm and electrical installers, removal services, financial products, metering and billing, and taxi meter calibration.



We've been testing and calibrating taximeters for London black Hackney cabs, for over 25 years. That's the equivalent of 2,550,000 miles, or 102 times around the world.



Scrupulous unannounced bi-annual checks are carried out by our inspectors to make sure that customers drive away with confidence.

## Critical checks

The comprehensive BSI Kitemark for Vehicle Damage Repair covers the critical aspects of the repair process for vehicles up to five tonnes. Unannounced audits allow experienced BSI Inspectors to maintain the integrity of the scheme by checking:

- Correct repair processes are followed
- All staff members are competent and trained
- Tools and equipment are suitable and maintained
- Parts are appropriate for safe repair
- Quality control procedures are followed

**"It was essential we worked to achieve the BSI Kitemark as there is no other symbol in the world that denotes such high quality and trust."**

Mark Baldwin, Managing Director, East Bilney Coachworks

Our BSI Kitemark Installer Schemes are incredibly rigorous. For example, fire installation checks the design, supply wiring and system compatibility for all the component parts for a fire alarm system, not to mention the quality of the installation itself. A BSI Kitemark for one of the above schemes can give you a competitive edge, and enhance your reputation.

The BSI Kitemark for Metering and Billing aims to ensure that billing systems, and those functions that feed into the billing process, are accurate and robust, as well as meeting all relevant regulatory requirements. We achieve this aim by measuring the accuracy of metering and billing within Communication Providers.

The whole process is aimed at identifying the weak links in the total system and strengthening them to ensure sustainably accurate billing and revenue recovery results to meet both commercial and regulatory objectives.

The TMBS Approval Scheme covers Mobile and Fixed-Line; Pre-Pay and Post-Pay, Wholesale and Retail Metering and Billing activities of Communications Providers. The Ofcom Metering and Billing Scheme is available in the UK but can also be delivered to offshore clients.

**94% agreed BSI Kitemark Inspectors are experts in their field, delivering an excellent service.**

Client survey 2013



# Our commitment to excellence

We're here to help you every step of the way, whether you are developing new products, seeking to achieve legal compliance or entering new markets around the world. With over 100 years of experience, and state-of-the-art laboratories, we work with international businesses to test products in our world-class facilities. We also have a global network of Associate Laboratory Partners that can support you at a more local level. Our aim is to provide a high quality, fast, reliable and stress-free service to meet your deadlines.

## UKAS Accredited

As a UKAS Accredited Certification Body, we can ensure that the benefits of certification meet your expectations through testing and certification to British, European, or international standards, as well as a manufacturer's own specifications. We hold Notified Body Status for seventeen European Directives and we're familiar with the market access requirements of virtually every country in the world.

## Benefits of a BSI Kitemark™

With the globally trusted symbol of the BSI Kitemark on your product, you can:

- Gain access to new markets
- Reduce risk and show due diligence
- Maintain quality and reduce waste
- Differentiate your products from the competition
- Win new business
- Improve customer satisfaction

For more information about how we can help, please call +27(0)12 004 0279 or email us at **[bsi.za@bsigroup.com](mailto:bsi.za@bsigroup.com)**

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