

Regulator's UPDATE

CSA Group's Audits & Investigations

The Safety Chain's Vital Link



CSA Group Audits & Investigation Team, Legal and Risk Management

In a world of fierce competition, where business is driven by speed to market and low costs, matters of safety may sometimes be squeezed. Today, sourcing and manufacturing takes place among countries with a wide variance of language, culture and quality control. Counterfeiting is on the rise. All of which keeps CSA Group's Corporate Audits & Investigation (A&I) group on its toes.

The seven-member team selected for their expertise and professional capabilities collectively represents more than 150 years of CSA experience. They engage proactively in market surveillance by using digital images of product failures and a comprehensive database of complaints that enables them to track trends and spot patterns for follow-up.

The A&I group closes the loop, by investigating aftermarket incidents involving CSA International certified products. In this way, the department protects the integrity of the CSA marks that the public, regulators and manufacturers know and trust. Service and Trust are the modus operandi of the A&I group as they investigate incidents, deal with various stakeholders and collaboratively expand the efforts undertaken by regulators, law enforcement and manufacturers.

"Regulators are our key partners – we rely on their expertise and knowledge-sharing to investigate product incidents," says Doug Geralde, Director, Corporate Audits & Investigations. "Likewise, we share our experience across jurisdictions, resulting in better surveillance at an international level."

Every month, A&I surveys products at various stores to ensure proper use of the CSA marks. Misuse may result in a product recall or in testing and certification. Incidents of safety hazards and counterfeiting are immediately reported to regulatory authorities, in accordance with CSA's zero tolerance policy.

The A&I team is an essential part of the safety network, combining investigative work with scientific analysis. Regulators routinely call upon A&I for its investigative expertise. For example, when a wide-slot toaster was involved in a fire, A&I found tackiness on the lever and grease in the crumb tray, and ultimately determined that the user had taped down the lever and used the appliance for cooking pork chops, overheating the unit. While an unusual case, such product misuses often result in clarification of product literature and public education.

When a gas or electrical official or a fire marshal's office becomes aware of a potential hazard involving a CSA International certified product, the A&I team goes to work, leading investigations, attending coroner's inquests, consulting with law enforcement officials and determining what corrective action needs to be taken. This may include working with the manufacturer for voluntary recall of the product, improving the standard, recommending a code change, or providing input into a new standard.

Recently, the department coordinated the removal from retail locations of ground fault circuit interrupters that were not in compliance with the standard. Ted Olechna, Provincial Code Engineer with the Electrical Safety Authority, remarked, "CSA showed exceptional leadership in dealing with the task at hand. The success of this campaign shows CSA's commitment to safety."

The A&I team relies on close collaboration with regulatory authorities and industry associations to

initiate product recalls. They regularly make presentations to these groups and serve on councils for coroners, fire marshals, and gas, plumbing and electrical inspectors.

"As manufacturers build for a global marketplace, it's imperative that we catch trends early and react quickly," says Mr. Geralde. "That's why we need to hear from regulators across all jurisdictions – together we are working to continuously improve our safety network."

Contact: doug.geralde@csagroup.org

Reporting a product incident is as easy as 1-2-3-4!

If you are aware of a product that fails to meet requirements or may present a safety hazard, get in touch with CSA Group's Audit & Investigations team:

- 1** Visit www.csagroup.org/product_recalls/report/ and complete a Product Incident Report, which is immediately entered into our database
or
- 2** Call **(416) 747-4278** and speak with Sotora Kamperogiannis
or
- 3** Fax **(416) 747-2582**
or
- 4** Write to Sotora Kamperogiannis, Corporate Audits & Investigations, CSA Group, 178 Rexdale Blvd. Toronto, ON, Canada M9W 1R3 or e-mail sotora.kamperogiannis@csagroup.org

Have doubts about a product?

Visit www.csa-international.org/product/ for information and confirmation of a product's pedigree.

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PM# 40064058



CSA INTERNATIONAL

Lights on for new Lighting and Energy Star lab

CSA International has established a new 8,000-square-foot lighting and electric laboratory near Atlanta, Georgia. It will initially provide testing and certification services for lighting products to comply with national and international safety and performance standards as well as requirements of the Energy Star program. Products with the Energy Star qualification mark meet strict energy efficiency guidelines set by the Environmental Protection Agency and the U.S. Department of Energy.



“Opening this laboratory is in response to the needs of our clients in the lighting sector and is in line with our commitment to expand operations and services in the U.S.,” says Randall W. Luecke, President, CSA International. “It positions CSA International to better deliver regional and local certification and testing services as new and redesigned products emerge in the lighting

sector. We also look forward to expanding the certification services offered to include other electric and electronic products.”

Some of the tests used to qualify products under the Energy Star program at the new facility, located in

Alpharetta, Georgia, are efficacy (lumen output, input wattage and lumens per watt), power factor, lamp start time, current crest factor, lamp operating frequency, dimming, lamp life, initial lumens and color, noise class rating, ballast operating case temperatures, transient surge, end of life protection, and anode/cathode cycling. Once a manufacturer has gained Energy Star qualification, CSA International can perform quality assurance and challenge testing.

“Many consumers are driving the Energy Star initiative as they seek to reduce their annual energy costs and make a personal contribution to energy conservation,” says Jason Chesley, CSA International, Sales Account Manager, Atlanta.

Contact: jason.chesley@csa-international.org

One ad you'll want to read...



The One Mark You Want to See

Proof that products meet U.S. standards

This year alone, millions of electrical products, systems, and components displaying CSA certification marks will be installed in commercial, industrial, institutional, and residential building projects across the U.S.

The architects, engineers, contractors, and product suppliers responsible for those projects understand that CSA marks mean that products meet all applicable U.S. standards for safety or performance.

CSA marks are issued by CSA International, a leading North American product testing and certification organization. CSA International is recognized by OSHA as a Nationally Recognized Testing Laboratory, qualified to test and certify products to more than 400 U.S. standards, including electrical standards published by ANSI and UL. That means you can approve installations with confidence when they include properly installed products displaying CSA marks.

To Learn More...

E-mail us today at markinfo@csa-international.org. View a complete listing of products certified by CSA International at www.csa-international.org

Proud Benefactor of



Global Offices and Laboratories: Atlanta, GA • Charlotte, NC • Chicago, IL • Cleveland, OH • Dallas, TX • Los Angeles, CA • Nashville, TN • Edmonton, AB • Montreal, PQ • Toronto, ON • Vancouver, BC • Arnhem, the Netherlands • Bangalore, India • Hong Kong, China • Guangzhou, China • Shanghai, China • Seoul, Republic of Korea • Tokyo, Japan

Why should you care about the CSA mark? The answers are found in a new CSA International advertisement running in publications read by inspectors and code officials. Watch for it in IAEI News and Building Safety Journal beginning in September.

New office heralds opportunities in China

CSA America, in partnership with American Petroleum Institute (API), ASME (American Society of Mechanical Engineers) International, and ASTM International, formally opened the Consortium for Standards and Conformity Assessment (CSCA) office on May 23, 2005 in Beijing, China.

“China is a strategically important market to CSA,” says Spencer Grieco, Vice President, Standards, CSA America. “This is an opportunity to build relationships with Chinese regulators and government officials, and to promote the use of gas and alternative energy standards.”

The primary purpose of establishing a presence in Beijing is to advocate a consistent CSA and CSA America strategy in China and to promote Consortium members’ standards and conformity assessment systems in China. The CSCA Office will liaise with the American Chamber of Commerce, the U.S. Commercial Service, and the U.S. Embassy to gain access to policymakers, regulators and industry representatives.

More than 150 guests, along with U.S. Ambassador Clark Randt and representatives of the U.S. Department of Commerce, attended the opening on May 23rd. It was widely covered by local media including *Economic Daily*, *Beijing Business Today*, *News On China Daily*, and *AmCham* (American Chamber of Commerce - China) *News*.

Contact: spencer.grieco@csagroup.org



Spencer Grieco, Vice President, Standards, CSA America addresses the audience at the official opening of the CSCA office in Beijing, China, May 23, 2005.

Meet Jim Brown, anti-counterfeiter



Jim Brown

As part of an expanded campaign against trademark counterfeiting, CSA Group has named Jim Brown to the newly created position of Senior Manager, Global IP Protection.

“We are committing more resources to reinforce CSA’s zero tolerance policy,” explains RJ Falconi, Vice President, General Counsel & Corporate

Secretary. “Jim’s appointment will help us protect the integrity of CSA marks, guard against illegal use of our intellectual property (IP) and help prevent the sale and use of potentially unsafe products.”

With more than 27 years of experience at CSA, Mr. Brown most recently served in Corporate Legal Affairs as Manager, Contracts Review and previously as Operations Manager for CSA’s Edmonton office. He was also a Special Services Investigator in Corporate Audits & Investigations for over 12 years.

In his new role, Mr. Brown is responsible for managing and improving CSA’s anti-counterfeiting and IP enforcement infrastructure and taking CSA Group forward into the next stages of trademark and IP protection – working with law enforcement and customs officials, regulators, end users, retailers and other external stakeholders. He will work closely with Manny Gratz, Manager, Anti-Counterfeiting & IP Enforcement.

Teaming up to help stop counterfeiting

CSA International and the Canadian Institute of Plumbing and Heating (CIPH) announced in April a strategic alliance to help combat the manufacturing, proliferation and sale of counterfeit plumbing and heating products bearing false CSA International certification marks.

“Industry alliances such as this greatly expand our surveillance capacity,” says RJ Falconi, Vice President, General Counsel & Corporate Secretary. “The more people we have addressing this issue, the greater the chances that counterfeiters will be caught and prosecuted.”

Joe Gryn takes international honour



Joe Gryn, Director, Conformity Assessment, CSA International, (pictured third from the left), receives International Electrotechnical Commission (IEC) 1906 Award on June 28.

Joe Gryn, CSA International’s Director of Conformity Assessment, has won a prestigious award from the International Electrotechnical Commission (IEC). The Standards Council of Canada presented Mr. Gryn with the 1906 Award, which commemorates the IEC’s 100th year of foundation and honours experts from around the world whose work is fundamental to the IEC.

Joe has been part of the Canadian delegation to the IECEE (IEC System for Conformity testing and

Certification of Electrical Equipment) CMC for a number of years. He is chairman of the Committee of Testing Laboratories (CTL), the technical backbone of the CB Scheme. With a membership of more than 140 CB testing laboratories around the world, the CTL promotes technical consistency and confidence among CB Scheme laboratories, so that test results can be accepted. Mr. Gryn is also convener and member of several working groups.

Meet Bill Burr, regulator point-man



Bill Burr

A former electrical and elevator inspector has been selected to spearhead regulator relations for CSA Group.

Bill Burr was appointed Director, Regulator Relations, in April, joining CSA Group’s Legal & Risk Management Department.

“Bill is eminently qualified to assume this new role having previously served as Chief Electrical and Elevator Inspector in the Province of British Columbia and the Northwest Territories, respectively, prior to joining CSA in 2000,” says RJ Falconi, Vice President, General Counsel & Corporate Secretary. “In his most recent position as Director, Electrical & Energy Efficiency Standards Development, for the Standards Division, he garnered respect and credibility with members, regulators and other stakeholders, which will serve him well as he builds long-term relationships with prominent regulators. The acceptance of our marks among regulators is vitally important to our business.”

Mr. Burr will also assist the Audits & Investigations team to resolve issues and concerns raised by regulators about incidents involving CSA-certified products and help develop strategies for managing claims involving product failures.

A former chair of the Canadian Advisory Council on Electrical Safety (CACES), Mr. Burr is a member of the Canadian National Committee of the IEC and the Canadian Advisory Committee to IEC TC64. He is also a member of the American Council on Electrical Safety (ACES) and has been actively involved in the International Association of Electrical Inspectors (IAEI).

Upcoming EVENTS FALL/WINTER 2005/06

CONFERENCES AND EVENTS:

CSA and IAPA Present the Workplace Electrical Safety Conference 2005

October 20-21, 2005 – Toronto, ON

CSA Presents a One-Day seminar on EU's RoHS and WEEE Directives

October 24, 2005 - Toronto, ON

CSA Z662 Biennial Pipeline Forum – Petroleum and Natural Gas Industry Systems

November 14-18, 2005 – Calgary AB



CSA LEARNING CENTRE

CSA Learning Centre offers seminars on the following topics:

The CSA Learning Centre offers convenient access to the combined training resources of the entire CSA Group.

- Control of Hazardous Energy – Lockout and other methods **NEW!**
- ESA Regulation 22/04 Electrical Distribution Safety training **NEW!**
- CE Code Essentials and Electrical Code related seminars*
- CEC/NEC -- A Comparison of Requirements*
- Design, Installation and Maintenance of Electrical Equipment in Hazardous Locations
- Emergency Preparedness and Response
- Fall Protection Series **NEW!**
- Introduction to Risk Management (in collaboration with RANA International) **NEW!**
- Safeguarding of Machinery (in collaboration with IAPA)
- Managing an Effective Lift Truck Program (in collaboration with IAPA)
- QMI - ISO 22000 Food Safety Management System Series **NEW!**
- QMI – The ISO 9001:2000 Training Series*
- QMI – The OHSAS 18001 Training Series*
- QMI – The ISO 14001 Training Series*
- QMI – ISO 9001:2000 - Process Auditing Course*
- QMI – ISO 9001:2000 – Customer Satisfaction*

*available in French and English

For more information, or to register please call 416 747 4017 or 1 800 463 6727, email seminars@csa.ca or visit our Web site at <http://learningcentre.csa.ca>

Conferences and Events:

For future dates of conferences and tradeshow please visit: www.csa-international.org/news/conferences/

September

12-15/05

Global Gaming 05
Booth # 3730, Las Vegas
Convention Center

18-21/05

OPIA (Ontario Plumbing
Inspectors Assoc.)
Holiday Inn - Oshawa, Ont.

21-23/05

National Safety Council
Orange County Convention
Center, Orlando, FL.

23-24/05

NAFEM
Anaheim Convention Center,
Anaheim, CA.

25 - 26/05

ICC Codes
Booth 710, Cobo Conference
Center - Detroit, Mich.

October

25-27/05

ISA Expo 2005
McCormick Place Lakeside Center

November

14-15/05

Fuel Cell Seminar
Palm Springs Convention Center

15-17/05

Win-Door Show
Booth 221, Metro Convention
Center, Toronto, ON

January

23-26/06

AHR Expo 2006
Booth # 4454, McCormick Place,
North & South

31-2 FEB/06

MD & M (Medical Design &
Manufacturing)
Booth 1626, Anaheim Convention
Center, Anaheim, CA

March

23-25/06

CMX
Booth # 1143/45 -Toronto Conv.
Center, Toronto, ON

April

21-23/06

KBIS 2006
Booth 5626, McCormick Place,
Chicago, IL

May

8-11/06

HPBA 06 (Hearth Patio &
Barbecue Assoc)
Salt Palace Convention Center

9-11/06

National Hardware Show
Las Vegas Convention Center,
Las Vegas, NV

30-1 JUNE/06

Lightfair 2006
Booth 2849, Las Vegas
Convention Center, NV

June

5-8/06

Globalcomm
Booth 10051, McCormick Place,
Chicago, IL

2005 IAEI SECTION MEETINGS

Northwestern, Sept. 11-14,
Grantree Inn, Bozeman, MT

Western, Sept. 18-21, Arlington
Hotel, Hot Springs, AR

Eastern, Sept. 25-28, Mount
Washington Hotel, Brenton
Woods, NH

Canadian, Sept. 30-Oct. 2, Four
Points Sheraton, London, ON

Southern, Oct. 9-12, Cocoa Beach
Hilton, Cocoa Beach, FL

Southwestern, Oct. 16-20, Hilton
Hotel, Albuquerque, NM

Regulator's UPDATE

CSA International publishes Regulator's Update for International Association of Electrical Inspectors (IAEI) members, gas regulators and inspectors, fire authorities and others involved in the use of electricity and gas, and building officials.

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The Perfect Page

Readers are welcome to reprint material if CSA International is cited as the source. CSA International is a provider of product testing and certification services for electrical, mechanical, plumbing, gas and a variety of other products. Recognized in Canada, the U.S. and around the world, CSA's marks appear on millions of products annually. CSA International is a division of CSA Group which consists of CSA International, the Canadian Standards Association, a developer of standards and codes, and QMI for management systems registration.

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RETURN UNDELIVERABLE CANADIAN ADDRESSES TO:
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email: jeff.messinger@csagroup.org

APBs, product recalls and safety notices

CSA International's Corporate Audits & Investigations (A&I) team is an integral part of the CSA International Legal Department located in our Corporate Office. The A&I team investigates incidents involving CSA certified products, issues all points bulletins (APBs), product recalls and safety notices in co-operation with manufacturers and supports the standards development process. For more information visit www.csa-international.org/product_recalls.

02/28/05

Camco Inc., GE Dishwashers, Models GSD5911J00BB, GSD5911J00CC, GSD5911J00SB, GSD591100WW with serial numbers starting with MG, RG, SG and TG.

04/27/05

Ryu-Arm Co. Ltd., agricultural brooders. The bulbs carry a foil label with a date in the form of a six-digit number.

04/27/05

Rexon Industrial Corp. Ltd., table saw rip fence assemblies. The affected rip fence assembly was sold together with table saw model number 137.271380.

07/14/05

"SUSANA" electrical extension cords distributed by Good Friend Product Inc. — also known as Happy Living Houseware Center — of Markham, Ontario. The marked ratings are 10A-125V-1625 Watt.

07/27/05

Groupe SEB Canada Inc., supplier of T-Fal branded appliances, T-Fal "Maxi Fry" deep fryers model numbers FF100250 and FF100651 sold in Canada.

Reader Response FaxBack

Please return to **CSA Group, Corporate Audits and Investigations**
178 Rexdale Blvd., Toronto, ON Canada M9W 1R3
Fax (416) 747-2582
Contact: **Sotoria Kamperogiannis** at (416) 747-4278
sotoria.kamperogiannis@csagroup.org.

IMPORTANT!

Please attach the address label from your Regulator's Update envelope here so we can match it with your record and have changes made efficiently.

I am an _____ IAEI Member _____ electrical regulator _____ gas regulator
_____ mechanical regulator _____ plumbing regulator _____ building official

I would like to receive an electronic PDF version of the newsletter rather than a printed copy.



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