

## Economic Commission for Europe

### Inland Transport Committee

27 June 2016

#### Working Party on the Transport of Dangerous Goods

#### Joint Meeting of Experts on the Regulations annexed to the European Agreement concerning the International Carriage of Dangerous Goods by Inland Waterways (ADN) (ADN Safety Committee)

#### Twenty-ninth session

Geneva, 22 - 26 August 2016

Item 3 (e) of the provisional agenda

#### Implementation of the European Agreement concerning the International Carriage of Dangerous Goods by Inland Waterways (ADN) Matters related to classification societies

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## Compliance with ISO/IEC 17020:2012

### Transmitted by Lloyd's Register

#### I. Introduction

1. At the ADN Safety Committee meeting in January 2016 the recognition of classification societies was discussed. In the report of this meeting is stated under E3: "Lloyd's Register should submit additional elements after a new audit, which would be carried out by the British Standards Institution (BSI), of the United Kingdom".
2. During that meeting it was already announced by Lloyd's Register that an audit on its' inland waterway activities was scheduled for spring 2016.
3. From April 4 to April 8 BSI has carried out an audit at the offices in Rotterdam and Antwerp, as well as during a site visit on a new building project. The scope of this audit was on the inland waterway activities of Lloyd's Register.
4. Those two offices were chosen as all of the inland waterway activities within Lloyd's Register are organized (and mainly performed) by staff of these offices.

#### II. Information

5. The results of this audit were positive and BSI issued several statements on the compliance with ISO/IEC 17020: 2012 of Lloyd's Register.
6. Attached to this document are the following documents:
  - a. BSI Certificate of Registration
  - b. Annex to the BSI Certificate of Registration; Lloyd's Register Office Directory
  - c. BSI statement on Lloyd's Registers' Quality Management System with respect to Inland Navigation Vessels
  - d. BSI annual Statement of Compliance confirming Lloyd's Register compliance with IACS Quality System Certification Scheme

e. Cross references Lloyd's Register Management Systems vs ISO/IEC 17020:2012

7. By submitting this information it's expected that sufficient evidence has been given on the compliance of Lloyd's Register with ISO/IEC 17020:2012 for its' inland waterway activities.

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# Certificate of Registration

## QUALITY MANAGEMENT SYSTEM - ISO 9001:2008

This is to certify that:

Lloyd's Register Group Services Ltd  
71 Fenchurch Street  
London  
EC3M 4BS  
United Kingdom

Holds Certificate Number:

FS 30240

and operates a Quality Management System which complies with the requirements of ISO 9001:2008 for the following scope:

**Please see scope page.**

For and on behalf of BSI:

Frank Lee, EMEA Compliance & Risk Director

Original Registration Date: 03/01/1995

Latest Revision Date: 18/02/2016

Effective Date: 29/08/2013

Expiry Date: 28/08/2016



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Certificate No: FS 30240

## Registered Scope:

The provision, via Lloyd's Register Group Ltd and its subsidiary entities, of Marine (includes Inland Water Way), Energy and Transportation Businesses' technical services and support functions'.

Individual locations providing service and support functions are as detailed in the LR Office Directory February 2016. The following individual entities and groups of entities are excluded from scope;

BSL Management Consultants PTY Ltd  
CCS LR Technical Services Limited  
Chongqing Transportation Safety Assessment Center Limited  
Common Structural Rules Software LLC  
Lloyd's Maritime Information Services group of entities  
Apave group of entities  
LRQA  
LR Senergy Ltd  
Lloyd's Register GMT Ltd



Original Registration Date: 03/01/1995

Latest Revision Date: 18/02/2016

Effective Date: 29/08/2013

Expiry Date: 28/08/2016

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This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.  
An electronic certificate can be authenticated [online](#).  
Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory)

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 845 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI Group of Companies.

Certificate No: FS 30240

Location

Lloyd's Register Group Services Ltd  
71 Fenchurch Street  
London  
EC3M 4BS  
United Kingdom

Registered Activities

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# LIST OF OFFICES BY COUNTRY

February 2016

## Using the guide

All offices are shown in this directory, which was correct at the time of publication. The office finder on our web site, [www.lr.org](http://www.lr.org), is the best tool to use if you do not know the specific office you want to contact as it lists the key offices that handle enquiries in each country by sector.

### Offices and contact details

The main contacts for the marine sector can be found in the country pages (11 to 46). If you are looking for offices that specialise in services to the energy sector, or for management systems certification and business assurance services provided by LRQA, you will find relevant business centres listed on pages 8 to 10 and more offices for these sectors in the country pages.

The offices are listed alphabetically by country and then by town or city. Area offices are listed according to the country and city in which they are located. At the start of each country there is a note of the area office that covers the country.

### Telephone, fax and mobile numbers

Contact numbers are shown in the full international format. The '+' indicates the international prefix you need to dial to connect to another country. This is followed by the country code, also needed when you are dialling from abroad.

The national direct dialling prefix (NDD) is then given in brackets. This prefix is the code used to make a call within that country from one city to another - you do not need to include it when dialling from abroad. For example, the London number **T** +44 (0)20 7423 xxxx should be dialled as 0 20 7423 xxxx within the UK outside London and as 00 44 20 7423 xxxx from outside the UK (00 is given as an example of the international prefix, which may vary depending on the country from which you are dialling).



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Services are offered subject to Lloyd's Register's standard terms and conditions, details of which can be obtained from a relevant Lloyd's Register office.

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For **Inspection** services offices see pages 35 (Singapore), 29 (Kuala Lumpur, Malaysia), 40 (Birmingham, UK), 31 (Rotterdam, Netherlands), and 44 (Houston, USA).

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**Lloyd's Registers' Quality Management System with respect to Inland Navigation Vessels**

Lloyd's Register is in compliance with the IACS' QSCS (Quality System Certification Scheme) which is based; inter alia, on the ISO/IEC 17020:2012 and ISO 9001:2008 standards.

BSI Assurance UK Limited declares that the process (es) and/or unit (s) of Lloyd's Register has/have been assessed in accordance with the Quality System Certification Scheme for the following scope:

- Ship Classification and Statutory Service for Seagoing and Inland Water Vessels
- Offshore Classification and Statutory Service
- Maritime Advisory Service
- Product Certification

and that nothing has come to our attention to cause us to believe that the production process (es) of Lloyd's Register as specified above, do(es) not comply with the requirements and there is a justifiable confidence that Lloyd's Register will comply with the requirements during the period till the next assessment.


Signed: BSI Assurance UK Limited  
BSI Global Scheme Manager IACS & Lead Assessor



Name: Sudip Datta

Date: 01/01/2016

**BSI ANNUAL STATEMENT OF COMPLIANCE CONFIRMING LLOYD'S REGISTER COMPLIANCE WITH IACS QUALITY SYSTEM CERTIFICATION SCHEME**

Period of assessment	From: 1 <sup>st</sup> January 2015	To: 31 <sup>st</sup> December 2015
<p>This Statement of Compliance attests that Lloyd's Registers' internal quality management system has been verified by BSI as being in conformity with IACS' Quality System Certification Scheme.</p> <p>Scope of IACS QSCS certification covers:</p> <ul style="list-style-type: none"> <li>• Classification of ships and mobile offshore installations in respect of both new building and in service,</li> <li>• Statutory work carried out on behalf of nominating Flag Administrations.</li> </ul>		
<p>The specific reference documents upon which IACS QSCS is based are:</p>		
<ul style="list-style-type: none"> <li>• IQMSR Issue 8<sup>1</sup></li> <li>• IMO Res A.739(18)</li> <li>• IMO Res A.789(19)</li> <li>• ISO/IEC 17020</li> </ul>	<ul style="list-style-type: none"> <li>• IACS Procedural Requirements</li> <li>• IACS Unified Requirements</li> <li>• IACS Unified Interpretations</li> <li>• IACS Common Structural Rules</li> </ul>	
<p>The audits described in the Annex to this Statement of Compliance have been completed by BSI, an accredited certification body confirmed by IACS as being in compliance with Annex 3 to IACS Procedures Vol. 3 "Requirements for Accredited Certification Bodies for auditing classification societies in accordance with QSCS Quality Management System Certification" and in accordance with the applicable requirements of BSI's Accrediting Body, which is a member of the International Accreditation Forum.</p>		
Signed: BSI Lead Auditor*	Signed: BSI Head of Technical Certification*	
		
Name: Sudip Datta	Name: Karen Green	
Date: 23 <sup>rd</sup> December 2015	Date: 23 <sup>rd</sup> December 2015	

<sup>1</sup> Any exclusions as defined in IQMSR, as amended, are to be included in separate Annex to this Statement of Compliance.

- If appropriate, the signatures can be in accordance with ACB own procedures.

**ANNEX**

**BSI ANNUAL STATEMENT OF COMPLIANCE CONFIRMING LLOYD'S REGISTER COMPLIANCE WITH IACS QUALITY SYSTEM CERTIFICATION SCHEME**

Period of assessment	From 1 <sup>st</sup> January 2015	To: 31 <sup>st</sup> December 2015
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DATE OF AUDIT	TYPE OF AUDIT <sup>2</sup>	AUDIT NUMBER	LOCATION <sup>3</sup>	AUDITOR	SHIP IMO NUMBER/JOB NUMBER <sup>4</sup>	SHIP TYPE <sup>5</sup>	TYPE OF SURVEY <sup>6</sup>
06-09/10/2015	HO	8332161	*Southampton, UK	Juan Molina, Michal Wozniak, Narayanaswamy Hariharan	-	-	-
09/12/2015	HO	8453257	Southampton, UK	Juan Molina	-	-	-
08/12/2015 & 11/12/2015	CO	8439438	Southampton, UK	Juan Molina	-	-	-
26-27/03/2015	PA (TSO)	8313566	Singapore	Narayanaswamy Hariharan	-	-	-
22-24/07/2015	SL 1 + MMSO	8363825	Hong Kong, China*	Narayanaswamy Hariharan	-	-	-
23-24/03/2015	SL 2	8317495	Galatz, Romania	Michal Wozniak	-	-	-
23-24/03/2015	SL 3	8315700	Bilbao, Spain	Juan Molina	-	-	-
06-07/04/2015	SL 4	8313567	Chennai, India	Narayanaswamy Hariharan	-	-	-

<sup>2</sup> Head Office (HO), Controlling Office (CO), if applicable, Survey Location (SL), Plan Approval (PA), Vertical Contract Audit (VCA)

<sup>3</sup> Audit location marked with an asterix have been observed by a representative of the IACS Operations Centre



<sup>4</sup> VCA's only

<sup>5</sup> VCA's only

<sup>6</sup> VCA only, for example, Special Survey (SS), Intermediate Survey (IS), Annual Survey (AS), International Safety Management Code (ISM), International Safety and Port Security Code (ISPS), New construction (NC) and Equipment Certification (EC)

DATE OF AUDIT	TYPE OF AUDIT <sup>2</sup>	AUDIT NUMBER	LOCATION <sup>3</sup>	AUDITOR	SHIP IMO NUMBER /JOB NUMBER <sup>4</sup>	SHIP TYPE <sup>5</sup>	TYPE OF SURVEY <sup>6</sup>
25-26/05/2015	SL 5	8348942	Kaohsiung, Taiwan	Michal Wozniak	-	-	-
13-14/07/2015	SL 6	8375101	Buenos Aires, Argentina	Juan Molina	-	-	-
23-24/07/2015 & 28/07/2015	SL 7	8375104	Veracruz, Mexico	Juan Molina	-	-	-
24-25/03/2015	VCA 1	8317495	Galatz, Romania	Michal Wozniak	IMO 9714159 Hull 552037-38-43	Offshore Supply Vessel	NC
25-26/03/2015	VCA 2	8315700	Bilbao, Spain	Juan Molina	IMO 9238038	Gas Carrier	IS
30-31/03/2015	VCA 3	8317595	Pune, India	Narayanaswamy Hariharan	Job No. BFL Forging AG40 & 41 (Die 3721)	-	EC
07-08/04/2015	VCA 4	8329919	Lisbon, Portugal	Juan Molina	IMO 9296810	Oil Tanker	SS
08-09/04/2015	VCA 5	8313568	Chennai, India	Narayanaswamy Hariharan	IMO 9703758 Hull No 71005	Offshore Supply Vessel	NC
22-23/05/2015	VCA 6	8348940	Marseille, France	Michal Wozniak	IMO 9129586	Ro-Ro / Cargo Ship	AS
27-28/05/2015	VCA 7	8348942	Kaohsiung, Taiwan	Michal Wozniak	IMO 9353266	Container Vessel	AS
15/07/2015	VCA 8	8375101	Buenos Aires, Argentina	Juan Molina	IMO 9400851	Oil / Product Tanker	ISM
16-17/07/2015	VCA 9	8375101	Buenos Aires, Argentina	Juan Molina	IMO 8506438	Gas Tanker	IS

DATE OF AUDIT	TYPE OF AUDIT <sup>2</sup>	AUDIT NUMBER	LOCATION <sup>3</sup>	AUDITOR	SHIP IMO NUMBER/JOB NUMBER <sup>4</sup>	SHIP TYPE <sup>5</sup>	TYPE OF SURVEY <sup>6</sup>
19/07/2015	VCA 10	8375102	Valparaiso, Chile	Juan Molina	IMO 9687552	Container Vessel	ISM
20-21/07/2015	VCA 11	8363824	*Vungtau, Vietnam	Narayanaswamy Hariharan	IMO 9707998 Hull No 551019	Offshore Supply Vessel	NC
23/07/2015 & 27/07/2015	VAC 12	8375104	Veracruz, Mexico	Juan Molina	IMO 9191292	Offshore Supply Vessel	AS
07-08/08/2015	VCA 13	8410870	*Vizag, India	Sarosh Tangri & HS Gandhi	IMO 9358620	Oil / Product Tanker	AS
21-22/10/2015	VCA 14	8431239	Gihon, Spain	Juan Molina	IMO 9501071	Bulk Carrier	AS
29-30/10/2015	VCA 15	8427471	Pasir Gudang, Malaysia	HS Gandhi	IMO 9030826	Gas Carrier	SS
08/12/2015 & 10/12/2015	VCA 16	8453258	Southampton, UK	Juan Molina	IMO 9342607	Oil / Product Tanker	AS

Reviewed by IACS Operations Centre	27.1.2016	 <b>P.J. WILLIAMS</b>	 <b>IACS</b> <small>INTERNATIONAL ASSOCIATION OF CLASSIFICATION SOCIETIES LTD.</small> COMPANY NUMBER 2717077
	Date	Name & Signature of IACS Quality Secretary	IACS Stamp



# Cross References to ISO/IEC-17020

LR Management System vs. ISO-IEC-17020:2012

	ISO/IEC 17020 Requirements	Cross-reference to the LR Management System Documentation
1	Scope	
2	Normative reference	
3	Terms and definitions	
4	General requirements	
4.1	Impartiality and Independence	GMS02-11-01 Conflict of Interest, Independence, Impartiality and Integrity
4.1.1		GMS03-11-01 Speaking out
–		LR Marine & Offshore Vision and Strategy - LR intranet
4.1.6		GMS03-11-04 Sanctions
		GMS01-02 Code of ethics
		GMS01-01 Health, safety, environment and quality policy
		GMS00 Group Management System manual
		GMS02-09-02 Control of contractors and external experts
		GMS02-10-18 Anti-bribery, corruption and fraud
		GMS03-11-03 Gifts and hospitality
		GMS02-10-04 GMS structure and documentation
4.2	Confidentiality	GMS02-10-11 Control of documented information
	<b>ISO/IEC 17020 Requirements</b>	
4.2.1		GMS03-11-01 Speaking out
–		GMS01-02 Code of ethics
4.2.3		GMS03-07-01 Information systems acceptable use
		GMS02-07-01 Information systems
		GMS02-11-01 Conflict of interest, independence, impartiality and integrity
		GMS02-11-05 Legal and contracting requirements
		GMS02-10-10 Records management
		GMS03-10-15 Records retention schedule
		GMS01-01 Health, safety, environment and quality policy
		GMS02-09-02 Control of contractors and external experts
5	<b>Structural Requirements</b>	
5.1	Administrative Requirements	
5.1.1		GMS02-08-01 Legal and financial structure
–		GMS02-08-01 Legal and financial structure
5.1.2		
5.1.3		GMS02-10-11 Control of documented information
		Rule Finder - MSPM (Marine Survey Procedures Manual)

# Cross References to ISO/IEC-17020

LR Management System vs. ISO-IEC-17020:2012

5.1.4		GMS02-08-02 Finance
		GMS02-10-11 Document Control
5.1.5		GMS02-10-11 Document control
5.2	Organization and management	
	<b>ISO/IEC 17020 Requirements</b>	
5.2.1		GMS02-11-01 Conflict of Interest, Independence, Impartiality and Integrity
–		GMS02-06-01 People, Roles, Responsibilities and Authorities
5.2.4		GMS00 Group Management System manual
		GMS03-03-36 Authority Matrix
		GMS03-03-11 IAP bid briefing template
		GMS03-03-17 ATQ forms (Marine)
		GMS03-03-03 Commercial Bid Notice
		GMS03-03-04 Authorised bid approvers
		GMS02-08-01 Legal and financial structure
		Marine Executive Team Organizational Charts LR Intranet
		Second level Marine organization charts per function
5.2.5		GMS02-11-02 Management Representatives and Technical Managers
–		GMS02-06-01 People, Roles, Responsibilities and Authorities
5.2.7		
6	<b>Resource requirements</b>	
6.1	Personnel	GMS03 HR content
6.1.1		GMS03-06-02 Induction
–		GMS03-06-39 New employee regular group procedure – UK
6.1.10		GMS03-06-38 Personal Performance Planning
		MMS03-06-2 Activity Monitoring
		LR Intranet Technical Development
		LR Intranet Personal Development
		GMS02-06-02 Competence, training and awareness
		GMS02-06-01 People, roles, responsibilities and authorities
		MMS-03-06-03 Technical Authorizations - Marine Design Appraisal
		MMS03-06-01 Technical Authorizations
6.1.11		GMS02-01-01 Top-level principles definition and implementation
		GMS02-01-02 Business strategy and objectives definition and deployment
		LR Intranet and LR Website (mission statement, values, Strategy)

# Cross References to ISO/IEC-17020

LR Management System vs. ISO-IEC-17020:2012

-		GMS02-11-01 Conflict of Interest, Independence, Impartiality and Integrity
6.1.13		GMS02-10-11 Control of documented information
		GMS02-11-01 Conflict of Interest, Independence, Impartiality and Integrity
		GMS01-01 Health, safety, environment and quality policy
		GMS00 Group Management System manual
		GMS02-10-18 Anti-bribery, corruption and fraud
		GMS03-11-03 Gifts and hospitality
		GMS02-10-04 GMS structure and documentation
6.2	Facilities and equipment	GMS02-09-03 Facilities, infrastructure and equipment management
6.2.1		Rule Finder including Marine Survey Procedures Manual
-		Information Exchange Service Management Overview
6.2.15		GMS02-09-01 Suppliers and Contractor Selection
		Rule Finder including Marine Survey Procedures Manual
		Rule Finder including Marine Survey Procedures Manual
		Rule Finder/Rules and Regulations for the Classification of Inland Waterways Ships
6.3	Subcontracting	
6.3.1		GMS02-09-01 Suppliers and Contractor Selection
-		GMS02-09-02 Control of externally provided processes, products and services
6.3.4		GMS02-09-02 Control of contractors and external experts
7	<b>Process Requirements</b>	
7.1	Inspection methods and procedures	Marine Survey Procedures Manual
7.1.1		GMS02-10-11 Control of documented information
-		
7.1.4		
7.1.5		GMS02-02-01 Capture and Review of Requirements for products and services
7.1.6		GMS02-04-02 Product and service delivery general requirements
-		
7.1.9		
7.2	Handling inspection items and samples	
7.2.1		GMS02-04-02 Product and service delivery general requirements
-		Rule Finder including Marine Survey Procedures Manual
7.2.4		

# Cross References to ISO/IEC-17020

LR Management System vs. ISO-IEC-17020:2012

7.3	Inspection records	
7.3.1		GMS02-04-02 Product and service delivery general requirements
–		GMS02-10-11 Control of documented information
7.3.2		GMS03-10-16 Control of documents
		GMS03-10-15 Records retention schedule
		MMS03-10-01 Marine records retention periods
		GMS02-10-10 Records Management
7.4	Inspection reports and inspection certificates	
7.4.1		GMS02-04-02 Product and service delivery general requirements
–		Rule Finder including Marine Survey Procedures Manual/ Relevant ship types reporting and certifications sections
7.4.5		
7.5	Complaints and appeals	
7.5.1		GMS02-05-01 Customer Feedback, perception, Complaints and Appeals
–		GMS03-05-01 Feedback handling
7.5.5		GMS02-11-01 Conflict of Interest, Independence, Impartiality and Integrity
7.6	Complaints and appeals process	
7.6.1		GMS02-05-01 Customer Feedback, perception, Complaints and Appeals
–		GMS03-05-01 Feedback handling
7.6.5		
8	<b>Management system requirements</b>	
8.1	Options	
8.1.1	General	GMS02-10-05 Group management system, processes and controls
		GMS02-01-02 Strategy and Objectives Definition and Deployment
		GMS02-10-11 Control of documented information
		GMS02-06-01 People, Roles, Responsibilities and Authorities
8.1.2		GMS02-10-06 Internal Auditing
–	Option A / Option B	
8.1.3		
8.2	General management system requirements (Option A)	GMS02-10-05 Group management system, processes and controls
8.2.1		GMS01-01 Health, safety, environment and quality policy
–	General	GMS02-10-06 Internal Auditing
8.2.5		GMS02-10-09 non-conformity and corrective action
		GMS02-10-07 Management Review

# Cross References to ISO/IEC-17020

LR Management System vs. ISO-IEC-17020:2012

		GMS02-10-11 Control of documented information
		GMS01-02 Code of ethics
		GMS00 Group Management System manual
		GMS02-10-04 GMS structure and documentation
8.3	Control of documents (Option A)	GMS02-10-11 Control of documented information
8.3.1		GMS03-10-16 Control of documents
–		
8.3.2		
8.4	Control of records (Option A)	GMS03-10-15 Records retention schedule
8.4.1		MMS03-10-01 Marine records retention periods
–		GMS02-10-10 Records Management
8.4.2		
8.5	Management review (Option A)	GMS03-10-11 Management review
8.5.1		GMS03-10-12 Management review records template
–		
8.5.3		
8.6	Internal audits (Option A)	
8.6.1		GMS02-10-06 Internal auditing
–		GMS03-10-07 Internal auditing (Business Assurance Review)
8.6.4		GMS03-10-09 Internal auditing – closing meeting agenda
		GMS03-10-13 Nonconformity and corrective action
		GMS02-10-09 Corrective and preventive actions
8.7	Corrective actions (Option A)	GMS03-10-13 Nonconformity and corrective action
8.7.1		GMS02-10-08 Monitoring, measurement and analysis
–		GMS03-04-01 Control of non-conforming products or services
8.7.4		GMS03-10-102 Corrective Action Plan Template
8.8	Preventive actions (Option A)	
8.8.1		GMS02-10-09 Corrective and preventive actions
–		GMS02-10-08 Monitoring, measurement and analysis
8.8.3		Marine Risk Register
		Group Risk Register
		GMS03-10-11 Management review
<b>Annex A</b>		
A.1	Requirements for inspection bodies (Type A)	
A1 a)		GMS02-11-01 Conflict of Interest, Independence, Impartiality and Integrity
–		GMS01-02 Code of ethics

# Cross References to ISO/IEC-17020

LR Management System vs. ISO-IEC-17020:2012

A1 d)		GMS01-01 Health, safety, environment and quality policy
		GMS00 Group Management System manual
		GMS02-10-18 Anti-bribery, corruption and fraud
		GMS03-11-03 Gifts and hospitality
		GMS02-10-04 GMS structure and documentation
		GMS03-03-03 Commercial Bid Notice