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ACTIVITY REPORT 2017 - EXECUTIVE SUMMARY

DIRECTORATE-GENERAL QUALITY AND SAFETY

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“Creating the conditions for a competitive, sustainable and balanced operation of the goods and services market in Belgium.”

Dear reader,

Tempus fugit, time flies. This is already the third activity report published by the Directorate-General Quality and Safety (E6) of the FPS Economy, SMEs, Self-Employed and Energy.

In order to satisfy the desire of our stakeholders to be constantly informed about new developments; we have provided an extensive activity report in Dutch and in French, in addition to a concise version in the three national languages, as well as in English.

2017 was a very exciting year: finalization of the multiannual control program; the technical follow-up of the Brexit negotiations, which continues to be hectic, whereas, at scientific level, the services of the Continental Shelf and the metrological laboratory closely monitored the developments at international scientific level. Accreditation and standardizations are in full swing and in terms of legislation, Metrology 2.0 is under way.

Many of our employees embarked upon a new stage in their life: retirement. For them it may be a blessing, but E6, just as other directorates-general, faces the challenge to perform a growing number of tasks in a qualitative way. Up till now, we manage to do so, but it is far from easy.

E6 is probably the most audited/controlled directorate-general of the FPS Economy, but we owe this to ourselves, given the name of our directorate-general: “Quality and Safety”. It is important to point out that all the quality management systems that we implement (ISO 9001:2015, ISO/IEC 17020:2012, ISO/IEC 17025:2017, ISO/IEC 17011:2004, ISO 14001:2015, EMAS) serve a single purpose: to accomplish our mission in a respectful and qualitative manner, namely: “To ensure a competitive and balanced operation of the technical goods and services market by regulating, authorizing, enforcing, investigating and coordinating.”

Enjoy your reading!

Geert De Poorter
Director-general





“Creating the conditions for a competitive, sustainable and balanced operation of the goods and services market in Belgium.”

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1. Our mission within the FPS Economy

Our directorate-general has defined its mission on the basis of the mission and vision of the FPS Economy. In all of our daily activities, we should ask ourselves continually: are we assisting the companies and in particular the SMEs? Are we protecting consumers and is our action as efficient and effective as possible? Companies should do their utmost to respect the regulations with regard to consumer protection. Nevertheless, we are fully aware that there is no such thing as zero risk and that all regulatory and executive measures should be based on the principle of proportionality.

Vision

“The Directorate-General Quality and Safety strives to be a **reliable partner** for all its stakeholders. It communicates in a transparent way with all parties involved. In its actions, it pays **specific attention to consumers and businesses, particularly SMEs**. Its initiatives must be supported by all parties involved and should be as simple and practical as possible. Its employees excel by their technical and scientific knowledge; their impartiality makes them the ideal reference for questions concerning the application of legislation.”

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The mission of the directorate-general can therefore be summarized as follows:

“Ensuring a competitive and balanced operation of the technical goods and services market, by regulating, authorizing, enforcing, investigating and coordinating.”

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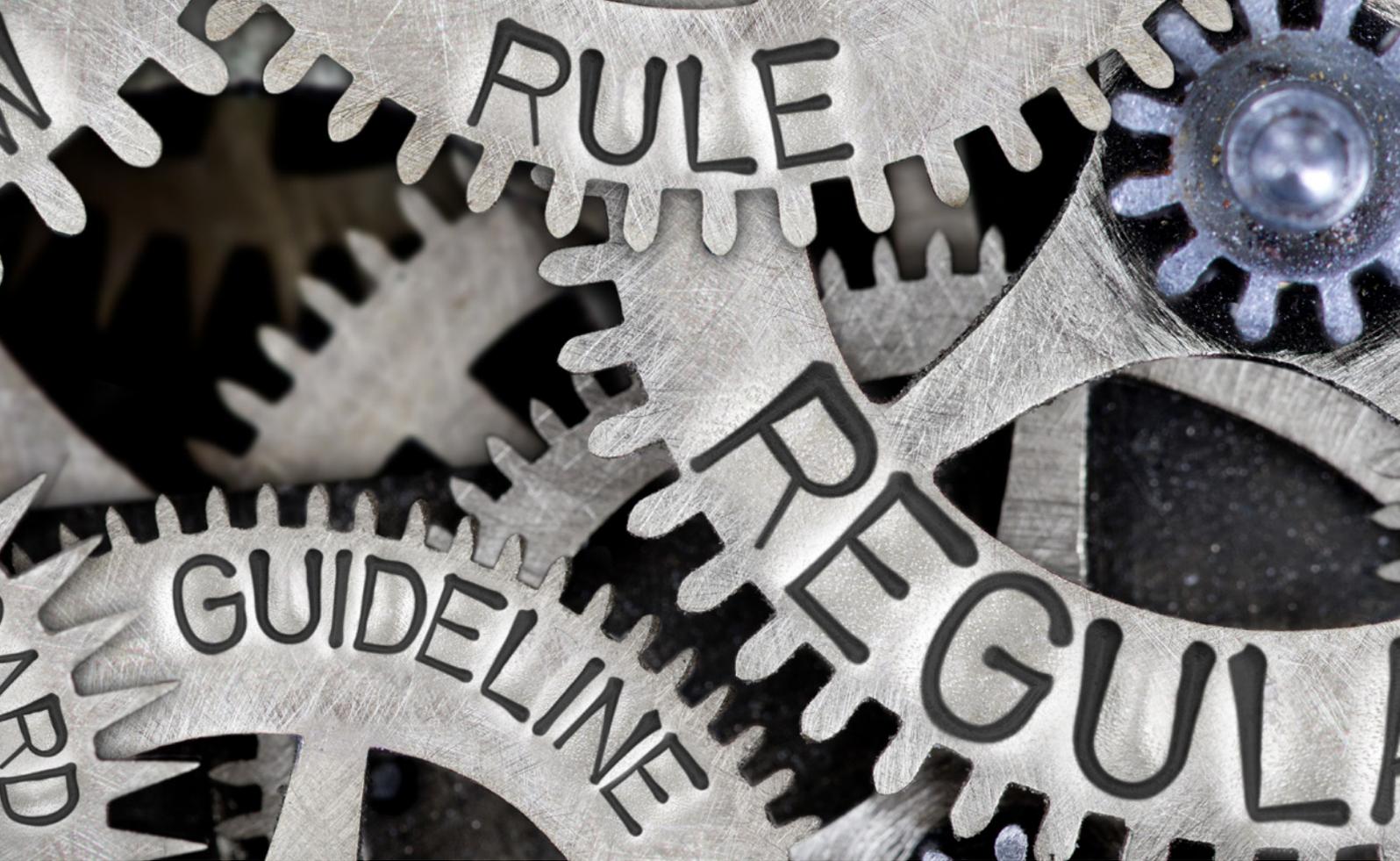
Goals

On the basis of the mission and vision of the directorate-general, its main objectives can be defined by three strategic axes that match perfectly with the strategic matrix of the SPF Economy:

- 1) **Guarantee consumer safety** by supervising the domains that pose the greatest risks;
- 2) **Promote a sustainable and competitive economy** by supporting innovative companies in producing high-quality products and services, through conformity assessment, knowledge transfer and an efficient and effective standardization policy;
- 3) Develop the directorate-general into a **knowledge centre**: install a “**level playing field**”, so that companies can operate competitively and consumers can buy reliable products and services. This is achieved by applied research (e.g. in scientific metrology, the marine environment and nanometrology).

These three strategic axes can be translated into **six strategic goals**:

- 1) Ensure efficient protection of the users (consumers) with regard to the quality and safety of products and services, by directing the available resources at those products and services that pose the greatest risk to consumers/users.
- 2) Strengthen the role of the FPS Economic as the Belgian key player within the European framework of technical regulations.
- 3) Stand out by its technical and scientific knowledge.
- 4) Increase the confidence that economic operators, users (consumers) and organizations place in the unified goods and services market.
- 5) Develop a policy that benefits competitiveness and innovation.
- 6) Implement the policy within an organisation that respects the values of the FPS Economy, with highly motivated personnel, in line with the concept of the “new working practices”.



2. An overview of our activities and some statistical data

Throughout 2017, the three strategic axes of the management plan were implemented through a large number of actions, controls, new or simplified regulations, scientific investments, etc. By way of illustration, we present hereafter some examples of the daily work of our agents, directed at reinforcing our economy and protecting consumers as well as the general population.

2.1. Promote a sustainable and competitive economy

We support companies in their innovation efforts, so that they can deliver high-quality products and services. For this purpose we use conformity assessments, knowledge transfer and an efficient and effective standardization policy.

Increasing number of accreditation certificates and more extensive competences

BELAC, the Belgian national accreditation institution for conformity assessment bodies, continued to work on its legal basis, in accordance with the recognized criteria at European and international level (Regulation EC 765/2008, standard ISO/IEC

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17011:2017 and the related documents of EA, ILAC and IAF). BELAC was thus able to maintain its status as signatory of the international recognition agreements between accreditation bodies of EA, ILAC, IAF and FALB (EMAS); it also participates actively in the activities of these organizations. The total number of **active accreditation certificates** rose to **569** at the end of 2017, i.e. an increase of 2 % compared to the end of 2016. About **3,000 audit days** were performed in 2017, with the assistance of some **250 external auditors**. BELAC also continued to make considerable investments in the introduction of a training programme adapted to its needs.

Support for standardisation and innovation

In 2017, we provided financial support for awareness raising actions and information campaigns in different sectors, aimed at SMEs, concerning intellectual property (**four patent cells**) and standardisation (**35 standards antennas**), as well as **26 prestandardisation projects**, for an amount of almost five million euros.

The innovation bonus was extended for a further two years. It helps companies that make use of the bonus to develop their own innovation culture. In 2017, this measure enabled **275** companies to reward their creative employees with a bonus that is completely exempt from taxes and social security charges. Since the launch of the measure in 2006, over 1,000 companies have benefited from it.

Increase in the number of applications for recognition as a contractor

In 2017, the number of **applications for recognition** as a contractor rose again to **3,911**, which amounts to an average of 326 requests for advice per month. 3,790 applications were introduced by Belgian companies and 121 by foreign companies, principally from our neighbouring countries: 51 from the Netherlands, 6 from Germany, 18 from France and 7 from Luxemburg. The total number of recognised contractors remained stable in 2017, at **10,500**.

Building sector: intense standardization work and an increasing number of controls

The Building Specifications Department is the competent authority for implementing the European regulation 305/2011, which stipulates harmonised conditions for the placing on the market of construction products. This department organised two plenary meetings of the **Technical Committee for Construction**, which issued an opinion on building acoustics. The scope of 63 harmonised standards was studied and as a result four product lists were published on the website of the FPS Economy. **In addition, five bodies** were notified on the basis of an accreditation.

Electronic trust services

The eIDAS Regulation of the European Union (Regulation (EU) N° 910/1014) on electronic identification and trust services for electronic transactions entered into force on 1 July 2016. This regulation aims to support the online economy by allowing the cross-border use of a number of essential electronic trust services – such as electronic signatures, electronic seals and electronic time stamps – within the European Union. The eIDAS cell of the Metrological Regulations Department was designated to monitor the providers of electronic trust services in Belgium and in order to reinforce the confidence of users of such services.

In the course of 2017, six providers of electronic trust services submitted a report of conformity assessment, as well as the accompanying certificate of conformity with the e-IDAS regulation, in order to be included (or maintained) on the so-called “trusted list of qualified trust service providers”.



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2.2. Guarantee consumer safety by monitoring high-risk domains

Market surveillance campaigns: child safety and lifts as the main concerns in 2017

In 2017, a total of 815 cases were handled with regard to the safety of products and services. 530 of the abovementioned cases were opened and handled following a request for an opinion by the customs services. Over 51 % (273) of these cases were related to hand spinners.

In 2017, the primary focus was placed on child safety, machines and lifts. Below we present a global overview of the proactive market surveillance campaigns:

The Safety Department organised several campaigns at national level:

- fireworks (Christmas period);
- lifts (modernisation);
- safety footwear;
- toys intended for children under 3 years;
- electric bikes.

Joint actions were coordinated at European level:

- playgrounds;
- fireworks;
- chemical safety of plastic toys;
- soothers and soother holders;
- portable circular saws;
- vehicle lifts.

Table 1. Number of cases treated in 2017 in relation to product safety

Regulation	Number of individual cases
General product safety	94
Pressure equipment	4
Products appearing to be other than they are	2
New lifts	1
Machines	91
Personal protective equipment	106
Toys	500
Playgrounds and playground equipment	17
Total	815

Source: FPS Economy.

Table 2. Cases connected with product safety, opened in 2017 at the request of the Customs services

Regulation	Number of customs files
Personal protective equipment	46
Toys	406
Machines	44
General product safety	23
Pressure equipment	11
Total	530

Source: FPS Economy.

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Our field services took important action with regard to the modernisation of lifts. For 165 of the **593 lifts checked** during the 2017 campaign, an attestation of regularisation could be presented. **428 warning reports** were issued. Of these 428 files, 183 were closed after the manager was able to prove by means of an attestation of regularisation that the lift had been modernised. The remaining files are still open.

The following routine checks were performed **at national level** by the Safety Department:

- 550 playgrounds;
- 5 amusement parks;
- 70 fairground attractions;
- 30 extreme or active entertainment events.

Producers and distributors are required to immediately inform the **Central Contact Point** when they learn that they have placed unsafe products or services on the market. The same operators must also inform the Central Contact Point in case of accidents caused by such an unsafe product or service. It also receives complaints from consumers/users regarding a hazardous product. In addition, the Central Office is the Belgian point of contact for RAPEX, the European system for the exchange of information on products with a serious risk. Its task is to distribute the foreign notifications and reactions among the various Belgian market surveillance authorities and to transmit Belgian notifications and reactions through the European Commission to the other member states.

Table 3. Statistics of the notifications treated by the Central Contact Point in 2017

		Safety	Mobility	Energy	Public health	Construction	Explosives	IBPT	Total	Belgian	Customs
RAPEX	Article 12	719	440	249	451	4	18	0	1,881	7	849
	Article 11	719	440	249	451	4	18	0	1,881	7	849
	For information	76	1	10	103	0	0	0	190	0	117
Complaints		34	0	3	6	0	0	1	44	0	0
Recalls		108	113	48	13	0	0	0	282	0	0
Total		1,034	556	331	595	8	24	0	2,549	8	1,047
Total number of notifications									2,549		
Total number of Rapex									2,223		

Source: FPS Economy.

Also an increase in the number of checks in the sector of construction products

The Building Specifications department also takes part in the market surveillance for construction products covered by a harmonized technical specification, regardless if this surveillance is reactive (following a complaint) or proactive. In 2017, 16 formal complaints were registered. 46 % of these were the subject of a warning report, 31 % were closed following an exchange of letters and 23 % are still being processed. Proactive market surveillance campaigns reflect to what extent regulations are followed in a certain sector. A total of 319 companies were visited.

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Table 4. Market surveillance campaigns for construction products

Proactive checks	Number
Smoke detectors	126
Vertical road signs	20
Cables	82
Individual heating appliances	154
Ceramic tiles	23
Floor coverings	14
Corrugated safety metal hose assemblies	25
Reactive checks	42
Market analysis – Product codes (*)	163

(*) Market analysis for the purpose of developing product lists which are subsequently published on the website of the FPS Economy.

Overall

Number of products checked	Number of companies visited	Number of man-days
649	319	135.5

Source: FPS Economy.

Legal framework and surveillance with regard to explosives and the transport/distribution of gas

A new impetus was given to the comprehensive review and simplification of the legislation on explosives. An internal working group works closely with other interested stakeholders (companies, institutional players, ...) through the Explosives Forum. The plan is to conclude this revision in 2018.

In the field of transport of gas and other products through pipelines, the complete revision of the legislation was concluded in 2017 in cooperation with the network administrators and inspection bodies. The Royal Decree of 19 March 2017 was published with the associated technical codes in the Belgian Official Gazette.

With regard to the distribution of natural gas through pipelines, an identical revision of regulations is under way.

Checks on explosives

In the field of **explosives**, the manufacturing, storage, transport and use are regulated by a legal framework and subject to supervision. In 2017, the Safety Division issued **570 national and 73 European permits** and carried out technical inspections of the vehicles transporting these products. **161 technical recommendations** were given to local authorities issuing permits to explosives manufacturers and economic operators wishing to store explosives and fireworks.

Checks on gas infrastructure

In 2017, no specific control campaign was planned concerning underground storage, transport or distribution of gas.

Table 5. Checks carried out in 2017 for underground storage, gas transport and gas distribution

Type of check	Number
Underground gas storage	1
Gas transport through pipelines	35
Gas distribution through pipelines	275
Works in proximity to pipelines	206
Total	517

Source: FPS Economy.

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Table 6. Investigation of gas incidents involving underground gas storage, gas transport and gas distribution

Type	Number
Underground gas storage	0
Gas transport through pipelines	1
Gas distribution through pipelines	116
Total	117

Source: FPS Economy.

Market surveillance campaigns in metrology

In addition to calibration activities and routine checks, the Metrology Service carried out 11 specific surveillance campaigns covering the contents of prepackaged goods and measuring instruments:

- household waste bags,
- actual weight of bread,
- prepackaging in markets,
- scales in slaughterhouses and cutting plants,
- carcasses in slaughterhouses,
- weighing instruments in hospitals,
- weighing instruments in markets,
- truck scales,
- measuring systems on fuel tank trucks,
- measuring systems in service stations,
- breathalyzers.

16,943 non-automatic weighing instruments (scales) and 1,666 automatic weighing instruments were inspected by the control services of the Metrology Service. They took a limited number of instruments out of service. These services extended their accreditation against ISO/IEC 17020:2012 as inspection bodies for automatic and non-automatic weighing instruments, to an accreditation for inspections of fuel pumps in petrol stations. In 2017, this operation involved 3,525 fuel pumps (gasoline/diesel/gas oil) and 77 LPG pumps.

Table 7. Overview of the checks

	Type of check						Grand total	Result of the check				
	Administrative Check	Technical check on the initiative of the Metrology Service	Technical check requested by the client	Initial verification	Periodical verification	Surveillance		Compliant	Rejected	Decision postponed	Warning	Out-of-court settlement or police report
Weights M1	2	0	0	413	11164	0	11579	11524	55	0	0	0
Weights in verification room	9	0	0	404	1630	0	2043	2037	6	0	0	0
Masses	0	0	0	1	683	0	684	684	0	0	0	0
Water meters	0	0	306	0	20925	0	21231	21158	73	0	0	0
Gas meters	0	0	15	0	0	0	15	14	1	0	0	0
Automatic gauges	46	0	0	0	0	0	46	0	0	0	0	0
Fixed storage tanks	0	0	0	111	269	0	380	0	0	0	0	0
Pumps for CNG	8	0	0	61	87	0	156	154	0	0	0	2
Pumps for LPG	69	0	8	0	0	0	77	67	0	0	1	9
Two-stroke pumps	18	1	0	1	20	0	40	37	1	1	1	0
Fuel pumps (gasoline/diesel/gas oil)	3190	294	41	0	0	0	3525	2782	28	0	598	117
Measuring equipment on tank trucks	55	0	0	0	0	15	70	42	0	0	28	0
Dipstick volume measurement systems on tank trucks	5	0	0	70	10	0	85	80	0	0	0	0
Additive pumps on tank trucks	0	0	0	12	0	0	12	12	0	0	0	0
Loading stations for liquids	0	0	0	0	0	0	0	0	0	0	0	0
Non-automatic weighing instruments	14728	2072	0	0	0	143	16943	14082	247	47	2493	74
Automatic weighing instruments	841	12	1	1	782	14	1666	1482	61	19	103	1
Grand total	18971	2379	348	1074	35483	172	58537	54187	471	67	3224	203

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2.3. Set up a knowledge centre and a “level playing field” in order to enable companies to work competitively and consumers to buy reliable products and services

Development of a knowledge centre for metrology

In 2017, the National Standards Unit carried on with the development of its nanometrology section. The nanometrology activities focus mainly on the dimensional characterisation of nanoparticles and the concentration of these according to their dimensions. The measurements concentrate on the range of nanoparticles from 10 nanometres tot 100 nanometres, the dimensions which are supposed to involve the most risks.

In the spring of 2017, on the occasion of the audit against ISO/IEC 17025:2015 by BELAC, the existing accreditation for calibrations by the National Standards unit was extended to the dimensional calibration of nanoparticles as well as the calibration of “step standards” for nanometrology. The National Standards Unit has thus become the first European laboratory to be accredited for the dimensional calibration of nanoparticles.

In the fields of nanometrology, temperature and dimensional metrology, they took part in a number of **EMPIR** (European Metrology Programme for Innovation and Research) research and development projects, organized within the framework of Horizon 2020 via **EURAMET** (The European Association of National Metrology Institutes) in order to respond to the demand by the European industry for ever more precise metrological processes.

In the field of time and frequency, the atomic clocks of the National Standards unit contribute to the international time and necessary preparations have begun for updating the definition of time and disseminating time in Belgium.

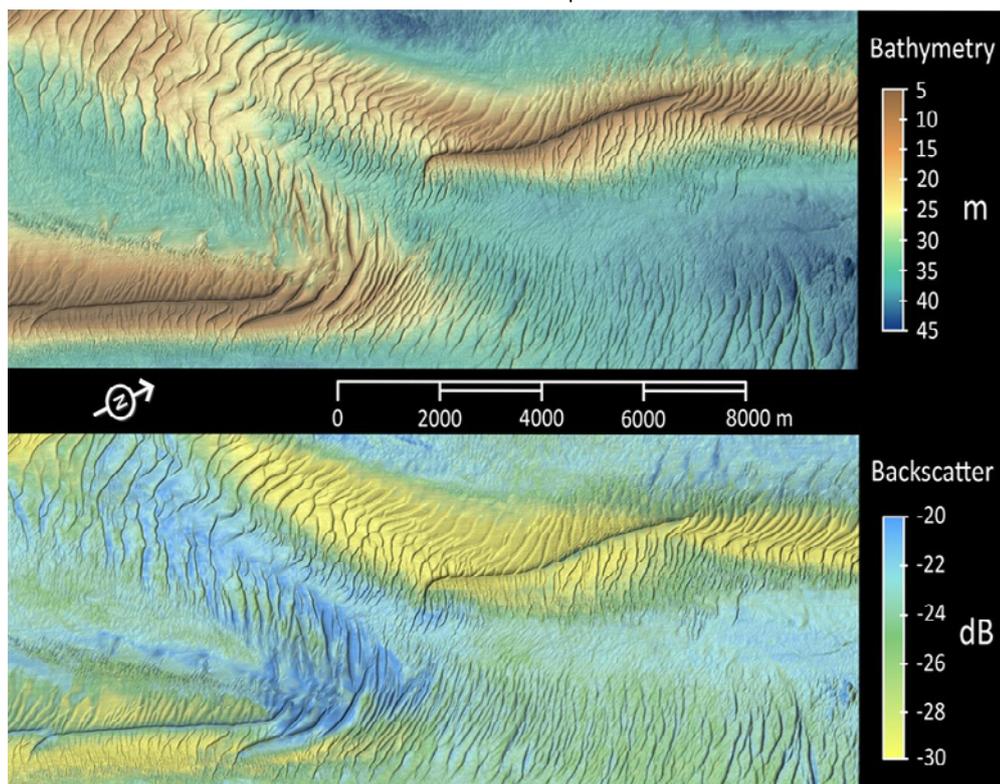
Description of the sea sand resources

In terms of production, 2017, just as the year before, was an important year for sea sand extraction: **2,6 million m³ were extracted by the sector** and **1,5 million m³ for the maintenance of the beaches**. In accordance with its legal mission of managing and controlling the sand extraction in the Belgian part of the North Sea, the Continental Shelf unit organised its triennial seminar, where the results of the monitoring of the extraction and its impact on the marine environment, as well as the key problem of the rarity of the sand resources, were discussed from different angles.

The new reference surface below which no sand extraction is allowed, was presented to all of the stakeholders. On the basis of the volumes of the estimated reserves in relation to this new reference surface for the different qualities of sand and different extraction scenarios, the long-term sustainability of these resources can be evaluated.

The Continental Shelf unit continues to take part in various **innovative scientific projects** dealing with control methods for the direct and indirect impact of sand extraction on the marine environment. Projects include the development of an acquisition and analysis methodology able to achieve excellent levels of precision and repeatability of the information obtained with multibeam echo sounders. The information derived from undersea acoustics is used to quantify the impact of sand extraction on the bathymetry, morphology and nature of the sediment and should enable us to specify the importance of the sediment plumes caused by extraction in the water column.

Map of the bathymetry and backscatter (yellow = fine sand, blue = coarse sand) of the central part of the Hinderbanken.





3. New regulations

After 2016 involving many important changes in regulations, with among others a huge effort to transpose a dozen European directives, 2017 was marked by the approval of technical modifications to existing regulations and the ongoing work on the modernization of the regulations on explosives. A new impetus has been given for the complete revision and simplification of the legislation regarding explosives. An internal working group cooperates closely with the other partners involved (companies, other institutional actors, ...) through the Forum Explosives. The goal is to finalize this revision in 2018.

Among the approved regulations, we can point to the modification of the regulation defining the tests imposed on different fire weapons. Considering that the basic law on the Proof House for Firearms, established in Liège, dates back to 1888 and is consequently severely outdated and unable to meet the current challenges that the Proof House has to face, it was decided in 2017 to rewrite the complete regulatory framework of it.

Among the other approved regulations, there is the modification of the operating conditions of tanning centres in order to ensure greater safety for consumers and the creation of the Special Advisory Committee "Consumption" within the Central Economic Council, which has taken over, among others, the missions of the Commission for Consumer Safety.

The regulation on building products was adapted to enable the surveillance authorities to draw up warning reports and thus improve the quality of market surveillance. In 2017, the royal decrees on sampling and out-of-court settlements were finalized. On 19 June 2017, the European Commission proposed different scenarios for a possible revision of the Regulation (EU) N° 305/2011 (Construction Product Regulation). The different scenarios were discussed at Belgian level. They will be followed up by the service BOCOVA next year.

Safety of products and services

18 April 2017. - Law defining different provisions in the field of economy (modifications of book IX of the Code of economic law).

19 March 2017. - Royal decree on the safety measures applicable to the establishment and operation of facilities for the transport of gaseous and other products by pipelines.

26 April 2017. - Royal decree defining the tests imposed on different firearms and modifying the royal decree of 30 June 1924 approving the new general regulation of the Proof House for Firearms, established in Liège.

30 August 2017. - Royal decree concerning the recognition of conformity assessment bodies for personal protective equipment.

6 September 2017. - Royal decree modifying the Royal decree of 31 July 2009 concerning aerosols regarding the maximum admissible pressure (this regulation increases the maximum admissible pressure of aerosols containing non-flammable propellants to 15 bar; it will enter into force on 12 February 2018).

24 September 2017. - Royal decree defining the operation conditions of tanning centres (during a transition period from 1 December 2017 to 1 January 2019, both the Royal decree of 20 June 2002 concerning the operation of tanning centres and the Royal decree of 24 September 2017 defining the operation conditions of tanning centres will be applicable. On 1 January 2019, the Royal decree of 20 June 2002 will be definitively replaced by that of 24 September 2017).

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22 October 2017. - Royal decree modifying the Royal decree of 31 July 2009 concerning the transport of dangerous goods by inland waterway.

13 December 2017. - Royal decree setting up the special advisory Committee “Consumption” within the Central Economic Council and dissolving the Commission for Ecological labeling and advertising.

Accreditation

19 June 2017. - Ministerial decree modifying the ministerial decree of 16 February 2006 defining the list of normative documents which define the working criteria of BELAC and the list of standards documents that define the accreditation criteria for conformity assessment bodies.



Building products

13 January 2017 - Royal decree setting up the Technical Committee for Construction.

18 April 2017 - Law defining different provisions in the field of economy: Modification of the law of 21 December 2013 implementing the Regulation (EU) N° 305/2011 of the European Parliament and the Counsel of 9 March 2011 laying down harmonised conditions for the marketing of construction products and repealing Council Directive 89/106/EEC, and withdrawing different provisions.

Recognition of building works contractors

22 June 2017. — Royal decree modifying the royal decree of 14 January 2013 defining the general execution rules for public contracts and of public procurement concessions. The scope of the regulation on recognition has been enlarged to the subcontractors. This led to a significant rise in the number of applications by contractors that were previously unknown within the recognition system.

18 September 2017. — Law regarding the prevention of money laundering and financing of terrorism and the limitation of cash use: modifications of the law of 20 March 1991 organizing the recognition of works contractors.



4. Our quality policy to serve you better

The quality policy within an organization can only be effective if the management defends it and supports it fully and commits the necessary resources to it.

The DG Quality and Safety focuses on five quality standards: ISO 9001:2015, ISO/IEC 17025:2005, ISO/IEC 17020:2012 and ISO/IEC 17011:2004 , ISO 14001:2015 , EMAS. Their application is not a goal in itself but rather a means of demonstrating that the output of our directorate-general fully supports its mission.

All of our processes are based on the KISS¹ principle and are currently being revised in accordance with the lean² principle. The objectives are defined in the management plan and the operational plan of the director-general and are translated into objectives by division and by department.

1 "Keep it simple and straight": guideline for design that recommends simplicity in design, by avoiding as much as possible any unnecessary complexity.

2 Management philosophy, which focuses on creating more value for customers with fewer resources.

Every year, before the middle of February, a management review takes place at the highest level and subsequently at service level. During this review, a critical evaluation of past activities, possible improvements and future activities takes place. The long-term aim is to achieve an integrated management system that will not only serve as an example for other directorates-general of the FPS but also for other public organizations. It is the only way to demonstrate our added value for the companies and consumers. All of this should be combined with professionalism and with the values of our FPS, namely “At your service”, “Respect”, “Stand together” and “Excellence”.

Internal audits

Internal audits are undertaken to check the proper functioning of the quality system and to improve its effectiveness. These internal audits are imposed by four standards and play a major part in internal control (deontology, internal audit and budget control).

Every year, the activities of all of our services are subjected to an internal audit. At each audit, a certain number of activities are thoroughly evaluated, so that fundamental improvements may be implemented on a sound basis. Since 2015, the directorate-general, in order to step up the frequency of these internal audits and their impartiality, has turned to external auditors and organised training sessions for interested staff members. Overall, the directorate-general currently has two internal auditors with ISO 9001 qualification and three internal auditors with ISO 17025 qualification.

In 2017, 30 days of internal audits were carried out against the different standards. In addition, external audits took place against the different standards, which confirmed and even extended our certification and accreditation.

Since 2016, the Directorate-General Quality and Safety is accredited as a type A inspection body for its inspection activities in the field of automatic and non-automatic weighing instruments, as well as for passenger lifts. This competence was first extended to the activities in the field of playgrounds and fuel pumps. A further extension to prepackaging and ADR is in preparation.

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5. Contacts and useful information

Single point of contact

In order to create a simpler and faster access for different users, the six contact points of the Directorate-General Quality and Safety were merged into a single one: belspoc. From now on, if you have a question or have to provide information, you can use the unique address and the unique telephone number:

belspoc@economie.fgov.be

02 277 53 36

Other useful contact details for companies

National Standards

Tel.: 02 277 63 23 - Fax: 02 277 54 03
metrology.scientific@economie.fgov

Safety Regulations Unit

Tel.: 02 277 76 99 - Fax: 02 277 54 39
ensure@economie.fgov.be

Accreditation – BELAC

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Standardisation and Competitiveness

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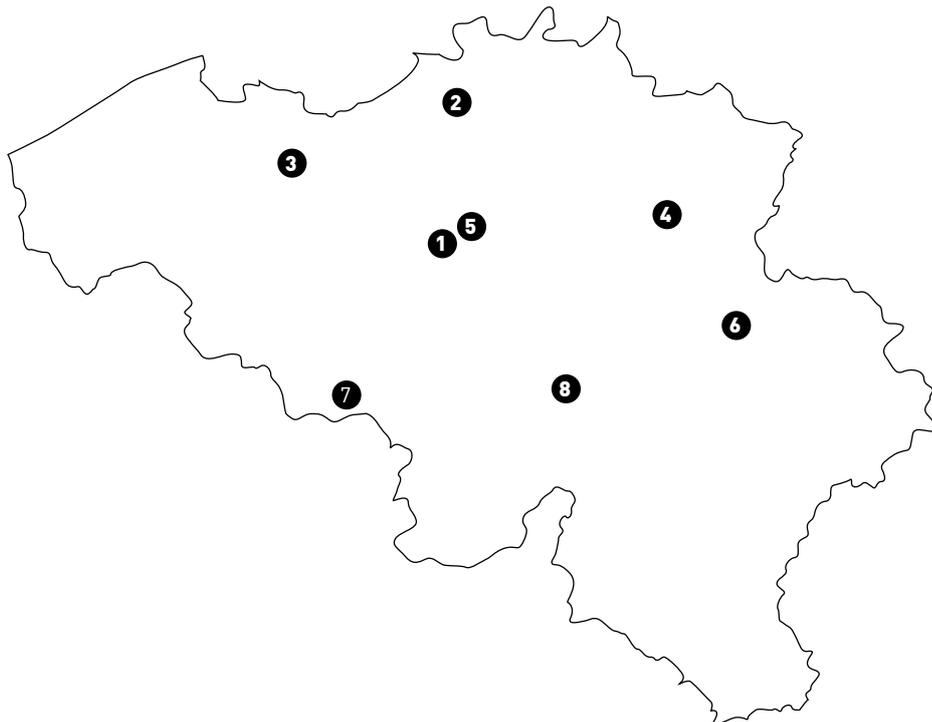
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Gaston Crommenlaan 6
9050 Ghent
- 4 Hasselt**
AC Verwilghen
Voorstraat 43
3500 Hasselt
- 5 Haren**
Chaussée de Haecht 1795
1130 Brussels
- 6 Liège**
Saint Jean
Boulevard de la Sauvenière 73-75
4000 Liège
- 7 Mons**
Avenue Mélina Mercouri, bloc 10
7000 Mons
- 8 Namur (Belgrade)**
Business Center
Route de Louvain-la-Neuve 4
(boîtes 8, 9, 10)
5001 Belgrade



“Creating the conditions for a competitive, sustainable and balanced operation of the goods and services market in Belgium.”

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