

Compliance Services



- ▣ assurance and compliance management
- ▣ data exchange and validation
- ▣ supply chain information
- ▣ certification systems
- ▣ standards control
- ▣ online audits



technical and management services for compliance monitoring

about everysite / tlr ltd.

CASI is produced and managed by everysite / TLR Ltd.

everysite is the design and implementation service provided by TLR Ltd.

Since 1991 TLR Ltd. has provided technical, support and design services for a range of businesses in both the public and private sectors. These include internet systems for food standards certification, retail business and membership organisations.

Our clients include Assured Food Standards who are responsible for the UK's Red Tractor food logo, BPEX (the English pig sector levy body), the Environment Agency, DEFRA and the National Federation of Builders. If you would like to find out more about our clients and the services we offer please visit www.everysite.co.uk.

Through CASI and our work in the food standards industry, we provide web sites, technology and related support services for a number of the UK's food assurance schemes.

- www.leafuk.org
- www.abm.org.uk
- www.assuredcrops.co.uk

Other sectors in which our services have been commissioned include online questionnaires for educational institutes, membership organisations in the construction industry, and government procurement services:

- www.ciaps.org.uk
- www.builders.org.uk



the casi system

The CASI (Certification, Assessment and Standards Interface) system is a suite of software and services that provide the IT infrastructure needed to professionally manage and operate a modern assurance scheme. The design philosophy behind CASI is to understand and deliver the services required by assurance schemes to ensure the highest possible standards of compliance monitoring, certification and accreditation.

Therefore a scheme or service that uses CASI has clearly demonstrated its commitment to accountability by taking advantage of our comprehensive data monitoring and management services.

The CASI system is a professional response to the commercial need for information exchange, transparency and external monitoring in compliance systems.

CASI services provide an integrated solution that offers a common platform for all user types: scheme managers, standards authors, certifiers, buyers, scheme members and consumers.

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casi service personas

scheme managers

Board and secretariat staff have access to management reports, member details and scheme administration tools.

standards authors

Authors have technical input into the standards that a scheme uses and can access online editing tools for standards and guidance.

certifiers

Authorised users from certification bodies or data providers that have access to member information, validation and scheme reports.

buyers and industry

Industry professionals are able to search the scheme database to verify the certification status of members.

scheme members

Members of the scheme will have access to their own certification information and other additional CASI services.

public users

Customers or unregistered users can access public scheme information or subscribe to CASI features such as email lists.



This brochure sets out the range of CASI services available for each persona covering:

- assurance and compliance management**
- data exchange and validation**
- supply chain information**
- certification systems**
- standards control**
- online audits**



assurance and compliance management

- 📦 Professional data management
- 📦 Compliance monitoring
- 📦 Independent and secure services

CASI currently provides data and compliance management services for a large number of the UK's food assurance schemes including; Assured British Meat, Assured Dairy Farms, Assured Combinable Crops, Assured Chicken Production and Assured Produce.

We also provide services to other food assurance schemes including LEAF Marque (Linking the Environment and Farming), the ZNCP programme (the UK's salmonella monitoring scheme for pigs) run by BPEX and the Environment Agency's Integrated Pollution, Prevention and Control (IPPC) scheme.

Outside of the food sector, we have developed services for clients such as CIAPS, a construction industry performance accreditation scheme and BiP Solutions a leading supplier of government procurement systems.

The CASI services used by these schemes include the collection and validation of data from third party inspection companies. The information from these companies is validated before being incorporated into the CASI system.

CASI also provides independent auditing and monitoring tools that put scheme managers in control of their membership.

By automatically monitoring all of the information within a scheme's database, managers will have confidence in their data quality and ensure compliance with scheme rules and operating procedures.

Information in this section covers:

- the casi database
- the casi xml schema
- data management
- graphical reporting
- communication tools



the casi database

Robust and secure data storage

Central to all CASI services is the database. This is where all of a scheme's information is securely stored. Data is imported into the CASI database from third party data providers or entered directly via online data collection tools.

The database structure has been specifically developed to provide a robust data storage model which meets the requirements of modern assurance schemes.

Relevant third party data can be imported through customised CASI data filters, which not only transform the data to fit into the CASI model, but also validate it against a scheme's rules.

Once the data is safely stored within the CASI database it can be used to provide management reports to scheme managers, status information for buyers and a whole host of other CASI services.

the casi xml schema

Reliable data exchange systems A successful published standard

All of the objects in the CASI model have an equivalent XML representation which allows information to be exchanged and exported. The XML specification provides a formal data exchange schema that all CASI scheme information can be expressed in.

The CASI XML Standard was first published in 2004 and since then has only undergone minor revision in full consultation with our clients and the industry. This means that our data providers can develop IT systems with confidence that data submission and exchange interfaces will not change suddenly. This avoids generating additional costs or increasing development overheads.

The need to maintain robust data exchange routes between systems is core to the CASI design philosophy and we have developed close working relationships with all of our data partners who supply information for CASI schemes.

Our data exchange partners currently include the majority of the UK's licensed food certification companies and a number of international certifiers, as well as government departments and agencies including DEFRA, the Environment Agency and the Meat Hygiene Service.



data management

- 📄 **Data and information on demand**
- 📄 **Scheme performance monitoring**
- 📄 **Professional management reports**
- 📄 **Validation and data quality reports**

Once a scheme's information is safely held in CASI, we have a suite of software components designed to offer scheme managers an industry leading, scheme management service.

On demand scheme reporting

The dedicated data administration system provides access to all scheme records securely via the Internet. No special software needs to be installed and it enables access to individual records, including reports of assessments, certifications and non-conformances of all scheme members.

Monthly scheme summary reports

On a monthly basis, certification and scheme statistics, as well as inspection and assessment information can be generated and sent out to authorised recipients providing a record of a scheme's status.

Certification error reports

Certification error reports are an invaluable mechanism for monitoring the performance of licensed certification bodies and the status of scheme members. The error reporting system can be customised to highlight where a scheme's rules have not been met.

Example reports include:

- Members with a valid certification that have not been inspected within the required scheme period
- Members with outstanding non-conformances who have been awarded certifications
- Members who have not provided required scheme information on production systems or business practice

Scheme managers can be automatically emailed reports detailing all certification errors with links through to easily downloadable spreadsheets. The system is designed to ensure all scheme rules have been independently checked and are being adhered to.

Data exchange summary reports

Monthly filter summary reports are provided for scheme managers detailing how many data updates have been submitted by their data providers and include a breakdown of any validation issues that have occurred due to data quality.

The data provider's rectification progress is also detailed and a summary of all outstanding errors ordered by severity is produced.



Automatic data monitoring alerts

To make sure a scheme's data providers are staying on top of the required information provision, the CASI system provides a number of automatic email monitoring alerts that can go out on a weekly, fortnightly or monthly schedule. These alerts can include customised levels of minimum activity for:

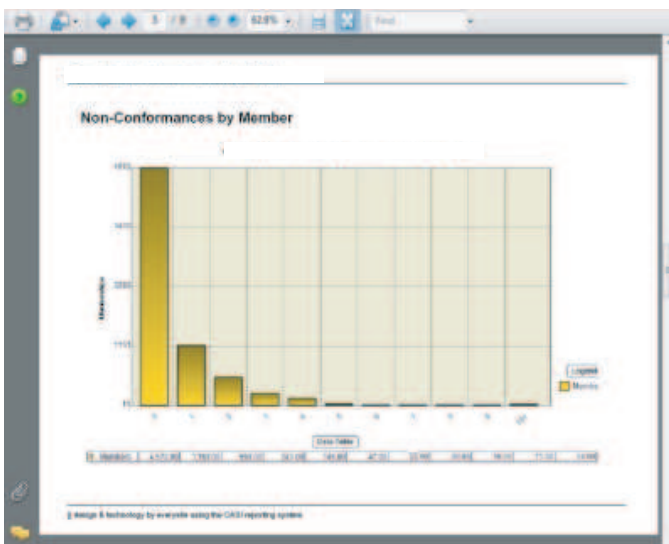
- Membership activity
- Certification activity
- Assessments and inspections
- Non-conformances
- Billing and payment collection
- Data provision to the scheme

Where a data provider falls below any of the minimum specified thresholds in a period, automatic alerts to scheme managers, data providers and other nominated recipients are generated. The alerts can be fully customised to your scheme's requirements, ensuring that data providers and certification bodies are being effectively monitored.

Scheme management reports

Detailed PDF reports of all scheme activity are also produced by the CASI system. These reports are designed in consultation with our clients and can include graphs, tables and charts.

The reports pull together all of a scheme statistics showing membership trends, inspection progress and how the scheme members are performing against required standards. The reports are issued in a professional PDF report format which can be styled to in-house requirements and removes hours of time spent preparing management and board reports based on hand compiled statistics.



graphical reporting

- Customised, professional PDF reports
- Graphs, summaries and statistics
- Geographic Information Systems (GIS)

CASI provides a range of powerful graphical reporting options that allows overviews of a scheme's data to be clearly presented.

We can develop a customised scheme management report based on our library of standard charts and graphs, or alternatively include customised data analysis.

We can also provide geo-spatial analysis reports and GIS features based on scheme data.

The CASI management reporting engine which produces these reports lets us set up a flexible structure which scheme managers can then use to produce reports over any specified period or timescale.

Managers can choose which sections they want to include in a report; tailoring content to a specific target audience to create professional PDF reports from scheme information, live from the CASI system.

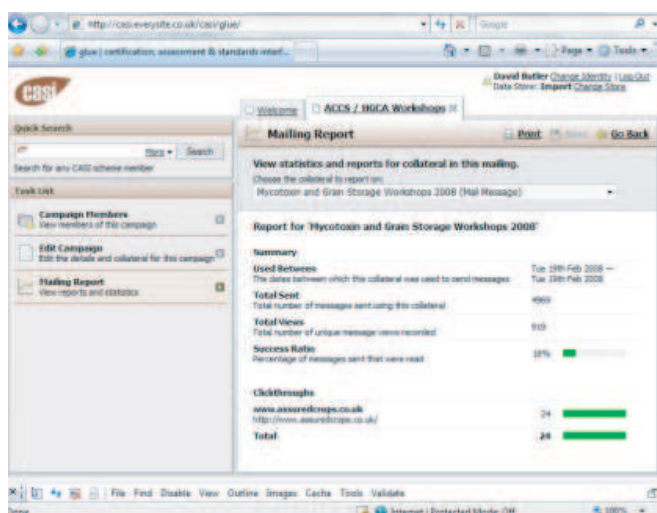
communication tools

Systems for Email, Fax, SMS, and Mail

CASI provides a range of communication tools for scheme managers. The administration interface provides campaign and contact management facilities that allow emails, faxes, sms messages or mail to be easily sent out to scheme members and contacts.

In addition to manually managed campaigns, a number of automated communications can also be configured.

- Post inspection questionnaires for members
- Automatic scheme validation emails for data providers
- Scheme monitoring alerts for certification bodies
- Status tracking emails for industry users



data exchange and validation

- 📦 Quick to develop and deploy
- 📦 Automatic monitoring and validation
- 📦 Reliable, scalable and robust

At the heart of the CASI services we deliver are the data exchange systems we put in place for our clients.

The idea behind CASI is that we put scheme information into a central secure database, which we can then use to deliver services.

To achieve this we work with a scheme's current data partners to create robust data exchange services, which make sure scheme information is kept up to date.

Once information is held in CASI, we then act as a data exchange hub passing on information, where required, to third parties using a variety of formats and systems.

We discuss the best method for data provision with data suppliers, and then develop customised data transformation filters which will map any submitted information into the CASI system.

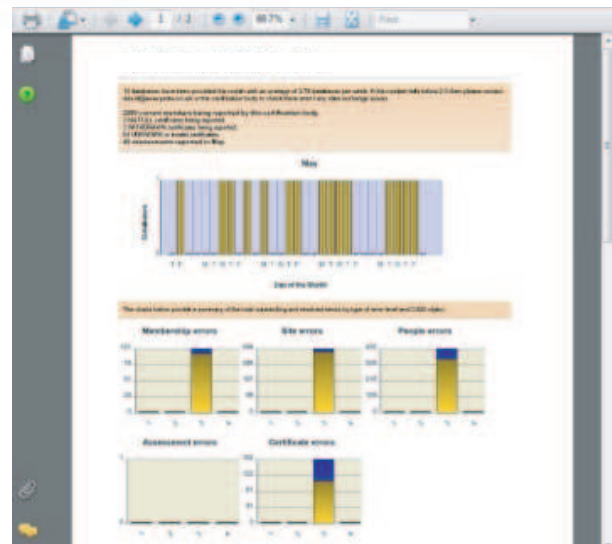
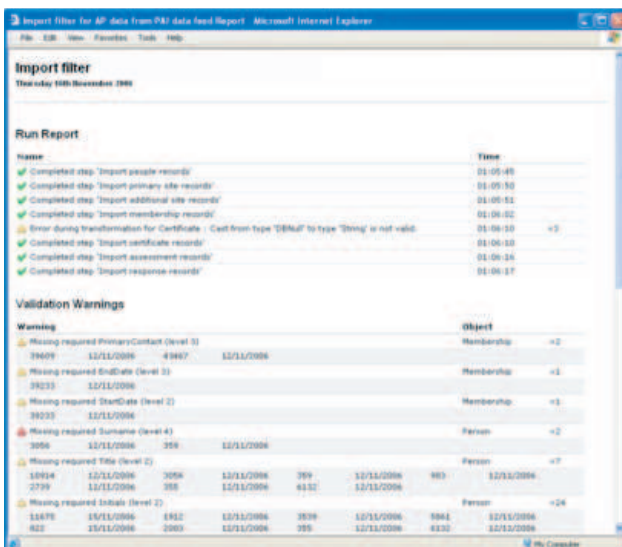
Our filter system has been developed to not only map data from external sources into CASI, but also to validate it against a scheme's validation criteria.

Validation rules and error reporting

CASI allows our clients to specify error levels and validation rules for every type of data stored in the database. The CASI system then provides regular feedback to data providers on how closely their data matches the requirements.

For example, if a scheme requires postcodes or email addresses for all of their scheme members, and a certification body is not recording this information. They will be automatically informed of the missing data, by email, once the filter has processed the data.

Scheme managers will also receive monthly summary reports on the performance of their data provider's compliance with the rules, and how quickly they are responding to the error reports.



casi case study: animal movement and identification



- Electronic supply chain information
- Online data collection and reporting
- Internet, SMS and digital pen and paper
- Government and industry interfaces

The UK's current animal movement recording systems remain largely paper-based, which means that they are expensive to operate and result in poor data quality, especially in terms of timeliness.

Since 2007 BPEX have been using the CASI system to develop a number of supply chain information services to address this problem and provide a simple, robust and effective electronic movement and information system for the English pig industry.

The first stage in developing a new national Animal Movement and Identification (AMI) service was the launch of an electronic Food Chain Information website at the start of 2008.

From 1 January 2008 under EU legislation, pig producers were classified as food processors, and with this a whole new tranche of paperwork was required every time a consignment of pigs are sent to an abattoir.

The BPEX FCI service, developed using CASI, helps to avoid this additional paperwork by providing a simple portal for producers to submit the same information online.

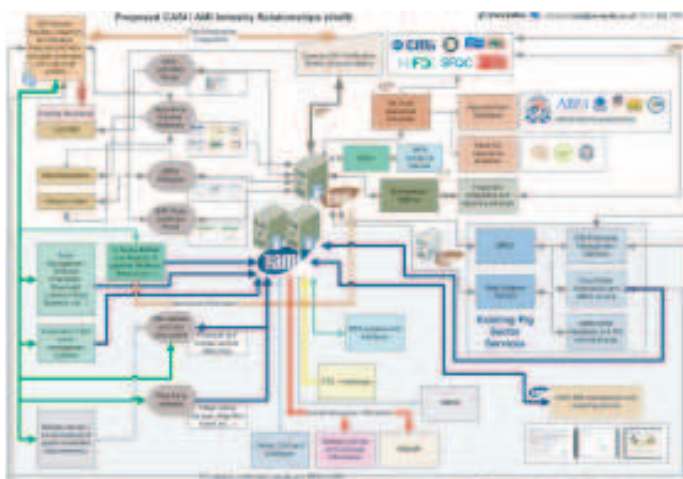
The online FCI service is currently used to provide electronic food chain information for nearly 40% of all pigs slaughtered in England.

Because of the popularity of the service and support from the industry, the system was extended in 2008 to provide a trial for the supply of both FCI and the legally required Animal Movement Licence (AML) information. The trial, launched in February 2009, has now been extended to provide a prototype national system for electronic movement reporting.

The new FCI/AML system combines a range of CASI services and interfaces to deliver an electronic gateway for submission of information between producers, abattoirs, hauliers and government. The system provides online tools, an SMS text gateway and also an option to use a digital pen and paper for submitting the information without access to a computer.

Once the information has been submitted to the CASI system it is passed along the food production chain and to government agencies.

As BPEX has now successfully demonstrated the advantages of an electronic animal movement and identification hub, DEFRA are currently looking at funding the service nationally to replace the existing paper-based systems.



industry



members

certification systems

- Professional certification tools
- Secure inline tools for websites
- Self-assessment audits for members
- Certification process management

Online certification tools

CASI provides a range of online certification solutions for schemes and certification companies. We can deliver comprehensive certification systems in a dedicated administration interface.

If a scheme requires online certification tools for third party certification bodies, or self-assessment facilities for scheme members, then we can integrate a range of data entry tools into websites.

Access to the tools is controlled through the user's security credentials and only authorised people are able to access or update scheme data.

Professional certification tools

The CASI system has a complete range of scheme and membership management tools which can be hosted on a managed server or alternatively installed in-house. This software can provide certification, subscriptions and contact management facilities to administrators and managers.

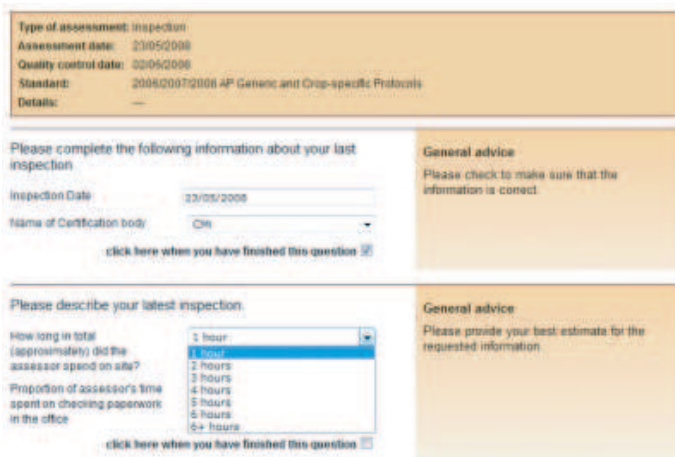
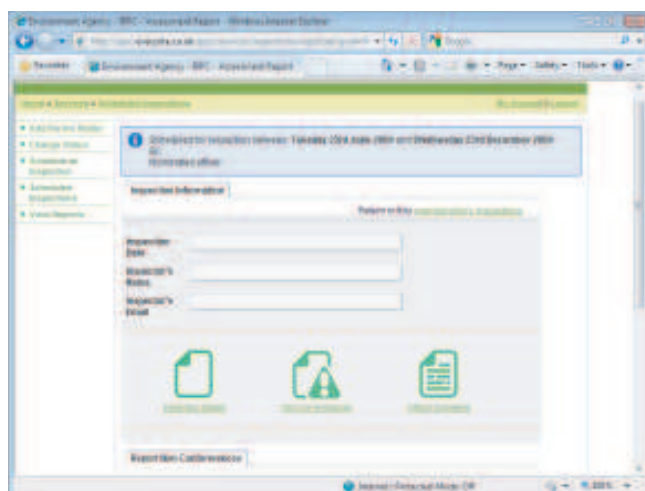
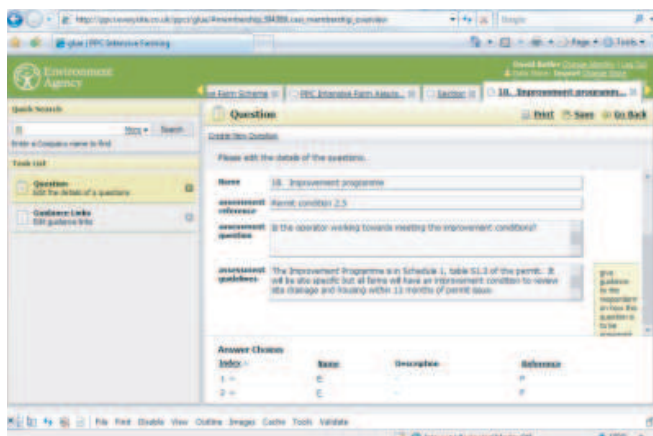
Inline tools in your website

We can embed inline certification tools into scheme websites. These tools allow authorised certifiers and inspectors to set up members, report assessments and edit information.

Self-assessment audits

If schemes want to collect information directly from scheme members, the CASI system provides a range of self-assessment tools.

Schemes can design their own questionnaires and surveys or provide an online version of a standard for members to complete.



Process management

In addition to the tools for data entry and information recording, CASI also has a fully configurable process management engine.

This engine allows certification bodies and schemes to manage their membership, assessment, certification and renewal cycles.

We work with CASI customers to design and specify a complete solution for controlling how their members progress through the assurance process.

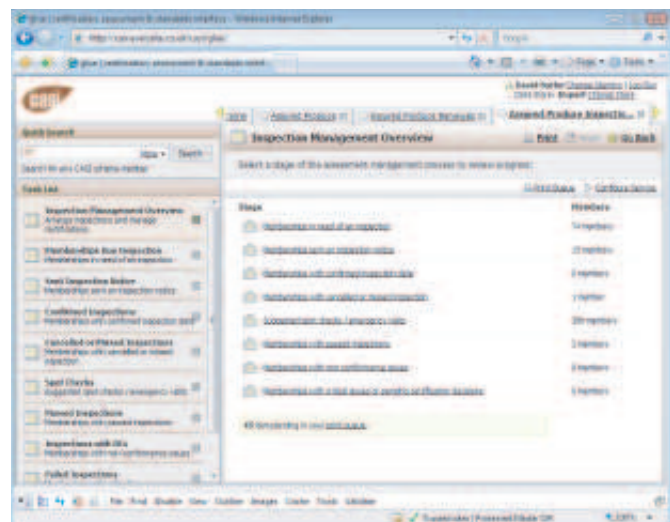
The process engine is fully integrated with the scheme database and our communication tools. This means that renewal notices, non-conformance correspondence or certification decisions can be sent out automatically via email, fax, sms message or post. A complete history of all correspondence is retained against member's records and monitoring alerts and reports can be set up to inform administrators and managers of actions and issues that require their attention.

Example process management workflows include:

- Membership renewals and payment collection
- Assessment booking and management

Example stages for a process are shown opposite. The exact design of the workflow would be tailored to suit a scheme's business and certification rules.

Example assessment booking and management procedure



case study: integrated pollution prevention and control

- Secure online certification
- Inspection scheduling and reporting
- Providing an integrated inspection regime
- Cutting costs and administrative burden

Under recent UK regulatory changes, the Environment Agency's (EA) Integrated Pollution Prevention Control (IPPC) licences are now required for certain intensive farming units.

To minimise the impact of this additional regulation on farmers, the Environment Agency has agreed a combined inspection regime with Assured Food Standards (AFS) so IPPC exemption inspections can take place at the same time as a member's annual farm assurance visit.

To allow the EA to engage with AFS's licensed certification companies, they asked everysite to develop a secure online certification service. The EA's portal uses the full range of CASI certification tools to allow the Environment Agency to arrange inspection windows for eligible AFS members.

The member's current certification company is contacted and provided with a window in which the inspection should be arranged.

After the inspection, authorised staff at the certification company return to the portal to report the results using CASI certification tools.

The inspection scheduling and monitoring of the process is managed by a scripted workflow which controls all of the correspondence and alerts between the EA and the certification companies. Automatic prompts and manager alerts are triggered if the required inspection regime is not followed.

The screenshot shows a web interface for reporting non-conformance. At the top, there are three icons: 'Inspection Alerts', 'Add Non-Conformance', and 'AFS Alerts'. Below these is a section titled 'Report Non-Conformance' with a sub-section 'Enter non-conformance reference:' containing an 'Add Non-Conformance' button and a search box. A note below the search box says 'Use the search box above if you need to add any non-conformances to the inspection.' The 'Inspection Responses' section follows, with a note: 'To edit the details of any non-conformance, use the links below to locate the relevant question in the standard.' Below this is a table with 8 rows and 4 columns. The rows are labeled 1 through 8: 1. General Management, 2. Systems, 3. Waste Management, 4. Plans and Records, 5. Emergency, 6. Pollution Control, 7. Site Security, 8. Waste Storage. Each row has four empty input fields.

By using CASI, the Environment Agency has been able to deploy an integrated inspection regime which has engaged with industry and reduced cost and administrative burden to producers and government.



standards control

- Easy editing and control of standards
- Simple print and electronic publishing
- Revision and editorial management
- Online checklists and assessments

CASI provides a number of online tools for managing a scheme's certification standards, checklists and assessor guidance. Authors can set up standards using our tools or we can import questions from a spreadsheet.

Online standard editor

CASI provides tools for setting up and editing standards. The CASI standards editor allows authors to create an online version of a standard that we call a scope. The scope can have any number of sections, questions and answers. Authors can add optional guidance elements that are attached to each question for various target audiences, including members, assessors and the public. The tools can also link questions to online references and additional documents.

Standard publishing

In addition to a scheme's online scope, managers can generate HTML, Word and PDF versions of the scheme standards. These can be hosted online for secure access by authorised users or made available to the public.

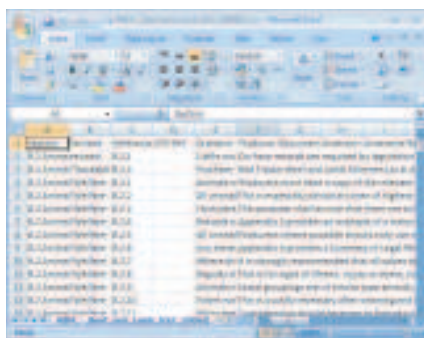
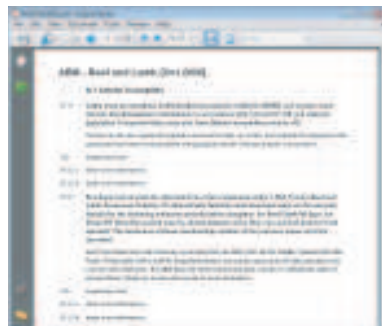
Electronic scheme checklists

Database, spreadsheet and XML versions of any CASI scope can be easily generated and distributed to certification bodies for use in data exchange systems and for setting up third party assessment systems.

Standard revision services

We can manage a scheme's standard revision or editorial process and work with scheme managers and technical authors to make sure all changes to the standard are properly managed.

When standards are revised we will maintain a formal system for the tracking of changes and the publishing of new scheme documents.



online audits

- 📄 **Dynamic, easy to complete audits**
- 📄 **Consistent and clear data collection**
- 📄 **Self-assessments and questionnaires**
- 📄 **Simple to set up, edit and operate**

The CASI Audit Panel

The CASI Audit Panel is a dynamic online data collection tool that lets our clients design powerful questionnaires, surveys or self-assessment audits. The Audit Panel can be used to collect any amount of information from scheme members or other users. Schemes can be set up with complete self-assessment modules delivered by the audit panel, or alternatively, administrators can develop specific consultation services.

The audit panel is based around modular technology that delivers a variety of question and survey types in a consistent and clear format. Guidance is included on a dedicated panel providing access to reference links and dynamic resources to help people complete questions. Surveys can be structured so that data is pre-populated from scheme records, where known, and the user is asked to explicitly confirm the validity of any information.

In addition to powerful guidance features the panel contains built-in dynamic validation, which means you can have confidence that users have entered data correctly.

This can be set to match pre-defined data types or your own rules preventing users from entering inaccurate information.

The audits themselves can be based on imported scheme standards and checklists or custom designed using simple online tools.

Administrators can choose from over 30 pre-defined question formats or design their own customised questions.

The advantage to using this technology is that it offers a consistent and logical approach to data collection which engenders both familiarity and confidence from users. The Audit Panel provides the basis of online data collection services for a number of leading industry initiatives including:

- ACCS post-inspection questionnaires
- Assured Produce self-assessment audits
- BPEX Food Chain Information services
- The LEAF Audit website
- CIAPS Listed self-assessments

It is also used for consultations, surveys and questionnaires for organisations such as ABM, the National Federation of Builders, CIAPS, BPEX and the Environment Agency.



case study: the leaf audit



- 📦 **A successful and popular online audit**
- 📦 **Comprehensive guidance and advice**
- 📦 **Multiple language versions**

In 2007 every site was contracted to create an online version of the LEAF Audit software, which was previously distributed on CDROM as a Windows application.

Using CASI audit panel technology, every site delivered an online platform that allows easy access for LEAF members to this essential tool.

The LEAF Audit offers a complete management package for farmers to record, evaluate and improve their farming practices.

Features include;

- On-screen access to advisory publications and detailed help and information on key farming topics
- Dynamic self-assessment forms and clear progress indicators
- Multiple language versions including Spanish and English

The LEAF Audit offers a personalised performance monitor. Detailing information on targets for action, while assessing your environmental performance, year on year and in comparison with other farms.

The LEAF Audit is a progressive and practical whole farm management tool designed to help farmers prioritise decisions and make meaningful changes to farm practices.

It is designed to help farmers and farm managers adapt to meet the challenge of stringent environmental legislation and the commercial pressures from the market, community and the agricultural industry.

Since its launch, the online audit has successfully guided hundreds of farmers from all over the world through the self-assessment process.



industry



members

delivering casi services

- Example development costs
- Support and monthly licence fees

CASI systems are built from a range of components and modules. These can be combined to deliver a tailored solution to your scheme and management requirements.

We can design, develop and host a scheme's selected services or alternatively install the solutions on third party dedicated servers or even on existing in-house systems.

Setting up a professional assurance scheme service with management reports and data monitoring can cost from as little as £5,000.

Additional modules for membership management, subscriptions and renewals, assessment scheduling, online certification, financial control and data exchange can be added and range from £7,500 to £25,000.

Industry websites with secure status tracking and directory services, online audits, questionnaires and certification systems range from £5,000 to £40,000 depending on the modules and services a scheme wants to offer.

Supply chain information systems, industry data exchange hubs, GIS interfaces and data analysis services can also be developed using CASI and we will provide tailored, competitive, fixed price quotes for any of these developments.

In addition to the development and ongoing support of systems, everysite can offer administrative and technical help.

We also have experience in technical authoring, standards management and business process design.

casi modules

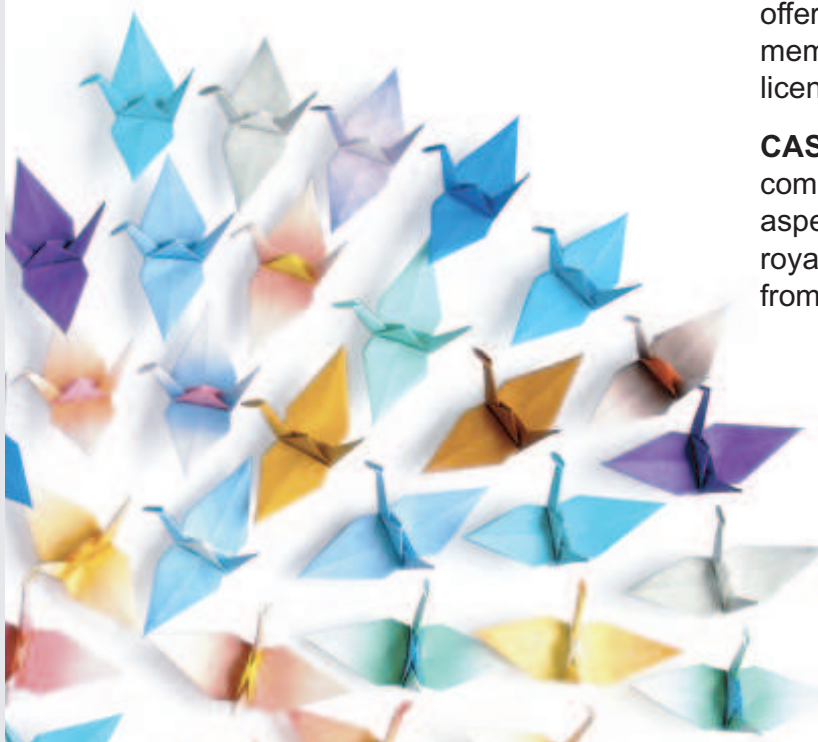
CASI services can be licensed in one of three packages; Status Only, Junior or Full. These three packages each provide a collection of our most popular services.

- Online Checkers
- Validation Reports
- Monitoring Alerts
- Error Reports
- Membership Management
- Document Publishing
- Management Reports
- Self-Assessment Checklists
- Online Data Collection
- Standards Editor
- Importing of Standards
- Financial Control

CASI Status Only provides all of the database and management reports required to professionally monitor an assurance scheme. Monthly licence fees from £115.75.

CASI Junior builds on the Status Only features offering additional internet services for scheme members and standards management. Monthly licence fees from £215.75.

CASI Full provides a complete set of tools for communicating with members, administering all aspects of an assurance scheme including royalties and subscriptions. Monthly licence fees from £336.50.



eblocks: delivering secure, flexible and powerful solutions

Behind the CASI system is the EBlocks data storage and control library. EBlocks provides CASI's flexible permissions, communication tools, standards management and security features.

For years, the relational database has ruled as the default choice for data storage. Its rigid system of pre-defined tables and joins can model any fixed data structure, and the principles behind it are familiar to any developer.

However this rigidity has its downsides: it takes time and skill to design the data schema; and any changes to it once a significant amount of data has been added can be time consuming and break previously working software.

Hierarchy

In EBlocks data is stored hierarchically (in a tree structure) rather than in flat tables, which more closely models the way we think ourselves. Items can be nested within each other to any depth, rather than being limited to the fixed number of levels of organisation designed into a relational database

Flexibility

EBlocks was designed to be as flexible as possible, not only during a projects initial design phase but throughout its lifecycle. This enables requirements to adapt, and to enable new features to be added incrementally during development.

Inheritance

All data objects inherit their internal structure from a prototype, which defines the fields, types and rules used to store data. Adding a new field to the prototype automatically updates all objects that inherit from it. Objects may take their definition from more than one prototype. These composite data objects can be quickly created and reused, combining disparate features into a new whole.

Security

On top of the flexible data storage, EBlocks has comprehensive access controls built-in.

Permissions and rights determine which objects a user can see and what operations they are allowed to perform. The security model is designed to be as flexible as the data it protects.

Simplicity

Despite this flexibility, the EBlocks object model is designed to be as easy to use as possible. Online tools, a full SDK and a library of pre-defined prototypes and web controls allow custom projects and CASI applications to be developed and deployed rapidly.

There are seven basic object types in EBlocks that represent data, people, groups and the relationships between them:

Assets represent objects you want to record information about, holding data in a set of fields, along with a collection of associated file resources

Entities represent users, groups and companies.

Details hold data about Entities and how they relate to particular Assets

Permissions and **Rights** define what objects an Entity can access

Categories can be used to build a taxonomy for classifying Assets

Links are used to tag assets with categories, and can also hold data about the link



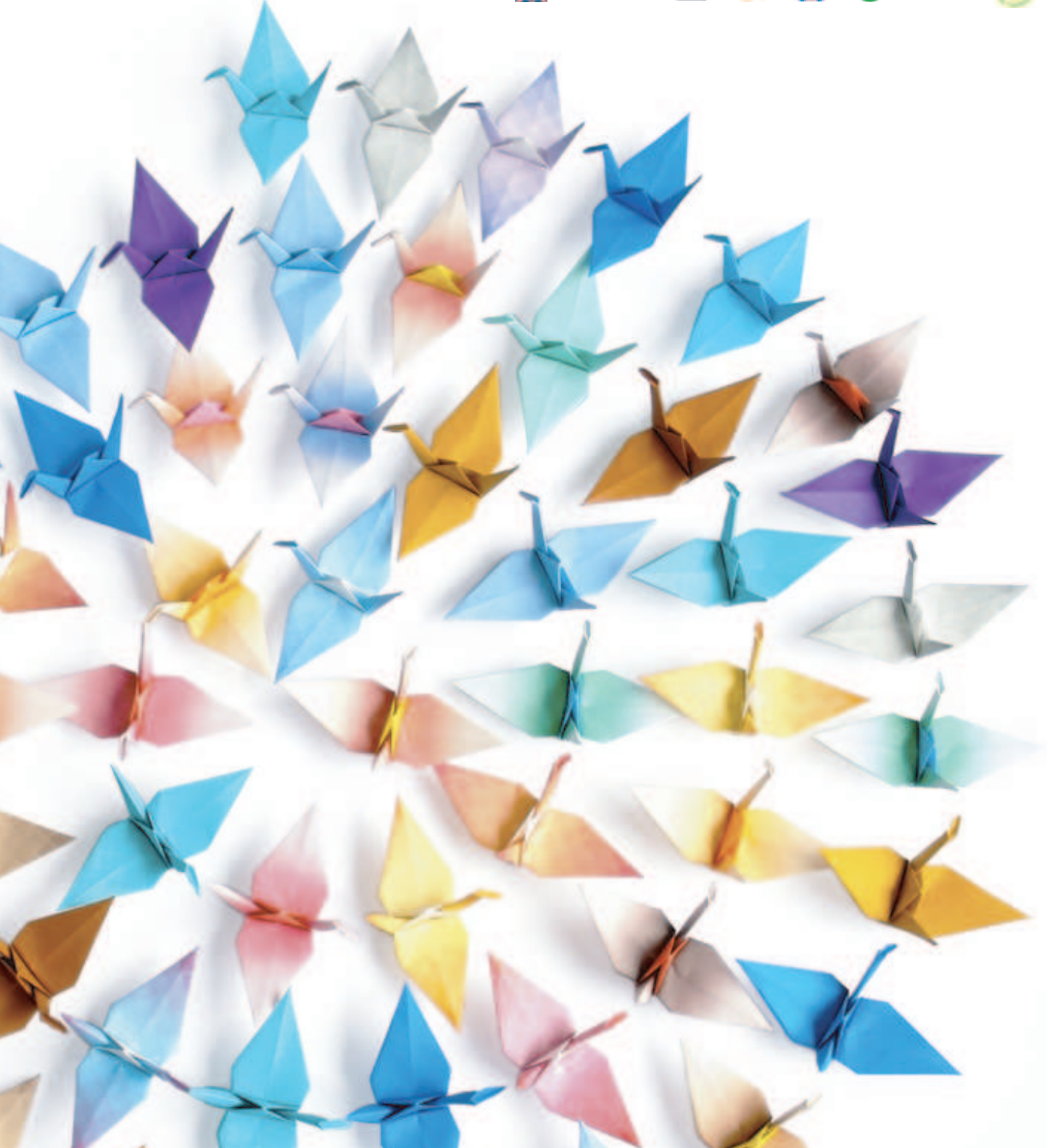


flexible data storage

rapid development

easy deployment

powerful solutions



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