
	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 1 of 17</b>

## Contents

1. Purpose .....	2
2. Introduction .....	2
3. ENAS Accreditation Schemes Requirements.....	2
4. ENAS Accreditation Fees .....	3
5. ENAS Accreditation Cycle .....	4
6. ENAS Accreditation Process .....	4
7. Access to Premises and Availability of Documents.....	12
8. General Information Obligation .....	13
9. Use of the ENAS Accredited Symbol, and reference to the accreditation.....	13
10. Sanction when failing to comply with ENAS Accreditation conditions & requirements..	13
11. Transferring of accreditation. ....	15
12. Notice to relinquish/ dissolution.....	16
13. The Right to Appeal against Decisions made by ENAS. ....	16
14. Outsourcing.....	16
15. References .....	17

	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 2 of 17</b>

## 1. Purpose

This document describes the conditions which have to be fulfilled by accredited CABs including CABs applying for accreditation.

## 2. Introduction

Emirates National Accreditations (ENAS) is the authorized body in UAE to accredit conformity assessment bodies (CABs) including calibration and testing laboratories, certification bodies, inspection bodies, medical laboratories and Halal certification bodies.

Accreditation Scheme is defined in ISO/IEC 17011:2017 Standard as follows:

*“rules and processes relating to the accreditation of conformity assessment bodies to which the same requirements apply”.*

This document gives an overview of ENAS Accreditation Process and Schemes requirements and the conditions that an accredited CAB must fulfill. Documents referred to are listed at the end of this document.

Accreditation will be declined to all CABs, which are unable to document that they comply with the accreditation requirements.

Documents referred to in ENAS Accreditation Scheme requirements can be found on ENAS website [www.enas.gov.ae](http://www.enas.gov.ae).


## 3. ENAS Accreditation Schemes Requirements

Accredited CABs shall at all times comply with the requirements for accreditation. The CABs shall adjust to new requirements or alterations in existing requirements within the time limits determined by ENAS. As a supplement to the requirements described in this document, the requirements are specified in the documents listed below:

### 3.1 General requirements:

ENAS Accreditation Schemes general requirements include the international Accreditation standards as described below for each scheme:

- ISO/IEC 17025 Conformity assessment – General requirements for the competence of calibration and testing laboratories.
- ISO/IEC 17020 Conformity assessment – General requirements for operation of inspection bodies
- ISO/IEC 17065 Conformity assessment – General requirements for bodies certifying products, processes and services.
- ISO 15189 Medical laboratories -- Requirements for quality and competence specific requirements for testing CABs.
- UAE.S 2055-2 - United Arab Emirates Scheme for Halal Products. Requirements for bodies providing Halal certification.

	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 3 of 17</b>

### 3.2 ENAS requirements:


- 3.2.1 In addition to the Accreditation standard requirements defined for each conformity assessment activity above, ENAS has defined addition requirements in the following ENAS documents:
- a. ENAS Policy (EP): It is a policy, which describes ENAS response and performance in reference to requirements and situations stated in/ by ISO/IEC 17011, ILAC/ IAF or other accreditation cooperation.
  - b. ENAS Technical Requirement (ETR): It describes ENAS mandatory requirements on certain areas in which CAB comply with as part of Accreditation process.
- 3.2.1 All CABs seeking ENAS Accreditation shall comply at all times with ENAS Policy EP 02 regarding the "Conditions for the Use of ENAS Symbol by Accredited CABs".
- 3.2.2 CABs shall comply with ENAS technical requirement (TR) defined for the related Accreditation Scheme as in the following tables:

<b>Testing and Calibration Laboratories</b>	
Document ID	ENAS Document Title
ISO/ IEC 17025	General requirements for the competence of testing and calibration
ETR 01	Traceability & Uncertainty
ETR 02	Participation on Proficiency Testing
ETR 03	Calibration of Weighing Machines and Weights of Testing Labs
ETR 04	Calibration of Thermometers for Testing Laboratories
ETR 05	Requirements for Soil Testing - Geotechnical Investigations

<b>Inspection Bodies</b>	
Document ID	ENAS Document Title
ISO/ IEC 17020	laboratories General requirements for operation of inspection bodies
ETR 01	Traceability & Uncertainty
ETR 02	Participation on Proficiency Testing
ETR 03	Calibration of Weighing Machines and Weights of Testing Labs
ETR 04	Calibration of Thermometers for Testing Laboratories
ETR 06	Requirements for Inspection Bodies of Lifting Equipment

## 4. ENAS Accreditation Fees

- 4.1 ENAS refers to enforced Cabinet Decree regarding its fees to be charged for its Accreditation services. CABs are obliged to pay fees in accordance defined in the applicable fee structure published in ENAS website.
- 4.2 ENAS fees shall be paid through e-dirham or credit card as per Ministry Of Finance circulation regarding the Federal Government approved payment methods.

	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 4 of 17</b>

## 5. ENAS Accreditation Cycle

- 5.1 ENAS Accreditation cycle is define to be (3) years effective from the Accreditation decision date.
- 5.2 CABs who intend to maintain their ENAS Accreditation status shall apply for ENAS Accreditation renewal by submitting application for renewal at least (4) months before the expiry date of its Accreditation Certificate.

## 6. ENAS Accreditation Process

### 6.1 Application for ENAS Accreditation

#### 6.1.1 General

The following shall be considered when applying for ENAS Accreditation:

- The premises of the CAB located in UAE shall be legally registered as per cabinet decision (35) for the year 2015.
- ENAS at the moment does not provide Accreditation for flexible scope.
- ENAS at the moment does not allow multisite accreditation for laboratories.
- Applicants for accreditation or accredited CABs shall inform ENAS if they are applying for accreditation within the same area, by any other accreditation body, or if their application has been approved or declined by such body.
- If an applicant for accreditation started to apply or got its application rejected by any other body as described above, ENAS can request for the reason for this and if necessary request for the relevant assessment report or other relevant information.
- Any Certification Body (CB) or Inspection Body (IB) that seek Accreditation should have completed one certification or at least have application in progress in that particular scope for which it has applied.
- ENAS does not provide Accreditation for permanent subcontracted conformity assessment activities.
- Preferably latest standard-methods to be used.
- For non standard method, the documentation of the validation shall be filed and the modifications from the standard- method shall be described in the CAB's own procedure.

#### 6.1.2 Initial Application


All applications to ENAS for Accreditation must be:

- Submitted using the Application Form;
- include all necessary information and records listed in Application Annex;
- include signed copy or online testation on (Agreement between ENAS & Applicant, ACF 10-02);
- include filled checklist for the cross-reference of applicant's management system and related Accreditation criteria (ACF 11-03);
- include proof of payment of the Accreditation fee.

It is the responsibility of ENAS to ensure prior accepting an application the customer's requirements are fully understood. If an application is incomplete, or there appears to already be an application for the same scope of accreditation from the same ENAS customer, ENAS shall contact the applicant and request further information or clarification.

Once the application is complete (documents and payments), a formal Application acceptance notification is sent including the following:

- ENAS assigned ID.

	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 5 of 17</b>

- Program Manager.
- ENAS technical requirements.


#### 6.1.3 Application Cancellation:

Accreditation Application is considered cancelled and applicant is informed by ENAS in the following cases:

- If the initial assessment has not been conducted within six months from the application confirmation date and the delay has been caused primarily by the applicant, application will be considered cancelled and applicant will be informed.
- If CAB did not submit needed required information to ENAS to proceed with Accreditation process.
- If any Accreditation related fees are not paid as required.
- At any point in the application or initial assessment process, if there is evidence of fraudulent behaviour, if the conformity assessment body intentionally provides false information or if the conformity assessment body conceals information.

#### 6.1.4 Application for Cross-Frontier Accreditation


Further to reception of a request to provide accreditation within another country/economy where there is an ILAC/IAF MRA signatory or when requested to transfer accreditation from another accreditation body either within or outside their own economy, ENAS operates according to the guidance stated in ILAC G21 and in accordance with (EP 03).

	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 6 of 17</b>


## 6.2 Assessment of Initial Application for Accreditation

Upon confirmation of application for Accreditation submitted to ENAS Program Manager (PM) will proceed with document review and assessment as follows:

#	Stage	Purpose	ENAS & Assessor Role	CAB Role
6.2.1	Document Review	<p>The purpose of the document review is to ensure the CAB satisfies the requirements of the accreditation scheme including accreditation standard and ENAS requirements and to assist the Lead Assessor (LA) to prepare briefing material for the assessment team.</p> <p>Consideration should be given to information published on the CAB's website and promotional material when undertaking a document review.</p>	<ul style="list-style-type: none"> <li>▪ For initial application, Document Review is conducted prior initial assessment, and a written report detailing the outcome of the document review is to be provided to the CAB.</li> <li>▪ LA may recommend not proceeding with initial assessment or to proceed with pre-assessment based on Document Review outcome.</li> </ul>	<ul style="list-style-type: none"> <li>▪ CAB shall provide the corrective actions needed to close the non-conformities raised by the documents review within four weeks.</li> <li>▪ In case not all findings are closed in the first evaluation conducted by LA, applicant is given another 2 weeks to submit further documents to close such findings.</li> <li>▪ If the CAB management is unwilling to take its quality system documentation away from its premises, the review shall be conducted on site, but an additional charge shall be charged for travel and expenses.</li> </ul>
6.2.2	Pre Assessment	<p>A pre-assessment visit shall be considered for all new applicant CABs and for extensions to scope in new technical areas upon applicant request or LA recommendation as a result of Document Review.</p>	<p>ENAS assigned Lead Assessor shall conduct pre-assessment visit (1 manday), pre-assessment includes the following:</p> <ol style="list-style-type: none"> <li>a. ensuring the CAB understands the nature of accreditation and the form and depth of assessment procedures;</li> <li>b. obtains an insight into the reasons for seeking accreditation and the use to be made of the accreditation;</li> <li>c. clarifying the scope of the application;</li> <li>d. establishing any special needs of the CAB such as if there are any contractual arrangements or deadlines to be met and discuss the probability of meeting those;</li> <li>e. providing an opportunity for CAB staff to clarify issues and seek information;</li> <li>f. identifying facilities that are not ready for accreditation;</li> <li>g. explaining future costs and timeframes associated with the accreditation process is also appropriate;</li> <li>h. informing the CAB regarding the various technical requirements of ENAS/ILAC/IAF.</li> </ol>	<p>CAB applicant shall consider pre-assessment outcome, take necessary action, and inform ENAS once issues are solved to proceed with initial assessment arrangement.</p>


	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 7 of 17</b>

#	Stage	Purpose	ENAS & Assessor Role	CAB Role
6.2.3	Initial Assessment			
6.2.3.1	Assessment Team Selection	<p>The assessment team shall be established and it include a Lead Assessor (LA) and as many Technical Assessors/Experts (AT/TE) as are necessary to provide the technical expertise to adequately assess the competence of the CAB.</p>	<p>ENAS Program Manager (PM) is responsible for selecting and appointing the assessment team from ENAS approved assessors database.</p> <p>Important notes:</p> <ul style="list-style-type: none"> <li>▪ For testing labs, when assessment team does not possess metrological skills, ENAS appoints a metrologist among this team to ensure relevant examination of metrological aspects and uncertainty calculations,</li> <li>▪ When testing lab is performing in-house calibrations, suitable technical assessors/experts (depending on calibration fields) shall be integrated in the assessment team to make relevant appraisal of calibration activities to make sure that the delivered results are as reliable as other accredited external providers,</li> <li>▪ Assessment team members shall declare to PM/LA any conflict of interest when assigned to conduct specific assessment activity.</li> </ul>	<ul style="list-style-type: none"> <li>▪ ENAS PM will seek CAB approval and confirmation. CAB shall declare no conflict of interest with any assessment team member.</li> <li>▪ CABs may object to a particular individual. A maximum of two objections are permitted with acceptable justification.</li> <li>▪ After formally receiving the rejection from the CAB, If ENAS accepts the rejection request; it shall appoint a new assessor and ask again the approval of the CAB. The CAB has the right to reject once again the new assigned assessor and shall inform ENAS with justification, and the same procedure is still applicable.</li> <li>▪ If the CAB does not agree the refusal of its rejection request, the request will be handled as complaint, according to the compliant procedure.</li> <li>▪ After confirmation of assessment team members, assessment date is confirmed with CAB according to the availability of both CAB and assessment team members.</li> </ul>
6.2.3.2	Assessment Plan	<p>ENAS PM shall be responsible with cooperation with LA/ TA for the preparation of Assessment Cycle Plan and Assessment Agenda &amp; Plan.</p>	<p>Assessment Agenda and Plan (ACF 11-05) is provided to the CAB before the date of assessment. and includes:</p> <ul style="list-style-type: none"> <li>▪ Assessment dates, times and locations.</li> <li>▪ Assessment team – names, roles and scope of assessment.</li> <li>▪ Any observers attending (e.g. for the purposes of training, monitoring or peer evaluation), however, attendance of observers must be agreed with the CAB prior to issue of the assessment plan</li> <li>▪ Approximate times of opening and closing meetings</li> <li>▪ Assessment criteria (standards and any additional requirements)</li> <li>▪ Activities to be assessed (management system &amp; technical)</li> <li>▪ Any specific staff that need to be available where applicable</li> <li>▪ Any information to be submitted prior to the visit.</li> </ul>	<ul style="list-style-type: none"> <li>▪ CAB shall prepare for activities defined in the assessment plan.</li> <li>▪ CAB shall provide updated Documentation and provide any records as required by the assessment team.</li> <li>▪ CAB shall fill PT Follow up sheet (ACF 11-33) prior assessment date.</li> <li>▪ CAB shall provide Traceability Sheet (ACF 11-034) prior assessment date.</li> </ul>


	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 8 of 17</b>

#	Stage	Purpose	ENAS & Assessor Role	CAB Role
6.2.3.3	Initial Assessment	<p>Upon the closure of Document Review findings and after pre-assessment is conducted and needed actions by applicant are taken (when needed), PM will proceed with planning of initial assessment.</p> <p>In initial assessment an on-site assessment is conducted at premises where the CAB operates, this may include their customers' sites (referred to as a witnessed assessment).</p> <p>PM/ LA prior assessment shall confirm to the CAB required logistics arrangements by the assessment team (transportation, hotel accommodation,...).</p>	<p>The assessment team shall conduct the assessment, in accordance with the assessment plan in order to gather objective evidence that the CAB is competent and conforms to the relevant standard(s) and other applicable requirements for the scope applied for.</p> <p>If during the assessment, it is observed that the conditions, on which the visit was based on, are not fulfilled, the lead assessor can terminate the assessment-visit, e.g. if key personnel are not available as provided, the CAB shows a lacking willingness to co-operate during the assessment or there are serious nonconformities so that an performance of the assessment-visit is not appropriate.</p> <p>Initial assessment include:</p> <p><u>Opening meeting:</u></p> <ul style="list-style-type: none"> <li>▪ Introduction of cab personnel and assessment team members;</li> <li>▪ explain the purpose and process;</li> <li>▪ clarify and confirm the accreditation criteria and scope under assessment;</li> <li>▪ confirm detail of assessment agenda and plan;</li> <li>▪ confirm logistics, guides and facilities required by the team;</li> <li>▪ confirm any site-specific health and safety issues that the team need to be aware of;</li> <li>▪ confirm reporting arrangements ;</li> <li>▪ confirm confidentiality undertaking.</li> </ul> <p>Following the opening meeting, a tour in CAB premises may be made by the team to gain an overall understanding of the physical layout and introductions to the staff.</p> <p><u>Private Meeting</u></p> <p>The assessment team shall set aside time towards the end of the assessment before the final meeting to discuss the outcome of the assessment and agree the recommendation to be put forward by the team. The Assessment Report may also be completed during this meeting but if it is not possible summary and recommendation shall be produced alongside Nonconformity Report to the CAB.</p>	<ul style="list-style-type: none"> <li>▪ CAB management and authorised representative should attend the opening and closing meeting.</li> <li>▪ CAB shall assign the escort for assessment team members.</li> <li>▪ CAB's key personnel shall the whole time be available for the</li> <li>▪ CAB has the right to dispute the findings.</li> </ul>




	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 9 of 17</b>

#	Stage	Purpose	ENAS & Assessor Role	CAB Role
			<p><u>Closing Meeting</u></p> <p>Before leaving site, the Assessment Team shall hold a closing meeting with the CAB which shall be chaired by the LA. The assessment team shall provide the following:</p> <ul style="list-style-type: none"> <li>▪ A verbal summary of the outcome of the assessment, highlighting any areas of concern with the CAB as well as areas of good performance;</li> <li>▪ the recommendation from the assessment team in relation to accreditation for defined scope;</li> <li>▪ explain ENAS policy on raising and closure of non-conformities;</li> <li>▪ confirm if extra visit, re-witness or follow up visit is required to close findings raised in the assessment;</li> <li>▪ ensure that CAB management understands precisely what further action is required before accreditation will be granted or continued.</li> </ul> <p>At this closing meeting, any additional effort required for the closure of corrective actions shall be communicated to the CAB along with the timescale for submission of the corrective actions and supporting evidence to demonstrate that appropriate corrective action has been taken to address the nonconformities raised.</p> <p>CAB has the right to dispute the findings, a copy of the nonconformities shall be left with the Authorized Representative of the CAB unless the assessment team is unable to reach a conclusion. In that case, the LA should refer back to the PM for clarification during the assessment or after, the CAB should be made aware about the potential NCs to be raised.</p>	
6.2.3.4	Findings of assessment and related closure		<ul style="list-style-type: none"> <li>▪ Assessment report and nonconformity Report shall be completed and submitted by assessment team, which contain commentary on the following:               <ol style="list-style-type: none"> <li>a. A summary of the assessment;</li> <li>b. A list of non-conformances found;</li> <li>c. The corrective actions proposed or under taken by the CAB;</li> <li>d. A conclusion regarding the suitability of those actions;</li> </ol> </li> </ul>	<p>CABs are required respond to findings raised by the assessment and document in the Nonconformity Reports, closure of findings will be conducted as follows:</p> <ul style="list-style-type: none"> <li>▪ Root cause analysis and proposed corrective actions to be defined, documented and submitted to assessment team members with 5 working dates from the assessment.</li> <li>▪ CAB shall finalise proposed corrective actions considering assessment team input.</li> </ul>

	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 10 of 17</b>

#	Stage	Purpose	ENAS & Assessor Role	CAB Role
			<ul style="list-style-type: none"> <li>e. A statement of general compliance, or otherwise, with requirements;</li> <li>f. Recommendation on accreditation;</li> <li>g. Any conditions for accreditation;</li> <li>h. The scope of accreditation to be granted;</li> <li>i. Any improvements deemed desirable by the assessment team.</li> <li>j. LA may update assessment report in case of re-witness; follow up visit is conducted for specific assessment.</li> </ul> <ul style="list-style-type: none"> <li>▪ Assessment team members shall follow up with the CAB and respond to the corrective actions submitted by the CAB.</li> <li>▪ In case assessment finding are not closed satisfactory with time frame defined and agreed on, LA shall submit final recommendation to ENAS PM for further action.</li> <li>▪ PM shall consider the impact of the actions remaining outstanding and the risk to the accreditation of the CAB. The PM shall consider whether a site visit is required to review the actions or dismiss the application without refunding any charges. The applicant is bound to pay all accrued costs. The applicant will get a pre-warning by email to be able to give a statement before the process will be interrupted.</li> <li>▪ The applicant needs to apply again after such interruption and payment of any pending fee.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence on corrective actions to be submitted to ENAS PM and assessment team members within agreed timescale not exceeding time period defined in ENAS guideline (EG 02).</li> <li>▪ Re-witness or follow up visit may be requested by assessment team for the closure of assessment non-conformities.</li> <li>▪ In case assessor did not accept submitted evidences on corrective actions, CAB shall take necessary actions and submit further evidence needed to close pending findings.</li> <li>▪ In case CAB exceeds time limited defined by ENAS and requested for extra time to close findings, LA shall contact PM and timeframe for submission may be extended if suitable reasons are presented by the CAB/assessor.</li> </ul>

	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 11 of 17</b>

### 6.3 Accreditation Decision

#### 6.3.1 Review & Decision Making

Upon receiving completed assessment deliverables from LA, PM shall proceed with peer review and decision making process.

CAB shall respond to PM in case any clarification or further information is required in this stage.

Accreditation Decision will normally be made within one month from submission of complete assessment deliverables to ENAS.

#### 6.3.1 Granting ENAS Accreditation

CABs shall be accredited for a period of 3 years, subject to satisfactory surveillance activities. Upon grant of accreditation decision, PM informs the CAB with decision and send ENAS symbol with ENAS ID.


The CAB shall be issued with an accreditation certificate and associated detailed scope of accreditation within 10 working days from the date of decision.

### 6.4 Surveillance Assessment

- ENAS shall conduct surveillance assessment to monitor the continued conformity of accredited CABs, with the applicable standards.
- Surveillance visit following granting accreditation shall normally take place 12 months to 18 months after accreditation is granted.
- Assessment team selection, assessment plan, conduct of assessment, reporting the results, and closure of findings shall follow what specified above.
- Accredited CABs shall before an ordinary surveillance visit send in updated versions of relevant documents (Application Form – Annex) and shall be sent directly to the assessors not later than 4 weeks before a surveillance visit, if nothing else is agreed on by ENAS.
- Activities covered in surveillance assessment are described in ENAS Procedure (ACP 15) which is published in ENAS website.

### 6.5 Re-assessment

- CAB shall confirm its intention to continue with ENAS Accreditation by submitting renewal application 4 months before the expiry of Accreditation Certificate.
- CAB can apply for scope extension along with renewal application for Accreditation.
- Assessment team selection, assessment plan, conduct of assessment, reporting the results follow what specified above.
- Activities covered in re-assessment visit are described in ENAS Procedure (ACP 15) which is published in ENAS website.
- Accredited CABs shall before re-assessment visit send in updated versions of relevant documents (Application Form – Annex) and shall be sent directly to the assessors not later than 4 weeks before a surveillance visit, if nothing else is agreed on by ENAS.

	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 12 of 17</b>

## 6.6 Request for Scope Extension

- Extension to scope/ Scope expansion is defined as a request from the CAB to add new conformity assessment activities to their Accreditation Scope. Requests to add additional Locations where key activities take place shall also be considered as an Extension to Scope.
- Accredited CAB shall request scope extension through submitting application for scope expansion. CABs are advised to apply for scope expansion 2 months before the scheduled surveillance assessment and 4 months in case of applying along with renewal application.
- Scope extension shall require on-site assessment; however, scope extension may be either conducted in an independent visit or linked to the upcoming surveillance, if it is due within a few months. In that case, sufficient time will be allocated to cover the assessment of scope extension.
- Activities covered in the onsite assessment that includes scope extension is described in the procedure (ACP 15).
- In case of scope extension, onsite assessment is conducted as described above.

## 6.7 Unannounced/ Extraordinary visit

- On occasions ENAS may conduct unannounced/ extraordinary visits as part of (or in place of) the planned surveillance/reassessment activity or where an extra visit is required e.g. as part of a complaint investigation or where specifically required by a scheme.
- Unannounced visits shall be conducted in accordance with the requirements for on-site visits although consideration should be given to the potential lack of availability of key staff, resources and activities.
- CAB shall pay charges defined for the Unannounced/ Extraordinary visit

## 7. Access to Premises and Availability of Documents.

The CAB has a duty to arrange and give ENAS the necessary access to their premises and to all relevant documentation as and when required by ENAS. For mandatory scope of accreditation unannounced visits will be made which will vary from CAB to CAB.


*Necessary access* means access, which is necessary to be able to verify accordance to the requirements in the relevant requirement-standard.

*Relevant documentation* means documentation, which gives support in the evaluation according to relevant requirement-standards. Including is documents, concerning the work done by the CAB. Relevant documentation shall on request be available for ENAS as soon as possible.

During the assessment, the CAB has a duty to adjust their normal activities so that the assessment team can perform an efficient assessment.

ENAS informs the organization about the visit in suitable time, but when it is required ENAS's assessment team shall be given access without the CAB being informed in advance.

Documentation and premises shall be accessible for staff employed in ENAS as well as the assessors/experts, which is engaged by ENAS and accepted by the CAB.

	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 13 of 17</b>

## 8. General Information Obligation

Accredited CABs shall at all times keep ENAS informed regarding changes in the organization which may influence the organization's ability to comply with the terms of accreditation. The organization shall inform ENAS immediately if there are changes in:

- a. Legal status, ownership, name, E-mail address, phone, fax no, etc.
- b. The organization, management and key personnel, i.e., quality manager in charge, the responsible for validation, the responsible for interpretation (for accreditation, which includes interpretation and evaluation of results).
- c. The management system if significant for the compliance with the terms of accreditation
- d. For labs, essential calibration and testing facilities, such as equipment, instruments and laboratory premises (e.g. moving of the laboratory), and other essential resources. ENAS shall approve such changes before they are effectuated.
- e. Substantial changes in national and international standard-methods which is used by the CAB in tests/calibrations, or other substantial changes in methods.

## 9. Use of the ENAS Accredited Symbol, and reference to the accreditation.

Accredited CABs are requested to use ENAS's symbol. Use of ENAS's symbol and reference to accreditation shall be in accordance with ENAS's requirements of EP 02 which is published in ENAS website.

The CABs shall have rules for how they refer to the accreditation in advertising materials and in other connections.

## 10. Sanction when failing to comply with the ENAS Accreditation conditions and requirements

If the accredited CAB fails to comply with the requirements for accreditation, ENAS can put in effect one or more of the following sanctions, depending on how serious the non-compliances are:


- Instructions of corrective actions (non-compliances).
- Suspend the accreditation or parts of it.
- Withdraw the accreditation or parts of it.
- Fines as per UAE Cabinet decision no (36) for the year 2015.

ENAS shall evaluate which sanctions to be used. When it is necessary to do withdrawals, ENAS should give a chance for further corrective actions to be provided by the CAB or/ and suspension procedure to be followed prior withdrawal.

The sanctions can be described as following:

### 10.1 Instructions of corrective actions (nonconformities).

ENAS can require that the CAB correct the nonconformities within a specified date. If the CAB wishes to keep the accreditation, it must prove that the non-compliance is

	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 14 of 17</b>

satisfactory corrected within the time limit.

The instructions may include withdrawal of accredited calibration certificates and test reports. ENAS may also decide that an extraordinary visit to the CAB is required to check that the corrections are satisfactory implemented.

### 10.2 Accreditation Suspension:

If the nonconformity is not corrected within the agreed time, or if the nonconformity is substantial, the accreditation – or part of it- can be suspended for a limited time. A suspension is a blocking of the CAB's accredited activity because of serious deficiency in fulfilling the requirements set by ENAS.

Changes of the CAB's premises, regarding moving/rebuilding will normally lead to suspension. The same can in some cases be the result of changes in the organization.

A CAB can ask to be **suspended** on voluntary base. An argument for this voluntary suspension can be i.e. that the CAB itself register that the requirements for accreditation is not fulfilled, or by moving to new premises.

- When the accreditation or parts of this is suspended, the CAB shall not offer or perform accredited services for the suspended activities as long as the suspension lasts.
- Accredited calibration-certificates/test reports shall not be issued within the area, which is included in the suspension.
- Suspensions are time limited to 60 days, but ENAS may prolong for practical reasons such as purchase or installation of an equipment etc.


The accreditation can be re-established by ENAS if the conditions which caused the suspension are improved in a satisfactory way within the time limit. In most of the cases this would be done by physical verification of the site. However, in certain cases where documentary evidence is sufficient, physical verification may not be needed. This would be decided by the concerned in charge either alone or if needed in consultation with the recommendations of the lead/technical assessor to lift suspension without a visit.

### 10.3 Withdrawal of accreditation:

If the CAB does not want to or is unable to correct the nonconformities, within the time limit, or the nonconformity is so serious that the CAB no longer has the necessary qualifications to carry out accredited conformity assessment tasks, the accredited scope or parts of the scope shall be withdrawn. In this case, the CAB's accreditation is terminated by the withdrawal. By termination of the accreditation, the CAB is required to return the accreditation certificate and the accreditation document to ENAS.

If parts of the accreditation are withdrawn, the CAB shall hand over to ENAS accreditation documents for destruction or alteration. The CAB shall no longer offer to carry out accredited services within the areas withdrawn.

If the accreditation is fully or partially withdrawn the CAB shall, inform clients concerned about the consequences if available. A copy of this information shall be sent to ENAS.

	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 15 of 17</b>

In the case of withdrawal or suspension, paid fees will not be refunded. The CAB has a duty to pay all incurred costs. During a period of suspension, the regular fees shall be paid as normal.

Before a decision to suspend or withdraw accreditation can be made, the CAB must be given a notice and the possibility of a hearing, except in certain cases, where immediate suspension is needed due to unsatisfactory performance.

Appeals on decisions concerning sanctions can be made.

10.4 Fines as per UAE Cabinet decision no (36) for the year 2015.

ENAS may refer to article (3) from the Cabinet decision no (36) for the year 2015 in case the accredited CAB conduct any of the violations defined the above referred article.


## **11. Transferring of accreditation.**

In cases where by purchase, merger, and changes of name etc. where accredited CABs wish to transfer an accreditation from one organization to another. Transfer implies that an assigned accreditation is transferred from one organization to another. The accreditation-number will normally be kept. Conditions for approval of transmission are as follows:

- a) The system of performance of the accredited tests/calibrations shall not in principal be changed, and the changes shall not be in conflict with the accreditation conditions.
- b) The changes do not lead to weakening of the quality of the work or the integrity of the organization.
- c) The changes have no influence on fulfillment of the requirements of accreditation.
- d) The transferring of accreditation does not mislead the market.
- e) The organization obliges the responsibility towards customers and ENAS.  
(This implies that it at any time in the transmission process there have to be a clearly defined legal body which is responsible towards customers and ENAS).
- f) The changes are not in conflict with UAE's laws.

If transmission is requested the accredited CAB needs to send an application by letter for transmission of the accreditation. The application must include:

- Complete description of the background of the application.
- Clear and precise description of new legal status, when it is relevant.
- Description of possible changes in the quality system.
- Company-attestation
- Binding statement from the new owner/management that they will fulfill the requirements for accreditation.
- Binding statement from the new owner/management that possible relevant responsibility is taken over from the one the accreditation was transmitted from (e.g. abidance of offers which are already contracted make for delivery of accredited services).
- Plan for updating of the quality manual, procedures, catalogues, and other

	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 16 of 17</b>

affected documents (e.g. change of name).

- Information regarding updating of necessary contract of employments, agreement with subcontractors etc. when relevant.

In accordance with the conditions of transmission, ENAS will decide whether verifications must be done at the location of the applicant or transmission can be declined on behalf of the received documentations.

In the cases where changes lead to a new accreditation certificate and accreditation document, the CAB which is accredited has a duty to return the earlier edition of these to ENAS when the transmission is declined.

## **12. Notice to termination Accreditation**

An accredited CAB may voluntary terminate its accreditation, in which 60 days notice is required. If the CAB is dissolved, it has a duty to immediately inform ENAS, which will withdraw the accreditation at once. The requirements, which are described in section 10 in this document regarding withdrawing, are valid. Clause 12 in the Agreement between ENAS and Applicant shall be considered.

## **13. The Right to Appeal against Decisions made by ENAS.**

An applicant or accredited body may formally request ENAS to reconsider any adverse decision ENAS has made related to its desired accreditation status by submitting an appeal in writing to ENAS within (15) days of the date of official notification of the decision in question. Decision on appeal shall be achieved within (30) days from receipt of it.

### **Adverse decisions include:**

- Refusal to accept an application;
- refusal to proceed with an assessment;
- corrective action requests;
- changes to accredited scope;
- decisions to deny, suspend or withdraw accreditation, and
- any other action that impedes the attainment of accreditation.


ENAS Appeal process is published on ENAS website.

## **14. Outsourcing**

ENAS normally undertake its accreditation activities, however, in some cases ENAS may outsource accreditation activities to other Accreditation bodies in which the following arrangements are implemented and considered:

- In all cases, ENAS does not outsource the Accreditation decision-making; including granting, maintaining, extending, reducing, suspending or withdrawing ENAS Accreditation.
- ENAS Assessments are outsourced to accreditation bodies via ILAC/IAF MRA signatories only. This recognition shall be established generally by signing a



	<b>Guideline on ENAS Accreditation Scheme &amp; Process Requirements</b>		<b>ID. No.: EG 03</b>
	<b>Revision No: 7</b>	<b>Revision Date: 2018-11-29</b>	<b>Page 17 of 17</b>

Memorandum of Understanding (MoU) between both accreditation bodies which shall include evidence of competence of the outsourced body and their personnel involved in the assessment process as per ENAS requirements and relevant sections of ISO/IEC 17011 Standard, including confidentiality, conflict of interest and monitoring measures.

- ENAS shall be responsible for informing the CAB and obtain the consent of the conformity assessment body to use a particular provider of any outsourced parts of the assessment.
- ENAS shall be responsible for the follow up on outsourced activities.

## 15. References

- ISO/IEC 17011 Standard – Conformity assessment -- Requirements for accreditation bodies accrediting conformity assessment bodies.
- ENAS Management System rules and procedures.
- ACF 10-02 - Agreement between ENAS and applicant.
- Documents published by ENAS are available on Internet: [www.enas.gov.ae](http://www.enas.gov.ae)
- Documents published by ILAC are available on Internet: [www.ilac.org](http://www.ilac.org)
- Documents published by IAF are available on Internet: [www.iaf.nu](http://www.iaf.nu)
- Documents published by APLAC are available on Internet: [www.aplac.org](http://www.aplac.org)
- Documents published by ARAC are available on Internet: [www.arac-accreditation.org](http://www.arac-accreditation.org)