



Obligations of EAS

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1 Purpose

EAS has an obligation to the public to provide accreditation services based on objective assessment of conformity assessment bodies' competencies, using competent assessors, in an open and transparent manner. This policy covers the obligations of EAS to its stakeholders and indicates how these obligations are fulfilled.

2 Scope

All decisions that EAS makes regarding accreditation needs to be made in an impartial and non-discriminatory manner and as such, EAS needs to establish mechanisms in order to ensure that these principles are upheld consistently and without prejudice to any stakeholders.

3 References

ISO/IEC 17011, Conformity assessment - Requirements for accreditation bodies accrediting conformity assessment bodies

Regulation No. 421/2017

4 Obligations of EAS

EAS's core values are

- Competence
- Impartiality
- Non- discrimination
- Transparency
- Accountability
- Responsiveness
- Confidentiality

Such values need to be enshrined in the way that EAS conducts its business; provides its services to its clients and maintains relationships with its interested parties in general. These are the values that an accreditation body must adhere to if it is to gain respect and recognition as a credible third-party evaluator and accreditor of competence and these are the values that will allow EAS to become recognized internationally as a credible accreditation body.

4.1 Competence:

EAS provides a competent assessment and decision-making process in order to accredit conformity assessment bodies (CABs) for the performance of specified activities. As such, it selects trained and suitable assessors. The selection criteria and the training programmes are based on the requirements of ISO/IEC 17011 and on ILAC guidelines. They are designed to screen technically qualified and experienced candidates with personal and inter-personal skills in order to conduct assessments in a technically competent manner for objective evaluation of the CAB's competence to consistently perform its specified activities competently. EAS aims to establish a pool of competent assessors across the main fields of testing, calibration, certification and inspection so that it can offer accreditation services to all CAB applicants.

4.2 Impartiality and Non-discrimination:

EAS has established several mechanisms to ensure impartiality and non-discrimination throughout the Accreditation and the Governance of EAS .

4.2.1 EAS may reject an application or terminate the process if its activities so far reveal intentional fraud or false information

4.2.2 Impartiality in the Accreditation Process: There are several protectors of impartiality and non-discrimination in the Accreditation Process:

Assessors have to declare before being accepted their place of work and fields of potential conflict of interests. They have to sign the Contractual Activity Agreement form F07/02. The CAB has the right, in terms of the *Accreditation Process* and the *Accreditation Agreement*, to object to any assessor that it might believe has vested or conflict of interests and consequently, who may not be impartial.

- Assessors that have provided consultancy services to CABs in the past will not be used for EAS assessments for that specific CAB. EAS management, staff and contracted personnel shall not receive any gifts or favours, apart from what is considered as normal courtesy arrangements, from CABs for which they have been contracted.

- The assessment team assesses the CAB and makes a recommendation based on objective evidence which is then provided to an independent Accreditation Advisory Committee (AAC). The AAC members are registered assessors or experts who have been selected and have been trained in AAC activities as described in the Job Description JD11, AAC Member. The AAC is chaired by the Director General and evaluates the evidence given and the recommendation made by the Assessment Team. The AAC then advise the director on the accreditation decision based on this evidence.
- The Director General Monitors the outcomes from the AAC on a regular basis ensuring that impartiality is maintained at all times.

In addition, the CAB has the right to Appeal any decision it feels is discriminatory or subjective. The Appeals Process as described in P07.0*Accreditation Process* allows for an appeal to be heard by an Appeals Committee, the members of which is drawn from registered assessors and chaired by the Director General.

If the CAB object to the outcome from the Appeals Committee, it then goes to the Council of EAS where a final judgement is made based on all the evidence provide to it.

4.2.3 Impartiality and non-discrimination in the Governance aspects of EAS : The Council of EAS is constituted from a broad spectrum of interested parties in Accreditation. An interested party is any party with a direct or indirect interest in accreditation. There are 15 members of Council and the rules do not allow one party to dominate. The procedure P05.0*Council Governance and Procedure* together with F05/01*Council Member Duties* ensures that the members uphold the principles of impartiality and non-discrimination in the performance of their duties as Council Members.

4.2.4 EAS has established a public wing forum in which many interested parties are represented. EAS obliged to inform their forum about it activities, documents, plans about future. Further it collects feedback from its interested parties.

4.3 Transparency:

EAS's core value of transparency requires it to address the following aspects in the performance of its mandate:

4.3.1 All information, documents and forms relevant for application for accreditation are accessible at EAS 's web site

4.3.2 Effective communication with all stakeholders on accreditation related issues: EAS uses several forms of communication with stakeholders which include:

Road show presentations to regional representatives from industry, associations, unions and government;

Quarterly newsletters that are distributed via the EAS stakeholder address book concerning EAS 's development and progress towards international recognition; accreditation issues; national and international traceability; announcements of newly accredited CABs; relevant standards; relevant schemes for inter-comparisons; and news of interest by reference to the EAS website;

- Email communication to accredited CABs on any changes and updates made to accreditation documents.

4.3.3 Dissemination of information relating to grant, suspension and withdrawal of accreditation to CABs: EAS has a fully functional website ([www.EAS -eth.org](http://www.EAS-eth.org)) which is used to provide:

- public information about accredited CABs comprising name of CAB, accreditation granted, expiration dates, scope of accreditation;
- the full Accreditation Certificate and Scope of Accreditation in pdf downloadable format;
- publications on technical aspects of accreditation;
- links to relevant organizations both locally and international;
- information on traceability of measurements;
- information on Certified Reference Material (CRM) suppliers;
- information on Proficiency Testing and Inter-Comparison Schemes and service providers;
- all EAS documents in relation to application for, requirements for, the process for, and complaints and appeals in relation to accreditation;
- announcements on changes in accreditation requirements and publication on transitional arrangements for meeting such requirements; and

- announcements on EAS 's associations, arrangements and agreements with local and international bodies, particularly with AFRAC xx ILAC and IAF and EAS 's progress in attaining full membership of both organizations.

4.3.4 Interaction with interested parties: EAS encourages the formation of Special Technical Committees (STCs) which have representation of interested parties from relevant fields and specialist's areas. The function of the STCs is to establish:

- common understanding of interpretation of requirements relevant to their field;
- provision for taking into account the views of interested parties before deciding on the precise form and effective dates of changes to its accreditation requirements
- Provision for verifying that such changes (its accreditation requirements changes) have been implemented by the CABs.
- additional requirements or clarity on requirements for their respective fields;
- networking opportunities within the field; and
- a communication link with EAS on issues of concern that might arise due to lack of transparency, impartiality, competence or non-discrimination which EAS may need to address.

4.3.5 Public Meetings: Create occasions among the stakeholders, members of the council and customers that can promote the value of accredited CABs in declaring their scope of competency in public. Such occasions include the annual Accreditation Day event, National Quality Infrastructure events such as Standards Day and Metrology Day.

4.4 Accountability

4.4.1 Accountability to CABs: each applicant or accredited CAB has full access to all documents and decisions related to its case. It has to right to ask EAS any time for justification of processes or decision. As a last resort, it can launch an appeal or a complaint

4.4.2 Accountability to the Public: EAS has two institutions in which the public is represented, the Accreditation Council and the Public Wing Forum. They can ask EAS any time for their plans or for justification of decisions.

4.4.3 Accountability to Government: EAS is a legal entity, but attached to the Ministry of Trade and Industry. EAS has to report to the MOTI MOST on request and has to get approval

from them about the budget, administrative rules and type of personnel. EAS also reports House of People Representative.

4.5 Responsiveness

By its rules, EAS has to consider recommendations from organisations to which it is accountable. It has to react on them. Further input to its work is coming from Technical or other committees. The annual internal audit will verify whether recommendations were considered or implemented appropriately. Responsiveness to CABs is described in §4.1.

4.6 Confidentiality

Candidate Assessors/experts AAC members and different committee members are obliged to sign a Contractual Agreement with EAS for every activity for which they are contracted by EAS. This agreement covers both confidentiality and disclosure aspects in that the assessor is bound to retain all information received during the activity in confidence and the assessor must disclose any vested or conflict of interests which he/she might have with the CAB.

4.7 Arrangements

4.7.1 EAS provides an advocacy work on the use/ benefits of ILAC/AFRAC mutual recognition arrangement and IAF multilateral recognition arrangement.

4.7.2 EAS obeys and works for the effective implementation of the arrangements.

4.7.3 If an accredited CAB whose scope is under the arrangement faces a problem for its acceptance EAS will communicate the accreditation body of that economy to follow and implement the principles and agreements of the arrangement. If it is not resolved smoothly EAS will appeal to the respective arrangement (ILAC/IAF/AFRAC).

4.7.4 EAS will closely work with the regulatory bodies of Ethiopia to implement their requirements into its scope of accreditation.

4.7.5 EAS provides the detail information about the fee related to its accreditation service.

4.8 Transition to revised or new developed scheme

4.8.1 EAS is committed to transit from old to new version within the given period of time.

4.8.2 EAS engaged its stakeholders during transition by informing the main changes in the new version and request CABs to submit their transition plan on time.

4.8.3 EAS provides training on the new version before implementation

4.8.4 EAS circulates its revised documents that can address the revised scheme to accredited CAB.

4.8.5 EAS shall be do notice for any change its requirement for accreditation before deciding on the effectiveness of the date to changes

Revision No.	Date approved	Revision History
1	2013-12-23	Clause 3.3.3 was revised to indicate that EAS shall provide into the views of interested parties before deciding on the precise form and effective dates of changes to its accreditation requirements and shall verify such changes have been implemented by the CABs.
1.1	2018-11-21	This document was revised according to the new ISO/IEC 17011:2017
1.2	2021-05-11	Removed this statement “EAS’s trainers have themselves been trained by an ILAC recognized Accreditation Body” from item No. 3.1. Added 3.3 EAS may reject an application or terminate the process if its activities so far reveal intentional fraud or false information
1.3	2022-05-09	The document is revised due to the name Ethiopian Nation Accreditation office (ENAO) change to Ethiopia Accreditation Service (EAS) and new logo developed.
1.4	2023-03-07	<ul style="list-style-type: none"> • Correction done on page 1 that, this document was prepared by Meseret Tessema replaced by Zewdu Ayele (new quality manager). • Former director general was resigned and replaced by Mrs. Meseret Tessema.

