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# MAURITAS

# R2

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Regulations to be met by applicant and  
accredited Conformity Assessment Bodies  
(CABs)

Mauritius Accreditation Service

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## Foreword

The MAURITIUS ACCREDITATION SERVICE (MAURITAS) is a governmental body established in 1998 to provide a national, unified service for the accreditation of Conformity Assessment Bodies (CABs) such as calibration/testing laboratories, certification bodies and inspection bodies. Organizations that comply with the MAURITAS requirements are granted accreditation by MAURITAS and are entitled to use the MAURITAS Accreditation symbol.

## About MAURITAS publications

MAURITAS publications are categorized as follows:

- R series                      Publications containing general policy and requirements related to MAURITAS accreditation.
- G series                      Publications providing guidance on MAURITAS requirements.
- A series                      Publications related to assessment procedures.
- P series                      MAURITAS quality system procedures
- F series                      MAURITAS Forms
- Directories                 Classified listing of accredited organizations.

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# Regulations to be met by applicant and accredited Conformity Assessment Bodies (CABs)

## 1. Purpose

- 1.1. This document gives an overview of the conditions that an accredited or applicant CAB shall fulfil.
- 1.2. Accreditation will be granted to all CABs which are able to document that they comply with the accreditation requirements. The accreditation does not replace any other necessary approval. It is the CABs own responsibility to make sure that all other necessary permissions are obtained.
- 1.3. Further information regarding the accreditation scheme may be obtained from MAURITAS.

## 2. Scope and Responsibilities

- 2.1 It is the responsibility of applicant and accredited testing and calibration laboratories, inspection bodies and certification bodies to implement the requirements of this document. MAURITAS assessors shall make use of this document for assessing testing and calibration laboratories, inspection bodies and certification bodies based on the clauses set in this document.

## 3. References

The following documents contain provisions which, through reference in this text, constitute provisions of the MAURITAS accreditation system. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. For undated MAURITAS references, the latest edition of the document referred to, applies. MAURITAS maintains a register, of the current valid MAURITAS accreditation documents.

- 3.1 **ISO/IEC 17065: General requirements for bodies operating product certification systems**
- 3.2 **ISO/IEC 17021 (Series)**
- 3.3 **ISO/IEC 17025: General requirements for the competence of testing and calibration laboratories.**
- 3.4 **ISO 15189: Medical Laboratories – Particular requirements for quality and competence.**
- 3.5 **ISO/IEC 17020: General criteria for the operation of various types of bodies performing inspection.**
- 3.6 **ISO/IEC 17024: Conformity assessment - General requirements for bodies operating certification of persons**
- 3.7 **MAURITAS R Series documents**
- 3.8 **MAURITAS G Series documents**
- 3.9 Documents published by IAF are available on Internet at IAF WEBSITE: [www.iaf.nu](http://www.iaf.nu)
- 3.10 Documents published by ILAC are available on Internet at ILAC WEBSITE: [www.ilac.org](http://www.ilac.org)
- 3.11 **The Mauritius Accreditation Service Act 1998**

**3.12 Paragraph 32 of THE FINANCE (MISCELLANEOUS PROVISIONS) BILL (No. 10 of 2017)**

## **4. Application and the application process**

### **4.1 Application**

**4.1.1** When applying for accreditation, it is required that the applicant CAB sends a duly filled relevant application form with the necessary enclosures and the respective application fee(s), before handling of the application can be started.

**4.1.2** MAURITAS shall have an up to date copy of the quality-manual of the CAB, appendices, procedures and also descriptions of relevant education and work experience (CV) for applicant Technical Signatories, where relevant.

**4.1.3** When applying for accreditation, MAURITAS also requires that the CAB sends a duly filled Self-Assessment checklist that shows detailed references between the accreditation standard and the CABs management system.

**4.1.4** Where there is evidence of fraudulent behaviour, or if the CAB intentionally provides false information or conceals information, MAURITAS shall reject the application.

**4.1.5** When a decision has been made by the Accreditation Committee, all documentation received will be returned to the applicant.

**4.1.6** Applicants for accreditation or accredited CABs shall inform MAURITAS if they are applying for accreditation within the same area at another accreditation body, or if their application has been approved or declined by such body.

**4.1.7** If an applicant for accreditation states to have applied, or got a rejection for applications at another body as described above, MAURITAS can request for the reason for this and if necessary request for the relevant assessment report or other relevant information.

**4.1.8** If the applicant does not wish to entertain these requests, MAURITAS will immediately after an accreditation has been granted inform the bodies, which is considering the applications (or have refused the application) regarding the decision. This is done to give the bodies a possibility to make a complaint against the decision.

### **4.2 Normative documents (applicable only for certification and inspection bodies)**

**4.2.1** The applicant shall state the normative document for certification/inspection. A normative document may be a national or international standard, a national law or regulation, a governmental guidance or another document that are accepted by interested parties. Another requirement is that the criteria for certification/inspection shall be so accurate that two independent bodies will reach the same decision regarding certification/inspection.

**4.2.2** MAURITAS may require that the applicant make available for MAURITAS and/or the assessors a copy of the normative document.

**4.2.3** MAURITAS cannot be put into a situation where it is in competition with its customers. Therefore it is not acceptable that a certification body is certifying CABs using any of the accreditation standards in ISO/IEC 17000 series. This applies also when certification/inspection is done as a non-accredited service.

### **4.3 Application process**

**4.3.1** If MAURITAS makes use of external assessors/technical expert(s) during the handling of the application, MAURITAS shall get approval for the choice of assessor/technical expert(s) by the applicant. If the applicant wishes to refuse MAURITAS' proposal for assessor/technical expert(s) this shall be substantiated. MAURITAS will evaluate if the reasons for refusing the proposed assessor/technical expert(s) can be approved.

**4.3.2** If MAURITAS shall be able to evaluate the functionality of the applicant's management system, it is a requirement that the system shall have been implemented before the accreditation is granted. It is the responsibility of the CAB to ensure that all relevant information, including records pertaining to accreditation are made available to MAURITAS upon request and to ensure that all its policies and procedures are documented in its manual.

**4.3.3** In order to be able to decide if the accreditation requirements are fulfilled, an examination of the CAB's management system, assessment of the implementation of the system and witnessing of the performance of selected accredited activities (with respect to the extent of witnessing, see relevant paragraph), shall be effected.

**4.3.4** If the applicant performs so called critical activities (qualification of personnel, contract review and/or decision on certification/inspection) in different locations, all these locations shall be visited before accreditation.

**4.3.5** If the applicant performs critical activities in one or several countries outside Mauritius (land of origin), all these locations shall be visited before accreditation.

**4.3.6** In the standard ISO/IEC 17011 for accreditation bodies, there are requirements for accreditation bodies to be impartial and avoid performing any consultancy towards applicants. If the applicant's cooperation with MAURITAS demands guidance activities from MAURITAS, which threaten MAURITAS' impartiality, MAURITAS has the right to terminate the application / assessment process.

**4.3.7** Only staff of the CAB will be assessed by MAURITAS. Consultants will not be assessed by MAURITAS. Consultants shall not be allowed to participate in the assessment or interfere in one way or the other during the assessment. Consultants may attend the Opening and Closing meetings as observer.

**4.3.8** If it is clear during the assessment that the conditions, on which the visit was based on, are not fulfilled, the team leader can terminate the assessment visit. e.g. if key personnel are not available as agreed, the management system/procedures are not implemented, the CAB shows a lack of willingness to cooperate during the assessment or there are serious non-conformities so that a continuation of the assessment visit is not appropriate.

**4.3.9** If the assessment team fills in non-conformity forms during the assessment, the applicant shall within the agreed deadline fill in and send all non-conformity forms to MAURITAS, together with the documentation for the actions performed. MAURITAS shall send a copy of the non-conformity forms, together with the corresponding documentation, to the assessor/technical experts which have filled in the non-conformity forms. In the event that there are few non-conformities, the MAURITAS Staff may convene a meeting with the assessor/technical expert for a meeting to review implemented corrective action(s) together with the corresponding documentation.

**4.3.10** If requirements given by MAURITAS are not fulfilled within the agreed time limit, or if the applicant during the next six months after the assessment has not made any progress in the accreditation process, MAURITAS may decide to terminate the application without refunding any fees paid by the applicant. The applicant is bound to pay all accrued costs.

**4.3.11** The applicant has to apply again after each withdrawal. All applications are valid for only two years as from the date of application.

**4.3.12** Reports prepared by MAURITAS, either during or after an assessment, shall not be reproduced in parts without a written approval from MAURITAS.

## **5. The extent of witnessing associated with application for accreditation**

**5.1** For management system certification, it may occur that the certification body performs combined audits against two standards. In such cases one witnessing may be enough for the two standards.

**5.2** For management system certification, the accreditation scope is defined by the standard and specific IAF scope sectors. Before accreditation is granted for one economic sector, a certification audit shall be witnessed in that sector or a related sector. Prior to the witnessing activity, the Certification Body shall submit its audit plan, previous audit reports if applicable, audit team competence records and the justification for calculation of the audit time.

**5.3** For laboratory accreditation, all tests must be witnessed before granting of accreditation. Accredited parameters must be witnessed at least once during the accreditation cycle. In certain cases, MAURITAS will select test/calibration methods that will provide confidence in the competence of the laboratory in performing all the gamut of testing/calibration parameters for which it is accredited.

## **6. Assessments and re-assessments, submission of quality manuals and related documents**

### **6.1 Assessments and re-assessments of accredited body**

**6.1.1** The accredited CAB shall be assessed based on an assessment programme during the accreditation cycle. An accreditation is valid for 4 years as from the date of decision for granting the initial accreditation or the date for maintenance of accreditation for the next accreditation cycle provided that all requirements are fulfilled during the period. During each accreditation cycle, MAURITAS will perform assessments in order to have confidence in the accredited body. There will also be annual witnessing of certification bodies.

**6.1.2** In order to verify that the requirements for accreditation is fulfilled, MAURITAS will carry out assessments no later than 6 months after the accreditation has been granted thereafter regularly after 12 months. The accreditation will be maintained to the next cycle. The re-assessment will be as comprehensive as for the initial assessment. All assessments will be carried out within 1 month of the scheduled date. All re-assessments will be carried out within 2 months of the scheduled date.

**6.1.3** When decisions are taken for renewal of a CAB, it shall be ensured that there are no laps/discontinuation in the accreditation cycle and therefore, the following shall be applicable:

- In the event that the process is completed before the expiry date, the renewal of accreditation shall be effective on a date right after the expiry;
- In case the process is not yet completed before the expiry date:
  - MAURITAS shall suspend the CAB for a maximum period of four months in case the delay for renewal is attributable to the CAB. The re-instatement/renewal shall be effective on the date right after the expiry;
  - The Accreditation Committee shall extend the validity of the accreditation for a maximum period of three months in case the delay for renewing is attributable to MAURITAS. The re-instatement/renewal of accreditation shall be effective on the date right after the expiry

**6.1.4** In addition, MAURITAS will, when required, carry out other control activities such as extraordinary assessments as a result of complaints or changes, or other matters that may affect the ability of the CAB to fulfil requirements for accreditation.

### **6.2 Preparation and completion of assessments**

**6.2.1** Accredited CABs shall before an assessment or re-assessment send to MAURITAS updated versions of documents including Quality Manual and relevant associated quality procedures. The documentation shall be sent to MAURITAS not later than 1 week before an assessment, full assessment and re-assessment, for transmission to the assessment team, if nothing else is agreed on with MAURITAS.

**6.2.2** The accredited CAB shall submit, at least 1 week before an assessment or re-assessment, a copy of the latest complete internal audit and management review reports.

**6.2.3** During assessment of the CABs, key personnel shall be available for the assessment team. The representatives of the CAB shall be present at the opening and closing meetings.

### **6.3 Closing of non-conformities**

**6.3.1** If the assessment team raises any non-conformity during an assessment or re-assessment, the procedures for clearing non-conformities must be followed.

**6.3.2** All non-conformities shall be cleared within the appropriate time frame before the Accreditation Committee can make a decision.

### **6.4 Assessment of accredited CABs with several critical locations**

**6.4.1** The previous sections above are valid for the head office and offices in other countries with critical activities.

**6.4.2** If there are several critical locations in a country, the head office shall be assessed as described, and the other locations shall be assessed once within each accreditation cycle. In the case of medical testing laboratories, all collection points shall be assessed at least once in each accreditation cycle.

## **7. MAURITAS witnessing of audits (applicable only for certification bodies)**

**7.1** In connection with assessments of bodies performing certification of management systems, MAURITAS will witness audits performed by the certification body. For product certifications, witnessing consist of the certification body's audit of the licensee. For certification of personnel, the certification body's performance of certification and evaluation of personnel competence against specific requirements will be witnessed.

**7.2** MAURITAS shall have an access to make witnessing of audits and examinations carried out by the Certification Body. All accredited CABs shall therefore, when applicable, inform their customer and include in the contract that MAURITAS may insist on witnessing accredited activities at the premises of their customer. Refusal to accept a witness assessment by MAURITAS shall be justified and accepted by both the Certification Body and MAURITAS, and could result in withdrawal of accredited certification where reasons are not accepted.

Prior to the witnessing activity, the Certification Body shall submit its audit plan, previous audit reports if applicable, audit team competence records and the justification for calculation of the audit time.

The Certification Body is not expected to change its audit team, audit plan or audit duration due to the witnessing. If such changes do take place, the Certification Body shall provide appropriate justification to MAURITAS.

**7.3** Usage of such witnessing in connection with application for extension of scope could for instance be relevant for:

- Applicant who has limited experience with regard to the carrying out of certifications/examinations within the accreditation area applied for.
- Application on extension within areas of business that does not have a close relation to the areas of business the certification body already is accredited for.

**7.4** An eventual witnessing is carried out prior to the decision on extension of the accreditation is made. If a witnessing is necessary MAURITAS will give the applicant a feedback as soon as possible.



**7.5** MAURITAS will perform at least one witnessing annually of an audit performed by the certification body. MAURITAS is free to choose what activity is to be witnessed. The number of certificates issued by the body, the scope of accreditation, the certification scheme and scope of certification for which certification body is accredited, and certifications outside the country and the results of earlier witnessing can be the basis for a decision to increase the number of witnessing in addition to the one mandatory. Witnessing performed in connection with applications of extension of scope may be a part of the annual witnessing. If there have been low activities within the accredited scope, the witnessing can be postponed up to 24 months.

**7.6** To make it possible for MAURITAS to plan the accomplishment of such witnessing the certification body shall, on request, forward to MAURITAS its latest updated list of planned audits. In connection with witnessing of audits of management systems, MAURITAS shall receive a summary showing the client's industrial sector, the auditing personnel, planned time, the certification standards to be met and which geographical and administrative units the audit includes. MAURITAS may also require to get access to the certified organisation's quality manual and other relevant documentation for use by the certification body during the document review, prior to the witnessing.

**7.7** The certification body is obliged to provide facilities that will enable MAURITAS to carry out these witnessing.

**7.8** If the certification body client refuses the witnessing, in order to avoid sanctions, the certification body shall withdraw the existing accredited certificate, or if not yet certified, the certification body shall not be allowed to place the accreditation symbol on the future certificate, unless the refusal is duly justified and accepted by MAURITAS. In case sanctions have been imposed on the certification body resulting in certificate withdrawal, this information shall be made public on MAURITAS website.

**7.9** Certified clients of the certification bodies may complain against MAURITAS' choice of assessment team. Valid reasons for such complaints must be given to MAURITAS.

## **8. Application for extension of scope**

**8.1** Accredited CABs can at any time apply for extension of the accreditation scope. When applying for an extension, the CAB has to send a completely filled application form together with the necessary appendices and application fee(s), before the handling of the application can start.

**8.2** If the application for extension is sent to MAURITAS not later than 3 months before an assessment or re-assessment, the application for extension will normally be treated during the planned visit. In such cases, full documentation for evaluation of the application shall be sent to MAURITAS within 2 months before the date of the planned visit.

**8.3** The assessment related to the extension of scope will follow the relevant parts of the descriptions given in this document such as: "The extent of witnessing associated with application for accreditation", and "MAURITAS witnessing of audits/inspections" of this document.

## **9. Access to premises and availability of documents**

**9.1** Applicants as well as accredited CABs have a duty to give MAURITAS assessment team(s) as well as ILAC, IAF, AFRAC, SADCA evaluators the necessary access to their personnel, locations, equipment, information, documents and records as needed to verify fulfilment of requirements for accreditation. Documents concerning related bodies shall be available to MAURITAS if it is necessary in order to confirm independence and stable economy.

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

**9.3** MAURITAS will inform the CAB about the visit within suitable time, but when it is required MAURITAS' assessment team shall be given access without being informed in advance.

## **10. General information obligation**

**10.1** MAURITAS shall be informed if the certification body has received a complaint or have been criticised from the pollution authorities concerning ISO 14001 certification.

**10.2** Specific information regarding the situation in foreign countries under MAURITAS' accreditation scheme shall be given. If the CAB starts activities in other countries under MAURITAS' accreditation scheme, MAURITAS shall be informed.

## **11. Certification /inspection overview**

**11.1** The accredited body is responsible to keep an updated list of certifications/inspections performed under MAURITAS accreditation scheme. The list shall be made available to MAURITAS upon request.

## **12. Requirements on maintenance of competence after accreditation has been granted**

**12.1** If no accreditation service has been carried out within 2 years for an industrial sector or a related sector, according to a system standard or a related group of standards, against a competence standard, or according to standard of products or inspection in accordance to an inspection method, MAURITAS may reduce the scope of accreditation. If MAURITAS finds it to be proven that competence is maintained, for instance through carrying out in practice of related accredited activities, there will be no reduction of the scope of accreditation.

**12.2** Accredited laboratories shall inform MAURITAS in the event that they have not performed any testing/calibration for an accredited parameter for more than 1 year. The laboratory shall inform MAURITAS whether the competency of the laboratory staff has been maintained in such cases.

**12.3** Accredited laboratories shall not permanently subcontract accredited tests for a period of more than 1 year and shall ensure that the section on 'subcontracted tests/calibrations or inspections' in MAURITAS R4 are met.

## **13. Use of the MAURITAS Symbol or the Combined Mark, and reference to accreditation**

**13.1** Accredited CABs are encouraged to use MAURITAS' symbol. Use of MAURITAS' symbol or Combined Mark and reference to accreditation shall be in accordance with MAURITAS R4 document.

**13.2** The CABs shall have rules for how they (and if relevant their customer) refer to accreditation in advertising materials and in other connections.

## **14. Acknowledgement of issued certificate**

**14.1** A certificate issued within an accreditation scheme must in addition to an extent definition described in the relevant standard, include the issuers name, accreditation number and MAURITAS' name or symbol in order to be acknowledged as an "accredited certificate".

("Accredited" certificate is here understood as a certificate being issued by an accredited body within the body's valid scope of accreditation and where all procedures for accredited certification have been followed). An accredited certificate that is embraced by the multilateral agreement MAURITAS has entered with other accreditation bodies, would according to the agreement be acknowledged by all those having signed the agreement.

**14.2** For certification of products, the certification bodies are requested to accept the suppliers' management system to sufficient extent, if this management system is certified by another certification body which is accredited by a signatory to the relevant IAF's multilateral agreement.

**14.3** An accredited certificate should only describe compliances to the standards/normative documents the body is accredited for.

**14.4** Certificates issued by an accredited certification body prior to the accreditation being assigned, can be converted to an accredited certificate if the following conditions are met:

- The certification body has carried out at least one surveillance audit on the certification holder after the accreditation is granted;
- The certificate is issued with a new date;
- The certification is carried out within the scope of accreditation;
- No significant changes had been made within the certification system since the certificate was issued, alternatively that the surveillance covers areas in the certification system that because of earlier gaps were not satisfactorily covered.

**14.5** If a non- accredited certificate shall be converted to an accredited certificate, the certification body shall perform a complete new audit if the validity period has expired.

## **15. Change of certification body**

**15.1** If a certified organisation wishes to change to another certification body, the new certification body shall issue a new certificate based on a certification audit/examination. It is up to the new certification body to judge in what way earlier audit reports/examinations can be used. If they can be used, a reduction in the number of auditor days can be achieved for the certification audit/examination.

## **16. Actions when failing to comply with the requirements**

**16.1** If the accredited CAB fails to comply with the requirements for accreditation, MAURITAS shall put in effect one or more of the following actions, depending on how serious the non-conformities are:

- a) Instructions for corrective actions (non-conformities);
- b) Suspend the accreditation or parts of it;
- c) Withdraw or reduce the accreditation.

**16.2** MAURITAS will evaluate which action to be used. When it is necessary to do withdrawal, instructions for corrective actions and/or suspension shall be used first if MAURITAS finds that appropriate. The actions can be described as following:

### **a) Instructions for corrective actions (non-conformities).**

**16.3** MAURITAS can require that the CAB correct the non-conformity within a specified date. If the CAB wishes to keep the accreditation, it must prove that the non-conformity is satisfactorily corrected within the time limit.

**16.4** The instructions may include withdrawal of accredited certificates and reports. MAURITAS may also decide that an extraordinary visit to the CAB is required to check that the corrective actions are satisfactorily implemented.

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**b) (i) Suspension:**

**16.5** If the non-conformity is not corrected within the agreed time, or if the non-conformity is very serious, the accreditation or part of it can be suspended for a limited time. A suspension is a blocking of the CABs accredited activity because of serious deficiency in fulfilling the requirements set by MAURITAS. Examples of serious deficiency:

- a) Non-satisfactory competence because of changes in personnel/changes in the qualifications of key personnel;
- b) Lack of performance of satisfactory corrections within the time limit;
- c) Big mistakes in the performance of bodies involved in certifications that show serious errors in the management system;
- d) Misuse of the accreditation;
- e) Missing follow-up of relevant governmental requirements.

**16.6** When the accreditation or parts of it is suspended, the CAB shall not offer or refer to accredited services for the suspended activities as long as the suspension lasts. Accredited certificates/licences shall not be issued within the area which is included in the suspension. Certification bodies shall however perform ordinary surveillance of certified clients. On request from MAURITAS the CAB shall return the accreditation certificate and accreditation document.

**16.7** Suspensions shall be for a period of 4 months, but MAURITAS can prolong the limit up to 9 months. MAURITAS will perform an assessment in view of re-instating accreditation 3 months prior to the expiry of the suspension period. The accreditation will be re-established by MAURITAS if the conditions which caused the suspension are improved in a satisfactory way within the time limit. If the non-conformity is not corrected within the time limit, the accreditation will be withdrawn.

**16.8** When the accreditation or parts of it is suspended, MAURITAS shall require that the CAB give information to the affected customers about the consequences.

**16.9** Already paid fees are not returned when a CAB is suspended. The CAB has to pay all accumulated costs. Fees shall be paid as normal during suspension.

**16.10** Appeals on decisions on suspensions can be made.

**(ii) Voluntary Suspension of accreditation:**

**16.11** An accredited CAB may request for voluntary suspension of its scope of accreditation or part of its scope of accreditation if it has valid reasons to believe that for a period of time not exceeding 6 months, it will not be able to satisfy the accreditation requirements. The request shall be made to the MS in writing.

**16.12** The CAB will no longer be able to use the MAURITAS symbol and make any implication of having an association with MAURITAS during the period of suspension. However, accreditation certificates and schedules need not be returned to MAURITAS until voluntary suspension is maintained.

**16.13** It is the duty of the CAB to inform MAURITAS when it is ready for a complete assessment exercise. In case the CAB is not able to meet specified deadlines, the accreditation of the CAB may be considered for withdrawal.

**16.14** MAURITAS reserves the right to be able to make publicly available information about the voluntary suspension of the CAB.

**16.15** By reinstatement of accreditation after voluntary suspension, MAURITAS shall inform the CAB about its right to use the MAURITAS symbol according to MAURITAS R4 document.

**c) Withdrawal or Reduction of accreditation:**

**16.16** If the CAB does not want to or is not able to correct the non-conformities within the time limit, or the non-conformity is so serious that the CAB no longer has the necessary qualifications to carry out accredited services, the accredited scope or parts of the scope will be withdrawn. By withdrawal of the accreditation, the CAB is required to return the accreditation certificate and the accreditation documents to MAURITAS.

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

**16.18** If the accreditation is withdrawn or reduced, the CAB shall, in writing, inform the clients concerned about the consequences. For certification bodies (system, product and personnel), the consequence will be to withdraw and destroy all certificates with MAURITAS' symbol and/or other references to accreditation. A copy of the letter sent to the clients shall be sent to MAURITAS.

**16.19** In the case of withdrawal, paid fees will not be refunded. The CAB has a duty to pay all accumulated costs.

**16.20** MAURITAS reserves the right to be able to make publicly available information about the withdrawal or reduction of the CAB.

**16.21** Appeals on decisions concerning actions can be made.

## **17. Transferring of accreditation**

**17.1** By purchase, merger, changes of name etc. some situations arise where accredited CAB wishes to transfer an accreditation from one CAB to another.

**17.2** Transfer implies that an assigned accreditation is transferred from one CAB to another. The accreditation number will normally be kept, or chosen by the CABs that are involved in a merger or similar. MAURITAS may choose to deviate from this practice.

Conditions for approval of transmission are as follows:

- a) The system of performance of the accredited certification 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 CAB;
- c) The changes have no influence on fulfilment of the requirements of accreditation;
- d) The transferring of accreditation does not mislead the market;
- e) The CAB attends to the responsibility towards customers and MAURITAS. (This implies that, at any time in the transfer process, there have to be a clearly defined legal body that is responsible towards customers and MAURITAS);
- f) The changes are not in conflict with Mauritius' (or another nations' if the CAB is located in another country) laws.

**17.3** If transfer is requested, the accredited CAB has to send an application by letter for transfer of the accreditation. The application must include:

- a) Complete description of the background of the application;
- b) Clearly and precise description of new legal status, when it is relevant;
- c) Description of possible changes in the management system;

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- d) Company-attestation;
  - e) Binding statement from the new owner/management that they will fulfil the requirements for accreditation;
  - f) Binding statement from the new owner/management that possible relevant responsibility is taken over from the one the accreditation was transferred from (e.g. acceptance of previous contracts for delivery of accredited services);
  - g) Plan for updating of the quality manual, procedures, catalogues, and other affected documents (e.g. change of name);
  - h) Information regarding updating of necessary contract of employments, agreement with subcontractors etc. when relevant.

**17.4** Depending on the changes due to the transfer, MAURITAS will decide if verifications must be done at the location of the CAB or if a transfer can be granted based on the received documentations.

**17.5** In the cases where changes will lead to a new accreditation certificate and accreditation document, the one who is accredited have the duty to return the earlier edition of these documents to MAURITAS when the transfer is granted.

## **18. Notice on withdrawal of accreditation or closure of the CAB**

**18.1** An accredited CAB may withdraw its accreditation, without any argument, with a 2 months' notice; the notice must be in writing. In special cases, this period might be shortened.

**18.2** If the CAB is in the process of ceasing its operation, it has a duty to immediately inform MAURITAS, which will withdraw the accreditation at once. The requirements, which are described in paragraph 15(d) of this document regarding withdrawal are valid. The same requirements are valid if the CAB for different reasons has to reduce the accreditation scope.

**18.3** The accreditation number for a withdrawn CAB will not be used by another CAB at a later time.

## **19. Financial responsibility in connection with accreditation**

**19.1** MAURITAS is not to be held responsible for the accredited CABs obligations towards their clients.

## **20. The right to appeal against decisions made by MAURITAS**

**20.1** Any appeal against MAURITAS' decisions must be presented to MAURITAS within 30 days after the CAB received MAURITAS' decision. If the appeal is deemed to be valid by MAURITAS, all documents concerning the matter shall be sent to the Appeal Panel appointed by the Minister. The Appeal Panel makes the final decision.

**20.2** The CABs have however, at any time the opportunity to make a complaint regarding MAURITAS' activities, as e.g. administrative work and interpretation of the requirements for accreditation. Complaints have to be in writing and be substantiated. During the handling of complaints, deadlines for closing of possible related non-conformity will be postponed.

## **21. The right to refuse an Assessor/Technical Expert proposed by MAURITAS**

**21.1** CABs have the right to object to the appointment of the nominated Team leader, Assessor or technical expert or MAURITAS Staff, by providing valid reasons in writing, and, in such cases, MAURITAS will endeavour to offer an alternative including foreign assessors/technical experts at the cost of the applicant CABs.

## **22. Participation in Proficiency Testing (applicable to Laboratories and Inspection Bodies)**

**22.1** All applicant/accredited laboratories and inspection bodies, where relevant, seeking extension of scope, shall participate with satisfactory results in Proficiency Testing program or measurement audit for all parameters for which accreditation is sought. The outcome of the Proficiency Testing participation shall be available at latest during the initial assessment/extension of scope exercise. Proficiency Testing participation which are more than two years prior to the initial assessment/extension of scope shall not be considered.

**22.2** All accredited laboratories and inspection bodies, where relevant, shall submit, to MAURITAS, a duly filled Proficiency Testing Plan, F1.24 for each accreditation cycle at the beginning of each cycle. The plan, F1.24 shall be suitable to the scope of accreditation of the laboratory/inspection body and must show the frequency of participation in Proficiency Testing. All accredited laboratories/inspection bodies, where relevant, shall submit to MAURITAS an updated Proficiency Testing Plan, F1.24 in case they are granted an extension for new parameters.

**22.3** Accredited laboratories/inspection bodies shall submit an updated Proficiency Testing Plan, F1.24 to MAURITAS prior to each assessment/re-assessment. This Proficiency Testing Plan shall include all accredited parameters irrespective of whether the laboratory has already participated in its Proficiency Testing prior to the assessment/re-assessment.

**22.4** Laboratories/inspection bodies shall analyse Proficiency Testing participation data in such a way to identify trends. Laboratories/inspection bodies that do not have sufficient results for Proficiency Testing for performing the trend analysis shall combine the Proficiency Testing results from the previous and current accreditation cycle and provide same to the assessment team at each visit.

**22.5** Where performance in the Proficiency Testing program is deemed to be questionable or unsatisfactory, the laboratory/inspection body shall be required to investigate, take corrective actions and report back to MAURITAS.

**22.6** In turn, MAURITAS may accept the explanation provided, accept the corrective actions undertaken, require a further assessment or reduce the accreditation scope.

**22.7** In the event that there are areas for which Proficiency Testing is not available, the laboratory/inspection body shall discuss with MAURITAS and agree on suitable options by which competence of the laboratory/inspection body can be recognised and monitored. This information shall be documented in the Proficiency Testing Plan of the laboratory/inspection body.

## **23. Changes in Accreditation Standards – (Transition Plan)**

**23.1** Whenever there are changes in the accreditation standards, MAURITAS prepares a transition plan based on the transition period as defined by ILAC, IAF, AFRAC, SADCA and/or ISO. Accredited and applicant CABs shall bring the necessary changes required in their management systems within the transition deadline in order to continually fulfil the requirements of the MAURITAS accreditation.

**23.2** MAURITAS shall carry out an assessment to determine whether the CAB has successfully transitioned to the updated standards. In the event that an accredited/applicant CAB fails to complete the transition to the updated standard within the deadlines set by MAURITAS, the latter shall take appropriate actions as per paragraph on “Actions when failing to comply with the requirements”.