



مركز الإمارات العالمي للاعتماد

Emirates International Accreditation Centre

متطلبات اعتماد جهات منح الشهادات لنظم إدارة التسامح والتعايش

Accreditation requirements for Certification Bodies of Tolerance and Coexistence

Management Systems Certifications

EIAC-RQ-CB-010

Signatories	
Approved:	Director, Certification Bodies Accreditation Department

Revision history			
Issue no.	Rev. No.	Details	Date
-	-	First Draft	15-03-2023
-	-	Final Draft	04-09-2023
1	0	First Issue for use	26-09-2023
1	1	Revised due to the incorporation of the new identity of the Dubai Government	23-07-2024



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1 Scope

- 1.1 This document is applicable to the certification bodies that are certifying the Tolerance and Coexistence management systems as per UAE S. 5037: 2021 or any other local, national, regional, or international standard.

2 Definitions

2.1 Certification Body (CB)

For the purpose of this accreditation, a certification body is an independent & impartial third-party body, possessing the necessary competence and reliability and operates in accordance with main standard ISO/IEC 17021-1 and associated technical specifications to perform management system(s) certifications.

2.2 Shall

The term “shall” is used throughout this document to indicate those provisions which reflect the requirements are mandatory.



3 General requirements

- 3.1 The Certification Body (CB) shall be a legally licensed entity and all employees of certification body shall have legally valid document/permission to work for the certification body.
- 3.2 The Certification Body (CB) applying for accreditation shall have a management system in compliance with ISO/IEC 17021-1. The CB shall also follow the relevant technical specifications/standards as applicable.
- 3.2.1 "The Guideline for the application of Tolerance in the Business Entities-The National Initiative on "Government Role as Incubator of Tolerance" issued by the Ministry of Tolerance and Coexistence" provides supportive information for implementation of UAE S. 5037:2021.
- 3.3 The CB shall fulfill the specific mandatory criteria defined in relevant International Accreditation Forum (IAF) MD documents. It should also consider the guidance defined in the relevant IAF & Pacific Accreditation Cooperation (PAC) and Arab Accreditation Cooperation (ARAC) documents published time to time (These documents are available on websites of respective accreditation cooperations).
- 3.4 The CB shall have a system to conduct two-stage initial audits on their clients and at least part of stage 1 audit to be carried out at clients' premises. Full stage 2 audit to be carried out at clients' premises.
- 3.5 The CB shall only provide exclusions from the certification scope to its clients where such exclusions are allowed within the scope of respective certification criteria (certification standard). The exclusions in any way shall not undermine the effectiveness of certification and shall not cause any confusion among clients of certified entities and interested parties and mislead them about certified scope.
- 3.6 The CB shall have agreements & arrangements with all clients that any of the CB's audit can be witnessed by the EIAC assessors.



- 3.7 CB shall also have agreements & arrangements with all clients that any time during the certification cycle EIAC assessors can visit the client premises to verify certain certification requirements. The CB representative(s) may accompany the EIAC assessors.
- 3.8 Management system documents including quality manual and procedures of CBs shall be available in English language. Quality records including internal audit, management review, and records related to safeguarding impartiality shall also be in English language.
- 3.9 The CB shall employ suitable and qualified technical and administrative staff. As availability of minimum resources, the CB is required to have at least one permanently employed application/contract reviewer, one qualified auditor and one qualified certification decision maker for this certification scheme. Relevant CB persons must have achieved the training on UAE S. 5037:2021 Tolerance and Coexistence Standard.
- 3.10 The certification body shall define the competence criteria and evaluation process for key positions related to the certification scheme. The CB shall formally approve and authorize application/contract reviewer(s), auditor(s) and certification decision maker(s) for relevant scope/technical cluster.
- 3.11 CB shall have legally valid contracts with all its empaneled auditors and experts with clearly stipulated terms & conditions and remuneration package.
- 3.12 Before applying for accreditation, the applicant CB must have met the following conditions:
- a) Conducted at least one internal audit and one management review.
 - b) Conducted at least one comprehensive review of risks to impartiality/potential conflict of interests, with consultation/participation of balanced interested parties.



- 3.13 Accredited certification bodies are required to submit accumulated data reports containing certification details under EIAC accreditation scheme(s) and up to date lists of authorized auditors for EIAC accreditation scheme(s) on prescribed formats on 10 January, 10 April, 10 July and 10 October every year.
- 3.14 Scope grouping for witness audits is given in Annex-1 of this document.
- 3.15 The CB is obliged to send the following documents to EIAC lead assessor/assessment team member before each audit to be witnessed.
- a) CV(s) of auditor(s) including confirmation that auditor(s) are qualified for the relevant scope.
 - b) Man days calculation/estimation (justification for calculation of the audit time).
 - c) Previous audit report (if applicable),
 - d) Audit plan for the audit to be witnessed.
 - e) Audit report of the witnessed audits (to be sent after the witness audit once CB's audit team has prepared the report)
- 3.16 The certification body shall not certify any illegal entity and illegal activity/scope. The certification body shall maintain the record of legal license (the name/title of such document may vary in various jurisdictions) of certified entity.



4 Time & duration requirements for office assessment & witness audits.

The time required for assessment is based on the following main elements which are covered during assessment:

- Head office assessment.
- Assessment of all locations of CB where key activities take place.
- Witness audits for different scopes of certification

4.1 Initial Assessment

4.1.1 Office assessment

4.1.1.1 This is the assessment conducted at CB's office. Total number of required man days depends upon the applied scope. Minimum one-man day is required if the CB operates all key activities from the applicant office only and the applied scope of accreditation is for one standard, such as ISO 9001 for limited code(s) from one technical cluster. In case CB has applied accreditation for more standards & codes then man-days may be increased for office assessment.

4.1.1.2 Head office and all critical locations of CB shall be assessed during initial assessment. All branches where key activities are carried out with respect to this scope shall be assessed at the time of initial assessment.

4.1.1.3 All other branches, where any key activity is not carried out and CB wants to include subject branches in EIAC accreditation scope document, shall be assessed at the time of initial assessment.

4.1.2 Witness Audits

4.1.2.1 A minimum of two audits shall be witnessed to grant accreditation for full scope. For witness audits, stage 1, stage 2 certification audits (and recertification audits) are preferred; however, surveillance audits can also be witnessed.

4.1.2.2 The scope for UAE S. 5037: 2021 is categorized in technical cluster groups as mentioned in Annex-1. If a CB applies for accreditation for all technical clusters, then at least one certification



audit from each of the technical cluster groups shall be witnessed for the corresponding scope during accreditation assessment of certification bodies.

4.2 Surveillance

- 4.2.1 During the accreditation cycle, the EIAC should conduct surveillance every year. An accreditation cycle shall begin at or after the date of the decision for granting the initial accreditation or decision after reassessment. The surveillance activities may include assessment (office assessment/witness audit), review of CB's data reports and feedback from clients/market.
- 4.2.2 The required number of audits to be witnessed is decided based on the accredited scope. Base line for required witness audits is if the CB has certified 0-50 clients, then minimum one audit should be witnessed.
- 4.2.5 The number of man days for office assessment & witness audit can be increased by considering the following factors:
- The number of clients certified by the CB with EIAC accreditation,
 - The number of auditors employed/empaneled by the CB,
 - Feedback from the market,
 - Complaints received and inputs from any office assessment.
- 4.2.6 EIAC may select any auditor to witness from CB's list of approved auditors.
- 4.2.7 EIAC may select any certified company (client) with EIAC accreditation for witness audit.
- 4.2.8 The witness audits should be conducted by various approved auditors for various scopes. EIAC witnesses the maximum number of auditors and all scope groups within the accreditation cycle.



4.3 Reassessment

- 4.3.1 The reassessment is similar to initial assessment, however, experience gained during previous assessments is taken into account.
- 4.3.2 It is expected that total number of man-days would be less than the initial assessment and more than any surveillance assessment.

4.4 Scope Extension

- 4.4.1 For scope extension, both office assessment & witness audits may be applicable.
- 4.4.3 Required number of witness audits depends upon the applied scope.

4.5 Extraordinary Assessments

- 4.5.1 The EIAC may conduct additional special surveillance visits (extraordinary assessments) as a result of complaints or changes, or other matters that may affect the ability of the certification body to fulfil requirements for accreditation.
- 4.5.2 During surveillance assessment, EIAC may decide to verify the authenticity of certification process by conducting short visits to some of the selected certified clients. EIAC assessor will visit the certified company and verify the implementation of the system(s) by reviewing some of quality documentation & records and by meeting with the certified companies' management. The CB representative may accompany the EIAC assessor during such visit(s).



5 EIAC accredited certificates

- 5.1 The certificate must contain the full name and full address of the head office of the certification body. If “other certification office” of CB is included in the EIAC’s scope of accreditation, then address of “other certification office” can be written/printed on the certificate.
- 5.2 The certificate must contain the full name and full address of a certified client.
- 5.3 The certificate must contain the scope of certification along with relevant Technical Cluster number as mentioned on the accreditation certificate and scope of the CB.
- 5.4 The CBs shall not issue any non-accredited certificates if they hold EIAC accreditation and further to this, all certificates covered by EIAC accreditation must include the EIAC accreditation symbol. Before using the EIAC accreditation symbol or any reference to EIAC accreditation symbol, the accredited certification bodies are required to take formal approval from EIAC for the use of EIAC accreditation symbol or any reference regarding EIAC accreditation. [Ref: Doc. EIAC-RQ-GEN-002]



6 Suspension of Accreditation

- 6.1 If the accreditation of CB is suspended. The CB is required to take corrective action and remove the reason of accreditation within three months of suspension.
- 6.2 If CB is not able to implement the corrective action or remove the reasons of suspension within three months, then it can request to EIAC for extension in suspension duration. EIAC may extend the suspension up to six months.
- 6.3 In case the CB does not implement the corrective action or remove the reasons of suspension within six months, the accreditation should be withdrawn.
- 6.4 EIAC may require conducting on-site visit to verify the corrective actions taken by the CB before lifting the suspension.

7 Scope Reduction or Withdrawal of Accreditation

- 7.1 If the scope of accreditation of CB has been reduced either voluntarily by CB or by EIAC, the accredited CB is required to recall all EIAC accredited certificates related to the reduced scope within stipulated time by EIAC.
- 7.2 If the accreditation of CB has been withdrawn either voluntarily by CB or by EIAC, the accredited CB is required to recall all EIAC accredited certificates within stipulated time by EIAC.



Annex No. 1: Scope for UAE S. 5037:2021 Tolerance and Coexistence Management Systems Certification

Scope Group	Scope
Technical Cluster 1	<ul style="list-style-type: none"> Governmental/semi-governmental civil and military departments/organizations. Public administration including all governmental departments/entities/organizations/utility service providers/security, health, education, civic service providers. Legal/justice/regulatory service providers. Semi-governmental organizations including industry.
Technical Cluster 2	<ul style="list-style-type: none"> Private sector companies. Industry, trading. Service sector including health, education, security, maintenance, repair, consultancy. Financial services including banks, finance companies, investment companies, micro credit & micro finance companies, insurance companies, financial auditing companies. Media including print, electronic, digital, social media.

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Annex No. 2: Guidance for Use for the UAE.S 5037: 2021.

Foreword

The Annex No. 2: Guidance for Use for the UAE.S 5037: 2021 is developed by the committee consisting of members from Emirates International Accreditation Centre (EIAC), UAE, Ministry of Tolerance and Coexistence, UAE and Ministry of Industry and Advance Technology, UAE.

0. Introduction

No addition.

0.1 General

No addition.

0.2 Continuous Improvement

No addition.

0.2.1 Plan

The requirements mentioned in “0.2.1 Plan” with grammatical expression “SHALL” are considered as mandatory requirements.

0.2.2 Do

No addition.

0.2.3 Check

No addition.

0.2.4 Act

No addition.

0.3 Contents of this Document

No addition.

0.4 Relationship with other Standards

No addition.

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Tolerance and Coexistence

1. Scope

No addition.

2. References and Relevant Legislation

No addition.

3. Terms and Definitions

No addition.

4. Values and Principles of Tolerance and Coexistence

The Guideline for the application of Tolerance in the Business Entities-The National Initiative on "Government Role as Incubator of Tolerance" issued by the Ministry of Tolerance and Coexistence includes the set of values and principles.

5. Objectives of Tolerance and Coexistence

No addition.

6. Standards of Tolerance and Coexistence in the Organization

The Guideline for the application of Tolerance in the Business Entities-The National Initiative on "Government Role as Incubator of Tolerance" issued by the Ministry of Tolerance and Coexistence provides information about goals, initiatives, incentive system, legislative and executive requirements.

7. Application

No addition.

8. Tolerance and Coexistence Management System

The organization can adopt any suitable mechanism or method.

The Guideline for the application of Tolerance in the Business Entities-The National Initiative on "Government Role as Incubator of Tolerance" issued by the Ministry of Tolerance and



Coexistence provides information about “standards for promotion” and “Indicators and mechanisms for measuring the performance of the system”.

9. Leadership

The terms “coexistence committee/ work team/executive team/executive committee” are synonyms.



Annex (A)

Tolerance and coexistence management system and its integration into the organization's work system(s)

The mentioned model is an example to clarify the working mechanism of the tolerance and coexistence management system within the organization. The organization may adopt any alternative model to achieve the objectives

Annex (B)

The general framework of tolerant employee characteristics - a guideline for the application of tolerance in the business entities

No addition.

Appendix (C)

The general framework of tolerant organization characteristics - a guideline for the application of tolerance in the business entities

No addition.

Appendix (D)

(An indicative form of the charter/policy of tolerance and coexistence) *

Charter of Tolerance and Coexistence in the Organization

No addition.



Appendix (D)

(An indicative form of the charter/policy of tolerance and coexistence) *

Charter of Tolerance and Coexistence in the Organization

No addition.