



**Egyptian Accreditation Council  
EGAC**

**Guide for Accreditation of Halal Certification Bodies  
PB12H**

Prepared by: Certification Specialist  
Hussien Fawzy

H. Fawzy

Reviewed & Authorized by: EGAC Accreditation Director  
Mohamed Osman

Mohamed Osman





## **Egyptian Accreditation Council EGAC**

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## **1. PURPOSE:**

The purpose of this document is to describe the requirements in conducting the process of accreditation assessment (pre-assessment, initial assessment, consecutive assessment, and re-assessments) for halal certification bodies in accordance with UAE.S 2055-2:2016, IHAF & EGAC regulations and requirements.

## **2. PROCESS DESCRIPTION**

### **General**

- The main function of EGAC halal CBs accreditation department are to assess and accredit the competence of halal CBs to carry out specified certification activities, and subsequently to ensure by monitoring that the standard UAE.S 2055-2:2016 are maintained.
- The purpose of this assessment is to determine whether a halal CB complies with EGAC requirements for accreditation, UAE.S 2055-2:2016 and EGAC regulations. In some circumstances specialized regulations/publications issued by EGAC or other national, regional or international organizations, for example International Halal Accreditation Forum (IHAF), provide guidance and documents of these criteria. These regulations/publications are listed in the EGAC regulations/publications list.
- Assessment team mission is to judge the competence of halal CB to perform the certification activities for which accreditation are sought. Their responsibility is therefore to assess a halal CB's compliance with UAE.S 2055-2:2016, EGAC requirements. Their assessment should be confined to investigating and reporting the findings that result from observation and discussion in halal CB and through examination of documentation.
- Each of applicant's halal CBs provides basic information on its activities and staff in the application form, in addition to its quality documentation, but it is essential to check the competence of halal CB by assessment in halal CB head office and other locations, where appropriate.
- All information obtained before, during or after assessment, including the fact that a particular halal CB has applied for accreditation, or that an application for accreditation has been deferred or rejected, shall be treated as strictly confidential by EGAC staff, the external assessment team and EGAC council and committees.
- EGAC normally uses assessment teams contracted from external sources to assess halal CBs on its behalf. EGAC assessment teams, including EGAC staff members acting as assessment team, must meet defined criteria in terms of their technical expertise and experience.
- EGAC halal CBs accreditation manager will be able to respond during visits to inquiries from halal CB management on such matters. EGAC team leader, he/she will assist with the interpretation of EGAC requirements in appropriate circumstances, for the guidance of halal CB management or assessment team.
- EGAC assessment team must take into account the size and complexity of the organization when assessing the quality system of halal CB, the quality system must provide assurance that halal CB, whatever its size or complexity, or the location where work is carried out, meets EGAC requirements.

### **Note:**

EGAC accreditation personnel and committees keep an eye to the interested parties relations with CAB's as a risk and preceded assessment steps to stop the assessment process for any impartiality broken reasons.

## **3. Processing of Applications**



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Processing of application shall be conducted exactly in accordance with EGAC publications PB1G\_Handling of application.

Applicant halal CB shall submit the following:

- Fully completed application form (soft and hard),
- Two original copies of EGAC CAB Agreement to be signed and submitted with the application form,
- Assessment checklist report F1W11H (self-assessment) for halal CBs quality system implementation,
- Halal CB quality system documents,
- List of the countries in which halal CB issue/intend to issue certificates under EGAC accreditation. This include:
  - Countries into which accredited certificates are issued directly from halal CB's head or other office; and
  - Countries in which halal CB operates from local offices, whatever the legal relationship of such offices with the parent CB.
- Application fee according to R3G

Which reflect halal CB compliance according to UAE.S 2055-2:2016, EGAC Requirements & IHAF documents.

At the end of this stage, EGAC submit for both nominated team leader and the assessor/s a copy of these halal CB documents and records for document review.

Assessment team shall sign confidentiality and impartiality agreement before starting any activity of the assessment, including document review.

#### **4. Document Review**

EGAC shall identify an appropriate team leader and assessors and/or technical expert according to their area of expertise to allow for a full initial assessment of the applicant for the scope of accreditation. Assessment team shall be totally independent of any connection whatsoever with the applicant to be accredited.

EGAC shall notify the applicant in writing of the names and affiliations of the nominated assessment team. The notification shall seek the approval of the applicant to the nominated team. Objection to any nominated team members shall be in writing, include a detailed justification from halal CB to his objection, and shall be lodged with EGAC within seven working days of receipt of the nominations. Failure by the applicant to object to any of the nominated team members shall be considered as acceptance of the team as a whole.

Objections from halal CB to any of the nominated team members will be investigated by the EGAC halal CBs accreditation manager. If EGAC halal CBs accreditation manager is satisfied with halal CB's justification to his objection, he will change this nominated assessors, otherwise he shall inform halal CB that his objection is not accepted and EGAC will keep the nominated team. EGAC halal CBs accreditation manager's decision shall be final.

All team members shall be informed of the proposed assessment. EGAC halal CBs accreditation manager shall give both the team leader and the assessor a copy of halal CB quality system documents and relevant procedures for document review according to the UAE.S 2055-2:2016.

EGAC halal CBs accreditation manager will take into account:

- The countries from these geographic scopes,
- Any halal CBs critical location.

- The accreditation manager will consider:
  - The complexity of the organization,
  - The need and the maximum required amount of witnessed visits,
  - The structure of the quality system,
  - The scope of accreditation,
  - The volume of business of halal CB,
  - The geographic spread of the organization,
  - The level of autonomy/delegated powers,
  - The past performance of accredited bodies.

According to document review team leader shall recommend which of the following actions should be taken:

- Halal CB is in a position to proceed to the initial assessment/re-assessment.
- Halal CB is not in a position to proceed to the initial assessment/re-assessment until response to the determined non-conformities NCs/comments Cms of team document review and providing additional documents or information.

All NCs/Cms of team document review are to be listed within the same form assessment checklist report itself and to be answered by halal CB within the same report.

EGAC halal CBs accreditation manager routinely ask halal CB before each visit about any major changes in their documents, EGAC requires a document review before the on-site assessment visit whenever there is a substantial change in halal CB documents. This could be a major change in the documents of halal CB.

## **5. Pre-Assessment**

EGAC conduct the pre-assessment visit according to:

- Halal CB request
- A document review recommendation by the team leader.
- During the initial assessment visit team leader in discussing with EGAC will convert the initial assessment visit to be pre-assessment visit then EGAC will make the arrangements to be pre-assessment visit, including a quotation for the fee.

The pre-assessment visit, is normally carried out by the team leader and EGAC halal CBs accreditation manager (accompanied by assessor where appropriate), and is usually completed in one day. The pre-assessment visit allows the team leader and EGAC halal CBs accreditation manager to discuss with halal CB management the extent to which halal CB's quality system and operating procedures appear to comply, or not, with the requirement of UAE.S 2055-2:2016 and the requirements of EGAC.

A pre-assessment visit is made to halal CB to:

- Discuss observations and non-conformity in documentation.
- Check understanding of the organization structure and delegated powers.
- Confirm the list of locations and activities is complete.
- Agree on the scope of accreditation to be assessed.
- Obtain any additional information necessary to develop the assessment plan.

The visit should be structured so that the team leader and EGAC halal CBs accreditation manager can ascertain that the essential components of a quality system have been put in place or have been addressed. In particular, the team leader and EGAC halal CBs accreditation manager need to establish whether halal CB has a stated policy for defined responsibilities and means to implement each of the requirements of used UAE.S 2055-2:2016.

In carrying out this task, the team leader and EGAC halal CBs accreditation manager need to ensure that halal CB management fully understands the purpose of a quality system audit and the importance of a periodic review of the quality system to check the effectiveness of the system.

In addition to examining the documented quality system prepared by halal CB the team leader/assessor and EGAC halal CBs accreditation manager shall take the opportunity to discuss the proposed scope of accreditation and to carry out a brief examination of halal CB's facilities.

During the pre-assessment visit, the team leader and EGAC halal CBs accreditation manager shall suggest to halal CB any actions that appear to be necessary to comply with the EGAC requirements for accreditation. The team leader will also remind halal CB that the pre-assessment visit is not a full assessment, and will describe the nature of full assessment visit.

Following the pre-assessment visit, the team leader shall report the findings to EGAC, in writing. The report shall indicate:

- Whether plans for initial assessment of halal CB can proceed.
- Specific reasons why plans cannot proceed.

The findings of the pre-assessment visit shall be reported briefly to halal CB where they will facilitate the preparations for the initial assessment visit.

During or immediately after the visit, the team leader and EGAC halal CBs accreditation manager will determine the composition of the assessment team, and the time (in man-day) required for the visit including preparation time, they taking into account in planning of the assessment activities for that halal CB:

- The list of the countries in which they issue/intent to issue certificates under EGAC accreditation.
- The countries from these geographic scopes.
- Halal CB critical locations.

## **6. The Schedule of Accreditation**

It is EGAC policy to define the halal CB's draft schedule of accreditation as precisely as possible. This ensures that clients are provided with an accurate and unambiguous description for activities covered by halal CB's accreditation according to their application.

Halal CBs are therefore asked to specify, in detail, the types of certification activities for which accreditation is sought. They are required to list, on their application form, the standard specifications or other methods or procedures relevant to the certification activities concerned.

The assessment team shall consider and discuss with EGAC halal CBs accreditation manager and halal CB the precise terms in which the accreditation is to be defined on the draft schedule of accreditation, this shall be done as early as possible in the accreditation process.

In some cases, as the assessment proceeds, it may become clear that halal CB is not really in a position to achieve accreditation in certain areas within the proposed scope. In such cases, the team leader in conjunction with EGAC halal CBs accreditation manager may be able to recommend accreditation for a suitably reduced or redefined draft schedule.

Schedules of accredited halal CB are regarded as being in the public domain (EGAC official website/EGAC directory of accredited organizations).

## **7. The Initial Assessment Visit**

### **7.1 Preparations for the Initial Assessment Visit**

When halal CB is ready for the initial assessment from EGAC point of view, at this stage Any further halal CB document procedures must have been submitted/sent, as required by EGAC.





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EGAC halal CBs accreditation manager prepare the initial assessment visit program, and shall indicate the activities in halal CB to be assessed by each assessor, and specify the need and the maximum required amount of applicant's halal certified companies to be witnessed and by which assessor/technical expert including any on-site activities as necessary.

EGAC is requires the assessed halal CB to:

- Prepare a list of the countries in which they issue certificates under EGAC accreditation as mentioned above, and EGAC halal CBs accreditation manager will include these lists in the files of these accredited halal CBs as their geographic scope and is to require them to update these scopes as soon as it changes;
- Not to issue any certificate in any country other than those recorded in their geographic scopes unless it informs EGAC about it, at least before EGAC's next assessment visit.
- Identify the activities of its physical locations, as described in, and ILAC/IAF A5 clause M7.5.7.3, in order to determine their eligibility as critical locations.
- Continually update the situation of their critical locations for EGAC at least before their assessment visits.
- Include any halal CB's critical location in the planning of the assessment activities for that halal CB.

The assessors will normally assess the technical content of halal product/service categories eg: the criteria of technical competence for auditors, the suitability of training programs, the adequacy of the "needs analysis" etc. Where possible this work will be a review of the design process, the inputs and outputs from the process and may not require a visit to halal CB.

Technical experts may be required to attend witnessed assessments. The acceptability of any experts used will be agreed with halal CB. In the event that EGAC cannot find a suitable expert it will not be possible to progress with the accreditation.

Copies of the assessment plan shall be distributed to halal CB and each of the assessment team. Halal CB and assessment team are asked to acknowledge notification of these arrangements.

### **7.2 The Opening meeting**

This meeting is held on arrival to enable the assessment team and halal CB's representatives to become acquainted, to clear up any difficulties and to confirm the purpose of the assessment and what is expected of halal CB during the assessment.

This opening meeting sets the scene, and its purpose is to ensure that halal CB management and staff understands what is going to happen during the assessment. All individuals attending the meeting (including assessment team and halal CB staff) shall be required to sign dated and timed attendance register. EGAC team leader shall chair the opening meeting and shall generally follow the meeting agenda which covers, but not necessarily in this order:

- An explanation of the purpose of the assessment, the functions of the assessors/technical experts and confirmation that halal CB staff understands the procedure.
- Discussion of the significance and the status of the quality system.
- Confirmation of the range of certification activities covered by halal CB's application and how this should be defined in halal CB's schedule of accreditation.
- Confirmation of the visit plan and confirmation of any changes, and of the plan for witnessing certification activities.
- Confirmation that a representative of halal CB has been assigned to accompany each assessor/technical expert, and an explanation of the role of this representative in the



assessment, particularly in agreeing observations recorded concerning any possible failure to comply with UAE.S 2055-2:2016 and EGAC requirements.

- An explanation of what will happen at the closing meeting (presentation of findings and confirmation of the attendees, and time).
- An assurance that all findings will be treated in strict confidence arrangements for providing an office and any services needed by the assessors e.g. photocopying.
- Confirmation of work hours & breaks etc.
- An opportunity for halal CB management and staff to ask relevant questions.

It may be appropriate for the team leader to request that a representative from halal CB to presents a brief overview of halal CB's operations.

EGAC assessment team shall discuss the audits, which it wishes to witness, according to the number of existing scopes, technology levels within scopes, the range of scopes and volume of business within scopes.

Where possible a date shall be determined for the final closing meeting.

### **7.3 Assessment Process**

#### **7.3.1 Head office assessment**

Assessment team shall observe halal certification activities carried out by halal CB form the most important part of the assessment. Assessors need to assess halal CB's overall competence, Assessors need to assess the competence of the staff, particularly when performing Halal certification activities, and the effectiveness of the quality system.

Following the dispersal of the assessment team to various sections of halal CB, the team leader will examine halal CB's quality system and associated documentation (e.g. internal audit(s), management review(s), staff training and competency records, quality system etc) with accompanying halal CB representative and any other appropriate staff, and identify any possible non-conformities.

The assessor/technical expert should proceed according to the agreed plan and examine the quality system in operation and the competence of halal CB staff to perform specific certification activity. All components of the quality system involved shall be assessed.

As detailed in the plan for the visit, the assessors shall examine the certification activities procedures and their implementation in halal CB. It may not always be necessary to examine every procedure in operation because of the similarities between activities, but it is essential that the assessors verify the implementation of halal certification activities procedures for each that listed on the visit plan.

Assessment team shall consider the risk associated with the activities to be assessed (halal certification activities, locations and personnel) covered by the scope of accreditation.

Aspects which require evidence from some other area of halal CB before they can be settled may be noted down for further investigation, or may be referred to the member of the assessment team dealing with the area concerned.

Assessment team should bear in mind that their responsibilities for assessing a halal CB's compliance with EGAC requirements do not extend beyond investigating and reporting on technical and quality matters observed directly and related to halal certification activities for which accreditation is sought.

The assessment team should avoid giving the impression that they are trying to score points or to trap halal CB staff in order to find reasons for rejecting their application. Assessment team needs



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to show a positive attitude in helping halal CB to achieve EGAC accreditation. It is important to guard against displays of superior knowledge and judgment, particularly in the presence of halal halal CB's more junior management and employees.

The assessment shall be conducted generally in accordance with ISO 19011.

The assessment will contain a revision of auditing records, contracts, process assessment, interviews, validation and assessment of performance measures. Particular emphasis will be placed on the critical areas identified during the desk top review.

Time will be allowed each day for a review of the documented procedures and instructions for the areas to be audited including any changes made since the desk top review.

Should the EGAC assessors identify non-conformities with the relevant criteria.

The extent and direction of the EGAC assessment team's questions should be such that halal CB representative clearly understands where procedures and practice do not meet the assessment criteria.

### **7.3.2 Witnessed assessments**

All scopes applied for, will be subject to an office assessment and technical review during the complete accreditation cycle. The minimum and maximum number of witnessed scopes during initial assessment will be according to EGAC sampling process, Special measures may be taken in case of complaints about halal certification body's performance.

Upon receipt of the information about the activities to be witnessing, the team leader shall confirm the arrangements for the witnessed assessment to halal CB.

At halal CB's opening meeting with its client, the EGAC team leader should request the opportunity to thank the client for permitting EGAC attendance, give an assurance of confidentiality and briefly describe the EGAC role. EGAC team leader should also advise that the EGAC assessment team will necessarily make extensive notes.

EGAC assessors shall play a silent role in the audit, and shall exercise great care to avoid influencing the audit in any way.

EGAC assessment team shall monitor all the activities performed by halal CB auditors and will record their observations.

At the end of each day's audit activity the EGAC assessors will also attend any private discussions between the auditors concerning the progress of the audit.

The team performance of the auditors shall be assessed, as well as their individual performance.

After the closing meeting, EGAC assessors will discuss, in private with the auditors, their findings with regard to the auditors' performance during the audit.

Nonconformities/comments are raised (if any), a copy of each non-conformity report may be given to the lead auditor of halal CB at the meeting.

Halal CB's auditors shall be requested to acknowledge the factual basis of the nonconformities/comments, and to sign the appropriate section of the form before they leave the audited organization if possible. If not, this may be carried out on later day before the assessment closing meeting.

Halal CB's auditors are not required, at this stage, to propose corrective actions or to estimate a timescale for completion. Those points will be dealt with at the closing meeting of EGAC's assessment.

In the event that significant problems are encountered which may prevent the progress of the overall assessment.

#### **7.4 Recording of Non-conformities**

Nonconformities/comments detected must be based on objective evidence and will be recorded and verified before leaving the area under assessment. To secure agreement on the facts, and to avoid subsequent dispute, assessors shall detail observations, as they occur. The accompanying halal CB representative can discuss with each finding.

Possible non-conformities/comments to requirements of UAE.S 2055-2:2016 are recorded, these records provide the objective evidence on which the team leader's recommendations on accreditation to EGAC will be based.

It must contain only actual observations. These shall normally be related to possible nonconformities with specific clauses according to the UAE.S 2055-2:2016 and EGAC requirement.

Comments raised don't need to specify UAE.S 2055-2:2016 clause or EGAC requirement item clause and also don't need root cause analysis for its halal CB response.

The exchange of information on matters such as the allocation of nonconformity is an important reason for the team leader to hold a brief meeting of the assessment team at the end of the assessment.

#### **7.5 Findings**

At the end of the assessment, after the assessment team have completed their individual assignments, it is essential to hold a private meeting of assessors at which each team member can summarize his own conclusions and contribute to a co-ordinate view of halal CB's work.

EGAC accreditation will be granted only after EGAC has received any evidence requested and has confirmed, after consultation with the assessment team, that all nonconformities have been cleared.

#### **7.6 The Final Closing Meeting**

When all witnessed assessments have been completed, EGAC halal CBs accreditation manager with the team leader shall arrange to hold a final closing meeting with halal CB.

In the closing meeting, all assessors present their findings to halal CB management/staff. The team leader presents a summary of the results of the assessment.

The final meeting shall be chaired by the team leader cover the following items, normally in the order listed:

- Thank halal CB for its assistance and co-operation and refer to individuals as appropriate.
- Remind the purpose of the visit and reiterate confidentiality.
- Request to postpone questions until the findings have been presented with no rejection for points of clarification.
- Invite each assessor to summarize his/her findings.
- Similarly, the team leader presents his/her own findings as an individual assessor;
- In the case of long assessments (i.e. more than one day), where assessors have completed their work before the final meeting, the team leader should present the findings of any assessor not present (In such instances, those reports would normally have been the subject of interim meetings with halal CB management prior to the assessor's departure);
- Hand over for management to keep a signed copy.
- Provide Halal CB with an opportunity to discuss the assessment and to ask any questions.

- Close the meeting.

#### **8. Consecutive Assessment Visit**

Following granting of accreditation, Halal CBs shall be subject to periodic consecutive assessment visits according to an EGAC program prepared by EGAC halal CBs accreditation manager.

EGAC will make its program to have a first assessment visit within the last 6 months at the 1<sup>st</sup> year of accreditation, and a second assessment visit within last 6 months at the 2<sup>nd</sup> year of accreditation, and a third assessment visit within last 6 months at the 3<sup>rd</sup> year of accreditation. If the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> assessment showed that the halal CB needs more frequent visits then EGAC would decide on more 4<sup>th</sup> un-planned assessment visit, reassessment preparations will start by inform EGAC its halal CB within 11 months before the expiry date of the accreditation certificate.

EGAC shall inform the accredited halal CB at least (3.5) months before the date of consecutive assessment visit for conducting the assessment visit and halal CB shall confirm its readiness within two weeks. Time frames will be according to R5G

The purpose of consecutive assessment visits is to determine whether or not halal CB is continuing to comply with the requirement of UAE.S 2055-2:2016 and any other requirements specified by EGAC. The general approach described in this document shall be followed for the conduct of consecutive assessment or re-assessment visits. In addition, at the opening meeting, the team leader shall establish whether all significant changes in halal CB status or operation have been notified to EGAC.

EGAC halal CBs accreditation manager shall identify and review the impact of any significant changes to the resources / staff / operations / premises / governing board of Halal CB or in its level of activity.

Performance, size and complexity of the organization will be key considerations. The anticipated minimum would be visits to HQ, one witnessed assessment annually at least, and each "critical elements" location will be visited at least once during the validity period of the accreditation certificate. Witnessing assessment program covering the scope of each applicant or accredited halal CB for each accreditation cycle. A judgment will be made on the level of sampling possible for subsequent consecutive assessment cycles according to EGAC sampling procedures.

Any revisions to the documented system will be reviewed during these visits. Where the changes are extensive additional time may need to be scheduled.

If it is founds during the consecutive assessment visits that there have been significant changes, e.g. of staff or the range of halal CB services available, these matters shall be recorded by the team leader. Assessor/s shall check that the changes are not such as to diminish halal CB's capabilities as described in the schedule of accreditation, and that they have already been fully notified to EGAC.

Prior to each consecutive assessment visit, EGAC will discuss the visit plan with the assessor/s chosen to carry out the consecutive assessment. For example, assessor/s will be asked to concentrate particularly on any areas of halal CB activities where there is reason to believe UAE.S 2055-2:2016 have not been maintained, where findings were observed during previous visits, or where there have been changes in staff.

Team leader at the conclusion of a consecutive assessment visit, (as with an initial assessment) will make a recommendation to EGAC on the continuing accreditation of halal CB. Depending on the number and nature of any findings found, suspension or withdrawal of accreditation shall only be recommended where the number and seriousness of the nonconformities found is such that halal CB's quality system has broken down, and EGAC requirements can no longer be met.



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When all nonconformities have been corrected satisfactorily, EGAC shall take a decision on continuing accreditation and inform halal CB of the decision. A new issue of schedule of accreditation for halal CB (including changes, if any) shall be provided to halal CB.

If the schedule of accreditation has any change, EGAC halal CBs accreditation manager will issue a new revision of schedule of accreditation with new revision number.

### **9. Sampling in assessment of halal certification bodies**

#### **9.1 For Initial/re-Assessment**

The initial/re-assessment of head office (HO) and all other locations undertaking any of the critical elements will be assessed as part of the initial/re-assessment. All scopes applied for, will be subject to an office assessment and technical review.

EGAC will cover the scope for each applicant halal CB through the use of the following mechanisms that are available, including:

- Office assessment activities
- Witnessing activities:

Where an organization operates from a number of offices, witness assessments will be selected from a cross section of locations. It will not be necessary to witness the range of scopes per office.

#### **9.2 For consecutive assessment during [4 years]**

Assessment visits are conducted as explained in the assessment process. Each critical location will be visited at least once during the validity period of the accreditation certificate. This visit will include a witnessed assessment where appropriate.

The minimum number of witnessed assessments is 1 per year.

### **10. Re-assessment and Renewal of Accreditation**

Re-assessment visit will take place at four-year intervals. A re-assessment visit will involve a comprehensive re-examination of halal CB's quality system and work activities and will be similar in format and in detail to the initial assessment.

Halal CB shall apply for renewal of accreditation at least 9 to 8 months before the expiry of its accreditation certificate. Time frames will be as mentioned in EGAC's regulation R5G.

At each re-assessment, EGAC shall consider accredited halal CB's current schedule of accreditation and review the continuing composition of the assessment team in advance of the visit. Following the re-assessment visit, which will follow the same general procedure as the initial assessment, and the receipt of evidence of clearance of findings, the report and recommendations will be considered by the EGAC accreditation director, (either for a recommendation by the technical committee or a decision by the EGAC accreditation committee), re-accreditation for a further four year period. A new certificate of accreditation is issued on the renewal.

### **11. Extension of Scope of Accreditation**

When halal CB applies for an extension of its scope of accreditation, including the addition of new specified staff, EGAC will inform the team leader and, if relevant, the assessor/s. The team leader will be asked to recommend whether, after examination of documentation provided by halal CB accreditation can be extended without further action by halal CB, or whether an assessment visit is required.

EGAC shall be required to endorse the team leader's recommendation. EGAC may suggest combining this visit with an imminent scheduled assessment visit, or arrange an extra visit in the normal way. It is helpful in visit planning if the application for extension of scope is submitted to EGAC at least 3.5 months before the next scheduled visit.



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If the extension is assessed during a scheduled visit it shall not be allowed to reduce the effectiveness and coverage of the normal consecutive assessment/re-assessment visits.

### **12. Feedback, complaints and appeals**

After receiving the accreditation certificate the accredited CB will be asked to fill a feedback report about EGAC's performance during the accreditation process which shall be used for improvement of assessment team performance and/or accreditation process. If the CB has any complaint it can file this complaint at EGAC or by phone. Also, if the AC did not grant the accreditation to the CB, the CB has the right to appeal. If the CB decides to appeal, it can file an appeal at EGAC. Complaints and appeals shall be handled by EGAC's quality department and according to EGAC's procedure (PB3G - Guidelines for dealing with complain and appeal) which is available on demand. A neutral appeal committee shall be appointed to resolve this appeal according to the mentioned procedure.

### **13. Post Accreditation**

EGAC publishes a directory of accredited CBs, which contains details of the accredited scope of each accredited organization. The directory, which is updated regularly, is published on EGAC's website.