1. INTRODUCTION

1.1. This document is applicable to the DM Third Party Technical Approval of Non-Standard products to determine their suitability for use in the local market. The system is generally based on ISO Guide 28 and other related ISO Guides and, consists of:

a) Determination of the approval requirements

b) Initial testing or assessment of the product

c) Assessment of the factory quality management system

d) Granting of the license

e) Surveillance.

1.2. The DM Third Party Technical Approval System is being implemented by Dubai Central Laboratory Department – Research & Standardization management Office (DCLD-RSMO), hereinafter referred to as the "DM Certification Body".

1.3. A successful applicant is granted a License to use the DCL Technical Approval Mark on their product.

2. DEFINITION OF TERMS

2.1. CERTIFICATION – procedure by which a third party gives written assurance that a product, process or service conforms to specified requirements.

2.2. CERTIFICATION SCHEME – certification related to specific products, processes, or services to which the same requirements and procedure apply.

2.3. TECHNICAL APPROVAL REQUIREMENTS (TAR) – the requirements that are applicable to a particular certification scheme, taking into account the production methods and the kind of product or group of products to be covered under the scheme.

2.4. CERTIFICATION LICENSE (TECHNICAL APPROVAL CERTIFICATE - TAC) – a document issued under the requirements of a certification system, by which a certification body grants to a person or body the right to use the DCL Technical Approval Mark for its products, processes or services in accordance with the requirements of the relevant certification scheme.

2.5. LICENSEE – person or body to which a certification body has granted a license.

2.6. DCL MARK– refers to the DCL Product Technical Approval Mark, which is a protected mark applied or issued under the rules of a certification system, indicating that confidence is provided that the relevant product, process or service is in conformity with the TAR.

2.7. APPLICANT – the company, organization or individual applying for a license to use the Mark.

2.8. DM CERTIFICATION BODY – refers to Dubai Municipality - Dubai Central Laboratory Department – Research & Standardization Management Office (DCLD-RSMO).

3. BASIC CONDITIONS FOR GRANTING CERTIFICATION LICENSE

3.1. The basic conditions for granting the certification license consist of satisfactory compliance with these General Rules of the certification system, as well as satisfactory compliance with the TAR of the scheme for the particular product or type of product subject to certification.

3.2. DM Certification Body may modify these General Rules and TAR at any time, including any modification necessary to satisfy instructions given by the accreditation authority. Any modification will be communicated to the applicant/licensee.

4. CERTIFICATION SCHEMES

4.1. The DM Third Party Technical Approval of Non-Standard products is in accordance with the following International Organization for Standardization (ISO) Guide 67 Certification Systems:

4.1.1. System #2 is used for certifying products supplied to the local market by local suppliers provided that the product manufacturer is certified by a DCLD approved Certification Body and that the approval is found adequate.

4.1.2. System #5 is used for factory assessment.

5. APPLICATION

5.1. Applications for a certification license shall be made on the appropriate Application Form, which is available from the DM Certification Body.

5.2. The applications shall include an undertaking by the applicant to abide by the terms and conditions of the certification system. By signing the application form, the applicant and the manufacturer agrees to comply with these General Rules.

5.3. Separate applications shall be submitted for each product type or group of different products.

5.4. The Application form shall be submitted to DM Certification Body together with the required supporting documents specified in the application form.

5.5. A draft TAR shall be prepared and deliberated with the Certification Technical Committee for approval in accordance with **RD-RS-DP22-002**.

6. INITIAL ASSESSMENT

6.1. Upon acceptance of the application and all necessary documentation, the DM-Certification Body shall prepare the Technical Approval Requirements (TAR) and submit to the applicant for acceptance.

6.2. Upon acceptance of the Technical Approval Requirements (TAR) the DM-Certification Body shall make the necessary arrangements with the applicant for carrying out the initial assessment. The initial assessment shall consist of: (1) assessment of the factory quality management system (if applicable), and (2) initial testing/evaluation of the product.

6.3. If required, the applicant shall provide DCL audit team a competent interpreter for the duration of the initial factory assessment audit.

6.4. Assessment of the factory quality management system shall be according to the Technical Approval Requirements (TAR) of the scheme and shall be carried out by the DM-Certification Body or by a body approved by it.

6.5. Applicant companies who have been certified to ISO 9001 by a Certification Body, that are recognized by the DCL shall still be assessed. The context of auditing for these certified companies will cover mostly the review of audit records of the certification bodies.

6.6. Applicant companies who are not certified to ISO 9001 will be audited on all the requirements of the said standard.

6.7. Sampling and initial testing (or type testing) of the product shall be carried out in accordance with the corresponding Technical Approval Requirements (TAR) of the scheme. The tests shall be carried out at DM laboratories or in DM-Certification Body approved laboratory.

6.8. Corrective action plan for any non-compliance (NCR) raised during the initial assessment audit shall be submitted to the Certification Body within 1 month from the date of the audit. The completion date for the submitted corrective action shall be as per agreed period of time but not exceeding 6 months from date of issue. Under certain situation, and with the agreement of the Certification Body, the NCR may

be re-issued (with a new completion date) at the end of the 6 months period. Non-compliance with these provisions may result in the cancellation of the application.

6.9. Should the company requested for a postponement of the initial assessment audit, the certification body shall allow only a maximum of six (6) months from the proposed audit schedule. Otherwise, the application shall be considered cancelled.

7. GRANTING THE CERTIFICATION LICENSE

7.1. When the results of the initial assessment demonstrates that the requirements of the Technical Approval Requirements (TAR) (or other applicable normative documents) are met, and all related documentation mentioned below have been approved, then the DM Certification Body shall issue the Certification License.

7.1.1. The applicant shall submit a product marking proposal for approval. The marking proposal shall comply with the guidelines issued by the DM Certification Body.

7.1.2. The applicant shall agree to an internal quality assurance plan (by the factory) and an Independent Testing Plan (by the Certification Body) that will be implemented to ensure that the product covered by the license continue to satisfy the requirements of the Technical Approval Requirements (TAR).

7.2. A separate certification license shall be issued for each product or group of products covered by one Technical Approval Requirements (TAR) report and manufactured by one manufacturer at the location assessed by the DM Certification Body.

7.3. The certification license is valid for one year and can be renewed upon continuing satisfactory compliance with the requirements as verified during surveillance. Renewal shall proceed only upon signing the proposal for renewal of certification license as well as payment of due fees.

7.4. A certification license is non-transferable.

8. EXTENDING THE SCOPE OF THE LICENSE

8.1. A licensee can extend the certification to other types or models of products made in the same factory to the same Technical Approval Requirements (TAR) for which the license is already granted. DM Certification Body may decide not to carry out a factory assessment but to require test samples of the additional types of products to determine its compliance with the requirements of the Technical Approval Requirements (TAR). If the test results are satisfactory, extension of certification scope shall be granted.

8.2. If the licensee wishes to apply for certification to the same product in another factory, then the application will be treated independently and the complete initial assessment shall be carried out. A separate certification license shall be issued for such application.

9. SURVEILLANCE

9.1. DM Certification Body shall carry out surveillance visits in accordance with the **RD-RS-DP22-003**, in order to assess the factory quality management system, and shall take samples of products bearing the mark, either from the manufacturing premises or from the open market in accordance with the agreed Independent Testing Plan (see clause 7.1.2).

9.2. During surveillance visits, DM Certification Body shall check the licensee's compliance with the implementation of the agreed internal quality assurance plan (see clause 7.1.2) DM Certification Body may demand an increase in the frequency of checking in the internal quality assurance plan if any deviations from conformity are found among samples bearing the Mark.

9.3. Any non-compliance raised during the surveillance audit shall be issued with non-compliance report to be returned back to the Certification Body with proposed corrective action within 1 month from the date of issued. Completion of corrective actions shall be made as per agreed period of time but not exceeding 6 months. Under certain situation and with the agreement of the Certification Body, the NCR may be re-issued at the end of the 6 months period. Non-compliance with these provisions may result in the suspension of the certification license.

9.4. In addition to the surveillance visits mentioned in the Technical Approval Requirements (TAR), the DM Certification Body may carry out special inspections at any time and in any place in order to check whether the products conform to the requirements. If non-conformities are found during such special surveillance visits, a non-conformity report shall be issued to the licensee and the cost of sampling, sample handling, testing and inspection shall be charged against them.

10. USE OF THE DCL MARK

10.1. After obtaining the certification license, the licensee has the right to use the DCL Mark on the products covered by the scope of certification, in accordance with the approved product-marking proposal (see clause 7.1.1). If there are requirements related to the mark in the Technical Approval Requirements (TAR), these requirements shall be satisfied.

10.2. The licensee may use the mark for sales promotion for the product. It may be used in advertisements and on stationery together with the logo or the name of the licensee establishment, provided that it is not used in such manner that the DM Certification Body may consider as misleading. The mark shall be reproduced in exactly the same color and proportion (Length x Width ratio). No alteration is allowed.

10.3. The License to use the DCL Mark is issued together with an Identification Code, which is unique to the licensee to whom it was issued. When using the mark, the licensee shall always use it together with the corresponding identification code.

10.4. The DCL Mark is the exclusive property of the DM Certification Body and its correct use is a contractual obligation. Intentional misuse of the mark may be grounds for corrective actions that may include withdrawing, suspending and/or cancelling the license. The DM Certification Body shall implement a surveillance program for ensuring the correct use of the mark.

10.5. The licensee shall comply with any other guideline that may be issued regarding use of the Mark.

11. PUBLICITY FOR CERTIFIED PRODUCTS

11.1. The DM Certification Body shall maintain and publish a Register of Certified Products. The information in the register shall include, as a minimum, the name of the licensee, the product or type of products for which certification has been granted.

11.2. The DM Certification Body shall, within its power, take the necessary action to market and promote the Technical Approval of Non-Standard Products Certification System through any means available.

11.3. The licensee has the right to publish and advertise that he has been granted the license to use the DCL Mark for products covered by the license. The licensee shall take care that the publications and advertisements does not create any confusions between certified and non-certified products.

12. SUSPENSION, WITHDRAWAL AND CANCELLATION OF LICENSE

12.1. A certification license may be suspended, cancelled or withdrawn under the conditions specified in the procedure for Suspension, cancellation and withdrawal of Certification License, **IMS-RD-07**.

13. REVISION OF RULES AND REQUIREMENTS

13.1. The DM Certification Body has the right to change these General Rules and any Technical Approval Requirements (TAR) issued for a particular certification scheme. Licensees shall be informed accordingly as to the effective date for the implementation of the changes. In order to extend the license granted under the earlier rules, the licensee has to agree to comply with the revised rules.

14. FEES

14.1. The applicant shall pay the necessary fees in accordance with the Schedule of Fees **WDP-22-05** issued by the DM Certification Body.

14.2. DM Certification Body has the right to invoice for any additional work related to repeated or additional testing and/or auditing due to non-compliance found during regular assessment.

14.3. DM Certification Body reserves the right to amend the Schedule of Fees if necessary.

14.4. Paid fees are non-refundable.

15. APPEALS

15.1. The applicant or licensee may appeal any decision by the DM Certification Body in accordance with the Appeals Disputes and Complaints procedure, **IMS-RD-08**.

16. LIABILITY/DISCLAIMER

16.1. The DM Certification Body shall not be held liable for any action (legal or otherwise) raised by any party against the licensee on matters resulting from the implementation of the DM Technical Approval of Non-Standard Products Certification System.

16.2. The licensee is ultimately responsible for ensuring that the product meets the requirements of other applicable regulations that were not assessed during the certification process. This includes safety, health, and environmental regulations that are not necessarily covered by the Technical Approval Requirements (TAR).