
 GOVERNMENT OF DUBAI	Organization/Unit:	إدارة مختبر دبي المركزي Dubai Central Laboratory Department	الوحدة التنظيمية:	 بلدية دبي DUBAI MUNICIPALITY
	Document Title:	Special Rules - Guideline of Extraordinary Circumstances Affecting the Certification & Inspection Services	عنوان الوثيقة:	
	Doc Ref.	DM-DCLD-RD-DP21-2007 (IC)	رقم الوثيقة :	

1. INTRODUCTION

- 1.1 This documents serves as a guideline for dealing with challenges and risks that might be affecting the ordinary working conditions such as extraordinary events or circumstance beyond the control of DCLD-PCAS and the situations which hinder DCLD-PCAS from reaching the client's premises for the purpose on conducting any of the certification and inspection activities due to lock downs of roads, curfew or even compulsory shut down of the clients factories, shops, warehouse,.....etc, as per decisions of authorities during these extraordinary events.
- 1.2 It also indicates the DCLD-PCAS's concerns on the health and safety of its personnel and its full commitment to comply and abide with the rules and regulations issued by relevant authorities in response to the extraordinary situations and events.
- 1.3 In such exceptional circumstances, DCLD-PCAS shall take as possible all measures to properly maintain the certification activities in accordance with the international working standards, accreditation guidelines and provisions outlined in this document. In this regards DCLD-PCAS whenever needed shall strongly recommend and urge the use of remote assessment techniques for all its services and activities to substitute or complement on-site assessment in full or part based on the risk assessment to be done on case to case basis.
- 1.4 In response to these extraordinary events; DCLD-PCAS should communicate with its client and interested parties in such a way that the appropriate course of actions or measures that will be taken which will not completely replace the regular certification and or inspection process requirements. However it will indicate a temporary action(s) and decision(s) based on case to case issues and the analysis of the risks involved by completing the form DM-DCLD-F-IC-0093 - Actions and Risk Assessment related to Extraordinary Events – PCAS.

2. SCOPE



- 2.1 This guideline is applicable to assessment of all types of certification schemes and Inspection activities implemented by DCLD-PCAS

3. DEFINITION OF TERMS

- 3.1 Extraordinary event or circumstance: A circumstance beyond the control of the organization, commonly referred to as "Force Majeure" Examples are war, strike, riot, political instability, geopolitical tension, terrorism, crime, pandemic outbreaks, flooding, earthquake, malicious computer hacking, other natural or man-made disasters.
- 3.2 DCLD-PCAS -DM-Certification Body – Products Conformity Assessment Section- Dubai Central Laboratory.
- 3.3 CABs – Conformity Assessment Bodies approved by DCLD-PCAS (Can be certification body, inspection body, testing laboratory).
- 3.4 Remote Assessment- assessment done by DCLD-PCAS or by its approved CABs other than being physically presented on the premises of the applicant (client) to gather evidences of compliance through online medium or channels or combination such as video calls, emails or any suitable medium or combinations of different mediums.

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4. GENERAL PROVISIONS AND GUIDELINES

When situation of extraordinary occurs, DCLD-PCAS will establish a reasonable course of actions to evaluate the current and expected future situation in order to take any of these alternative short term set of actions and solutions (either one or more):-

- 4.1 If the situation is hindering the DCLD-PCAS personnel from carrying out their normal activities like assessment of factories (Initial or surveillance), responding to requests for extension of scope of certification or re-activation of certification, sampling of products (either in the factory, client yards or in the market), inspection of organizations; which are due to travelling risks, health issues; closing of borders, curfews among others, then DCLD-PCAS; shall evaluate each case based on the risks involved and may contact their approved CABs to carry out these related tasks, where applicable.
- 4.2 However, if the approved CABs are also experiencing the same situations related to the risks to carrying out the required activities; then DCLD-PCAS may take one or more of the following course of actions:-
 - 4.2.1 Carry out remote assessment, this can be done directly by DCLD-PCAS or by its approved CABs and if possible witnessed by DCLD-PCAS in full or even partial.
 - 4.2.2 Carry out sampling by the client or by the approved CAB using video recording or any other suitable media means while carrying out the sampling process and identification of the reference numbers on the sampled products.
 - 4.2.3 If conditions under 4.2.1 & 4.2.2 are also not possible; then DCLD-PCAS may decide to defer the assessment and other certification and inspection activity, or postpone the activity for a period of not more than three months and later to re-evaluate the updated situations.
- 4.3 For initial assessment applications during the extraordinary situations; DCLD-PCAS shall carry out stage 1 audit (Contract Review) by reviewing all the required submitted documents along with the application form and communicate with the client accordingly.
 - 4.3.1 The client might be advised to postpone the initial assessment visit to a maximum of (2) months from the date of accepting the proposal and payment of initial fees.
 - 4.3.2 In such cases where the client doesn't agree with the postponement, then DCLD-PCAS shall communicate with any of its approved CABs to carry out the initial assessment visit on behalf of DCLD-PCAS or to carry out the assessment remotely by DCLD-PCAS and or its approved CAB.
- 4.4 In cases where renewal and/or reactivation of certificates happen within the same period of the extraordinary Situation, the following may be considered as decided internally by DCLD-PCAS based on case to case scenarios;
 - 4.4.1 DCLD-PCAS may accept the client's request for extension of the certificate validity for a period not exceeding (2) months from the agreed date or give the client the option for payment in installment in accordance with the approved DM rules for fees payment. The certificate will be re-issued for additional two months with new current issue date and the same original issue date; however the scope should have a note reflecting the reason behind this extension.
 - 4.4.2 The client will be advised to pay the fees within the extension period, however if he failed to do so; then the certificate will be terminated and the client will be notified accordingly.

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4.4.3 In any of such aforementioned renewal cases; the surveillance plan shall be carried out as usual in line with the agreed relevant actions mentioned under clause 4.1 and 4.2.

4.5 DCLD shall keep all documented information for the series of actions taken during the extraordinary events period and shall evaluate the situations based on case to case basis.

4.6 Other services that can be done thru email correspondences or any other electronic means (e-services, smart ...etc) with client like verification and attestation, registration of suppliers shall be continued as normal thru emails correspondences or any other electronic means (e-services, smart ...etc).

4.7 For inspection activities of block factories and gold shops and sampling from construction sites for market surveillance; DCLD-PCAS shall follow either of below options:

Option 1 : Carry out remote inspection/sampling as per 4.2.2 above, if possible.

Option 2 : If not possible to carry out remote inspection/sampling due to closure of the premises to be inspected; then DCLD-PCAS shall postpone the activity for two months due to current situation.

5. REFERENCE:

- **DM-DCLD-IMS-RD-03** : Risk Management
- **EIAC-GD-GEN-001** : Emirates International Accreditation Centre Guideline of Extraordinary Circumstances Affecting the Accreditation Services.
- **IAF ID 3** : IAF Informative Document for Management of Extraordinary Events or Circumstances Affecting ABs, CABs and Certified Organizations.

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