Document No. & Name	MOIAT Certification Program CP-GMAP-MT MOIAT Certification Program
Purpose	With this certification program, the TÜV AUSTRIA GMAP defines and regulates the execution of the product certification service within the scope of authorization Ministry of industry and Advanced Technology (MOIAT) and EN ISO/IEC 17065 accreditation. This program is part of the agreement with the customer and will be provided over official webpage. This certification program applies to TÜV AUSTRIA GMAP and all organizations that will carry out this activity under the operational control of TÜV AUSTRIA.
Scope/Area of Execution	For more details about the subjected goods for the related program; Please refer to the Datasheets published on our website.
Fulfills the following Regulations	EN ISO/IEC 17065 Section 7
Applicable Documents	IV-MT Table of Contents of MOIAT
Applicable Safety Requirements	-
Required Competences	Competency and qualification management is defined under KRL-036 Competence Management procedure and the requirements and adequate conditions related to this scope are defined in the KFM-036e Competence Matrix.
Last Changes	25.07.2023
Revision	Rev.00
Process Owner	İsmail Davran / Head of Global Trade Conformity Assessment Global Product Manager

Written by	Selim Yılmaz	Date:	18.07.2024
Reviewed	Aghadeer Hassan Al-Hawatmeh	Date:	18.07.2024
Approved	Yankı Ünal	Date:	18.07.2024

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General

Gender statement: For better readability, personal terms in this document that refer to women, men or other genders at the same time are only used in the masculine form, e.g., "he" instead of "he/she". However, this is in no way intended to express gender discrimination or a violation of the principle of equality.

1 Key Facts

This certification program defines and regulates the execution of the product certification services within the scope of authorization Ministry of industry and Advanced Technology (MOIAT) and EN ISO/IEC 17065 accreditation.

This program is part of the agreement with the customer and will be provided over official webpage of TÜV AUSTRIA.

This certification program applies to Branch of TÜV AUSTRIA Shanghai Co. Ltd. Dubai – UAE (will be referred as TÜV AUSTRIA in this certification program) and all organizations that will carry out this activity under the operational control of TÜV AUSTRIA.

2 Abbreviations & Definitions

Complaint	This is a verbal or specific written statement of a third party which communicates the dissatisfaction due to apparent or actual inconveniences in the domain of the accredited certification body of TÜV AUSTRIA.
Objection	This is a verbal or specific written statement of a third party which communicates the objection against a decision of the accredited certification body of TÜV AUSTRIA
Conformity Assessment Body (CAB)	The company which carries out conformity assessment activities including calibration, test, certification and examination,
Conformity Assessment	All operations performed to determine the conformity of the product with the relevant technical regulation
Certificate of Conformity	Written document issued if the conformity assessment process is positive.
Standard	The features, processing and production methods of the product for common and repeated uses, approved by an agreed organization, intended to establish an order at the most appropriate level under the current conditions, their respective terminology, symbol, packaging, marking, labeling and conformity arrangements that specify one or more of
Contract	This is the agreement signed between TÜV AUSTRIA TURK and the manufacturer of Construction Materials which regulates the conditions of the right to use the certificate for the organization performing the production of construction materials deemed sufficient to be certified within the scope of this procedure.
Manufacturer	A natural or legal person who produces, corrects, identifies himself as a producer by placing his name, trademark or distinguishing mark; if the manufacturer is outside of Turkey, the authorized representative of the manufacturer and / or importer; In addition, the natural or legal person in the supply chain whose activities affect the reliability of the building material.
Inspection	Performing certain functions such as inspecting, advising in accordance with the issuance of conformity certificate and controlling the quality control works, material selection and evaluation of the manufacturer in the factory or elsewhere, within the framework of certain criteria.
Product Certification System	Rules, procedures and management of product conformity assessment by third party (Reference ISO IEC 17067)
Product Certification Program	Certification system of products associated with the same requirements, procedures and rules as defined See Certification program ISO / IEC 17067 Table 1 (see GUI-002a) in accordance with Article 1.3 of Annex V to the 305/2011 / EU Building Materials Regulation (Reference ISO IEC 17067). Certification Programs are based on the Schema Guide).
Ministry	Expresses the Ministry of Environment and Urbanization.
GMAP	The GMAP code is used in this procedure to describe the general country shipping programs described in HNB-PC.
Notified Body	Assessment Body, the name of which has been notified to the Commission, which is located in Turkey and which has been assigned by the Competent Authority to carry out conformity assessment activities under a technical regulation in accordance with

	the Regulation of Conformity Assessment Bodies and Notified Bodies and principles specified in the relevant technical legislation,
Competent Authority	Saudi Standards, Metrology and Quality Organization regarding to Ministers Decree Nº.213 of the Ministry of Commerce and Industry, Ministers Decree Nº6386 of the Ministry of Commerce and Industry of Kingdom of Saudi Arabia.
Technical Regulation	All kinds of legislation issued by the Government which must be obeyed to and which regulates a product by handling one or more than one of its qualifications, process and production methods or any terminology, symbol, packaging, marking, labelling or conformity assessment works thereto.
Surveillance	Sample verification of the effectiveness of the implementation and management system after certification, if any, with sub-areas.
Nonconformity	General non-conformities, including but not limited to the following examples: ✔ A standard requirement is that the process / procedure as a whole is not defined and / or implemented to the extent required. ✔ Possibility of defective products / services ✔ Impacts that may cause product / service to be impaired or restricted ✔ Causes of deterioration of the management system ✔ Processes or practices that endanger employees ✔ An inability to recognize a part of the management system documentation Poor evidence that standard requirements are met

3 Purpose and Scope

Ministry of Industry and Advanced Technology (MOIAT) introduced the Certificate of Conformity Program. This program is concerned with the safety of products in the UAE market, that is indicates that the product is safe, secure and free of flaws that may directly or indirectly harm individuals, society or environment.

All information for related cabinet resolutions are listed in the Annex I of this certification program.

With this certification program, the TÜV AUSTRIA (Shanghai) CO. LTD., Dubai Branch regulates the execution of the product certification service within the scope of Ministry of Industry and Advanced Technology (MOIAT) authorization and ISO/IEC 17065 accreditation. TÜV AUSTRIA (Shanghai) CO., LTD., Dubai Branch is hereinafter referred to as TÜV AUSTRIA.

4 General Information

The policies and procedures that guide certification are administered in a non-discriminatory manner and are not used to impede or inhibit access by applicants.

TÜV AUSTRIA Certification services are accessible to all applicants whose activities fall within the scope of TÜV AUSTRIA's operations. Access to the certification process is not conditional upon the size of the applicant or membership in any association or group, nor is certification conditional upon the number of certificates issued.

TÜV AUSTRIA confines its requirements, evaluation, review, decision and surveillance to those matters specifically related to the scope of the certification being considered.

TÜV AUSTRIA is responsible for, and retains authority for, its decisions relating to certification.

TÜV AUSTRIA shall provide to each of its certification clients, formal certification documents describing the products to be certified, the Mark authorized for use and the scope of certification.

This program forms an integral part of the contractual agreement with the customer and is made available to him with each offer.

This certification program applies to TÜV AUSTRIA and all organizations that will carry out this activity under the operational control of TÜV AUSTRIA.

4.1 General Legal Conditions

For the issuing of a product certificate by the certification body, the completion of a legally enforceable agreement (certification contract) with the certification body of TÜV AUSTRIA is a requirement.

The order is granted by the signature of both parties on behalf of the customer - this is the product certificate applicant - and the certification body of TÜV AUSTRIA or a legal entity which is under organizational control of TÜV AUSTRIA[1].

The entire contract consists of the following documents, which form an integral part:

- ✓ Written assignment/certification contract.
- ✓ General Terms and Conditions of TÜV AUSTRIA
- ✓ Certification program
- ✓ Country Regulations / Requirements

The order is completely and exclusively regulated by this certification program. If provisions of individual documents are in contradiction to each other, the provisions of the first mentioned document apply.

The certification body of TÜV AUSTRIA concludes only contracts with customers under the conditions described in the documents mentioned above. These terms and conditions apply to contracts between the certification body of TÜV AUSTRIA and the customer regarding the certification of products as well as additional services and other additional obligations provided within the scope of the service provision. Once agreed upon conditions also apply to future contracting. The validity of purchasing and other terms and conditions of the customer is hereby explicitly excluded for the entire business relationship.

If a product to be certified is not distributed under the name of the customer, the customer shall document, in the form of a binding declaration, under which brand he wishes to place the product on the market.

The restriction of product certificates to certain contingents or lots is allowed. The issuing of product certificates under certain conditions is also possible in special cases.

If the certificate holder wishes to transfer his product certificate to a third party, he shall inform the certification body of TÜV AUSTRIA before the transfer, so that the possibility of the transfer can be checked. A transfer is only allowed with the written agreement of the certification body of TÜV AUSTRIA and under inclusion of the third party in the contractual documents.

In case of a transfer of the product certificate, the customer shall transfer all obligations from this contract to the purchaser of the certificate.

The customer has to pay the fee agreed upon at the time of nomination, which has been calculated according to the price list of the certification body of TÜV AUSTRIA. It is at the discretion of the certification body of TÜV AUSTRIA, to desire the payment before the completion of the service provision (certification).

[1] Please see EN ISO/IEC 17067 section 7.6.4

The product certificates issued by the certification body of TÜV AUSTRIA always remain property of the certification body of TÜV AUSTRIA and neither release the customer from the contractual warranty obligation due to defects nor from the legal product liability obligation.

The customer allows the certification body of TÜV AUSTRIA to publish specific data on the certified products for the purpose of informing consumers and other interested parties.

Furthermore, the customer allows the certification body of TÜV AUSTRIA to publish contents of an issued product certificate, except for details of the production facility, to pass it on to third parties upon request or to give access to everyone.

The certification body of TÜV AUSTRIA has the possibility to withdraw the product certificates at any time if the test basis and / or the certification requirements are changed or if the customer violates the criteria of this certification program for product certification. In that case, the customer shall hand over the product certificate without any delay to the certification body of the TÜV AUSTRIA.

The certification body of TÜV AUSTRIA can declare invalidation of the product certificates at any time with immediate effect.

The customer permits the certification body of TÜV AUSTRIA to publish the product certificates, which have been withdrawn and thus invalidated. This does not require an agreement of the former certificate holder.

The certification body of TÜV AUSTRIA will ensure that new or revised requirements by the certification program, which affect the customer, are brought to the attention of the customer. The certification body will examine the implementation of changes executed by the customer and take actions required by the program.

4.2 Exclusion of liability for damage on products

The certification body of TÜV AUSTRIA takes no liability for damages to products resulting from evaluations, tests and the like.

4.3 Subjected Products

All consumer products that follows the Saudi Organization for Standardization, Metrology and Quality, which are sold in the Saudi market, whether imported or manufactured locally.

All consumer products that follow the Ministry of Industry And Advanced Technology (MOIAT), which are sold in the UAE market, through import.

For more details please visit; وزارة الصناعة والتكنولوجيا المتقدمة (moiat.gov.ae)

4.4 Participation and Information obligation to the MOIAT and other interested parties

TÜV AUSTRIA commits to inform the MOIAT of the following:

- ✓ Any rejection, restriction, suspension or withdrawal of a certificate.
- ✓ Any circumstances affecting the scope of and conditions for notification.
- ✓ When requesting corrective measures from the manufacturer or importer responsible for the place on market.
- ✓ Any request for information which they have received from market surveillance authorities or the relevant authorities of Member States regarding conformity assessment activities.

- ✓ Conformity assessment activities performed within the scope of their notification and any other activity performed, including cross-border activities and subcontracting;
- ✓ Inform MINISTRY OF INDUSTRY AND ADVANCED TECHNOLOGY (MOIAT) of any subsequent changes to the notification requirements;

TÜV AUSTRIA shall provide the other bodies notified under this same scope of notification, and carrying out similar conformity assessment activities covering the same products with relevant information on issues relating to negative and, on request, positive conformity assessment results through, emails portals or any other means of Communications.

TÜV AUSTRIA is committed to participate in, or ensure that their assessment personnel are informed of, the relevant standardization activities and the activities of DBTASH coordination group established under the relevant legislation in its field of notification, and apply as general guidance the administrative decisions and documents produced as a result of the work of that group.

TÜV AUSTRIA committees to provide free of charge to the GSO technical services in the field of notification, including not more than ten files per year

5 Applicable Standards

Applicable standards differ from one program to another depending on the country regulations/specifications. The applicable standards for each program are indicated in the datasheets, published at our website.

As a basis for the assessment in line with the certification, only test reports from approved laboratories that have been accredited according to the rules of ISO/IEC 17025 or analogue ISO guides can be used. More details, see Annex I.

All information for Test Reports requirement are listed in the instructions of Annex I.

The certification body of TÜV AUSTRIA primarily carries out evaluations and certifications based on the test reports of the approved laboratories of the TÜV AUSTRIA.

The following types of certification programs are available which are regulated in accordance with Module B (ECAS) or Module H (EQM).

6 Required Information from the Customer as a Basis

TÜV AUSTRIA requests the following information and documents from MOIAT portal in accordance with the certification programs.

- ✓ Information on product-service-process to be certified,
- ✓ Standards and / or other normative documents that the client wants to certify,
- ✓ The general characteristics of the client, including the name, address / addresses of the physical location / locations, important aspects of the processes and operations (when the relevant certification program requires it) and any related legal obligations,
- ✓ Regarding the certification area where the application is made; general information about the customer, including his / her activities, human and technical resources, including laboratories and / or assessment facilities, and functions and connections, if any, in a larger legal entity,
- ✓ Information related to all outsourced processes that affect compliance with requirements and clients use;
- ✓ These processes can be revised by TÜV AUSTRIA based on the agreement in accordance with Certification Program.

- ✓ All other information in the context of the relevant Certification requirements, such as information for initial assessment and surveillance activities (eg. production locations of certificated products / products and personnel to be settled at these locations.

The documents required for each program, are indicated in the DATASHEETs published at our website.

The customer has to provide the following documents:

- ✓ Valid management system certificate ISO 9001: 2015 and/or ISO 14001 and/or ISO 16949, if it is a mandatory requirement upon on the MOIAT and/or GSO Technical Regulations[3]
- ✓ Valid test reports[4]
- ✓ Valid Type Certificates[6]
- ✓ MOIAT portal request number
- ✓ Supplier Declaration of Conformity (if requested)

7 Review of Application

TÜV AUSTRIA handles the information obtained from the application (which include all the information in the relevant Application Forms and sent by the client in written and/or in document) through the same Application Forms.

During application review, it is guaranteed that.

- ✓ Client and product information are adequate for the execution of certification process,
- ✓ All kinds of disagreements between TÜV AUSTRIA and client have been resolved, including the relevant standards or agreement regarding other normative documents,
- ✓ Required certification scope has been defined,
- ✓ Tools are available and appropriate for the execution of all conformity assessment activities,
- ✓ TÜV AUSTRIA has an adequate level of competence to perform conformity assessment activities.

In the review of the application, due to any major nonconformity or an invisible document that can be obtained as a result of the examination of the records and documents received from the customer, the application cannot be passed to the audit stage until the customer's deficiencies are met.

8 Planning and Preparation

[3] Click here: المتقدمة والتكنولوجيا الصناعة وزارة (moiat.gov.ae) for MOIAT approved technical regulations.

[4] Test reports must be only from an ISO/IEC 17025 accredited lab, and within the scope of accreditation. Labs that are used to test samples handled by TÜV AUSTRIA; must be included in the list of approved laboratories under DATA, else, the direct manager`s approval should be taken, and the list should be updated accordingly. Labs that are used to test samples chosen, and handled by the client; should be checked for their accreditation and validity. In case of the latter option; the lab does not have to be included in the list of approved laboratories. Tested product should be in accordance with the applicable standard and related to the shipment; either by the type of the tested product or brand, or model.

In-house test reports can be accepted in very special cases and only after taking the Technical Manager's approval. The below is advisable when the In-house test reports are to be accepted

- ✓ Manufacturer is ISO 9001 certified.

Test is witnesses by TUV AUSTRIA

[6] Type certificates such as CE, TS, GSO, IEC can be accepted; if the related standard is in conformity with the applicable standard. EC declarations, Oeko-Tex or Bluesign certificates covering the goods, can be accepted as well. CE certificates can be accepted in some cases, where there are no international standard to fully cover the shipped product. Validity of the type certificate must be checked along with the issuing party. İssuing parties should be accredited to issue such certificates (either have ISO/IEC 17065 or approved by the European Union. etc).

After the positive evaluation results of application review, GMAP activities are carried out in accordance with the Inspection Manual by the appointed inspector. The inspector assigned with Inspection Instruction Form are again to comply with the sampling rules over the same form.

9 Factory Audit

During the Factory Audit, the TÜV AUSTRIA Auditor will determine if the factory is capable of manufacturing certified product on a continuing basis within the parameters specified in the Certification Documentation and in accordance with relevant Technical Regulations.

The supplier shall submit an application to TÜV AUSTRIA it chooses, in order to assess the system of safety management of the concerned products. Such application shall include the following:

- ✓ Name and address of the supplier in addition to name and address of the manufacturer- when the application is submitted by the official representative.
- ✓ The manufacturer shall be officially authorized by competent authorities of the country of manufacturing.
- ✓ A written declaration that the same application shall not be submitted to any other approved body.
- ✓ All relevant information regarding the targeted products class.
- ✓ Documents of the product safety management system.
- ✓ Technical documents of the approved type and a copy of the Type Approval Certificate

All system elements and requirements must be documented -approved by the supplier- in a systematic and structured manner in the form of written policies, procedures and instructions Product safety management system documents should provide a consistent understanding of the plans, manuals and safety records, System documents must include -In particular- a sufficient description of the following:

- ✓ Quality goals, organizational Structure, duties and powers of management with regard to product safety.
- ✓ manufacturing techniques, procedures of the product quality and safety control, and the applicable processes and procedures.
- ✓ Carried out tests and inspections prior to and after manufacturing and frequency thereof.
- ✓ Records: reports of inspection, tests and calibration and documents of qualifications of concerned staff…etc.
- ✓ Measures of controlling achievement of desired safety with regard to product and effective operation of product safety system.

The product safety management system shall ensure that manufactured products are in conformity with the type defined in Type Approval Certificate and with specifications of the applicable technical regulations.

All system components and requirements, as approved by the supplier, shall be recorded in a methodical and organized manner, i.e., written policies, procedures and instructions. In addition, the documents of product safety management system shall give a consistent explanation of the programs, plans, guides and records of safety. System documents shall especially include a full explanation of the following:

The accredited Body, carrying out the approval of product safety management system, shall assess the system to determine whether it fulfils all above-mentioned requirements throughout the period of system approval.

A product shall be considered to be in conformity with specifications of technical regulations –with regard to product safety management system- if it is in conformity with standard specifications.

10 Conditions for the Conformity Assessment Process

As a basis for the assessment in line with the certification, only test reports from approved laboratories that have been accredited according to the rules of EN ISO / IEC 17025 or analogue ISO guides can be used.

The certification body of TÜV AUSTRIA primarily carries out evaluations and certifications based on the test reports of the approved laboratories of the TÜV AUSTRIA Group.

The following types of certification programs are available which are regulated in accordance with EN ISO / IEC 17067, whereby each type comprises the following program:

Product Certification System Elements		**Product Certification System Types**						
		1a	**1b**	**2**	**3**	**4**	**5**	**6**
I	Selection (Determination of mandatory documents to be the basis for certification)	**X**	**X**	**X**	**X**	**X**	**X**	**X**
II	Evaluation of services	**X**	**X**	**X**	**X**	**X**	**X**	**X**
III	Review (evaluation)	**X**	**X**	**X**	**X**	**X**	**X**	**X**
IV	Certification Decision (Giving, expanding, maintaining, suspending, withdrawing the certification.)	**X**	**X**	**X**	**X**	**X**	**X**	**X**
V	Licensing							
	a- Issue of conformity certificate	**X**	**X**	**X**	**X**	**X**	**X**	**X**
	b- Certification and granting the right of use of TÜV AUSTRIA TURK brand	**X**	**X**	**X**	**X**	**X**	**X**	**X**
	c- Certificate of conformity for the product group	**-**	**X**	**-**	**-**	**-**	**-**	**-**
	d- The certificate and the continuation of the right to use the TÜV AUSTRIA TURK brand are subject to surveillance.	**-**	**X**	**X**	**X**	**X**	**X**	**X**
VI	Surveillance							
	a- Testing or inspection of samples taken from the market	**-**	**-**	**X**	**-**	**X**	**-**	**-**
	b- Testing or inspection of samples taken from the factory	**-**	**-**	**-**	**X**	**X**	**X**	**-**
	c- Evaluation of production, delivery of service or operations	**-**	**-**	**-**	**X**	**X**	**X**	**X**
	d- Control of management system	**-**	**-**	**-**	**-**	**-**	**X**	**X**

11 Conformity Assessment Process

The conformity assessment scheme to be used is to be indicated upon nomination, according to the regulation/specification to be followed.

The approved Technical Regulation from MOIAT to be followed, will indicate the certification scheme to be applied here.

According to ISO/IEC 17067; there are 7 schemes, but in approved Technical Regulation from MOIAT (or issued over MOIAT) are covered by Type 1a, 3 and 5.

11.1 Scheme Type 1a

In this scheme, one or more samples of the product are subject to the determination activities. A certificate of conformity or other statement of conformity is issued for the product type, the characteristics of which are detailed in the certificate or a document referred to in the certificate.

Subsequent production items are not covered by the certification body’s attestation of conformity. For this reason, this type of certification is carried out for each shipment.

The sample are representative of subsequent production items which could be referred to by the manufacturer as being manufactured in accordance with the certified type.

TÜV AUSTRIA may grant to the manufacturer the right to use the type certificate or other statement of conformity as a basis for the manufacturer to declare that subsequent production items confirm to the specified requirements.

11.2 Scheme Type 3

The surveillance part of this scheme involves periodically taking samples of the product from the point of production and subjecting them to determination activities to check that items produced subsequent to the initial attestation fulfill the specified requirements. TÜV AUSTRIA performs factory audit using the approved factory auditors.

The surveillance includes a periodic assessment of the production process. This scheme does not provide any indication of the impact the distribution channel plays on conformity. When serious nonconformities are found, the opportunity may exist to resolve them before widespread market distribution occurs.

After all positive evaluation results, TÜV AUSTRIA performs Type 1a activities.

11.3 Scheme Type 5

The surveillance part of this scheme allows for the choice between periodically taking samples of the product either from the point of production, or from the market, or from both, and subjecting them to determination activities to check that items produced subsequent to the initial attestation fulfil the specified requirements.

The surveillance includes periodic assessment of the production process, or audit of the management system, or both. TÜV AUSTRIA performs factory audit.

The extent to which the four surveillance activities are conducted may be varied for a given situation, as defined in the scheme. If the surveillance includes audit of the management system, an initial audit of the management system will be needed.

12 Inspection Phase

Inspection must be done according to the Inspection Manuel. A report of findings must be issued at the same day and sent to the coordinator along with the photos, in order to be checked. Inspection Report is valid for 60 days; after that another inspection should be done and the extra expenses should be paid by the nominator.

12.1 Labeling Requirements

Labeling and marking of the shipped product is necessary to be checked with the labeling and marking requirements of the related standard followed. TÜV AUSTRIA will handle the client the labeling and marking requirements prior to conformity assessment.

12.2 Sampling

Samples can be picked up randomly by the inspector at the site or chosen by the coordinator based on a list provided listing the manufactured products or models of this client. Samples are to be sent to TÜV AUSTRIA for checking and full testing.

Client is to be notified that the testing will be in an accredited lab, according to the relevant standard. If the client wishes to test the product in a different lab or handle the testing by himself; the coordinator should choose the sample to be tested and inform the client that the laboratory must be an ISO 17025 lab.

Items selected or sent spontaneously by the client are not acceptable; unless TÜV AUSTRIA saw that there will be no critical deference in selecting a certain sample.

1 extra sample (identical to the tested sample) must be kept in the sampling room for three (3) months, after which they are either returned to the exporter, at his request, or destroyed, or distributed.

13 Decision of Certification and Issuing of the Certificate

13.1 Granting of a Certification

The certification body of TÜV AUSTRIA or any legal entity which under operational control of TÜV AUSTRIA issues certificates of conformity based on a positive assessment and evaluation results.

In case of a negative evaluation, the customer does not receive a certificate, but a nonconformity certificate. In the event of a negative evaluation result, the customer has the possibility to improve his product or resolve nonconformities within 8 weeks. The customer is not entitled to a positive decision.

13.2 Maintaining a Certification

The validity of the certificates associated with this certification program will have a validity indicated on the certificate, otherwise it is once per shipment activities. If the certificate issued depends on the inspection date; the validity of this certificate should be no longer than 2 months.

In some cases where the country / custom regulations are applied; TÜV AUSTRIA will notify the client once at the beginning of the contract about the validity of the certificate.

13.3 Limiting, Suspending, Expiring and Withdrawal of Certificates

13.3.1 Expiring of Certificates

Certificates expire, if

a) the period of validity specified in the product certificate has expired and there has been no extension.
b) the product certificate holder resigns from the product certification contract and informs the certification body of TÜV AUSTRIA within the notice periods in writing,
c) the product certificate holder goes bankrupt or an application of insolvency is rejected due to a lack of assets,

13.3.2 Restriction, Suspension, Withdrawal of Certificates

The product certificates can be restricted, suspended or invalidated and withdrawn by the certification body of TÜV AUSTRIA with immediate effect, if:

a) the certified product is no longer in conformance with to the approved sample,
b) products endanger the end users or third parties,
c) at the time of the audit, facts were not (properly) seen and assessed or were not identifiable at that time, which would be in the way of a positive certification - this includes, for example, incorrect categorization of products into certain risk classes or classification according to purposes of use, including also a mistake or a lack of certification by the certification body of TÜV AUSTRIA,

d) in the event of recurring surveillances, market controls or any other subsequent product or system defect that is not remedied by the product certificate holder within a reasonable period,
e) the product certificate holder does not carry out the periodic monitoring activities by the certification body of TÜV AUSTRIA or impedes or restricts the proper implementation,
f) product certificates or product certificate copies have been altered and thus falsified,
g) existing authorizations for the use of the certificate are also applied to non-certified products and thus a certificate abuse takes place, which substantially affects the basis for a trusting cooperation,
h) misleading or otherwise inadmissible advertisement with product certificates is done,
i) fees for product certification and / or product testing are not paid by the product certificate holder within the specified period. If the charges relate to several product certificates, the certification body of TÜV AUSTRIA decides which product or product certificate the measure should cover.
j) despite information from the TÜV AUSTRIA regarding changes of the technical state of the certified product, the customer does not meet the requirements of the certification body.

13.4 Procedure for the Withdrawal of the Product Certification

The certification body of TÜV AUSTRIA gives the customer the opportunity to state its position prior to the declaration of limitation, suspension or withdrawal of a certificate, unless such a hearing is not suitable due to the urgency of the measures which need to be taken.

The right of the product certificate holder to continue the hold the product certificate of the certification body of TÜV AUSTRIA automatically expires for those products listed in the product certificate which are affected by the restriction or suspension or which expire based on the termination by a specific date or became invalid, short-term.

The certification body of TÜV AUSTRIA is authorized to publish restrictions, suspensions, invalidations and withdrawals as well as deletion of product certificates of the customer.

The certification body of TÜV AUSTRIA may report, particularly in cases of violations, name and address of the customer, the type of the violation or the reason for the invalidity declaration, possibly information on the product, etc., to the competent authority and the accreditation authorities, to other "authorities", to importers and to other interested parties.

For disadvantages, which occur for the customer in connection with non-grant, restriction or suspension as well as the expiry or withdrawal of a product certificate, the certification body of TÜV AUSTRIA cannot be held responsible.

14 Surveillance Activities

The certification body of TÜV AUSTRIA performs regular checks to ensure and maintain a consistent product quality. This surveillance is carried out if necessary, according to the country regulations / specifications.

The certification body of TÜV AUSTRIA can shorten the surveillance intervals if abnormalities are recognized within the surveillance activities, based on product-specific information by third parties or under any other circumstances.

The certification body of TÜV AUSTRIA may, in special cases, establish a product inspection before the first dispatch of the goods.

The certification body of TÜV AUSTRIA is authorized to inspect the products, production facilities and warehouses indicated in the product certificate (for foreign product certificate holders, the importer’s

warehouses or the Austrian authorized person and branch offices) at any time and without prior notification.

The certification body of TÜV AUSTRIA is authorized to take products for which a product certificate has been issued free of charge to carry out inspection tests as well as inspections in production facilities and warehouses.

The certification body of TÜV AUSTRIA may commission other independent and suitable bodies to carry out the surveillance activities on their behalf. Upon request, the same observations mechanisms shall be granted to those bodies. In case of the placement of an order by the TÜV AUSTRIA, the customer will be informed.

In the event of gross violations or blatant non-compliance during the surveillance activities, point 13.4 of this document applies.

The certification body of TÜV AUSTRIA will charge the product certificate holder for carrying out the surveillance according to the contractual agreement or their respective valid price list, unless a flat rate has been agreed on. Additional expenses which have not been stated in the contractual documents will always be invoiced in accordance with the current valid price list of TÜV AUSTRIA.

15 Handling of Nonconformities (Defects)

After every assessment or evaluation within the framework of the certification activity or after the surveillance activities (acc. to chapter 14), a so-called "List of deviation" is made available to the customer when nonconformities are identified. On the basis of this, the certification decision is made.

15.1 Handling of Nonconformities

The customer shall take appropriate measures to remedy nonconformities. The evidence of implementation must be provided in a suitable form within a period of validity dates of Inspection Report.

In general, defects have to be removed immediately, as quickly as possible and sustainable by the customer.

The plan of measures as well as proof of the successful removal of the defects must be submitted to the certification body of TÜV AUSTRIA.

The certification body of TÜV AUSTRIA has the right to check the removal of the defect at any time at the expense of the product certificate holder.

16 Obligation, Rights & Liabilities

16.1 Obligations of the Customer (Exporter)

During the period of validity of the certificate the customer is, in addition to the compliance with all requirements of this certification program, obliged to:

a) Fulfillment of specified requirements and conditions such as product requirements, including any changes, which must be fulfilled as a condition for establishing or maintaining the certification.
b) Defining a new type description in case of a change to a certified product for the modified product, if it is also to be certified.
c) Duplication of documents, certificates and any annexes in their entirety if the customer provides the certification documents to others. The duplication must be done as follows:

d) unique identification as a copy,
e) the duplicated documents shall be marked with the note that they are excluded from the revision service.
f) The customer is obliged to make records of all manner of disclosure, including details of the purpose for which and to whom the certificate and any annexes have been handed over.
g) Permit that the certification body of TÜV AUSTRIA is allowed to pass on information, documents and the like, which relate to the contract with the customer and the subject of the contract at the request of the approval and accreditation bodies of the certification body of TÜV AUSTRIA.
h) Notification of and for written approval by the certification body of TÜV AUSTRIA regarding organization and management, regarding the certified product, system and personnel and any intended product changes, either through further development or through the replacement of components in time and before the products are put into production or placed on the market. The continuance of the product certificate depends on the result of a possible additional check.
i) Notification of the certification body of TÜV AUSTRIA of any change in the submitted production process, of the organization, the management or the quality management system concerning the product.
j) Timely notification of the certification body of TÜV AUSTRIA in case of an intended relocation of the production facilities or in case of an intended transfer of the company to another company or another company owner in time.
k) Authorizing the certification body of TÜV AUSTRIA to disclose information that has become public due to legal or regulatory reporting requirements in relation to the product certification body.
l) Enabling periodically recurring inspections of product manufacturing by the certification body of TÜV AUSTRIA.
m) Verifiable observance of the instructions from the periodic manufacturing controls and the surveillance activities of the certification body of TÜV AUSTRIA.
n) Compliance with a contractual agreement with the actual manufacturer by the customer, which must be observed in manufacturing the product and which includes the tolerance of required control measures, if the customer as product certificate holder is not the manufacturer of the product.
o) Independent observance of the obligation to report to the authorities as a manufacturer or distributor either by themselves or through an authorized representative, despite of a product certification by the certification body of TÜV AUSTRIA.
p) Possibility of participation of observers. This applies to employees of TÜV AUSTRIA and the authority during observation activities. Each of these observers is bound to secrecy.
q) Enabling witness audits (definition see chapter **Error! Reference source not found.**) of the v arious approval and accreditation bodies of the certification body of TÜV AUSTRIA as well as higher-level QM departments of the TÜV AUSTRIA Group in its operating facilities and its subcontractors as well as the corresponding obligation of its subcontractors.
r) Ongoing monitoring of the certified products to ensure that the products comply with the certified samples and meet all product requirements.
s) At any time granting and enabling to carry out evaluations, appraisals and surveillances (if necessary) by the TÜV AUSTRIA. This includes, but is not limited to, consideration of documentation and records, access to equipment, location(s) and production area(s), personnel and subcontractors of the customer.
t) Execution of the production with high care concerning the excellence and quality including the verification that the certified product continues to meet the product requirements.
u) Recording, investigation and treatment as well as archiving and compilation of all complaints and claims concerning the certified product, which are known by the market or third parties, as well as submission of these complaints to the certification body of TÜV AUSTRIA and to inform the certification body of TÜV AUSTRIA at its request. This requirement of recording extends to the entire validity period of the product certificate. After expiry of the product certificate, the records must be kept for ten years. Appropriate measures must be taken and documented.

v) Immediate remedying of safety defects on certified products which subsequently become apparent. In any case, the customer shall stop placing these products on the market and immediately inform the certification body of TÜV AUSTRIA.
w) Use of product certification to the extent that the certification body is not discredited or to make any statements about its product certification that the certification body may consider to be misleading or unjustified.
x) Carry out all required measures, which are brought to the attention by TÜV AUSTRIA in case of suspension, withdrawal or termination of the certification as well as to stop the usage of any advertising materials which contain any reference to the certification. Furthermore, all specifications of this certification program shall be considered (e.g. the return of certification documents, logos).

16.2 Obligations of the Certification Body

TÜV AUSTRIA have below rights in case if needed

- ✔ Obligation to provide information when third parties are included in the activities,
- ✔ Responsibility for the publication of the “certified product list”,
- ✔ Storage obligation of records
- ✔ Reporting obligations acc. applicable rules and laws, to the necessary bodies/authorities, must be observed and listed.
- ✔ If required, disclosure of information from the customer to the necessary authorities
- ✔ Impartiality during the service provision
- ✔ Confidential handling of the information obtained within the framework of the legal and normative provisions

17 Relevant Additional Information

17.1 Complaints and Objections

Within the product certification process the customer has the opportunity to lodge a complaint or an objection, with regard to decisions made by the certification body to the certification body of TÜV AUSTRIA.

The proposed procedure can be found on the TÜV AUSTRIA website (www.tuv.at).

In case of denying a complaint or an objection the certification body of TÜV AUSTRIA has to give a meaningful reason for their decision to the customer.

If the reason given by the certification body of TÜV AUSTRIA is not accepted by the customer and no agreement or mutual solution of the matter can be established with the management of the certification body of TÜV AUSTRIA, then the customer is entitled to the legal process.

17.2 Copyright

All copyrights to the test and monitoring reports, certificates, expert opinions, calculations and other results documented, provided by the certification body of TÜV AUSTRIA, remain by the certification body of TÜV AUSTRIA. The transfer, application and / or publication of the service beyond the contractually purpose requires the prior written agreement of the certification body of TÜV AUSTRIA. In the case of the transfer, application and / or publication of the service, the customer is responsible for compliance with the legal regulations.

The customer shall indemnify the certification body of TÜV AUSTRIA to the extent that any third-party claims are infringed.

17.3 Non-Disclosure / Confidentiality /Data Protection

The TÜV AUSTRIA has committed its employees and other fulfillment agents to confidentiality about all facts which have been brought to their notice during the service.

This commitment extends in case of involvement of third parties for these.

The customer allows the certification body of TÜV AUSTRIA to make copies from written documents, drawings, plans, etc. for the files, which are left to the certification body of TÜV AUSTRIA for reference.

When handling personal data, TÜV AUSTRIA will comply with the provisions of the Data Protection Act, the GDPR and the Telecommunications Act and will take the technical and organizational measures required for data protection in the area of its responsibility.

TÜV AUSTRIA commits in particular to ensure that its employees comply with the provisions of § 6 of the Data Protection Act.

The privacy statement acc. to Art. 13 and 14 GDPR can be found on the website (https://www.tuv.at/en/privacy-policy/).
With regard to further non-disclosure/confidentiality/data protection regulations, TÜV AUSTRIA refers to the applicable provisions of the general terms and conditions (https://www.tuv.at/en/contact/terms-and-conditions-conditions-of-purchase/).

18 Fees & Commissions

18.1 Quotations

Fees are to be quoted at the time of nomination, and proposed to the Client in the form of a contract in order to signed from both parties; client and TÜV AUSTRIA

Quotations should be defined depending on the scope of work, including charges such as, testing, inspection, certification, sampling, loading, audit, re-issuance, licensing, registration …. Etc.

TÜV AUSTRIA Office is free to waive this fee depending on the local market; if the overall profitability of the business is assured and if there are no fixed fees according to the related country program.

18.2 Invoicing and Payment Methods

Invoices can be paid in advance or after the service is done, depending on the client`s history with the company.

Advanced payments from new clients or clients with high orders are strongly recommended.

19 Applicable Documents

The customer has to check the applicable standard; there is a list below to verify the certain standards

- ✓ Obtain the HS Code of the product and check it through MOIAT
- ✓ وزارة الصناعة والتكنولوجيا المتقدمة (moiat.gov.ae)
- ✓ MOIAT search results will clear out the product category and the technical Regulation to be followed
- ✓ Open the related Technical Regulation from the below link and check its requirements وزارة الصناعة والتكنولوجيا المتقدمة (moiat.gov.ae)

- ✓ At the bottom of the technical Regulation, you will find a table with the applicable standards to be used according to the product category.
- ✓ If the technical regulation does not specify any standard related to the customer product; the below standards are to be used in priority order as below:
  - MOIAT
  - GCC (Gulf Cooperation Council)
  - International Standards (ISO-, -IEC…)
  - National Standards (NF-, BS-, DIN-, GB…)

The customer can choose the suitable standard in the last case according to the availability of the testing lab or supporting documents (type certificates).

- ✓ If MOIAT search results didn't give any related Technical regulation and gave the option "Supplier Conformity Declaration"; in this case only the Supplier Declaration of Conformity is required without any further testing activities

20 Revision History

#	Revision Date	Revision Explanation	Prepared by	Control	Approved by	Reviewing
00	18.07.2024	Initial Publication	SYI	AGD	YUN	-

Annex I

Instruction of Chemicals				
1	**Regulations**	UAE regulation of requirements and conditions for registering biodegradable plastic products	Module	Module H
		UAE system for the control of detergents		Module B or H
		The UAE System for the Control of Cosmetics and Personal Care		Module B or H
		UAE system for the control of perfumes		Module B or H
		The UAE System for the Control of Baby Care Supplies		Module B or H
		The UAE System for the Control of Textile Products		Module B or H
		UAE system for the control of drinking water		Module H
		The UAE system for the control of juice and beverage products		Module H
		UAE system for the control of milk and dairy products		Module H
		Energy Drink Products Requirements List		Module B only
		The UAE system for the control of honey bee		Module B or H
		molasses tobacco		Module B
		Tobacco warning label		Module B
		Tobacco dizziness		Module B
		Dizziness tobacco warning card		Module B
		cigarette tobacco		Module B
		Cigarette tobacco warning label		Module B
		Cigar tobacco warning label		Module B
		Mixed pipe tobacco		Module B
		Mixed tobacco for pipe warning label		Module B
		UAE System for the Control of Food Contact Equipment		Module B or H
	Products	• OXO-Biodegradable Plastic Products • Detergents • Cosmetics and personal care • Perfumes & fragrances • Baby care products • Textiles • Bottled drinking water • Juices and beverages • Milk and dairy products • Energy drink • Honey		

Instruction of Chemicals			
		• Evaluation of Moassel Product • Evaluation of Moassel label • Evaluation of Dokha Product • Evaluation of Dokha label • Evaluation of Cigarettes Product • Evaluation of Cigarettes label • Evaluation of Cigar label • Evaluation of Tobacco Pipe Product • Evaluation of Tobacco Pipe label • Food contact material	
	Application Standards	UAE, GSO Standards and Regulations.	
2	**Documents Requirment**	Module B (ECAS)	Module H (EQM)
		• Comercial Registration Certificate. • Request for Certificate (RFC) / Certification Agreement. • Valid Test Report. • Declarition of Conformity. • Quotation and Payment notification. • Pictures of Product. • Labeling of Product. • Additional requirement according to MINISTRY OF INDUSTRY AND ADVANCED TECHNOLOGY (MOIAT) Regulations	• Comercial Registration Certificate. • Request for Certificate (RFC) / Certification Agreement. • Valid Test Report. • Declarition of Conformity. • Quotation and Payment notification. • Pictures of Product. • Labeling of Product. • Audit Report • Additional requirement according to MINISTRY OF INDUSTRY AND ADVANCED TECHNOLOGY (MOIAT) Regulations
3	**Kind of Test Report**	Accept test report from accredited laboratories ISO/IEC 17025.	
4	**Periode of issue Certificate**	There are two situation as following: 1. İf there are no any Non Conformity points, the period time of issue the Certificate will take 3 to 5 working days. 2. İf there are non-conformity points: • The client have 5 to 10 working days to close NCs. • The certification will be issue after 3 working days from close NCs.	
5	**Certification Validity**	One Year.	
6	**Fees**		
7	The Refrences	https://moiat.gov.ae/en/about-us/laws-and-legislation?page=1	

Instruction of Electrical and Electronic				
1	Regulations	e-nicotine products	Module	Module B
		Warning label for electronic nicotine products		Module B
		commercial air conditioners		Module B or H
		home air conditioners		Module B or H
		UAE system for the control of solar energy products		Module B or H
		UAE system for the control of information and communication cables		Module B or H
		UAE system for the control of laser products		Module B or H
		electric water heaters		Module B or H
		Electric Self Balancing Boards - Scooters		Module B
		UAE System for the Control of Low Voltage Electrical Wires and Cables		Module B or H
		UAE system for lighting products and their control		Module B or H
		Refrigerators, Chillers and Freezers		Module B or H
		Washing machines and clothes dryers		Module B or H
		Low Voltage Electrical Appliances List		Module B or H
		The UAE System for the Control of Hazardous Substances Restricted in Electrical and Electronic Equipment		Module B
	Products	• Electronic nicotine products • Electronic nicotine product Evaluation • Electronic nicotine label Evaluation • Electronic nicotine Device • Commercial AC • Room Air- conditioners • Solar Systems • Data and communication cables • Laser products • Water Heater • Electric self-balancing scooter • Cables & electric wires • Lighting products • Refrigerators, Chillers and Freezers • Clothes Washing Machines and Clothes Dryers • Low Voltage Electrical Products • ROHS		
	Application Standards	UAE, IEC Standards and Regulations.		
2	Documents Requirment	Module B	Module H	
		• Comercial Registration Certificate. • Request for Certificate (RFC) / Certification Agreement. • Valid Test Report.	• Comercial Registration Certificate. • Request for Certificate (RFC) / Certification Agreement. • Valid Test Report.	

Instruction of Electrical and Electronic			
		• Declarition of Conformity. • Quotation and Payment notification. • Pictures of Product. • Labeling of Product. • Additional requirement according to MINISTRY OF INDUSTRY AND ADVANCED TECHNOLOGY (MOIAT) Regulations	• Declarition of Conformity. • Quotation and Payment notification. • Pictures of Product. • Labeling of Product. • Audit Report • Additional requirement according to MINISTRY OF INDUSTRY AND ADVANCED TECHNOLOGY (MOIAT) Regulations
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5	Certification Validity	One Year.	
6	Fees		
7	The Refrences	https://moiat.gov.ae/en/about-us/laws-and-legislation?page=1	