



**DUBAI MUNICIPALITY CERTIFICATION SCHEME FOR GOOD JEWELLERY TRADING  
PRACTICE (GJTP) BAREEQ**

**Dubai Central Laboratory- Inspection And Certification Section**

Doc. Ref :RD-DP23-3001 (IC)  
Issue Date :28/09/2009

Rev. No.: 2  
Page 1 of 5

Issue Date	Rev. No.	Summary Of Amendments
	0	First draft for comments
	0	Final draft for approval
	1	Issue for use
	2	Document reference number and format is changed according to the new IMS.

Prepared by

Authorized by

*Note: Printed copy of this document shall be treated as 'Uncontrolled'. Always refer the controlled version 'Online'*

**DUBAI MUNICIPALITY CERTIFICATION SCHEME FOR GOOD JEWELLERY TRADING  
PRACTICE (GJTP) BAREEQ**

**Dubai Central Laboratory- Inspection And Certification Section**

Doc. Ref :RD-DP23-3001 (IC)  
Issue Date :28/09/2009

Rev. No.: 2  
Page 2 of 5

**1. INTRODUCTIONS AND DESCRIPTION OF THE SCHEME**

Dubai Municipality, in its effort to promote Dubai's reputation as a renowned place where one can be assured of the quality of purchased jewellery items, has established a certification scheme called "Good Jewellery Trading Practice (GJTP)-BAREEQ" for jewellery shops that meet the specified criteria. These criteria to be specified under the GJTP scheme will assure the customers of the quality of the goods and services being offered by the certified shop. Shops that have obtained certification can display the GJTP logo in their premises or advertise that they are certified under the scheme. The GJTP will serve mainly as a marketing tool for the certified shops.

**2. SCOPE**

This certification scheme shall apply to licensed jewellery shops operating in the Emirate of Dubai.

**3. PRODUCT IDENTIFICATION AND APPLICABLE STANDARD/NORMATIVE REFERENCE**

3.1 Product name: Good Jewellery Trading Practice

3.2 References:

- 3.2.1 IMS-DP-23 GJTP (BAREEQ) CERTIFICATION
- 3.2.2 ISO 9001:2008 Quality Management System – Requirements
- 3.2.3 ISO 19011:2002 Guidelines for Quality and Environmental Management System Auditing

**4. DEFINITION OF TERMS**

The definitions given in IMS-DP-23 and in addition, the following shall apply:

- 4.1 GJTP – Good Jewellery Trading Practice
- 4.2 DM\_DCLD – Dubai Municipality – Dubai Central Laboratory Department
- 4.3 Certification Body – DM-DCLD Inspection and Certification Section
- 4.4 Federal law –Federal Law No.(9) of 1993 on control of trading in and hallmarking of precious metals and gemstones.

**5. APPLICATION AND CERTIFICATION PROCEDURE**

- 5.1 The Certification will be applicable to a specific location or branch only. Applicants with several locations or branches must submit separate application for each branch. Each application will be treated independently.
- 5.2 Jewellery shops that wish to apply for certification shall submit an application to the Certification Body using the appropriate application form. The application form shall be submitted together with all relevant information as required in the form and the certification fee as per the fee schedule.
- 5.3 Certification Body assessors shall review the application for adequacy. If the application is found

Prepared by

Authorized by

*Note: Printed copy of this document shall be treated as 'Uncontrolled'. Always refer the controlled version 'Online'*



**DUBAI MUNICIPALITY CERTIFICATION SCHEME FOR GOOD JEWELLERY TRADING  
PRACTICE (GJTP) BAREEQ**

**Dubai Central Laboratory- Inspection And Certification Section**

**Doc. Ref :RD-DP23-3001 (IC)**

**Rev. No.: 2**

**Issue Date :28/09/2009**

**Page 3 of 5**

adequate, the designated assessors shall prepare for, and carry out the assessment to verify the compliance to the specified criteria. The shop will be given the opportunity to rectify any non-compliance found during the assessment.

- 5.4 If the assessors are satisfied that the shop has met all the requirements, the shop will be recommended for awarding the "Certificate of Approval"
- 5.5 The Director of DCLD shall give the final decision for awarding the approval.
- 5.6 After obtaining the "Certificate of Approval", the shop shall be subjected to regular surveillance visits by authorized assessors/inspectors from the Certification Body.

**6. CERTIFICATION CRITERIA**

The following are the criteria for the scheme:

**6.1 Management and premises**

- 6.1.1 The shop shall comply with all existing applicable local and federal regulations.
- 6.1.2 The Owner/Manager of the applicant jewellery shop shall submit a written commitment to full compliance with the GJTP certification system requirements.
- 6.1.3 The shop shall employ personnel who have basic knowledge of the items being offered for sale, as well as basic and clear knowledge of the DM regulations and the requirements of the Federal Law.
- 6.1.4 The shop shall have appropriate environment and lighting as specified by DM-DCLD.
- 6.1.5 Items on display shall have tags bearing the relevant information.
- 6.1.6 The shop should have adequate security arrangements such as surveillance cameras, alarm systems and/or hot line with police.
- 6.1.7 The shop should have adequate insurance .

**6.2 Records and document control**

- 6.2.1 The shop shall have a system for maintaining records such as sales receipts, invoice, deliveries, etc. Records shall be traceable and easily to retrievable. A description of the system shall be submitted together with the application.
- 6.2.2 Sales invoices shall contain all the relevant information and correct description of the item being sold.

**6.3 Product quality assurance**

- 6.3.1 Precious metals items shall have appropriate fineness mark acceptable to DM-DCLD
- 6.3.2 Balances used for weighing shall have adequate calibration. It shall be supported by a calibration certificate and records of verification checks by the user.

**Prepared by**

**Authorized by**

**Note: Printed copy of this document shall be treated as 'Uncontrolled'. Always refer the controlled version 'Online**



**DUBAI MUNICIPALITY CERTIFICATION SCHEME FOR GOOD JEWELLERY TRADING  
PRACTICE (GJTP) BAREEQ**

**Dubai Central Laboratory- Inspection And Certification Section**

**Doc. Ref :RD-DP23-3001 (IC)**

**Rev. No.: 2**

**Issue Date :28/09/2009**

**Page 4 of 5**

6.3.3 The shop should evaluate and maintain records of approved suppliers and should have a system for evaluating purchased items to ensure that they are as per purchase specifications.

6.3.4 The shop shall have access to a testing facility and/or gemologist who can help ensure that the products being sold are of the correct specifications.

**6.4 Customer complaints and product warranty arrangements**

6.4.1 The shop shall have a system for attending to and resolving customer complaints. The system shall be fully documented and submitted to DM as part of the certification requirements.

6.4.2 The shop shall have product warranty arrangements that will be documented and submitted to DM as part of the certification requirements. The warranty arrangements shall include refunds and buy back schemes for damaged or defective items.

6.4.3 The shop shall agree to the arbitration by Dubai Municipality in case of disputes with the customer related to products covered by the warranty.

**7. TERMS AND CONDITIONS**

**7.1 Obligations of the Shop**

7.1.1 The Certified Shop shall at all times provide the Certification Body with the necessary accommodation and cooperation to enable them to monitor compliance with the requirements of the scheme. This will include granting of access to authorized representatives of the Certification Body and allowing them to examine records and documents relevant to the implementation of the scheme.

7.1.2 The Certified Shop shall at all times comply with the requirements of the scheme and its relevant criteria.

7.1.3 The Certified Shop shall not use the Certificate of Approval and the GJTP Logo in such manner as to bring DM into disrepute, and shall not make any statement relevant to its certification which the Certification Body may consider as misleading.

7.1.4 The Certified Shop shall, upon suspension, cancellation or withdrawal of its certification, discontinue to use the Certificate and the Logo and all promotional materials that contain reference thereto.

7.1.5 The Certified Shop shall endeavor to ensure that valid complaints from clients are promptly investigated and resolved in accordance with the shop's procedures for handling complaints.

7.1.6 The Certified Shop shall inform the Certification Body of any changes in any aspect of the shop's operation that affects its compliance with the requirements of the scheme. This may include changes in ownership, management, policies and procedures, premises, personnel, etc.

7.1.7 The Certified Shop shall pay the applicable certification fees.

7.1.8 The Certified shop shall indemnify and hold DM-DCLD harmless from all claims, suits, damages, demands, monies, attorney's fees and similar subject matter including but not limited to product liability matters.

**7.2 Arbitration by DM**

**Prepared by**

**Authorized by**

**Note: Printed copy of this document shall be treated as 'Uncontrolled'. Always refer the controlled version 'Online**



**DUBAI MUNICIPALITY CERTIFICATION SCHEME FOR GOOD JEWELLERY TRADING  
PRACTICE (GJTP) BAREEQ**

**Dubai Central Laboratory- Inspection And Certification Section**

**Doc. Ref :RD-DP23-3001 (IC)**  
**Issue Date :28/09/2009**

**Rev. No.: 2**  
**Page 5 of 5**

7.2.1 In case of unresolved disputes between Certified Shop and its customers related to the products sold by the shop, DM shall mediate and help to find a solution to the problem. Request for mediation may be initiated by the customer or by the shop.

7.2.2 The Certified Shop shall sign an undertaking in which it agrees to any decision taken by DM regarding disputes with the customers.

**7.3 Withdrawal, Suspension, and Cancellation**

7.3.1 A Certified Shop may voluntarily withdraw from the certification scheme for any reason, by giving 30 days notice to the Certification Body.

7.3.2 The Certification Body may suspend or cancel the certification under the following conditions:

- a. Failure to comply with the requirements of the scheme as per the results of surveillance visits carried out by Certification Body assessors/inspectors. Initial action will be suspension of certification to be followed by cancellation if the shop fails to rectify the non-compliance.
- b. Failure to pay the required certification fees.
- c. Closure of the shop or changes in the operation that makes it impossible for the shop to continue it's compliance with the requirements of the scheme.

7.3.3 Any shop whose certificate has been cancelled may re-apply for certification. The application will be considered as a new application.

**7.4 Validity of the Certification**

7.4.1 The Certificate shall be valid for a period of one (1) year subject to renewal upon continuing compliance with the requirements of the certification scheme and payment of the appropriate renewal fees.

7.4.2 The Certificate is the property of the DM Certification Body. Expired or cancelled Certificates shall be returned to DM Certification Body.

**8. SURVEILLANCE**

8.1 The Certification Body shall carry out regular surveillance of certified shops. Authorized DM Inspectors shall carry out the surveillance.

8.2 The findings during surveillance visits shall be the basis for renewal, suspension, or cancellation of certification.

**9. DISCLAIMER**

The DM –DCLD shall not be held liable for any action (legal or otherwise) raised by any party on matters resulting from implementation of this scheme.

**Prepared by**

**Authorized by**

**Note: Printed copy of this document shall be treated as 'Uncontrolled'. Always refer the controlled version 'Online'**