



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

Dubai Central Laboratory- Inspection And Certification Section

Doc. Ref :RD-DP23-3002 (IC)
Issue Date :10/10/2009

Rev. No.: 2
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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.

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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 RD-DP23-3001 (IC) DM Certification Scheme for GJTP (BAREEQ)
- 3.2.3 ISO 9001:2008 Quality Management System – Requirements
- 3.2.4 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

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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.

Guidance: The shop shall have a valid trade license from the Dubai Department of Economic Development and must comply with existing applicable laws and regulations including Federal Law No. 9/1993 on "Hallmarking of Precious Metals and Gemstones", Dubai Municipality Circular on the use of Tags on Precious Stones, and Federal Law No. 4/1979 on Suppression of Fraud and Deceit in Commercial Transactions.

- 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.

Guidance: The signature of the owner or the General Manager of the shop on the Application Form will be sufficient to satisfy this requirement.

- 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.

Guidance: The shop should show evidence that they have a training program for the staff supported by training records. The assessors from DM will test the knowledge of at least one of the staff by interview, asking relevant questions related to Federal Law No. 9/1993, the Circular on the use of Tags on Precious Stones, if applicable, and questions related to the items being sold.

- 6.1.4 The shop shall have appropriate environment and lighting as specified by DM-DCLD.

Guidance: The shop should have enough elbow space for its customers and should have adequate air-conditioning system. The lighting inside the shop should not create false color on the precious metals or gemstones being sold. A daylight source light is required for examining gemstones under natural lighting condition.

- 6.1.5 Items on display shall have tags bearing the relevant information.

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Guidance: For gold items, if it is not possible to put the price tag on each item individually, the shop shall display the current price of gold per gram. If possible items of different types should be segregated and clearly identified. Gemstones shall be accompanied by an identification tag bearing the relevant information as per the requirements of DM-DCLD.

- 6.1.6 The shop should have adequate security arrangements such as surveillance cameras, alarm systems and/or hot line with police.

Guidance: There should be standard security arrangements as per applicable police regulations. Emergency telephone numbers should be posted in prominent locations.

- 6.1.7 The shop should have adequate insurance

Guidance: There should be insurance policy with appropriate amount of coverage for every branches.

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.

Guidance: The shop should have a written description of how records are maintained for the following: personnel records, product inventory, sales records, invoices, complaints, calibration/verification records, incoming goods inspection records, approved suppliers, etc. Records should be maintained for a minimum of two (2) years. DM assessors will assess the traceability and retrievability of the mentioned records.

- 6.2.2 Sales invoices shall contain all the relevant information and correct description of the item being sold.

Guidance: The Sales Invoice should contain relevant information for each item such as: name of customer, description of the item, fineness (for precious metals), type of gemstone, weight, unit price, total price, etc.

6.3 Product quality assurance

- 6.3.1 Precious metals items shall have appropriate fineness mark acceptable to DM-DCLD

Guidance: The precious metal items shall have fineness mark acceptable to DM-DCLD. The item should also bear the hallmark of the manufacturer or supplier who is responsible for stamping the fineness mark on the item.

- 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.

Guidance: Balances used by the shop should be calibrated at least once per year by an independent DM-recognized calibration laboratory. In addition, the shop should carry out verification check regular intervals.

- 6.3.3 The shop should regularly 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.

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Guidance: The shop should maintain records of approved suppliers. There should be a system for inspection of incoming purchased items and records should be maintained for these inspections (refer to 6.2.1).

- 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.

Guidance: The testing facility may be in-house or through an independent testing laboratory or gemologist. It may also be through DM gems and precious metals laboratory.

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.

Guidance: The shop should have a procedure for attending to customer complaints. (This procedure shall be submitted at the time of submitting the application) The procedure should include: investigation of the root cause, remedial and corrective actions, and follow-up. Preventive actions and opportunities for continuous improvement should also be included if applicable. DM assessors will look at the evidence of implementation of the procedure, if available.

- 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.

Guidance: The shop should have a documented procedure for its product warranty system. A Notice of the Product Warranty System in Arabic and English should be posted in prominent location in the shop for the customer to see.

- 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.

Guidance: The signature of the owner or the General Manager of the shop on the Application Form will be sufficient to satisfy this requirement. Arbitration will be in accordance with DM Certification Body procedures.

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.

Guidance: Access will be limited to DM Certification Body personnel with proper identifications and authorizations and only during working hours of the shop. Visits may be conducted with or without prior notice from DM.

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

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Guidance: Self-explanatory; no guidance is necessary

- 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.

Guidance: DM Certification Body will provide an electronic format of the DCL Mark to the shop. The Mark may be printed and displayed prominently in the shop's premises or in its stationery, business cards, and advertisements. The Mark shall not be used in product labels or product packaging, or in any other locations where it may be misinterpreted as a product certification mark.

- 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.

Guidance: Self-explanatory; no guidance required.

- 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.

Guidance: Refer to complaints procedure in clause 6.4.1.

- 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.

Guidance: In case where the changes makes it impossible for the shop to continue its compliance with the requirements of the scheme, the DM Certification Body shall make a formal surveillance visit to the shop and initiate the procedure for the cancellation of the Certification.

- 7.1.7 The Certified Shop shall pay the applicable certification fees.

Guidance: Self-explanatory; no guidance required.

- 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.

Guidance: Self-explanatory; no guidance required.

7.2 Arbitration by DM

- 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.

Guidance: Arbitration shall be in accordance with DM Certification Body procedures. Refer also to clause 6.4.3.

- 7.2.2 The Certified Shop shall sign an undertaking in which it agrees to any decision taken by DM regarding

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disputes with the customers.

Guidance: The signature of the owner or the General Manager of the shop on the Application Form will be sufficient to satisfy this requirement.

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.

Guidance: Self-explanatory; no guidance necessary.

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.

Guidance: A non-compliance found during a surveillance visit does not necessarily mean an automatic suspension. The seriousness of the non-compliance will be evaluated and if appropriate, the shop will be given the opportunity to rectify the non-compliance without being suspended. Non-rectification of the non-compliance within the agreed time frame will result in automatic suspension or cancellation of certification (unless a valid reason is given).

- b. Failure to pay the required certification fees.

Guidance: Self-explanatory; no guidance necessary.

- c. Closure of the shop or changes in the operation that makes it impossible for the shop to continue its compliance with the requirements of the scheme.

Guidance: Self-explanatory. See also clause 7.1.6.

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

Guidance: Self-explanatory; no guidance necessary.

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.

Guidance: Self-explanatory; no guidance necessary.

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

Guidance: Self-explanatory; no guidance necessary.

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