



**Suspension, Cancellation, Voluntary Withdrawal and Reactivation of Certification License**  
**Dubai Central Laboratory**

Doc. Ref : IMS-RD-07

Rev. No. : 03

Issue Date : 11/04/2012

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[Ref to: IC document RD-DP21-2095(IC)]

**Associated Documents :**

**Applicable Standards**

- ISO 17025:2005,
- ISO 9001:2008,
- OHSAS 18001:2007,
- ISO 14001 :2004
- ISO Guide 65 1996
- ISO /IEC 17020:1998
- DGEP Criteria 5
- The Integrated Management System Manual
- Local Order 11:2003 “ on Public Health and Safety in the Emirate of Dubai’
- Local Order 61:1991 “on Environmental protection systems in the Emirate of Dubai’

**Work Instructions :** Non

**Forms/ Records :** Non

**Amendments Sheet**

Issue Date	Rev. No.	Summary of Amendments
	00	Draft Doc
08/05/2011	01	Issue for Use
17/08/2011	02	Insertion of the word "voluntary" for withdrawal of license. Amended clauses: [6.1], [6.2], [9.1], [9.2], [12].
11/04/2012	03	Amended Clause [6.1] additional grounds for suspension & Inclusion of ISO/IEC 17020

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**1. INTRODUCTION**

- 1.1 This document details the steps taken by DCLD Certification Body in the suspension, voluntary withdrawal or cancellation of the DCLD Product Certification License to ensure effective control of any matters related to a DCLD product certification scheme.

**2. SCOPE**

- 2.1 This document applies to all DCLD Product Certification Licensees who failed to comply with the requirements of the relevant certification scheme.

**3. REFERENCE DOCUMENTS**

- 3.1 RD-DP21-2001(IC): General rules for the DM Third-party product certification system through factory assessment
- 3.2 RD-DP21-21nn (IC): Specific rules
- 3.3 IMS-DP-22: Technical Approval of Non-Standard Products
- 3.4 IMS-RD-08: Appeals, disputes, and complaints procedure
- 3.5 IMS-RD-11: Terms of reference for various certification committees

**4. DEFINITIONS**

Under the context of this document, the following definitions shall apply:

- 4.1 DCLD Certification body: Either the Inspection and Certification Section (ICS) or the Research & Standardization Management Office (RSMO) at Dubai Central Laboratory Department (DCLD) as applicable.
- 4.2 Certification License: A certificate issued by a DCLD Certification Body under either the certification scheme or the technical approval scheme as applicable.
- 4.3 Certification Committee: Either the Technical Certification Committee of ICS or the Committee for Technical Approvals of RSMO at DCLD as applicable.
- 4.4 Suspension: This is a temporary invalidation or withholding of the certification license by the DCLD Certification Body for all or part of the scope due to reasons mentioned below.
- 4.5 Cancellation: This is a permanent invalidation or revocation of the certification license by the DCLD Certification Body due to reasons mentioned below. It is also a step which usually follows *suspension*, when effective corrective actions against the cause have not been evidenced.

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4.6 Voluntary Withdrawal: This is a permanent or temporary withdrawal of the certification license under the terms and conditions as mutually agreed by both parties for whatever reason.

## 5. RESPONSIBILITIES

- 5.1 DCLD Certification Body
- 5.2 Head of DCLD Certification body
- 5.3 Certification Committee

## 6. GROUNDS FOR SUSPENSION, CANCELLATION AND VOLUNTARY WITHDRAWAL

6.1 A license may be suspended if any non-compliance (with the certification requirements) is noted of such nature that immediate cancellation is not necessary, such as:

- Serious non-compliance resulting in total breakdown of the quality management system.
- Non-compliance of the product (with the certification requirements) caused by temporary disturbance in the production process.
- The non-compliance is not corrected within the agreed period,
- Improper use of the mark that is not solved by remedial measures by the licensee,
- Deliberately providing false or misleading information to the certification body or customers.
- Failure of the licensee to comply with any other requirements of the product certification scheme at any given time.
- Non payment of independent testing fees (whenever applicable) within the agreed period.
- Non compliance with Dubai Municipality and UAE laws and regulations related to the product being certified, as determined by the DCLD Certification Body.

The suspension shall be lifted upon satisfactory implementation of the corrective action(s) as agreed with, and verified by the DCLD Certification Body.

6.2 The license may be cancelled under the following conditions:

- The basis for suspension is not rectified within the agreed period.
- The licensee uses the mark on products which are not covered by the certification.
- The licensee flagrantly violates the provisions of the terms and conditions of the certification scheme.
- The licensee did not renew their expired license. *NOTE: A grace period of 45 days after the expiry date is given to the licensee to enable them to settle all obligations for the renewal of the license including the renewal fees.*
- The licensee's production facility transferred to a new location and the DCLD Certification Body was not formally informed.

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6.3 The DCLD Certification Body and the licensee may mutually agree to voluntarily withdraw the certification license under the following conditions:

- The licensee wish to terminate the Certification License either permanently or for a specified period not exceeding 1 year.
- The certification requirements are changed and the licensee will not or cannot ensure compliance with the new requirements.
- The product is no longer produced or if the licensee goes out of business.

**7.0 PROCEDURE**

**7.1 SUSPENSION OF DCLD PRODUCT CERTIFICATION LICENSE**

7.1.1 Any licensee found to have violated the terms and conditions of the product certification scheme based on the grounds as stipulated above (Clause 6.1) shall be subjected to this suspension procedure.

7.1.2 The DCLD Certification Body shall collect all the information and objective evidence that will justify the possible suspension of the certification. Any related issue that is technical in nature, DCLD Certification Body shall bring the matter to the DCLD Certification Committee for consultation and appropriate recommendations. Decisions on the suspension of the DCLD Certification License shall be the responsibility of the Head of the DCLD Certification Body.

7.1.3 If the grounds for suspension have been established and validated, the DCLD Certification Body shall act accordingly and shall send a letter to the company informing that their certification license has been suspended. Accordingly, their suspension will be published and indicated in the DCLD List of Certified Products and the concerned parties will be notified, if applicable (as in the case of mandatory products).

7.1.4 The suspension period shall be a maximum of three (3) months, after which another special surveillance audit shall be scheduled to assess the situation.

7.1.5 If compliance with the requirements could be determined during the conduct of special surveillance audit, suspension may be lifted by the certification body based on the report presented by the concerned DCLD Auditor who conducted the audit, or, upon recommendation of the DCLD Certification Committee (if applicable).

7.1.6 However, if the DCLD Auditor conducting the special surveillance audit determined that the licensee is unable to clear the previously documented non-conformity, he could recommend for the possible **cancellation** of the license.

**7.2 CANCELLATION ON THE USE OF DCLD PRODUCT CERTIFICATION LICENSE**

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Cancellation of a certificate is a serious step, and will be initiated only when it becomes apparent that normal corrective action proceedings, including suspension, will be unsuccessful in bringing about full compliance with the Product Certification Scheme.

In handling such case the following procedure shall be followed:

7.2.1 Any licensee found to have violated the terms and conditions of the product certification scheme based on the grounds stipulated above (Clause 6.2) shall be recommended for cancellation of certification license.

7.2.2 The DCLD Certification Body shall collect all the information and objective evidence that will justify the possible cancellation of the certification. Any related issue that is technical in nature, DCLD Certification Body shall bring the matter to the DCLD Certification Committee for consultation and appropriate recommendations. Decisions on the cancellation of the DCLD License shall be the responsibility of the Head of DCLD Certification Body.

7.2.3 Certification Body and/or DCLD Certification Committee shall review the entire situation regarding the licensee's certification and Head of DCLD Certification Body shall decide to take either one of the following courses of action:

7.2.3.1 Allow for further extension of the **Suspension** for a maximum of three (3) months followed by another special surveillance audit.

7.2.3.2 Enforced the cancellation of the certification

7.2.4 If cancellation has been decided, DCLD Certification Body shall formally inform the company in any appropriate manner of the cancellation of their license.

7.2.5 Any company with cancelled license may re-apply for a new certification as per clause [9].

**7.3 VOLUNTARY WITHDRAWAL ON THE USE OF DCLD PRODUCT CERTIFICATION LICENSE**

7.3.1 Any licensee, for any reason, may opt to voluntarily withdraw, either permanently, or temporarily (as per clause 7.3.5), from the certification scheme by informing the DCLD Certification Body through a written request.

7.3.2 The DCLD Certification Body shall review the request and ensure that the voluntary withdrawal is in accordance with the terms and conditions of the certification.

7.3.3 Head of the DCLD Certification Body shall decide on the voluntary withdrawal request and DCLD Certification Body shall formally inform the licensee in any appropriate manner on the acceptance of the voluntary withdrawal of their license.

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- 7.3.4 In all cases, reasonable effort shall be made by DCLD Certification Body to encourage the licensee not to voluntarily withdraw from the certification scheme. If the reason for voluntary withdrawal is being unable to meet new requirements, the DCLD Certification Body may give a grace period to the licensee for aligning their operation to comply with the new requirements.
- 7.3.5 Any company with voluntarily withdrawn license may re-activate their certification provided the request for re-activation is within one (1) year from the voluntary withdrawal date of the certification license. Refer to clause [9].

**8. ACTION UPON SUSPENSION, CANCELLATION OR VOLUNTARY WITHDRAWAL OF LICENSE**

8.1 Upon suspension, cancellation or voluntary withdrawal of the license, the DCLD Certification Body shall inform the licensee in writing and give clear instructions on the following:

- The licensee shall immediately discontinue the sale of product bearing the DCL Mark; discontinue its use in all advertising or promotional materials for the product covered by that license,
- If required by the DCLD Certification Body, the licensee shall remove the mark from all products in stock or recall those already delivered to dealers or to the open market,
- If required by DCLD Certification Body, the licensee shall inform its customers about the non-conformities in the products,
- The licensee shall take all necessary steps to ensure that all interested parties are not misled to believe that the license has not been suspended, cancelled or voluntarily withdrawn.

8.2 The DCLD Certification Body may publish and/or inform all concerned sectors about the suspension, cancellation or voluntary withdrawal.

8.3 The DCLD Certification Body shall take appropriate action in case it is found that the instructions issued to the licensee are not fully complied with.

8.4 Upon termination of the suspension period, DCLD Certification Body shall inform the licensee and all the concerned sectors about the lifting of the suspension.

**9. RE-CERTIFICATION AND RE-ACTIVATION OF CERTIFICATION LICENSE**

9.1 Re-certification for cancelled license

- a. A company with cancelled license may apply for re-certification provided the basis for cancellation has been rectified. The application will be treated as new, in accordance with the procedure of the product certification scheme.
- b. There shall be a minimum of three (3) months from the date of cancellation before the company is allowed to re-apply.

9.2 Re-activation of voluntarily withdrawn license

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- a. Re-activation of a voluntarily withdrawn license may be initiated by a formal request (in writing) from the company, within 1 year from the withdrawal date.
- b. DCLD Certification Body shall review the request and, if found in accordance with procedures, arrange and carry out a surveillance audit and product evaluation to verify compliance with requirements.
- c. If the results of surveillance are satisfactory, the certification license shall be re-activated.
- d. Issuance date of the certificate of product conformity for reactivated license shall be based upon the request date of the client for reactivating their certification license.
- e. Voluntarily withdrawn license under temporary status which has not been reactivated within the one year period from its expiration date shall be permanently withdrawn and will require the client to reapply again should they wish to reactivate their license.
- f. DM Certification Body shall not accept more than one consecutive request for voluntary withdrawal under temporary status from any client after the expiration of their certification license.

**10. APPEALS**

10.1 The licensee whose license was suspended or cancelled may appeal the decision by submitting a letter to the Director of DCLD within 14 days from receiving the notice of suspension or cancellation of license.

10.2 Appeals shall be resolved as per the IMS-RD-08 Appeals, Disputes and Complaints Procedure

**11. UPDATING LIST OF LICENSEES AND CERTIFIED PRODUCTS**

11.1 DCLD Certification Body shall update and publish the list of licensees and certified products.

**12. FEES**

12.1 In case of cancelled and withdrawn license, any certification fees paid shall be considered forfeited.

12.2 Appropriate fees shall be applied for (1) lifting of suspension; (2) re-certification and (3) re-activation of license.

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