



## CERTIFICATION DEPARTMENT

# PC-UAE NB SCHEME FOR VOLUNTARY CONFORMITY ASSESSMENT OF PRODUCTS, NOT BEING CONSTRUCTION PRODUCTS, PLACED ON THE MARKET OF THE UNITED ARAB EMIRATES


(edition: second; issue date: 14 September 2020)



CENTRUM NAUKOWO-BADAWCZE  
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	CERTIFICATION DEPARTMENT		
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## 1. General information

The following scheme describes the activities and rules of conduct of Centrum Naukowo-Badawcze Ochrony Przeciwpowazarowej – Państwowy Instytut Badawczy (CNBOP-PIB) in the field of voluntary conformity assessment of products, not being construction products, placed on the market in the United Arab Emirates according to the system specified in point 3 of this scheme, in accordance with the approval granted by the United Arab Emirates Ministry of Interior Civil Defense GHQ. CNBOP-PIB Certification Department (DC CNBOP-PIB) conducts voluntary conformity assessment described in this program outside the scope of accreditation. This program is also a guide for all interested parties.

The processes of voluntary conformity assessment of products carried out by CNBOP-PIB are equally available to all organizations, regardless of their size and legal status and participation in any organization. Nevertheless, a prerequisite for the process of voluntary conformity assessment is that the customer has a certificate of admittance issued by CNBOP-PIB.

CNBOP-PIB conducts voluntary conformity assessment of products with transparency in relation to the Manufacturer, avoiding unnecessary burdens.

CNBOP-PIB adheres to the principle that activities related to testing and decisions in the processes of voluntary conformity assessment of products, according to this scheme, and in appeal cases should not be discriminatory.

The list of products for which voluntary conformity assessment is carried out by CNBOP-PIB according to the scheme for voluntary conformity assessment of products placed on the market in the United Arab Emirates (PC-UAE), together with the indication of the applicable technical reference documents (and their editions), can be found on the Institute's website at *Services → Certification and admittance → UAE Civil Defence*.

Current scope of CNBOP-PIB approval, granted by the United Arab Emirates Ministry of Interior Civil Defense G.H.Q, is available on the Institute's website at: <https://www.cnbop.pl/en/services/certification-and-admittance/zea-civil-defence/certification-scheme>.


and on the website of the United Arab Emirates Ministry of Interior Civil Defense G.H.Q:  
<https://www.dcd.gov.ae/portal/en/preventive-safety/dcdlicensing/dcd-approved-international-testing-labs.jsp>.


This scheme uses terms defined in the provisions listed in point 2 of this scheme. Matters not covered by this scheme are settled by CNBOP-PIB on an individual basis.

## 2. Legal grounds, normative documents

1. UAE Fire and life safety code of practice, EDITION 2018.
2. ISO/IEC 17067:2013 Conformity assessment – Fundamentals of product certification and guidelines for product certification schemes.
3. Act of 13 April 2016 on conformity assessment and market surveillance systems (Polish Journal of Laws: Dz. U. z 2022 r. poz. 1854),

## 3. Voluntary system of conformity assessment for products

ISO/IEC 17067:2013	Components of conformity assessment system (CNBOP-PIB tasks)	Type of issued document / product marking
5	<ul style="list-style-type: none"> <li>➤ Determining the characteristics of the product;</li> <li>➤ Review (evaluation);</li> <li>➤ Decision to grant certification;</li> <li>➤ Signing an agreement;</li> </ul> <p>Continuous surveillance through:</p> <ul style="list-style-type: none"> <li>➤ Testing samples from the market (<i>as commissioned by DCD</i>);</li> <li>➤ Assessment of samples from the market (<i>as commissioned by DCD</i>);</li> <li>➤ Testing of samples from the factory (<i>as commissioned by DCD</i>);</li> <li>➤ Assessment of samples from the factory (<i>as commissioned by DCD</i>);</li> <li>➤ Audit of the quality system;</li> <li>➤ Assessment of production conditions;</li> </ul>	<p>(CERTIFICATE OF COMPLIANCE; CoC) / Example of marking:</p>  <p>Number of the certificate of compliance (CoC) – DC-UAE-XXXX</p>

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#### 4. Rules of conduct in the process of voluntary conformity assessment of products

##### 4.1. Preparatory procedure

The applicant for the process of voluntary certification of conformity may be the product manufacturer or his authorized representative for which CNBOP-PIB previously granted certification on the basis of:

- Act of 24 August 1991 on fire protection,
- Regulations of the Minister of the Interior and Administration of 20 June 2007 on a listing of products used to assure public safety or protection of health and life and property, as well as rules for issuance of a certificate of admittance of those products for use (Dz. U. Nr 143, poz. 1002 as amended),
- Regulation of the Minister of the Interior and Administration of 20 June 2007 on specific activities executed during the admittance process, changes and control of products' admittance for use, fees charged by the authorised body and method of fixing the value of fees for such activities (Dz. U. Nr 143, poz. 1001).

The authorized representative of the Manufacturer is appointed on the basis of a written power of attorney, however the preparation of the technical documentation of the product is not included in the power of attorney granted to the authorized representative.

DC CNBOP-PIB provides the Applicant with the necessary information on how to start the process of voluntary conformity assessment of a product, including information on:

- requirements and methods related to voluntary conformity assessment of a product;
- the technical documentation required to be attached to the application;
- costs related to conducting the process of voluntary conformity assessment by CNBOP-PIB;
- testing laboratories where tests can be performed;
- the applicable product standards and / or technical and operational requirements;
- the scope of tests, the results of which will be used in the process of voluntary conformity assessment.

##### 4.2. Applying for voluntary conformity assessment

When applying for voluntary conformity assessment of a product, in case of a process conducted in parallel with the product admittance process, the applicant submits to CNBOP-PIB a completed application for voluntary conformity assessment of a product (not being a construction product). This application is also an agreement between the Applicant and CNBOP-PIB for rendering the certification service. The application should include unambiguous identification of the product (name and type of the product), basic information about the Applicant, the Manufacturer and the place/places of production of the product. For the purposes of both processes, as above (admittance and UAE) applications should be accompanied by one, structured and complete set of documents, compliant with the list of obligatory and optional attachments on the second page of the application, certified as true copies by the owner of the document, depending on the needs.

However, if the Applicant applies for voluntary conformity assessment of a product on the basis of the certificate of admittance previously issued by CNBOP-PIB, he or she submits to CNBOP-PIB only the above-mentioned application and:

- Data sheet(s) of the product(s) in question, containing the current number and date of issue;
- written information from the Manufacturer about changes (no changes) in the product(s) from the date of carrying out the tests described in the reports that refer to the given product(s);
- written information from the Manufacturer about changes (no changes) in the production conditions of the product from the date of the last assessment of production conditions or TOC assessment performed by CNBOP-PIB;

and additionally:

- written power of attorney of the Manufacturer for the Applicant to perform specific tasks on his behalf, along with their scope (if the Applicant is an authorized representative of the Manufacturer);
- written authorization of the owner of the test report/report of the assessment of production conditions for the Applicant to use the test report/ report of the assessment of production conditions attached to the application (if the owner of the test report/assessment report is an entity other than the Applicant).

The documentation for the process should be submitted in the language version acceptable by CNBOP-PIB: Polish or English. DC CNBOP-PIB accepts documentation in other language versions, however, it reserves the right to request a translation of this documentation (including a sworn translation) or to order a sworn translation into Polish of all or selected parts of the submitted documentation at the Applicant's expense for the purposes of the process.

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The condition for registering the application is submitting a correctly completed and legibly signed application (on the current form) with the required attachments.

**NOTE:**

It is possible to submit attachments to the application in electronic form. For this purpose, the option of submitting documentation in electronic form should be selected in the application (item before the list of attachments). Then a DC specialist designated to conduct the process will contact the authorized contact person indicated in the application in order to provide a link to the sentbox and a password. Passwords are generated each time for the purpose of adding / completing documentation.

The application for voluntary conformity assessment is available at the Institute's website: <http://www.cnbop.pl/> or by request from CNBOP-PIB Certification Department.

#### 4.3. Initial formal verification of the application, identification of the manufacturer of the product and registration of the application

The application is verified in terms of the correctness and completeness of the provisions contained therein and the documentation attached to it in terms of formal requirements and the possibility of carrying out the process for product varieties grouped within one family.

The Applicant is informed in a documented manner about the results of the verification of the submitted application:

- in case of a negative result of the initial verification – about the need to correct the application and/or necessary supplements to the attachments. Until the Applicant performs the indicated activities, the process is not continued;
- in case of a positive result of the formal verification of the submitted (possibly corrected and/or supplemented) application – the Applicant receives confirmation of the application registration and information on the further course and estimated costs of the process.

Registration of the application is tantamount to concluding an agreement for the implementation of the certification service between the Applicant and CNBOP-PIB. The fee for initial formal verification of the application, identification of the manufacturer of the product and registration of the application is non-refundable.

Activities related to the preparation for commencing the conformity assessment process may be interrupted by CNBOP-PIB in the event of:

- failure to provide the documents and/or information required by DC CNBOP-PIB, within 6 months from the date of handing over the information by DC-CNBOP-PIB about the need to make additions and corrections to the application and/or the attached documentation, or to perform these activities in an ineffective manner within the deadline;
- receiving a written request from the Applicant regarding the termination of the process of voluntary conformity assessment of a product.

If the Applicant does not provide the documentation required by DC within 6 months, the specialist informs the Applicant that the preparation activities to start the certification process have been terminated and, depending on the Applicant's decision, returns the application together with the provided documentation or permanently destroys it.

Restarting the process of voluntary conformity assessment may take place only after the Applicant submits a new application for the process along with all required and applicable attachments.

#### 4.4. Determining the characteristics of the product

The basis for determining the parameters of a product is the product standard and / or technical and operational requirements.

The Manufacturer's products, in the process of voluntary conformity assessment, may be grouped into families in such a way that the results of product tests within the family are representative.

The results of determining the parameters of the product should be documented with a test report(s), tests should be carried out using accredited methods, and the laboratory's activities should be recognized by United Arab Emirates Ministry of Interior Civil Defense G.H.Q.

If the Applicant applies to DC CNBOP-PIB regarding the possibility of recognizing all test results of testing laboratories other than CNBOP-PIB laboratories, DC CNBOP-PIB determines the possibility of using them. After a positive decision of DC Manager in this scope, DC specialist performs the above-mentioned activities and orders the identification of the

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product by CNBOP-PIB laboratory in the scope concerning at least the compliance of the product with the technical documentation and labelling. Conducting identification tests is a necessary condition for positive assessment and verification in terms of determining the performance of the product.

#### 4.5. Assessment of production conditions

Manufacturers of products subject to the process of voluntary conformity assessment are obliged to ensure the existence of procedures ensuring that the declared performance of the product is maintained in series production. In turn, requirements for production conditions are specified in a document entitled "Requirements for the production conditions subject to conformity assessment".

The process of voluntary conformity assessment of non-construction products, carried out by CNBOP-PIB, includes an annual assessment of production conditions.

If CNBOP-PIB has the results of TOC assessment performed by CNBOP-PIB assessment team during the current or previous calendar year for the manufacturing plant indicated by the Applicant, as part of the processes carried out in accordance with the P-D scheme:

- a product subject to the process of voluntary conformity assessment;
- a product with a similar design and scope of performance to the product for which the process is carried out, provided that the Applicant presents a written declaration of the Manufacturer that the product in question is covered by the quality system assessed by CNBOP-PIB and provides documentation confirming that the product is covered by the quality system,

it is possible to withdraw from the assessment of production conditions based on a positive result of the assessment and verification of the information submitted to DC CNBOP-PIB.

A necessary condition to continue the process is to confirm that:

- all resources necessary to achieve the product parameters specified in the applicable standard and / or technical and operational conditions are available at the assessed site and correctly introduced for use;
- the production system procedures, as stated in the documentation describing the production conditions, are actually being followed, and
- the manufactured products comply (in terms of representativeness of parameters) with the samples taken for the purpose of determining the performance of the product for which compliance with the applicable European product standard and / or technical and operational conditions has been verified.

#### 4.6. Review (assessment)

The documentation collected in the process of voluntary conformity assessment is subject to review (assessment), the results of which constitute the basis for DC Manager (or the person replacing him) to make a decision to issue or refuse to issue a certificate of compliance (CoC).


During the review (assessment), if applicable, CNBOP-PIB provides the Applicant with the result of these activities along with the possible date of supplementing the documentation and/or performing additional activities (e.g. tests, corrective actions) in order to remove the identified non-conformities.

#### 4.7. Decision on issuing or refusing to issue a certificate of compliance (CoC)

The results of the review and assessment form the basis for CNBOP-PIB decision to issue or refuse a certificate of compliance (CoC).

The decision to issue a certificate is the basis for preparing:

- an agreement concluded with the manufacturer of the product, which defines the rules of using and supervising the issued certificate of compliance (CoC);
- an application for issuing a VAT invoice regarding the fee for a detailed analysis of the documentation and for the assessment and issuance of a decision on issuing a certificate of compliance (CoC), in the amount which is in accordance with the current DC CNBOP-PIB price list.

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The decision to refuse to issue the certificate, together with the justification, is provided to the Applicant in a documented manner and constitutes the basis for preparing:

- an application for issuing a VAT invoice regarding the fee for a detailed analysis of the documentation and for the assessment and issuance of a decision on refusing to issue a certificate of compliance (CoC), in the amount which is in accordance with the current DC CNBOP-PIB price list.

#### 4.8. Issuing the certificate of compliance (CoC), validity period

The certificates of compliance (CoC) are issued for a period corresponding to the validity period of the certificate of admittance assigned to them. After their expiry date, new processes of admittance and certification of compliance should be carried out.

Certificates of compliance (CoC) are issued by CNBOP-PIB in English. At the Manufacturer's request, it is possible to issue additional language versions or duplicate certificates for a fee, while DC CNBOP-PIB reserves the right to charge the client with the costs necessary to perform the translation.

One copy of the certificate of compliance (CoC) is handed over to the Manufacturer or to an authorized representative of the Manufacturer in a documented manner, after DC CNBOP-PIB receives the original signed agreement for supervising the granted certification and after confirming that all financial obligations to CNBOP-PIB have been settled. The second copy of the certificate with the word "WZORCOWY" (TEMPLATE) is placed in the set of certificates issued by DC CNBOP-PIB.

#### 4.9. Discontinuation of the process of voluntary conformity assessment

Discontinuation of the process that has been registered may occur if:

- the Applicant fails to provide supplementary documents and / or information required by DC CNBOP-PIB within a specified deadline (or, if the date has not been specified – within 12 months), or performs these activities ineffectively;
- the Applicant does not fulfil his financial obligations towards CNBOP-PIB on the terms specified in other regulations (e.g. for a fee for carrying out an annual FPC inspection, recognized as part of the supervision over the certificate of compliance (CoC));
- the Applicant requests DC to discontinue the process of voluntary conformity assessment.

The decision to discontinue the process is provided to the Applicant in writing. Documentation of a registered process that has been interrupted shall not be returned to the Applicant; this documentation is permanently destroyed.

Resumption of an interrupted process of voluntary conformity assessment is possible only by submitting a new application by the Applicant to conduct the process of voluntary conformity assessment together with the required and applicable attachments.


### 5. Conditions for applying and using the issued certificate

The certificate of compliance (CoC) may be used by the Holder in accordance with the terms of the agreement concluded with CNBOP-PIB on the supervision of the granted certification. The agreement specifies in particular the obligations of the Manufacturer (referred to in the agreement as the Holder of the certificate), methods of supervision over the certificate, rules of conduct in the event of a change in the certification requirements constituting the basis for issuing/supervising the certificate and the procedure in the event of modification of the product, production process and system of production conditions, conditions for changing and updating the scope and conditions for suspending, limiting, withdrawing and terminating the granted certificate.

The manufacturer should always exercise full control and maintain the necessary resources to be able to be responsible for the compliance of the product with the standard and / or technical and operational properties.

The Holder of the certificate of compliance (CoC), issued by CNBOP-PIB, is obliged to mark the products for which the certificate was issued (during its validity period) with the certificate number and CNBOP-PIB logo, in accordance with the rules of using CNBOP-PIB logo.

Incorrect or unauthorized reference to the certificate of compliance (CoC) may result in: a request to take corrective action, suspension or withdrawal of the certificate or any certificates, publication on CNBOP-PIB website of information on illegal or false reference to the certificate.

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## 6. Supervision over issued certificates of compliance (CoC)

CNBOP-PIB continues the supervision of the certificates of compliance (CoC), issued on the basis of the scheme, through the assessment of production conditions performed in plants manufacturing the certified products.

Assessment of production conditions (continuous surveillance) are carried out at least once a year. Nevertheless, CNBOP-PIB reserves the right to perform an additional FPC inspection at the request of the representative of United Arab Emirates Ministry of Interior Civil Defense G.H.Q. The costs of additional assessments are borne by the Manufacturer.

## 7. Changes affecting the issued certificate of compliance (CoC)

### 7.1. Modifications of the product, production process, production conditions

The manufacturer of a certified product is obliged to immediately inform CNBOP-PIB about all intended modifications to the product, production process or production conditions that may affect any performance of the product, which should be assessed and verified by CNBOP-PIB on the basis of the applicable harmonized standard, mentioned in the certificate of compliance (CoC) issued by CNBOP-PIB.

Changes in this scope require a written notification by the Manufacturer to CNBOP-PIB, in accordance with the terms and conditions specified in the agreement for supervising the granted certification.

The introduction of a change to the certificate of compliance (CoC) takes the form of another issue of the certificate with the date of this issue.

When the modification concerns data included in the agreement for supervising the granted certification, handing over of the updated certificate of compliance (CoC) requires the Manufacturer to sign an appropriate annex to the agreement.

### 7.2. Changes to the scope of the certificate

In justified cases, upon a written request of the Holder of the certificate, CNBOP-PIB may change the scope of the certificate. These cases may concern, among others:

- changes to the product properties declared by the Manufacturer (changes may result from the modification of the product referred to in point 8.1 of this scheme);
- changes in the range of product varieties covered by a valid certificate (with or without changing the intended use of the products and the scope of performance);
- changes in the manufacturing plant (changes in ownership relations);
- adding another reference document (technical specifications) on the certificate.

The change of the scope is initiated by the appropriate written request of the Manufacturer of the product. On the basis of the information received, CNBOP-PIB determines the possibility and manner of further proceeding in the case. The change in the scope of the certificate of compliance (CoC) is done against payment. The change of the scope of the certificate of compliance (CoC) takes the form of a subsequent issue of the certificate specifying the date of this issue.

When the change in the scope concerns data included in the agreement for supervising the granted certification, handing over of the updated certificate of compliance (CoC) requires the Manufacturer to sign an appropriate annex to the agreement.

### 7.3. Changes (updates) of records in the certificate of compliance (CoC)

In justified cases, on its own initiative or upon a written request of the Holder of the certificate, CNBOP-PIB may amend (update) the entries in the issued certificate of compliance (CoC). In the event of a written request by the Holder of the Certificate, on the basis of the information received, CNBOP-PIB determines the possibility and manner of further proceeding with updating the certificate. The changes take the form of a new issue of a valid certificate.

Updating the certificate of compliance (CoC) is performed against payment and may involve the necessity to assess the production conditions (e.g. change of the address of the manufacturing plant, adding alternative and/or removing the current place of production of the product on the certificate).

The change (update) of the entries in the certificate of compliance (CoC) takes the form of another certificate issue with the date of this issue.

When the change (update) concerns data included in the agreement for supervising the granted certification, handing over of the updated certificate of compliance (CoC) requires the Manufacturer to sign an appropriate annex to the agreement.

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#### 7.4. Change of harmonized standards which constitute the basis for issuing the certificate of compliance (CoC)

Product standards and/or technical and operational requirements, as well as test standards specifying test methods referred to in technical reference documents, may be the subject of updating, changes, corrections and supplements.

At the request of the Holders of the certificate, CNBOP-PIB conducts the processes of changing the scope and/or updating the provisions on the valid certificate of compliance (CoC) in the subject as above.

The processes are conducted:

- in case of substantive changes – in the form of a change in the scope of the certificate, as referred to in point 7.2 of this scheme;
- in case of formal changes – in the form of a change (update) of entries in the certificate, as referred to in point 7.3 of this scheme.

#### 7.5. Transfer of rights to the certificate of compliance (CoC)

In the event of a change in:

- name and/or address,
- legal status or ownership relationship,
- ownership or ownership rights,

of the Holder of the certificate of compliance (CoC), the Holder is required to report this fact in writing to CNBOP-PIB.

The Holder of the certificate of compliance (CoC) is informed about the result of the analysis and the decision in writing. In case of a positive result of the analysis, the Holder is informed about the further procedure to transfer the certification rights. In the event of a negative decision on the possibility of transferring the right to use the certificate, it is necessary to submit an application for an independent process of voluntary conformity assessment of the product.

DC shall initiate the activities mentioned above only in case when there are no financial arrears to CNBOP-PIB with reference to entities included in the process in question.

#### 7.6. Other changes to the certificate

In the event of changes other than those listed in points 7.1 ÷ 7.5 of this scheme, which, in the Manufacturer's opinion, cause the need to update the entries in the certificate of compliance (CoC), it is necessary to provide CNBOP-PIB with a written statement describing the essence of these changes.

Acceptance of a change regarding the certificate is done in writing, while the basis for updating the certificate is the appropriate decision of CNBOP-PIB, which is made on the basis of the results of activities identified as necessary to be performed in order to accept the change and/or update of the certificate.

The introduction of a change in the certificate of compliance (CoC) takes the form of another certificate issue with the date of this issue.


When the change concerns data included in the agreement on supervising the granted certification, handing over of the updated certificate of compliance (CoC) requires the Manufacturer to sign an appropriate annex to the agreement.

### 8. Suspending, restoring, limiting, withdrawing and terminating the certification

During the validity period, the issued certificate of compliance (CoC) may be suspended, restored, limited, withdrawn or terminated.

#### The certificate is suspended when:

- the product does not have the same performance characteristics as the product type specified in the certificate of compliance (CoC) or the certificate of admittance issued by CNBOP-PIB;
- the product was subject to modification that could change the performance of the product, without the knowledge and/or consent of CNBOP-PIB;
- the production conditions at the manufacturing plant have changed significantly without prior knowledge of CNBOP-PIB;
- the results of assessment of production conditions, carried out as part of supervision over the certificate of compliance (CoC), are negative;
- CNBOP-PIB is prevented from carrying out activities resulting from supervision over the certificate of compliance (CoC) referred to in point 6 of this scheme;

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- there are non-conformities in the method of using and/or referring to the issued certificate of compliance (CoC) or in the method of using the certificate number and CNBOP-PIB logo in relation to the provisions of the agreement concluded between CNBOP-PIB and the Holder of the certificate;
- there is a break in production of the product lasting longer than 12 months;
- there is no implementation or ineffective implementation of actions by the Holder resulting from the change of the certification requirements referred to in point 7.4 of this scheme;
- the Holder grossly violates the provisions of the agreement;
- the Holder does not meet his financial obligations towards CNBOP-PIB;
- CNBOP-PIB receives a written request from the Holder;
- it is demanded by the United Arab Emirates Ministry of Interior Civil Defense G.H.Q.

The date of suspension of the certification and the conditions for its restoration are set by CNBOP-PIB individually for each case and communicated to the Holder of the Certificate in writing. The suspension period may not exceed 12 months.

If the Manufacturer removes the reasons for the suspension, CNBOP-PIB restores the certificate. Restoring the certificate by CNBOP-PIB is made in writing and is made for the full or limited scope of the certificate, according to the results of the assessment of compliance with the conditions for restoration.

**Limiting certification** in part of its scope may be done also upon a written request of the Holder of the certificate. Limiting is made in the form of another certificate issue with an appropriately limited scope, replacing all previous certificate issues.

**Withdrawing the certification takes place when:**

- the Holder of the certificate fails to take effective actions to remove non-conformities constituting the basis for suspending the certificate within the time limit;
- the agreement on supervising the granted certification is terminated;
- CNBOP-PIB determines that the product does not have the same performance as originally (in justified cases);
- the Holder of the certificate grossly violates the provisions of the agreement on supervising the granted certification;
- it is demanded by the authority recognizing the activities of CNBOP-PIB in the United Arab Emirates, i.e. United Arab Emirates Ministry of Interior Civil Defense G.H.Q.

**Terminating the certification takes place in the event of:**

- receiving a written request from the Holder of the certificate.

The decisions to suspend, limit, withdraw or terminate the certification are submitted to the Holder in writing by CNBOP-PIB, stating the date from which the decision becomes effective.

In the event of suspension, withdrawal or termination, the certificate of compliance (CoC) cannot be used and the Holder is obliged to stop:

- referring to the certificate;
- marking the products with CNBOP-PIB logo and the number of the certificate of compliance (CoC);
- issuing, publishing and using advertising materials referring in any way to CNBOP-PIB certificate and logo.

In the event of withdrawal or termination of the certification, its Holder is obliged to return this certificate to CNBOP-PIB.


In case of applying for a certificate after its withdrawal or termination, the Holder should submit an application for re-conducting the process of voluntary conformity assessment.

## 9. Extending the validity of the certificate

For products which are not construction products, it is not possible to extend the validity of the certificate. After the expiry date of the certificate, a new certification process should be carried out in conjunction with the process of issuing a certificate of admittance (or after issuing the certificate of admittance for the product in question).

## 10. Changes to the requirements for the conformity assessment system

In the event of a change in the existing requirements or specifying new requirements regarding the conformity assessment system applicable to a product covered by the current certificate of compliance (CoC) issued under this scheme, CNBOP-PIB shall notify the Holder of the certificate of the actions necessary to be taken and the date of their implementation (if applicable). If it results from changing the existing or defining a new requirement as above CNBOP-PIB performs an appropriate verification of the actions taken by the Holder of the certificate.

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## 11. Appeals and complaints

### 11.1. Appeals

The applicant has the right to submit a written appeal against CNBOP-PIB's decision regarding:

- the refusal to issue a certificate;
- the suspension of the issued certificate;
- limiting the scope of the issued certificate;
- the withdrawal of the issued certificate;
- the termination of the issued certificate.

The appeal is submitted in writing to the Director of CNBOP-PIB within 14 days from the date of receiving the decision.

The appeal is reviewed by the Director of CNBOP-PIB within 30 days from the date of receipt. In cases where the time necessary to review an appeal exceeds the indicated deadline, the appellant is informed in writing by CNBOP-PIB about the expected date of reviewing the appeal.

CNBOP-PIB confirms the receipt of the appeal to the Applicant and, after completing the appeal procedure, informs in writing about the decision of the CNBOP-PIB Director.

### 11.2. Complaints

At each stage of the process of conformity assessment of products marketed in the United Arab Emirates and supervision over the issued certificate, the Applicant has the option to file a complaint against the actions of the Certification Department or its employees. CNBOP-PIB also accepts complaints submitted by other parties (complaints about the actions of the Applicant/Holder or the Certification Department).

All complaints are recorded and reviewed. In the event of receiving a complaint by phone, CNBOP-PIB requires a written confirmation of the complaint. The decision to recognize or not recognize a complaint is made by the Director of CNBOP-PIB within 30 days from the date of its receipt. If the decision cannot be made within this time limit, the Complainant is informed about the actions taken and the approximate date of the relevant decision. After completing the complaint procedure, the Applicant is informed in writing about the decision of the Director of CNBOP-PIB and the further procedure.

The description of the conditions and procedure for submitting and reviewing appeals and complaints is published on the Institute's website at <https://www.cnbop.pl/en/services/certification-and-admittance>.

## 12. Confidentiality

CNBOP-PIB undertakes to maintain confidential all information obtained from Applicants, Manufacturers and manufacturing plants in the process and subject of conformity assessment, as well as during the supervision of the granted certification, except for cases provided for by law and when requested by the United Arab Emirates Ministry of Interior Civil Defense G.H.Q.

## 13. Fees for conducting voluntary conformity assessment

The fees for conducting voluntary conformity assessment of a product is determined on the basis of the time necessary to perform the following activities:

- formal analysis of the submitted application, initial review and registration of the application;
- performing conformity assessment of the product.


Fees for the assessment as above are borne by the Applicant. The maintenance and supervision costs of the certificate are borne by its Holder, i.e. the Product Manufacturer. The costs of performing tests necessary for the process of voluntary conformity assessment are settled directly between the Applicant and the testing laboratory and are not included in the costs of the process carried out by DC CNBOP-PIB.

## 14. Published information


CNBOP-PIB publishes lists of issued (valid), limited, suspended, withdrawn and terminated certificates of compliance (CoC) on the Institute's website at [www.cnbop.pl](http://www.cnbop.pl).

The lists as above includes at least the following information:

- logo of the Manufacturer of the product;

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- name and type of product;
- name and address of the Manufacturer;
- number of the certificate of compliance (CoC);
- number of the certificate of constancy of performance assigned to the product (CPR);
- validity period of the certificate.

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## 15. Contact details

### Centrum Naukowo-Badawcze Ochrony Przeciwpóżarowej im. Józefa Tuliszkowskiego

#### Państwowy Instytut Badawczy

*Scientific and Research Centre for Fire Protection – National Research Institute*

(CNBOP-PIB)

ul. Nadwiślańska 213

05-420 Józefów, Poland

Telephone: (+48) 22 769 33 00

Fax: (+48) 22 769 33 73

e-mail: [cnbop@cnbop.pl](mailto:cnbop@cnbop.pl)

#### Certification Department – DC CNBOP-PIB

Technical Committee for Coordination and Management System

Telephone: (+48) 22 769 33 47

e-mail: [jcw@cnbop.pl](mailto:jcw@cnbop.pl)


#### Support and Audit Department

Telephone: (+48) 22 769 33 45

e-mail: [dwia@cnbop.pl](mailto:dwia@cnbop.pl)

#### **NOTE:**

Due to organizational and technical reasons, please arrange the dates of meetings in advance and contact us between 7:30 am and 3:30 pm.

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## ANNEX NO 1

### Structure of fees for carrying out voluntary conformity assessment

Fee for the process of voluntary conformity assessment according to PC-UAE NB scheme consists of basic items and "Other fees" (if applicable in the process)	
1.	Fee for the initial formal verification of the application, identification of the Manufacturer of the product and registration of the application – non-returnable
2.	Carrying out detailed analysis of the documentation as well as assessment and issuing a decision in the process of conformity assessment under the applicable certification scheme – applies to independently conducting the UAE certification process
3.	Carrying out detailed analysis of the documentation as well as assessment and issuing a decision in the process of conformity assessment under the applicable certification scheme – applies to simultaneously conducting the UAE process and the certification process
Process of changing the scope of the certificate	
4.	Carrying out a detailed analysis of the documentation as well as assessment and issuing a decision in the process of changing (extending) the scope of the certificate of compliance under the applicable certification scheme – applies to independently conducting the UAE certification process
5.	Carrying out a detailed analysis of the documentation as well as assessment and issuing a decision in the process of changing (extending) the scope of the certificate of compliance under the applicable certification scheme – applies to simultaneously conducting the UAE process and the certification process
Other fees	
6.	Updating the subject and/or scope of the application
7.	Updating the test program upon client request/notification
8.	Fee for updating the certificate of compliance or for limiting the scope of the certificate
9.	Fee for updating the entries on the UAE certificate of compliance other than those mentioned in point 8