حكومة رأس الخيمة
Government of Ras Al Khaimah

بلديـــــــة رأس الخيمـــــــــة
Ras Al Khaimah Municipality

RAS Al KHAIMAH MUNICIPALITY (RAKM) - URBAN PLANNING & DEVELOPMENT SECTOR	
BUILDING DEPARTMENT (BD)- PERMITS SECTION (PS)	
General Requirements for Third-party Laboratories' Registration	RAKM-BD-PS-SD-4001
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1. FORWARD

- This document describes the general requirements for registration of third-party laboratories accredited as per ISO/IEC 17025 for the scope of building materials/soil testing or specialized entities registered with an internationally recognized body for performing specific types of testing.
- These general requirements support the principle of a functional approach to laboratories' registration consisting of a) determination, b) review and evaluation c) decision, and registration.
- A successful applicant will be granted a registration certificate for the tests covered in their accreditation certificate issued by a recognized accreditation body by the International Laboratory Accreditation Cooperation (ILAC). In case of specialized entities, the scope of work with the internationally recognized body shall govern.
- The process involves documents review, verification and evaluation of third-party laboratories intended to be registered with RAKM.

2. TERMINOLOGY

Registration	Third-party listing related to products, processes, facilities, systems, or persons.
Third-party Laboratory	An independent laboratory which has no direct interest in a grower or processor of industrial hemp or industrial hemp products that is capable of performing certain testing utilizing validated methods.
Certification	The action or process of providing someone or somebody with an official document attesting to a status or level of achievement based on assessment and evaluation.
Certificate of Conformity (COC)	a document issued under the procedures of a third-party certification system and attesting that a products or services supplied are in conformity with the relevant standard or technical specifications.
Recognized Conformity Assessment Body	A competent body recognized by RAKM to carry out factory inspection, sampling and/or testing of product.

RAK Municipality Representative	A person / entity representing RAK Municipality in performing an activity as part of the registration or certification process. The same could be internal or external.
Certification Scheme	Certification scheme relevant to a specific product(s), processes, or services consist of two key elements: (1) The criteria outlining specific data protection requirements - These form the 'standard' against which the conformity of a product or service is assessed. (2) The audit methodology and testing methods that are used by the third-party entity to carry out that assessment.
Specific Product Card (SPC)	A document specifying the set of requirements that are applicable to a particular certification scheme. The SPC shall be based on the requirements of a standard specification or technical requirements.
Applicant/client	The organization or individual that applies for registration / certification of its product(s) with RAKM or whose product(s) is (are) already attested by RAKM
Suspension	Temporary invalidation of the statement of conformity for all or part of the specified scope of certification
Withdrawal	Revocation cancellation of the statement of conformity.
Appeal	Request by the provider of the object of registration to the Certification Body/approval authority for reconsideration by that body of a decision it has made relating to that object.
Complaint	Expression of dissatisfaction, other than appeal, by any person or organization to a Certification Body/approval authority, relating to the activities of that body, where a response is expected.
Approval	Permission for a product or process to be marketed or used for stated purposes or under stated conditions.
Product	The result of a set of interrelated or interacting activities which transform inputs into outputs referring to all the products covered by these general requirements
Specialized Entities	Companies that are performing specific special tests and being recognized by an internationally recognized body for performing these tests.

3. SCOPE

- Applicable to third-party laboratories licensed within the jurisdictions of the emirate of Ras Al Khaimah (RAK) which have been subjected to accreditation process as per ISO/IEC 17025 and have been issued an accreditation certificate for the scope of building materials/soil testing from a recognized accreditation body by the International Laboratory Accreditation Cooperation (ILAC). Specialized entities who are registered with an internationally recognized body for performing certain types of testing are also eligible for registration up on review and approval of RAKM with the exemption on being licensed in RAK. RAKM may opt to register laboratories who are not licensed in RAK upon the review of the needs and as per the approval of the management.

4. APPLICATION

Application shall be submitted as described below:

- Online application form filled with all required details.
- Separate applications shall be submitted for each branch with respect to the laboratory commercial license and accreditation certificate.
- Commercial license of Third-party Laboratory issued by Ras Al Khaimah Department of Economy. *Specialized entities' commercial license not necessary to be issued from Ras Al Khaimah Department of Economy.*
- Accreditation Certificate and scope of accreditation/approval of specialized testing entity recognized by RAKM.
- List of key staff including technicians and authorization and competency levels for performing jobs such as sampling, preparation, testing, etc…
- Training records of technical staff with their competency matrix
- List of laboratory equipment including their environmental and operational control procedure with their identification
- List of calibration certificates of all equipment issued by an accredited calibration entity to ISO/IEC 17025.
- Copy of work instructions for the tests included in the accreditation certificate.
- Location map of the laboratory with link to google maps.

5. THIRD PARTY LABORATORIES/SPECIALIZED ENTITIES - REGISTRATION PROCESS

- Upon acceptance of the completed application form and all the necessary documents, RAKM representative shall carry out documents review, and verification evaluation as follows:

A. Documents review

- Ensure that application documents are complete as required.
- Ensure that all required documents are attached and valid.

B. Documents verification & evaluation

- Review the validity and authenticity of the accreditation certificate/registration with the internationally recognized body in case of specialized entities.
- Review the scope of the accreditation certificate/registration and all required details.
- Whenever deemed necessary, perform the visit on the third-party laboratory/specialized entity by any mean.
- Report the visit findings to the laboratory/specialized entity if performed using the "Third-party Laboratory Evaluation Checklist" RAKM-BD-PS-F-4002.

Note 1: Decision on performing the visit or not relies on the documents' verification process outcome. However, in all cases the "Third-party Laboratory Evaluation Checklist" RAKM-BD-PS-F-4002 shall be filled and scores shall be achieved.

Note 2: Third-party laboratories who are not accredited to ISO/IEC 17025 are not eligible to be registered with RAK Municipality regardless their Grand Total Score and Average Score.

- As part of the evaluation process, the below criterion shall be met:
  1. Minimum of 90% is required for the Grand Total Score in order to be recommended for registration in Ras Al Khaimah Municipality approved Third Party Laboratory Register.
  2. No individual criteria (Testing Equipment, Laboratory Personnel, Documentation or Record Management, and Capability) shall have less than 85% as an Average Score.

C. Decision on Registration

• Based on the results of (A&B), the Permits Section Manager (PSM) in the Building Department shall be the authorized person for the approval and Registration issuance of the Third-party Laboratory/Specialized Entity, as determined by RAKM.
• When results of the review show that the pertinent requirements are met, RAKM will issue the relevant Registration Certificate to the approved companies.
• As the decision maker for registration, PSM shall not be involved in any activity related to the verification for registration.
• The Registration is exclusive to the location under verification; it cannot be transferred.

6. PUBLICITY OF REGISTERED LABORATORIES/SPECIALIZED ENTITIES

- RAKM shall maintain and publish a list of registered companies.
- Registered companies have the right to publish and advertise that registration has been granted. However, the companies shall ensure that there is no confusion between registered and nonregistered tests/locations.

7. TERMINATION, REDUCTION, SUSPENSION OR WITHDRAWAL OF REGISTRATION

Details are listed in RAKM-BD-PS-GD-0007.

8. SURVEILLANCE AND MONITORING

- Frequent surveillance and/or monitoring are applied to registered third-party laboratories, so they continuously meet the specified requirements. Tests witnessing, laboratory visits assessments and verification are examples of surveillance with the renewal process on yearly basis. The procedure must be carried out at the client's expense and in compliance with the particular requirements for laboratories' registration by RAKM.
- RAKM shall create a plan for monitoring the registered laboratories to ensure that only registered laboratories with the approved scope of testing which

have been registered are being performed on building materials in the construction sites of Ras Al Khaima. Random inspections/visits at the construction sites are part of the market monitoring process where sampling is part of the testing scope.

9. COMPETENCY OF LABORATORY PROFESSIONALS

- For the purpose of third-party laboratory registration, laboratory technicians, engineers and their superiors are required to be educated/trained to meet the minimum competency levels required for the testing purpose.
- All laboratory personnel, either internal or outsourced, shall act impartially for the activities that have influence on the testing results.
- Compliance with ISO/IEC 17025 personnel requirements are essential and part of the review process.

10. LABORATORIES' CAPABILITIES

- Resources needed for the compliance with these registration requirements include:
  - Number of technicians and engineers available for testing, review, and approvals.
  - Testing equipment, laboratory setup and system
  - Mobilization and logistics facilities such as (samples conditioning at sites, vehicles for samples transportation, traceability, and retention of samples, etc.
  - Location of the laboratory within the jurisdiction of the emirate of Ras Al Khaimah.

11. APPEALS, DISPUTES AND COMPLAINTS

- For the purpose of these requirements, the RAKM-BD-PS-GD-0008 "Appeals, disputes, and complaints - Handling Procedure" shall be the reference document for all appeals, disputes, and complaints.

- Within a maximum of 10 calendar days of obtaining the decision, the client has the right to file a written appeal with RAKM Decision Maker against any decision made by the authorized approving personnel.
- The authorized approving personnel would suggest to the RAKM Decision Maker, for each appeal received, the creation of an Ad-Hoc Appeals Committee with unbiased, suitably qualified members to consider and investigate the appeal. The Committee will schedule a decision-making meeting and notify the appellant of the meeting's date and the Committee's makeup. Both the authorized approving personnel and the appellant are allowed to present their cases in private during the meeting.
- A decision reached by the Committee by consensus is regarded as final.

12. SERVICE FEES

- The company shall pay the necessary fees in accordance with the Schedule of Fees issued by RAKM for the third-party laboratories'/specialized entities registration. All paid fees are non-refundable.
- If deemed necessary, RAKM may amend the Schedule of Fees without a prior notification to the clients.

13. LIABILITY DISCLAIMER/RIGHTS/OWNERSHIPS/CHANGES

- Any action (legal or otherwise) brought by any party against the registered companies about issues arising from the RAKM registration System's execution shall not subject RAKM to liability.
- The final responsibility for ensuring that the testing is performed as per the applicable regulations / technical requirements that were not evaluated during the registration procedure rests with the third-party laboratory or specialized entities.
- RAKM has the right not to accept the application for registration or denying the granting of registration without justification.
- In the event of a disagreement, the Emirate of Ras Al Khaima's courts and laws will govern the arbitration process for settlement.

- Third-party laboratories/specialized entities shall inform RAKM without any due delay of any significant changes relevant to the registered tests/locations having a bearing on their compliance with these requirements and the relevant scope of registration.

14. CONFIDENTIALITY

- Except as required by the applicable law, RAKM will treat any proprietary information that the third-party laboratory/specialized entity provides as confidential and won't share it with any third parties without the client's prior written consent.
- Regarding any information gained as a result of the registration process that was conducted, RAKM is in charge of making sure that confidentiality is maintained by its employees and those of its subcontractors or outsourced bodies.