PRODUCT CERTIFICATION SCHEME FOR JUICES AND DRINKS

1. Objective:

This procedure describes the criteria implemented by RACS as Notified Body of Emirates Authority of Standardization and Metrology (ESMA) to assure that **Juices and Drinks** intended for certification with ESMA are complying the relevant mandatory schemes and applicable standards.
Furthermore, this document identifies the steps taken by RACS Clients (manufacturers, traders, importers, retailers, business owners or any other client) to get their products/processes certified prior to its commercializing in UAE market, and registered by through RACS Quality Certificates Issuing Services as ESMA Notified Body by issuing certificates of conformity in accordance with ESMA regulations.

2. Definitions:

ESMA: Emirates Authority for Standardization and Metrology
RACS: RACS Quality Certificates Issuing Services
Scheme: Certification system related to specified products, to which the same specified requirements, specific rules and procedures apply.
Certification: Third-party attestation related to products, processes, systems or persons.
Notified Body: a conformity assessment body designated by ESMA to conduct conformity assessment process on products and processes in accordance with related schemes/standards/regulations mandated by ESMA.
Conformity Certificate: Formal document issued by RACS as notified body under approval of ESMA stating that certification is being granted for the product/process in accordance with applicable scheme/standards as per ESMA Requirements.

3. Responsibility:

It is the responsibility of RACS as ESMA Notified Body to establish and maintain the appropriate system to satisfy both ESMA and client's requirements in accordance to the notification system mandated by ESMA.
It is the responsibility of ESMA clients and RACS clients to provide all needed requirements as per ESMA Notification system to ensure their products compliance to the applicable schemes and standards.

4. Introduction about RACS Notified Body to provide Certification:

RACS is an accredited certification body & ESMA approved notified Body under its notification system mandated by UAE decree No (35) Of the year 2015 & UAE Cabinet Resolution No (36).
RACS is an authorized conformity assessment body by ESMA that it is technically competent to perform the specific tasks of certification to ESMA clients.

5. Service Type:

As per Scheme owner rules, RACS certifies Juices and Drinks and issues Certificate of conformity under:

Emirates Quality Mark (EQM): EQM is a mark of conformity granted to the products that can demonstrate compliance with the relevant UAE National Standards, Regional and/or International Standards and are manufactured by an organization implementing an effective Quality Management System to ensure continuous compliance. The process of achieving the license to use the Emirates Quality Mark involves a comprehensive evaluation of the product as well as the quality system used by the manufacturer in production through testing, inspection.

Issuance of certificate of conformity by RACS as ESMA's Notified Body assures the compliance of products/production process with the requirements of the approved schemes, standards and others specified in the technical regulation by Emirates Authority for Standardization and Metrology (ESMA).

6. Scope of certified products by RACS –ESMA Notified Body:

This document cover Juices and Drinks with below details of Sector, scope of certified products, products categories, and applicable type of certification.

Sector (Product Group)	Scope of Certification (Scope of Products)	Product categories	Type of Certification
FOOD	**Juices and Drinks**	1. Flavored artificial drink powders 2. Guava nectar 3. Fruit juices and Nectars 4. Fresh fruit juices (Unpasteurized) 5. Fruit Drink 6. Juices with milk 7. Flavored artificial drink	1.Facility Onsite Assessment-Full Quality Assurance (EQM)

7. Mandatory Schemes and Applicable Standards:

Decision No. 29 of 2018 on the system of Juices and Drinks

Applicable Standards:		
1	UAE.S /GSO 1820	General Standard for fruit juices and Nectars
2	UAE.S/GSO 2201	Juices with milk
3	UAE.S/GSO 2208	Flavoured artificial drink
4	UAE.S /GSO 848	Flavoured artificial drink powders
5	UAE.S GSO 794	Fruit Drink
6	UAE.S GSO 385	Guava nectar
7	UAE.S GSO 2456	Fresh fruit juices (Unpasteurized).
8	UAE.S GSO 9	Labelling of pre-packaged food stuffs
9	UAE.S GSO 21	Hygienic Regulations for Food Plants and their Personnel.
10	UAE.S /GSO 323	General requirements for transportation and storage of chilled and frozen foods
11	UAE.S GSO R87	Quantity of product in pre-packages
12	UAE.S 150- 1	Expiration dates for food products - Part 1 : Mandatory expiration dates
13	UAE.S 150- 2	Expiration dates for food products - Part 2 : Voluntary expiration dates
14	UAE.S GSO 839	Food Packages - Part 1: General Requirements
15	UAE.S GSO 2333	Requirements for nutrition and health claim in the food.
16	UAE.S GSO 2233	Requirements of nutritional labelling
17	UAE.S GSO 1863	Food packages - Part 2: Plastic package – General requirements
18	UAE.S GSO 1694	General Principles of Food Hygiene

If needed, Client refers to RACS to identify applicable Scheme and Standards.
RACS Staff to refer to RACS/REC/79 Scope of Certified Products by RACS to identify Certification Applicable schemes and standards.

8. Requirements for Certification:

Requirements varies depending on the scope of certified products; Details of the documents required for certification for the scope of Juices and Drinks as per ESMA requirements are detailed as following:

Full Quality Assurance:

- Valid UAE Industry/Trade License.
- Registration certificate for Industrial Measurement System
- Test Report from accredited and recognized laboratory as per the technical requirements mentioned under Annex of Cabinet Resolution.
- Valid QMS international certificate Accepted by ESMA.
- Food contact material conformity certificate.

- Organic product certificate if the product is declared as organic on the product label.
- Halal national mark License if the product is declared as halal product label.
- Transport and store the product according to the technical requirements in the standard.
- Fulfill with the requirements of the card Label according to the technical requirements in the standard.
- Distributor ownership (for Traders only).
- Electronic Declaration of Conformity.

8.1. Legal Agreements:

- Certification Agreement:
- Non-Disclosure Agreement
- General Conditions for Certification Services

8.2. Fees as detailed in RACS Schedule of Fees (RACS/REC/46).

9. Certification Procedures

9.1 Preparatory Steps:

9.1.1 **Application Form (Refer to table 9-A)** shall be submitted by applicant to RACS, submission can be done via RACS convenient communication methods (mail, emails, hard copy, website, E-System).
9.1.2 Sales and Marketing Executive/Administrative Assistant will review it to check documents availability on a primary basis.
9.1.3 A **quotation (RACS/REC/20 Certification Quotation)** will be sent to the applicant by Head of Sales and Marketing Department; containing the scope of certification and fees related to each step of the certification process.
9.1.4 Payment shall be done by the applicant.

9.2 Application Review

9.2.1 Upon acceptance of quotation by client, he is requested to sign the **General Conditions for Certification Services (RACS/Ag/10)**.
9.2.2 Application along with related supportive documents will be received by RACS Conformity Manager who shall assign one of RACS technical team members-Conformity Officer.

9.3 Application Evaluation

9.3.1 Conformity Officer shall perform conformity assessment (Evaluation) steps related to the certification scheme:
9.3.2 Evaluation outcome results:

- If the evaluation is pending for missing or invalid documents or other needed information to complete evaluation; additional supportive documents will be requested from the applicant.
- The evaluation includes Product Safety Verification through test reports provided on all safety test parameters requested by applicable scheme/standards, test reports shall be issued by 3rd party accredited laboratory sub-contracted according to the approved standards and applicable technical requirements.
- If test reports are not complying with standards; Conformity Officer requests rectification of the non-complying aspects, then based on applicant confirmation of rectification, collection of samples will be done to conduct the same laboratory tests again and for once.
- Evaluation will be repeated upon applicant re-submission of needed documents/information.
- Evaluation will be documented using an **Assessment Checklist (Refer to table 9-A).**

Onsite Factory Assessment

- Upon completion of required interventions, Conformity Officer in charge should contact the Applicant/Trader for any missing/lacking required documents to complete the process.
- The Conformity Officer in charge will also be the one to confirm the dates by completing the **Audit Schedule Form (RACS/REC/13)** of the Factory Assessment Dates/Audits as per the requirement of the standards and availability of the Conformity Officer and Auditee.

- The Conformity Officer in charge will do the **Audit Plan (RACS/REC/45)** as he confirmed the audit dates.
- Factory Assessment will commence once all the required documents have been evaluated, all necessary documents will be forwarded to the Conformity Officers who will be in charge with the Factory Assessment.
- During the Audit, the 1st Conformity Officer will be auditing Factory Compliance as per Quality Management System, while the 2nd Conformity Officer will be auditing as per the technical safety requirements of the standard for the product applied using the **Evaluation Report (RACS/REC/12)**. Additional Assessment Checklists may be required to be filled in by the Conformity Officer depending on the applicable standards of the product being certified. **(Refer to table 9-A for the list Assessment Checklists).**
- On-Site Audit to the facility where the product is being manufactured to assure the quality management system adopted in full compliance with applicable standards and technical regulations.

Once all corrective actions are fulfilled, the Conformity Officer will complete evaluation report **(RACS/REC/12)** summary in evaluation report and shall raise the final evaluation report with his recommendation to the Conformity Manager (or his delegates) for certification review step of the products/facility intended for certification, recommendation is either:

✓ Either recommending approval of certification by Issuance of Certificate of Conformity; or
✓ Recommending rejection of certification by issuing **Final Decision Letter (RACS/REC/71)**.

9.4 Certification Review

Conformity Manager or his delegates will perform certification review to verify the Conformity Officer's recommendation by checking if assessment checklist/evaluation report content is found satisfactory along with complete review for the whole application and supportive documents, and then grant the final recommendation to the Certification Decision Committee. If the review and the certification decision are completed concurrently in the Decision Committee, they shall proceed with the decision after certification review is done.

9.5 Decision of Certification: Upon submission of this information, and as per the result of documents review and completing product evaluation process,

9.5.1 Recommendation of approval of Product certification: Product evaluation shows full compliance with applicable schemes/standards:
- Certification decision will be done by Decision Committee
- Granting the issuance of Certificate of conformity, recognized by scheme owner (ESMA)
- Certified Products will be listed in RACS **Certified Products Registry (RACS/REC/30).**

9.5.2 Recommendation of rejection of Product certification: Product evaluation shows non-compliance with applicable schemes/standards, due to any reason preventing product from Certification:
- Rejection decision will be done by Decision Committee
- RACS will inform client/ESMA by an Official rejection statement (Letter of certification Status) by e-mail stating the reason of rejection **(Decision Letter-RACS/REC/71).**

This is being documented by completing the Certification Decision Record;
RACS/REC/100 Certification Decision for Onsite Audit.

Table 9-A Specific Forms

TITLE OF DOCUMENT	IDENTIFICATION
Application Form	JAD/REC/01
Assessment Checklist-UAE.S_GSO 2201 _2012	JAD/REC/03
Assessment Checklist-UAE.S_GSO 2208 _2012	JAD/REC/04
Assessment Checklist-UAE.S_GSO 794 _2010	JAD/REC/05
Assessment Checklist-UAE.S GSO 2333_2013	JAD/REC/06

Assessment Checklist-UAE.S GSO 385 _2005	JAD/REC/07
Assessment Checklist-UAE.S _GSO 848 _2010	JAD/REC/08
Assessment Checklist-GSO 1820:2015 General standard for fruit juices and nectars	JAD/REC/09
Assessment Checklist-GSO 2456:2015 Fresh fruit juices	JAD/REC/10
Assessment Checklist-CAC GL 1 2008 General Guidelines on Claims	RACS/REC/27
Assessment Checklist- UAE-S GSO 1863 Food packages - Part 2 Plastic package	RACS/REC/29

Table 9-B General Forms

TITLE OF DOCUMENT	IDENTIFICATION
Quality Master List	RACS/REC/01
Certification Agreement/RACS Quality- Client	RACS/AG/01
NDA/RACS Quality - Client/Subcontractor	RACS/AG/03
General Conditions for Certification Services	RACS/AG/10
List of Certified Products	RACS/REC/30
Schedule of Fees	RACS/REC/46
Certification Quotation	RACS/REC/20
Audit Schedule Form	RACS/REC/13
Audit Duration Plan	RACS/REC/45
Evaluation Report	RACS/REC/12
Certification Decision-Product Certification	RACS/REC/99
Certification Decision-Onsite Audit	RACS/REC/100
Final Decision Letter	RACS/REC/71

10. Uploading of Certificates in ESMA system:

As a Notified Body, it is the responsibility of RACS to transfer the information to the scheme owner by uploading the Certificate of Conformity and other relevant documents in the scheme owner's (ESMA) online portal. The steps after the Certification Decision (only when recommendation is approved) are as follows;

a) Upon receiving the approval of the Decision Committee, the file should be given back to the responsible Conformity Officer.
b) The CO shall communicate with the Accounts Department to arrange for the payment in ESMA portal.
c) When the payment is posted, the CO shall be able to retrieve the certificate no. and QR code from ESMA portal.
d) The Conformity Officer shall assign a Conformity Assistant to prepare the draft certificate. Along with this, the Conformity Officer shall provide correct and accurate information to the Conformity Assistant.
e) The draft certificate should be sent to the client for their confirmation. Once it is confirmed, final certificate shall be shared to the client.
f) The Conformity Assistant should then upload the certificate in ESMA portal including the product list that should contain the necessary information such as model no., barcode, brand name, product description, country of origin, report no., applicable standard, etc.

Notes for clients:

- For some scopes where it is required to have a quality system available, clients seeking to be certified for any of their (Products or services or facility/process) to UAE Schemes and applicable standards through RACS are requested to implement relevant Quality System including documentation in a way to meet all requirements of

this standard and all relevant specific standards depending on the nature of service (certified product and process).

- Client seeking extension or renewal of Certification scope shall as well submit the Application form specifying the extension or renewal of the Certification scope.
- Whenever applicable, additional certification requirements per certification schemes: Legal & Quality documents (such as Client Quality Manual) and supportive documents (records and checklists used by applicant), are to be attached to the Application form.

11. Renewal:

Full Quality Assurance/Onsite Assessment:
Validity of certificate is three (3) years, subject to surveillance visits every year during the certification to assure maintenance of conformity. Certificate of Conformity (CoC) should be renewed three (3) months prior expiry.

12. Process Map:

13. Market Monitoring:
RACS Will be conducting Market Surveillance campaigns in the local markets to assure continuous compliance of certified products and inform Scheme owner on immediate basis on the non-conformity products to take the appropriate action. Please refer to RACS/SOP/71 Market Monitoring Procedures.

14. Sampling Procedure: Please refer to RACS/SOP/21 Sampling Procedures.

15. Acceptance of Conformity Assessment Results: Please refer to RACS/SOP/23 Pre-Certification Procedures

16. Outsourcing of the conformity assessment activities: Please refer to RACS/SOP/06-Sub-contractors Qualifications & Competence Evaluation Criteria

17. Complaints and Appeals: Please refer to RACS/SOP/07 Complaints Handling Procedure

18. Licensing and Control of the Mark: Please refer to RACS/SOP/01 Procedure of Control the Use of RACS Quality License, Certificate and Mark of Conformity & Scheme Owner's Certificates and Mark of Conformity

19. Surveillance: Please refer to RACS/SOP/24 Post Certification Procedures.

20. Non-conforming products: Please refer to RACS/SOP/24 Post Certification Procedures

21. Reporting to the scheme owner-Please refer to RACS/SOP/39 Dissemination of Significant Information to the Scheme Owner and Other Concerned Parties.

22. Subcontracting of the operation of the scheme-Please refer to the relevant scheme.

23. Marketing-Please refer to RACS/SOP/72 Marketing Policies and Procedures.

24. Fraudulent claim of certification- Please refer to RACS/SOP/01 Procedure of Control the Use of RACS Quality License, Certificate and Mark of Conformity & Scheme Owner's Certificates and Mark of Conformity.

25. References:

- ISO/IEC 17065, Conformity Assessment - Requirements for bodies certifying Products, Processes and services.
- ISO/IEC 17021, Conformity Assessment — Requirements for bodies Providing audit and Certification of management systems.
- GAC Document: FAD- 4.0: Supplementary accreditation requirements for Product certification Bodies.
- R105: Requirements when making reference to A2LA Accredited Status
- R307: General Requirements Accreditation of ISO /IEC 17065 Product Certification Bodies

- IAF Mandatory Document: Determination of Audit Time of Quality and Environmental Management System.
- ISO/IEC 17000, Conformity Assessment — Vocabulary and general principles.
- ISO/IEC 17020, Conformity Assessment— Requirements for the operation of various types of bodies performing inspection.
- ISO/IEC 17025, General requirements for the competence of testing and calibration laboratories.
- ISO17067, in combination with ISO Guide 28 and ISO Guide 53
- ISO/IEC 17030, Conformity Assessment — General requirements for third-party marks of conformity.
- ISO Guide 23:1982 Methods of indicating conformity with standards for third-party certification systems
- ISO Guide 27:1983 Guidelines for corrective action to be taken by a certification body in the event of misuse of its mark of conformity
- General Requirements for Notified Bodies issued by Emirates Authority for Standardization and Metrology (ESMA).
- RACS Quality Manual RACS/QM/01
- All controlled QMS records-Please refer to RACS/REC/01-Quality Master List.
- Decision No. 30 of 2018 concerning the system of juices and beverages

Revision History:

Date	Revision #	Description of Changes
June 5, 2018	00	Initial
August 26, 2018	RACS/PCS/15/Rev00	Changed the reference number from RACS/SOP/72 to RACS/PCS/15. Added references to be inclined with ISO 17067. Changed Process Map; added reference documents. Changed the term facility certification to full quality assurance-onsite assessment. Updated the list of applicable standards based on the scheme. Added the steps for uploading of certificates in ESMA system.