

Rules of DQM™ Governance

Criteria for Recognition

The applicant organization (referred to in this document as the Client), upon signature of Application for DQM™, must abide by the rules, conditions and criteria laid down here and must take the necessary measures to correct any violations notified of by Maqayees, Dubai Centre for Industrial Standards and/or brought to the attention of Maqayees by parties of the DQM™ Program concerned with the recognition.

1. Definitions

Where used in this document, the terms listed below will mean the following:

Maqayees	Maqayees LLC, a QHSE governing body that administers and controls the Dubai Quality Mark Program. Maqayees, based in Dubai; United Arab Emirates is the sole owner of Dubai Quality Mark and the DQM™ brand.
Client	An organization applying to MAQAYEES™ for recognition of their QHSE integrated management system in accordance with the requirements of the DQM™ Model, to obtain DQM™ Recognition.
Certificate of Compliance	A certificate issued by Maqayees stating that Maqayees has assessed the QHSE integrated management system of the Client and found such system to meet the requirements of the DQM™ Program for the scope of level 1 compliance. Each Certificate of Compliance bears a unique certificate number. The certificate cannot be transferred to any other organization. The certificate is valid for one year from the date of assessment.
Certificate of DQM™ Recognition	A certificate issued by Maqayees stating that Maqayees has assessed the QHSE integrated management system of the Client and found such system to meet the requirements of the DQM™ Program for the scope of a DQM™ Rating (a 1-star, 2-star or 3-star rating). Each Certificate of DQM™ Recognition bears a unique certificate number. The certificate cannot be transferred to any other organization.
DQM™ Model	A risk-based integrated management system model that specifies requirements for establishing and maintaining an integrated QHSE management system, (DQM R 001 issue date 1.11.2006). The DQM™ Model is the sole property of Maqayees Maqayees will have sole discretion to identify the applicable sector-specific DQM™ Model, together with technical elements (collectively referred to as the DQM™ Program), if any, that form the basis for assessment and DQM™ Rating for organizations. The Client must maintain adherence of their QHSE integrated management system to the requirements of the DQM™ Program.
DQM™ Rating	The rating of the QHSE integrated management system of the

	Client (being one of a 1-, 2- or 3–star rating) as explained in the DQM model and determined based upon the maturity scores achieved by the Client from the assessment and review of its QHSE integrated management system by the Maqayees
DQM™ Recognition	Recognition that the Client's QHSE integrated management system meets the appropriate DQM™ Model and applicable technical elements for the scope of the business assessed. Recognition is that point on the maturity curve where the organization can relate to a DQM™ Rating, thereby providing a measure of its maturity as explained by the DQM™ Model.
QHSE	Quality, health, safety and environment.
DQM™ Program	DQM R 001 issue date 1.11.2006 and any applicable technical elements determined by Maqayees
Request for DQM™ Proposal	The information submitted by submitted by client to Maqayees in a format specified by Maqayees . This information is required to prepare the Maqayees Proposal for certification.
DQM™ Assessment	Assessment of client's integrated management system as per the requirement of DQM™ Model

2. Introduction to Maqayees

Maqayees is a QHSE industrial governance body that finances itself through its revenues from QHSE governance activities. Maqayees maintains complete independence and impartiality in DQM™ governance and ensures that conflict of interests does not exist.

3. Confidentiality

Maqayees will not disclose any information relating to the Client's business or any of their associated affairs, except information that has to be verified and/or reviewed by international certification partners that periodically monitor the control and governance of the DQM™ Program to maintain its global status. When required in terms of local regulations or for legal reasons, Maqayees will disclose relevant confidential information to the authorities with prior notification to the Client.

4. Contract/Application Review

Dubai Industrial City Clients:

If the Client is, or will be, operating an industrial facility in DUBAI INDUSTRIAL CITY, the following paragraph of this Section 4 shall apply:

The Client shall register with Maqayees formally and provide specific details of the industry in which they are operating prior to the start-up assessment phase. The fee structure for Dubai Industrial City Client is stipulated in the QHSE criteria document. Given to the client during the sign up of lease agreement Updated fees are communicated to the Client as per contract terms and conditions of lease agreement . The fee is payable annually, for QHSE governance activities, including assessments undertaken by Maqayees. Maqayees shall communicate to the Client the applicable DQM™ Model that will form the basis of DQM™ assessment prior to or upon issuing of a facility start-up certificate.

Other Clients:

If the Client is not, or will not be, operating an industrial facility in DUBAI INDUSTRIAL CITY, the following paragraph of this Section 4 shall apply:

The Client shall complete a Request for DQM™ Proposal, which Maqayees will review before it provides a quotation to the Client. When the Request for DQM™ Proposal is reviewed, the Client must provide all information on the request for proposal on which Maqayees may request clarification. The quotation provided by Maqayees will indicate the man-day fee, as appropriate, towards initial compliance assessment, surveillance assessments and reassessments, charges related to travel and accommodation, and any other expenses payable by the Client. At this stage, Maqayees will also specify the applicable DQM™ Model and appropriate technical elements that will form the basis of the Client's DQM™ assessment. The Client shall formally accept the quotation by signing and returning the Application for DQM™ Recognition. A lead assessor and assessment team members, where required, will then be nominated by Maqayees and the DQM™ assessment activities will commence in accordance with these Rules. The Client may seek changes to the assessment team members, , within a period specified on the notification given to the client by Maqayees stating when the assessment will commence

5. Client Requirements

The Client shall:

- a) document and maintain an integrated management system in accordance with the appropriate DQM™ Model and relevant technical elements, where applicable;
- b) nominate a management representative (or a deputy, in the temporary absence of a management representative) to enable Maqayees to contact the Client as and when required;
- c) coordinate with Maqayees to allow Maqayees to conduct all assessments;
- d) perform one cycle of internal assessment covering all requirements of the DQM™ Program, a comprehensive review of adequacy of the enterprise risk profile and a management review in accordance with the requirements of the DQM™ Program before inviting Maqayees for initial compliance assessment;
- e) inform Maqayees immediately of major changes to the Client's management; organization, business activities and process capability (e.g. the amendment of design) that may effect the status of the Client's DQM™ Recognition to enable Maqayees to evaluate the effect (if any);
- f) inform Maqayees immediately of any other major changes in relation to the Client including, without limitation, a merger or acquisition of the Client, changes to senior management of the Client, changes to the name of the Client, additions to the Client's facilities and/or product lines or the discontinuation of product lines, and any significant increase or decrease in the number of employees;
- g) provide the necessary cooperation during the assessment, including information related to health, safety and environmental requirements to be assessed by Maqayees assessors and provision of appropriate office space to the Maqayees assessors to allow them to conduct any assessment;
- h) allow Maqayees access to sites in order to assess the QHSE management system to determine compliance/continued compliance with the designated DQM™ Program, and provide information necessary for evaluation by Maqayees;

- i) provide adequate and satisfactory response to Maqayees if a nonconformance note (NCN) is issued [by Maqayees] upon completion of an assessment to allow the assessment team to submit the report for an internal integrity review. The response must be provided within 30 days of completion of the assessment by Maqayees. A failure by the Client to provide the response within this time will necessitate a full reassessment of the Client at an additional fee, which will be equivalent to the fee charged for the initial assessment;
- j) maintain a complete and clear record of all (i) complaints received regarding the quality of its products and services and the remedial action(s) initiated, and (ii) violations of any legal, statutory and regulatory requirements and the steps taken to resolve such violations. The Client shall provide Maqayees access and information to allow Maqayees to evaluate any action(s) described in this paragraph taken by the Client;
- k) provide access to Maqayees to investigate any complaints from regulatory authorities and other interested parties for term of this Agreement. This may necessitate additional visits to Client facilities, depending on the nature of the complaints. The fees for such visits will be charged at agreed man-day rates. Maqayees may choose to investigate such complaints by means of surveillance visits; and
- l) ensure that the Certificate of DQM™ Recognition, quality mark and assessment report or any part thereof issued by Maqayees, is not used in a misleading manner (see Section 11).

6. DQM™ Assessment

DQM™ Assessments are performed in stages to assess maturity levels of a QHSE integrated management system, using the applicable DQM™ Program as a basis. The assessments are classified as Third Party Assessments. The Dubai Quality Mark framework promotes integration of management systems to address all stakeholder requirements. Therefore, Maqayees does not assess organizations that seek separate assessment(s) on quality, health & safety and environmental management systems respectively. All assessments are conducted on a risk-based approach.

The Maqayees assessment team uses a standard assessment protocol to assess the level of compliance. Based on the level of compliance and assessment score, an assessment rating is issued to the Client, recognizing the maturity level of the management system as Level 1, DQM™ 1-star, DQM™ 2-star or DQM™ 3-star. If the Client achieves a specific level of compliance, Maqayees will issue the Client a Certificate of Compliance indicating the DQM™ Rating.

Organizations that set up new industrial facilities in DUBAI INDUSTRIAL CITY shall achieve at least a Level 1 maturity of their QHSE integrated management systems with 12 to 24 months from commencing operations.

Stages of assessment:

The initial assessment is performed in two stages which are described below:

Stage 1: The stage 1 audit is carried out at the Client's premises in order to achieve the following objectives

- a) to audit the Client's management system documentation;
- b) to evaluate the Client's location and site-specific conditions and to undertake discussions with the Client's personnel to determine the preparedness for the stage 2 audit;
- c) to review the Client's status and understanding regarding requirements of the standard, in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of management system to collect necessary information regarding the scope of the management system, processes and location(s) of the Client, and related statutory and regulatory aspects and compliance (e.g. quality, environmental, legal aspects of the Client's operation, associated risks, etc.)
- e) to review the allocation of resources for stage 2 audit and agree with the Client on the details of the stage 2 audit;
- f) to provide a focus for planning the stage 2 audit by gaining a sufficient understanding of the Client's management system and site operations in the context of possible significant aspects;
- g) to evaluate if the internal audits and management review are being planned and performed, and that the level of implementation of the management system substantiates that the Client is ready for the stage 2 audit.

Stage 1 audit findings will be documented and communicated to the Client, including identification of any areas of concern that could be classified as nonconformity during the stage 2 audit.

The interval between stage 1 and stage 2 audits, shall be minimum two weeks

Stage 2: The Maqayees assessment team shall perform an on-site assessment in accordance with a comprehensive risk-based assessment protocol. The Client's management system, based on the DQM™ Program, is assessed to establish effectiveness of the implementation of the system across the Client's by taking samples of records, reviewing or witnessing on-going process operations and interviewing the personnel who perform the tasks at different levels within and across the Client. A scoring system is used to assess the degree of maturity across various requirements and deployment of these requirements within the Client. The score per sub-element culminates into a DQM™ indicator that assists in arriving at the DQM™ score band per element. The score is then assessed with the major components of the DQM™ Model, i.e. leadership & planning, implementation, QHSE performance and continual improvement. The results are communicated to the Client in a detailed assessment report, with the score band width, which facilitates improvement where necessary and assists with prioritization of actions. The lead assessor presents the assessment findings (i.e. areas of strengths, nonconformance and opportunities for improvement) to the Client's management team during a closing meeting.

Deviations from the DQM™ Program requirements are documented. The Maqayees team shall classify non-conformances as major or minor. The definitions of major or minor nonconformance are explained to the Client during the opening and closing meetings. Each nonconformance is documented in a nonconformance note (NCN) and issued to the Client, who must then initiate an investigation into the relevant nonconformance and take appropriate action. Depending on the nature of the findings, the lead assessor will specify the requirements of a follow-up assessment. Follow-up assessments are mandatory when a major nonconformance is identified. A follow-up assessment will be performed on an

agreed date and fees charged at the specified man-day rates. The Client must provide a response to the NCN to the satisfaction of Maqayees's lead assessor within 30 days of its receipt of the NCN . After the Client has responded satisfactorily, the assessment report is completed and forwarded for an integrity review for a DQM™ Rating.

The lead assessor may modify the scope of the integrated management system assessment, based on the assessment findings and/or on request of the Client. The addition of a facility, new product line or process capability by the Client may only be considered during the course of an assessment if the lead assessor obtains approval from the relevant Maqayees Assessment Manager prior to the completion of the assessment.

The DQM™ scoring is disclosed after the assessment report has been reviewed by Maqayees integrity review team and the integrity review team has awarded a DQM™ Rating to the Client. This will generally occur within 21 working days from the date of receipt by Maqayees of the Client's satisfactory response to the any NCN raised by the assessment team.

In the event of an assessment being aborted, fees for aborted assessments will be charged for the man-days or part thereof spent by Maqayees undertaking the aborted assessment, as well as other costs applicable for the visit. In the event of an aborted assessment Maqayees will conduct a full assessment in lieu of such aborted assessment for the number of man-days estimated for the initial assessment (which will be considered a repeat assessment, with the full initial assessment fee payable by the Client). Aborted assessments are not considered for initial recognition and DQM™ Rating decisions. When the Client fails to achieve the necessary score to receive a DQM™ Rating, subsequent assessment will be viewed as a repeat assessment and the man-days estimated for the initial assessment will be applicable.

7. DQM™ Rating: Integrity Review Team Decision

The Maqayees integrity review team makes the final decision to award the DQM™ Rating. The DQM™ Rating levels are: Level 1 Compliance, DQM™ 1-star, DQM™ 2-star and DQM™ 3-star. The lead assessor shall explain the minimum cut-off scores for these levels to the Client at the opening and closing meetings and with the assessment report. The lead assessor shall forward the assessment report and other documentation, with complete assessment findings, assessment scores and DQM™ indicators, to the integrity review team for its review. The lead assessor must review any proposed action(s) indicated by the Client in response to an NCN before the integrity review team makes a decision in respect of a DQM™ Rating. Once the integrity review team has approved the assessment report and determined the DQM™ Rating, Maqayees will issue a Certificate of Compliance or Certificate of DQM™ Recognition. The certificate will specify the scope approved by the integrity review team.

Before the original certificate is issued, a draft certificate is given to the Client for review.

The Certificate of DQM™ Recognition is usually valid for a period of three years from the date of completion of the initial assessment. During annual surveillance assessments, the assessment team will validate the scores and rating set out in the certificate. Should major deviations - positive or negative - be noted, a revised DQM™ Rating will be allocated to the Client following completion of the relevant surveillance assessment.

The Certificate of Compliance is valid for a period of one year from the date of completion of the initial assessment.

8. Surveillance Assessments

After successful initial assessment (leading at least to DQM™ 1-star rating, see Note 1 below), surveillance assessments will be carried out at a minimum of one-year intervals. Surveillance assessments are carried out to verify that the QHSE integrated management system remains compliant to the requirements set out in this document. Any nonconformance identified during the surveillance assessments will be documented and classified as described in Section 6. The lead assessor will submit the assessment report and related documentation to the integrity review team, along with a recommendation the the DQM™ Rating continue or otherwise. Should the integrity review team determine that the DQM™ Rating for the Client be changed; the assessment manager will initiate the necessary actions. If a follow-up assessment is recommended, the Client will be charged at the specified man-day rates. Surveillance assessments will be carried out at agreed intervals and within 30 days of the initial dates scheduled from the previous assessment (i.e. 12 month intervals). If a delay of more than 60 days occurs to the commencement of a surveillance assessment the DQM™ Rating or DQM™ Recognition will be suspended and Section 10 will apply.

Note 1: The Client should note that surveillance assessments are only conducted after DQM™ 1-star recognition has been awarded to the Client. All assessments until such time the Client achieves DQM™ 1-star status are considered as Stage 2 of an initial assessment (as described in Section 6). The duration of such assessments will be same as for the initial assessment. For DUBAI INDUSTRIAL CITY Clients, such assessment man-days will be determined as for re-assessment days as the governance program provides for industrial review visits.

9. DQM™ Rating Enhancement

DQM™ 1-star is the minimum level of recognition. The Client may wish to enhance its DQM™ Rating to the next level after maintaining its DQM™ 1-star Rating for at least 12 months. A request to enhance a rating must be submitted to Maqayees at least 30 days prior to the next surveillance assessment date. Requests for intermediate assessments for DQM™ Rating enhancement between two scheduled surveillance assessments may be considered at the sole discretion of Maqayees. The Client must note that DQM™ enhancement assessments will be conducted over the same number of man-days as the initial assessment. When a DQM™ enhancement assessment is conducted as a surveillance assessment, the Client will pay a fee equal to the difference between the man-days for the initial assessment and the man-days for the surveillance assessment. When intermediate assessments are requested for the sole purpose of DQM™ Rating enhancement, the Client will be required to pay the full initial fee or annual fee applicable for initial assessment. Should the Client fail to pass the enhancement assessment, they will maintain their earlier DQM™ Recognition. Any nonconformance issued during an enhancement assessment will be reviewed at the next surveillance assessment. A second request for enhancement can only be made after a further 12 months.

Notwithstanding the above, Maqayees will review the rating at the end of the 3-year DQM™ validity period and allocate a new rating based on the 3-year performance of the Client and the performance at the scheduled re-assessment conducted at the end of the 3-year period. Should an enhancement in DQM™ Rating be noted, Maqayees will allocate

the enhanced rating automatically, at no extra cost to the Client, including issuing of the Certificate of DQM™ Recognition.

10. Suspension, Cancellation, Expiry or Withdrawal of the Dubai Quality Mark™

Maqayees holds complete ownership in respect of DQM™ Rating decisions and has full power either to suspend, cancel or withdraw DQM™ Recognition, including reducing the scope of application of the DQM™ Program. DQM™ Recognition can be suspended when one or more of the following situations exist (in no particular order):

- The Client has failed to take corrective action by the deadline specified by Maqayees after being notified of misuse or misrepresentation of the DQM™.
- The Client has failed to establish, within a mutually agreed period, objective evidence on appropriate actions to address any major nonconformance reported during an assessment.
- Recurring major nonconformances noticed by the assessment team, indicating ineffective controls, thereby posing a significant QHSE risk.
- The Client failed to communicate major organizational structure changes, including change in ownership or adding/ removing responsibility to/from any product realization stage, affecting the status of recognition (e.g. addition of design responsibility).
- No evidence of conducting planned internal assessments and/or management reviews in two successive surveillance assessments.
- Delaying a surveillance assessment for more than 60 days for organizational reasons.
- Analysis of a complaint or any other information indicating that the Client no longer complies with these Rules.
- Misuse of DQM™ Recognition and quality mark (see section 11).
- A major nonconformance or complaint being raised against the Client by any legal, regulatory and statutory authority, resulting in serious concern over the credibility of the DQM™ Program being maintained by the Client.
- The Client has ceased its business operations and/or moved its physical location.

Maqayees will notify the Client of the suspension in writing.

When DQM™ Recognition is suspended:

- a) Maqayees will, within 30 days of notifying the Client of the suspension, furnish the Client with information outlining the steps that must be taken to have the suspension lifted;
- b) the Client must immediately take all steps necessary to enable the suspension of its recognition to be lifted; and
- c) the Client must take all steps reasonably required by Maqayees to prevent the public being misled or otherwise harmed.

A follow-up assessment by Maqayees is mandatory to verify the effectiveness of any actions taken by the Client to have the DQM™ Recognition suspension lifted. If Maqayees is satisfied with the remedial action taken by the Client, Maqayees may lift the suspension of the DQM™ and notify the Client of the lifting of the suspension in writing.

Maqayees may at its discretion cancel and/or withdraw the Client's DQM™ Recognition with immediate effect by giving notice to the Client if the suspension of the DQM™

Recognition has been effective for a period of more than 90 days or in the event of ineffective action or no response from the Client within the period indicated in the written request.

If the Client's DQM™ Recognition expires or is cancelled, the Client must immediately -

- a) pay all amounts due to Maqayees;
- b) cease using the DQM™ and Maqayees logos;
- c) withdraw from public display and return to Maqayees the original and all copies of the DQM™ certificate of recognition;
- d) cease all advertising, promotions or other publication of the issued DQM™ mark;
- e) take any steps reasonably required by Maqayees to notify staff, organizations and/or suppliers of the expiry or cancellation of the DQM™ certificate; and
- f) take steps to repaint or redecorate signage or other parts of the Client's premises, property, plant or uniforms to remove reference to the DQM™.

All fees associated with follow-up visits will be charged at man-day rates.

Once DQM™ Recognition has been withdrawn, the Client will undergo a full reassessment similar to initial assessment in not less than 6 months from the date of formal withdrawal of the previous recognition.

11. Requirements for use of the Dubai Quality Mark™

The Client will be issued with the DQM™ and MAQAYEES™ logos, which they will use according to the following guidelines:

- a) Clients that hold the minimum of DQM™ 1-star recognition may use the above logos either individually or jointly. When used jointly, the size of the DQM™ logo must not exceed the size of the MAQAYEES™ logo.
- b) The Client must not alter, modify, deface or destroy the DQM™ Certificate.
- c) The Client may publicize the fact that the DQM™ has been granted and use the certificate as evidence of this achievement. The Client may make copies of the certificate, provided that each copy is clearly identified as a copy. When the DQM™ logo is copied, the Client must ensure that the correct colors, as specified by Maqayees, are used.
- d) The DQM™ logo may only be used on correspondence, documentation, advertising and promotional material in connection with those products and/or services described in the scope of the certification.
- e) Proportional increase/reduction is allowed, but the Client must ensure that the DQM™ logo and other details are legible, with no distortion or overlapping.
- f) The DQM™ logo must not be used on products or service delivery documents or on packaging material that reach the end user of the product or services, thereby implying that the product or services itself have been certified by DQM™.
- g) Any deviation or use for special purposes like small advertisements, use on vehicles, etc. will only be allowed with written consent from Maqayees.
- h) The Client must not -
 - engage in any conduct that might mislead, deceive or confuse any person in relation to its DQM™ Rating; or
 - otherwise misrepresent the nature, status, scope or effect of its rating by Maqayees.
- i) The DQM™ does not imply that any certificate of recognition has been approved by any accreditation authority or any government body.

- j) Upon withdrawal of the recognition by Maqayees or upon request by the Client or resulting from cancellation of the contract with Maqayees, the Client undertakes immediately to discontinue use of all marks and to destroy all stocks of material on which the marks appear, and return all certificates to Maqayees.
- k) The Client may not use DQM™ Recognition in such a manner as to bring Maqayees into disrepute nor make any statement regarding its recognition which Maqayees may consider misleading or unauthorized.
- l) In the future event of other international accreditation on the basis of DQM™ Recognition being offered and accepted by the Client, the Client must ensure that the relevant rules from those certification authorities are implemented in conjunction with the rules of DQM™ governance.

Maqayees will initiate direct communication with the Client to rectify any misuse of the DQM™ or MAQAYEEST™ logos or improper reference to recognition by the Client, including violations brought to the attention of Maqayees by others (i.e. interested parties or the general public). Failure to address or rectify reported misuse may lead to suspension and/or withdrawal of DQM™ Recognition.

12. Complaints/Disputes and Appeals

Disputes and Appeals

Maqayees follows a comprehensive dispute and appeal procedure to maintain the integrity of DQM™ governance. A dispute is a disagreement between the assessment team and the Client on a finding or the final DQM™ Rating as a result of an assessment done by or on behalf of Maqayees shall be determined in accordance with such procedure. The Client must give notice of such a dispute, in writing, within 10 working days after the assessment report has been presented to it.

Maqayees will process the dispute and provide the Client with its decision within 10 working days from the Client's notification of the dispute. Should the Client not be satisfied with the decision, they may lodge an appeal in writing to the Head of Maqayees within 10 working days from Maqayees communicating its decision. The Client must cooperate and submit all supporting evidence along with the appeal request.

The supervisory board of Maqayees will constitute an appeal board for the purpose of the hearing and resolution. When requested to do so, the Client must submit their representations to the appeal board. The appeal board will investigate the appeal and prepare a report. The appeal board may, when necessary, hear evidence from the Client representative. The head of the appeal board will approve the appeal board's decision. No further appeal to any Maqayees person or board will be allowed. No costs whatsoever will be awarded to either party as a result of an appeal. All appeals will be heard within 30 working days from the date of receipt of the appeal request.

The Maqayees assessment coordinator will maintain the details of any complaints received from Clients in relation to the certification process in a complaints register (including dates of receipt, validation and investigation and any details of actions taken)

Complaints related to certification process and certified clients other than the disputes referred above :

The assessment manager is responsible for receiving, investigating and initiating corrections and corrective actions with respect to the type of complaints referred . under this section

The receipt of a compliant from a Client will be acknowledged to the Client within two working days of its receipt by the assessment manager. The outcome of the investigation and details of planned actions will be communicated to the Clients within two weeks of receipt of compliant by the assessment manager. The decision to be communicated to the Client will be reviewed and approved by Head of Maqayees prior to being communicated to the Client. The conclusion of the compliant handling process will be formally communicated to the Client by the assessment manager.

In case of complaints about the certified clients, receipt of complaint will be acknowledged and forwarded to the certified clients within two working days . The receipt of compliant will be acknowledged to the complainant. The details of corrections and corrective actions by certified client will be reviewed in the next surveillance audit. The effectiveness of management system will be reviewed in the context of this compliant.

The assessment coordinator will maintain the records of all such complaints in the complaints register

13. Indemnification

The Client indemnifies Maqayees against any loss suffered by and/or any claims against Maqayees arising from misuse by the Client of the Certificate of DQM™ Recognition or Certificate of Compliance issued by Maqayees.

14. Revisions

The supervisory and governing board of Maqayees reserves the right to amend and/or revise the rules and conditions stipulated herein. Maqayees will communicate to its Client the nature of such amendments and the period within which actions, if any, are to be initiated by the Client, including changes to the management system documents. Maqayees will verify the actions taken during surveillance assessments.