Quality in Abu Dhabi

Safety Design in Buildings Program

1. Conformity Services
2. Standards

This document is confidential to the Quality and Conformity Council

مجلس أبوظبي للجودة والمطابقة
ABU DHABI QUALITY AND CONFORMITY COUNCIL

Introduction to QCC

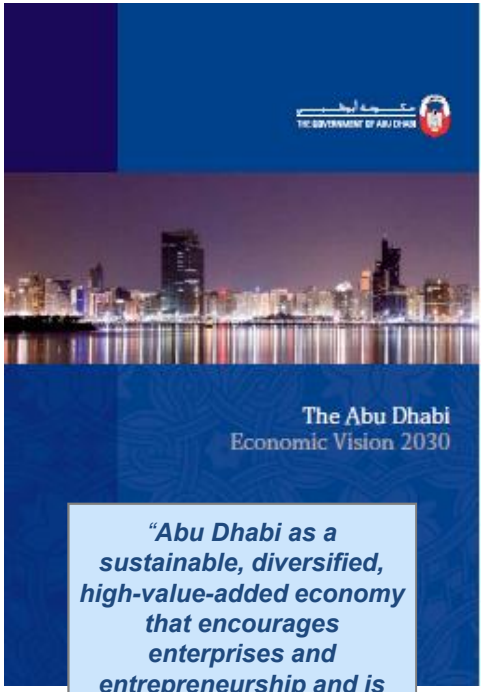
Conformity Services

Standards

Abu Dhabi Emirate requires a solid Quality Infrastructure (QI) to achieve its objectives and integrate with global markets

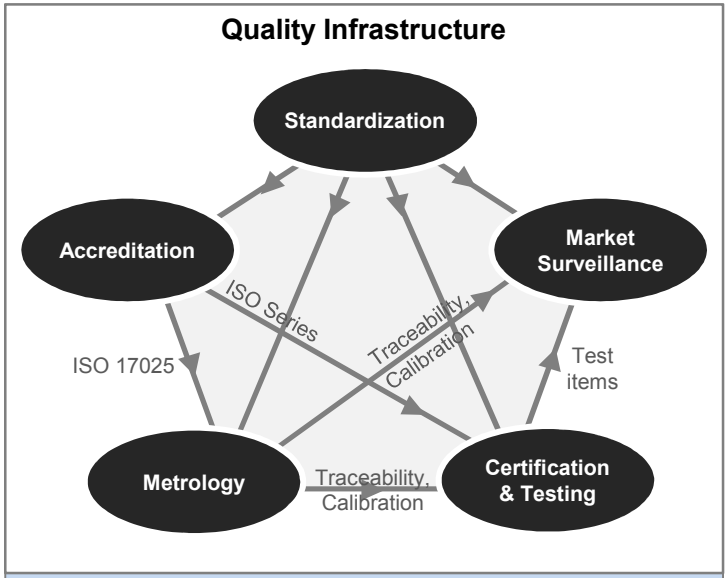
Role of Quality Infrastructure in Developed Economies

Abu Dhabi Economic Vision 2030 is shaping a diversified and globally integrated economy . . .



"Abu Dhabi as a sustainable, diversified, high-value-added economy that encourages enterprises and entrepreneurship and is well integrated in the global economy leading to better opportunities for all"

. . . Abu Dhabi Quality and Conformity Council has been enacted[1] to develop the Emirate's Quality Infrastructure and enable stronger participation in global markets...



- Quality Infrastructure is the system of technical capabilities used in developed countries to raise the quality of goods imported, traded and exported
- Quality Infrastructure is used to protect markets, businesses and consumers and enables countries to integrate into the global trade system

...Quality Infrastructure helps protect the people and businesses of Abu Dhabi from the challenges of globalization

EXAMPLES

Produce World Class Exports

- Recognition of Abu Dhabi as a quality producer and elevation of "Made in Abu Dhabi" status

Eliminate Low Quality Imports

- Low quality imports fail to meet safety standards and pose risk to consumers

Identify Counterfeit Products

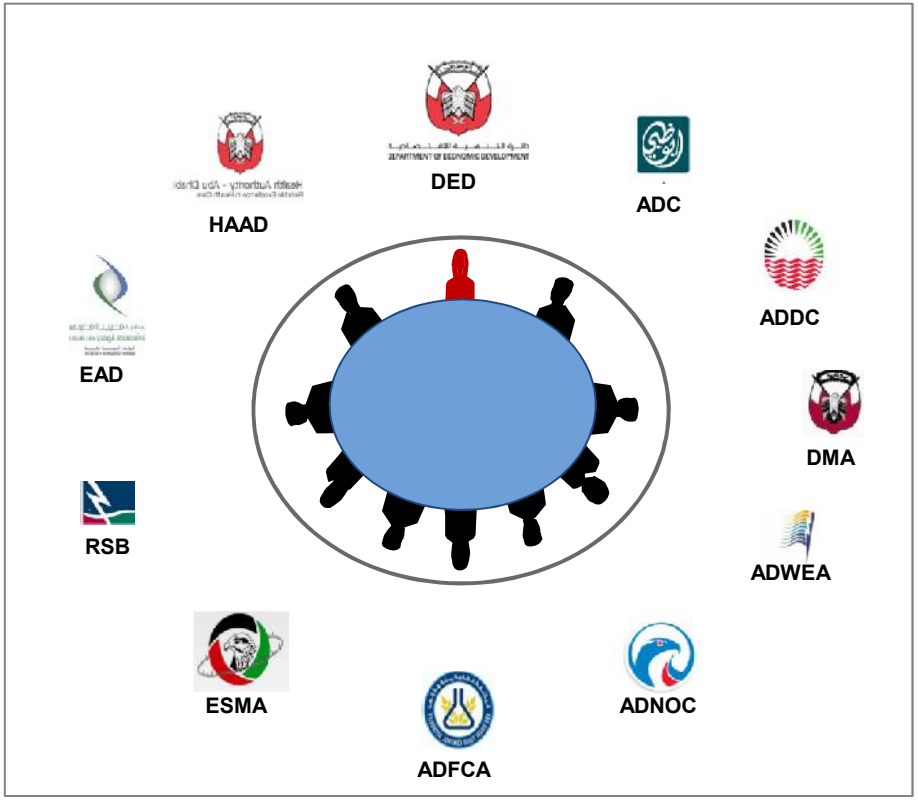
- Counterfeit products are difficult to identify without testing and can contain toxic materials

1) Law #3 of 2009

The QCC is a council of Abu Dhabi's regulators and industry and launched its first service in February 2011

Enactment of the Abu Dhabi Quality Conformity Council

Council Composition



Council Setup

Adapted from QCC Enactment Law (Law #3 of 2009)

- Ensure that products, personnel and systems conform to relevant quality standards set by the Emirate of Abu Dhabi to achieve safety, health and environmental protection within the Emirate
- Develop Abu Dhabi's Quality Infrastructure to raise overall levels of product safety and quality, and enhance product competitiveness on local, regional and international levels through use of the Quality Mark

Establishment Timeline

Enactment	Board #1/2010	First Service Launched
Feb 2009	June 2010	September 2010	February 2011

Source: Law #3/2009

The QCC operates across six key areas of activity related to provision of Quality Infrastructure

Quality Conformity Council's Core Activities and Outcomes

I Standards

- Standards development and harmonization, working in partnership with ESMA to integrate federally and internationally

II Metrology Infrastructure

- Measurement infrastructure development to support industry in line with Economic Vision 2030 and current needs

III Testing Infrastructure

- Testing infrastructure enabling regulation of:
  - −Food & Water
  - −Pharmaceuticals
  - −Construction
  - −Medical Devices
  - −Electrical
  - −Safety Systems

IV Conformity Schemes and Certification

- Product conformity and certification programs for industry and regulators
- Personnel and systems certification for industry and regulators

V Consumer Safety

- Dangerous product control in the Emirate in coordination with federal entities
- Consumer product recalls in Abu Dhabi
- Counterfeit control e.g. electrical products

VI Legal Metrology / Market Surveillance

- Trading balance verification and inspection in high value markets
- Pre-packaged goods inspection
- Product safety inspections
- Regulation enforcement

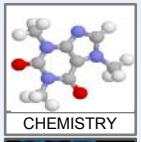
TESTING INFRASTRUCTURE

We are developing a world class testing capability through consolidation of current labs and expansion into new services

Initial Scope of Central Testing Laboratory Services

NOT EXHAUSTIVE

i Testing

Disciplines	Food	Water	Construction	Pharma	Med Devices	Consumer
	Current Public Testing Capabilities			New Testing Capabilities		
 CHEMISTRY	✓	✓	✓	✓		✓
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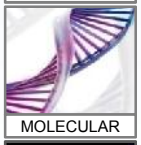
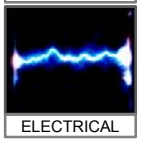
MECHANICAL			✓		✓	✓
 MOLECULAR	✓	✓		✓		
 ELECTRICAL			✓		✓	✓

ii Certification

- Product certification
- Personnel certification
- Systems certification e.g. ISO9001
- …

iii Inspection

- Elevators
- Fire safety systems
- Occupational hygiene
- Infection control
- EH&S
- …

iv Training & Consulting

- HVAC maintenance training
- Process management
- Sustainability in production systems
- …

Source: Abu Dhabi regulator interviews; NATA experts; McKinsey analysis; QCC analysis

QCC is also establishing a Metrology Centre to support the needs of regulators, industry and testing infrastructure

Abu Dhabi Metrology Centre Overview

Metrology Centre Function

- Provide a reference for all measurement that is traceable to the primary international standards
- Enable calibration of measurement equipment in testing laboratories and third party calibration labs

Scope

Service Area	Description
Dimensional	Calibration of instruments and standards related to length and angle measurement (including derivatives like area or volume)
Mass, volume and flow	Calibration of instruments and standards related to the measurement of weight, volume, pumps and flow rates of products
Force and pressure	Calibration of instruments and standards related to the measurement of forces exerted on or by objects such as compression, tension and loads
Electrical and time & frequency	Calibration of instruments and standards related to the measurement of electric currents and voltage, insulation, passage of time and frequency of occurrence
Thermometry	Calibration of instruments and standards related to the measurement of temperature

QCC Legal Metrology capability verifies trade weighing balances in Abu Dhabi – applying the QCC seal to inspected equipment

Overview of the Legal Metrology Function

ILLUSTRATIVE

Physical Measurement Standards

- Physical measurement standards that are traceable to an internationally recognized standard are used to assure the accuracy of trade weighing instruments
- Ensuring a fair and competitive marketplace is the function of QCC's Legal Metrology team

Verification to Standards

- Trade weighing balances used in general retail, gold and oud stores have now been inspected for conformity to mandatory measurement standards
- Instruments verified to meet the international standards are marked with the QCC seal to give consumers confidence and ensure economic value to buyers and sellers alike

Introduction to QCC

Conformity Services

Standards

A conformity scheme describes the process and requirements for products and services to be certified against standards

Role of Conformity Schemes in Product and Services Certification

Goods produced in a global marketplace are required to show evidence of conformity to standards prior to import...

... conformity assessment is the process of assuring that products, systems and personnel meet the requirements outlined in a conformity scheme that is specified by industry or regulators...

... certification of products is the result of a successful conformity assessment; product marking is one outcome of certification

Does it perform?

Does it meet the standard?

Conformity Scheme

- **Standards**
- **Inspection Regime**
- **Testing Regime**

- A conformity scheme is a technical document that outlines requirements for products, systems or personnel to meet specified standards under certain inspection and testing regimes
- Designated authorities grant licence to use certification marks following successful “conformity assessment”

Sample Certification Marks

QCC operates a family of Trustmarks used for product and services certification

Overview of QCC Family of Trustmark's

ILLUSTRATIVE

Family of Trustmark's for Conformity

Ensures that all basic **quality requirements** are met e.g. safety

Ensures that **safety standards** are met, and that the product meets additional **environment performance** requirements

Future conformity programs will enable industry to differentiate other performance aspects of products

Examples of Environment Performance Trustmark

Our first conformity scheme has been launched to ensure that water fixtures meet the Estidama guidelines and Plumbing Code

Overview of Water Fixtures Conformity Scheme

Scope and Collaboration	▪ Water fixtures scheme aims to enable suppliers to distinguish products that meet environmental performance criteria of Estidama and the safety criteria of the Abu Dhabi International Plumbing Code ▪ Developed in collaboration with the Environment Agency, Department of Municipal Affairs and the Urban Planning Council
Mandatory / Voluntary	▪ A voluntary mark that indicates a product meets the product requirements required by Estidama and the Abu Dhabi Plumbing Code ▪ Estidama is mandatory for some building topologies; the Plumbing Code will come into mandatory effect in 2014
Status	▪ Certification of products currently taking place and applications are open ▪ 37 product lines certified across three large suppliers

The scheme covers seven types of water fixture…

Overview of Water Fixtures Scheme Standards

Product Categories	Bathroom Taps (Private)	Bathroom Taps (Public)	Shower Heads	Kitchen Sink Faucets	Bidet Taps and Hoses	Urinals	Toilets (Dual Flush)
Plumbing[1] Standards	▪ International Plumbing Code; or ▪ Uniform Plumbing Code	▪ International Plumbing Code; or ▪ Uniform Plumbing Code	▪ International Plumbing Code; or ▪ Uniform Plumbing Code	▪ International Plumbing Code; or ▪ Uniform Plumbing Code	▪ International Plumbing Code; or ▪ Uniform Plumbing Code	▪ International Plumbing Code; or ▪ Uniform Plumbing Code	▪ International Plumbing Code; or ▪ Uniform Plumbing Code
Estidama Flow Rate	▪ 6 liters/min at 410 KPa	▪ 1.9 liters/min at 410 KPa	▪ 9.5 liters/min at 550 KPa	▪ 6 liters/min at 410 KPa	▪ 6 liters/min at 410 KPa	▪ 0.5 liters/flushing cycle	▪ 6 liters full flushing ▪ 4 liters low flushing

1) Abu Dhabi currently follows the Uniform Plumbing Code and will adopt the International Plumbing Code in 2013 (as per DMA building code)

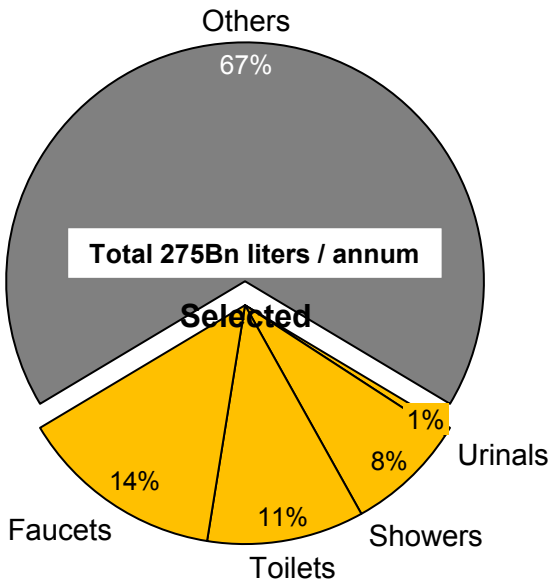
Source: Stakeholder engagements, team analysis

… and if fully implemented in Abu Dhabi the Water Fixtures scheme has the potential to save 26Bn liters of water annually

Water Fixtures Conformity Scheme Overview

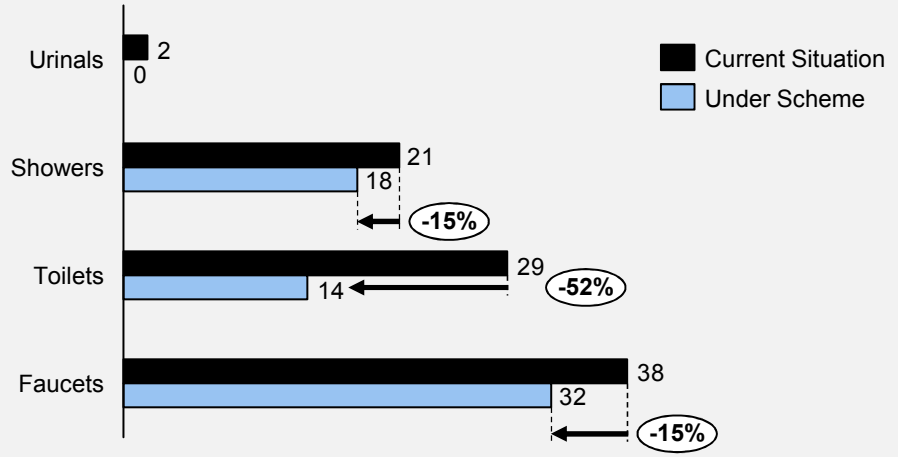
INDICATIVE

Total Current Consumption
Annually[1] by Fixture Type



Current volume 90Bn liters / annum

Savings Under Scheme
in Bn Liters / Annum



New annual volume[1]	64Bn liters / annum
Net water saving[1]	26 Bn liters / annum
Desalination cost saving[2]	AED 119 Mn / annum

1) Assuming full adoption of scheme and all else remaining equal
2) Based on marginal desalination cost of $1.25 per cubic meter; excludes cost of market surveillance

Source: Executive Affairs Authority, Demand Side Management Study 2009; ADWEA; QCC analysis

We have launched the Window Safety Fixtures Conformity Scheme to ensure safety devices meet UAE Standards

Overview of Window Safety Fixtures Conformity Scheme

Scope and Collaboration	▪ Ensures that the product meets safety standards according to accurate and recent test reports from accredited laboratories ▪ The Window Safety Fixture conformity scheme has been launched a few months ago in collaboration with: – Abu Dhabi Department of Municipal Affairs – Civil Defense
Mandatory / Voluntary	▪ A voluntary mark that indicates a product meets the mandatory product requirements required by the Department of Municipal Affairs and Civil Defence
Status	▪ Certification of products currently taking place and applications are open ▪ Two product lines have been certified across two suppliers

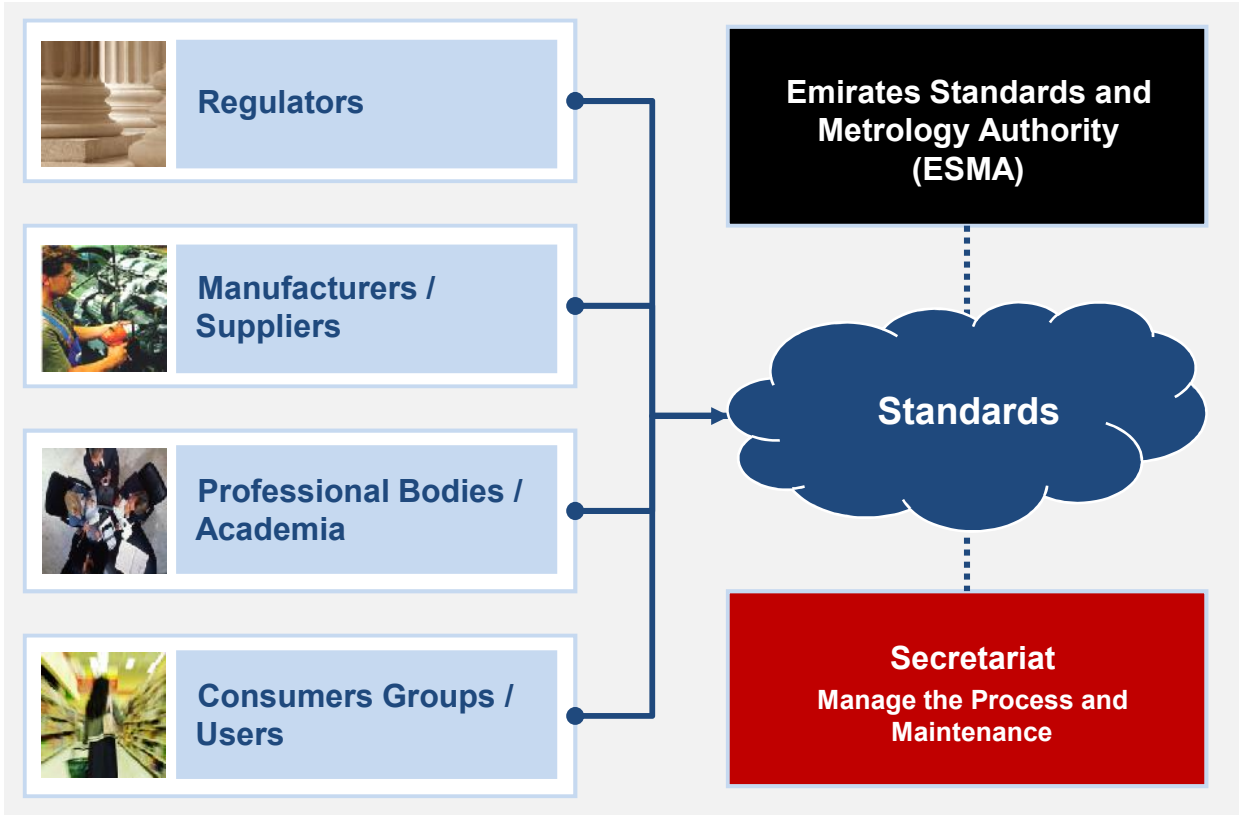
Introduction to QCC

Conformity Services

Standards

QCC supports Abu Dhabi stakeholders in development of UAE standards through engagement with ESMA and secretariat support

Quality and Conformity Council: Standards Development

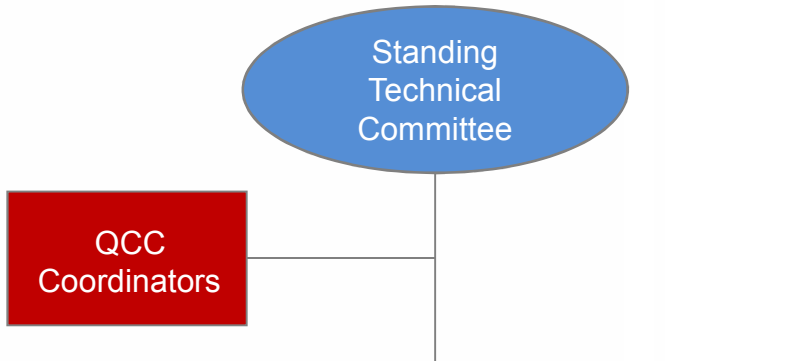


Source: QCC analysis; NATA experts

Standing technical committees oversee the working groups and are supported by QCC Coordinators

Standing Technical Committee Operating Model

Operating Model



Roles and Responsibilities

- **Standing Technical Committee**
  - Abu Dhabi Standing Technical Committee formed with the purpose of coordinating all activities among Abu Dhabi regulators and aligning with ESMA whenever needed
  - Approve final project deliverables
- **Working Groups**
  - Project analysis and delivery
  - Raise final project deliverables to standing technical committee for approval
  - Designate working group chair
- **QCC Coordinators**
  - Coordinate all working groups and standing technical committee activities

QCC Database of Technical Experts

Pool of Technical Experts

SN	First Name	Middle Nam	Last Name	Qualifi	Education	Job Title	Company Name	Company Code	Office Number	Mobile Number	Membership	E-mail	Registertion Form	Cv
1	Abdulla		Al Hammadi			Acting Manager	Environment Agency-Abu Dhabi	EAD	02-6934786			ahammadi@ead.ae		
2	Mohammed	Ahmed	Bashem			Senior Policy Scheme	Environment Agency-Abu Dhabi	EAD	02-6934786			mbsahal@ead.ae		
3	Abdulhakeem	Salem Ali	Al Tamimi	Master	Intelligent Building	Head od Design & Eng. Project	Abu Dhabi Police	ADP		050-9998660		eng.altameemi@hotmail.com		\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\CV\Abdel Hakeem Al Tamimi.pdf
4	Yasser	I	Sharif	Master	Occupational & Enviromental H	Head Medication and medical Product Safety	Health Authority -Abu Dhabi	HAAD		050-3484295		ysharifmd@hotmail.com	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\Registration Form.pdf	\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\Yasser Sharif CV.rtf
5	Mohamed	Khalaf	Al Mazrouei	Master	Science	Parks& Recleation Facilities	Head of Executive Division	HED	02-6787549	050-9297929		m.almazrouee@adm.abudhabi.ae	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\CV\Mohammed Al Mazrouie.pdf	\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\CV\Mohammed Al Mazrouie.pdf
6	Dr. Ibrahim		Yaaqib	PH.D	Electrical Eng.	Director	Fujairah Statistics Centre	FSC		050-6491600		yaaqib@yahoo.com	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\CV\Dr. Ibrahim.pdf	\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\CV\Dr. Ibrahim.pdf
7	Dr. Ayesha	Salem	Al Dhaheri	PH.D	Philosophy		Faculty of Food & Agriculture	FFA	03-7136020	050-6167671		ayesha_aldhaheri@uaeu.ac.ae	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\CV\Dr.Ayesha .pdf	\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\CV\Dr.Ayesha .pdf
8	Entisar		Al Katheeri	Master	Environmental Science		ADWEA	ADWEA		050-4425196		esalem95@gmail.com	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\QCC Technical Expert Registration Form 19.11.2012.pdf	\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\CV\Entesar.pdf
9	Burhan		Hasan	Bachelor	Chemical & Process Eng.	Sr. HSE Management System Eng.	ESNAAD	ESNAAD	02-6652547	050-5423465		burhanalmufti@yahoo.com		\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\CV\Burhan Hassan.pdf
10	Laurent	De	Vulpillieres	Master	Business Administration	Manager of Technical Centre	Bureau Veritas	BV	02-6444920			laurent.de-vulpillieres@ae.bureauveritas.com		\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\CV\Laurent de.pdf
11	Raja	Bou Fakher	Aldeen	Master	Eng. Enviromental & Water	Environmental Eng.	Bureau Veritas	BV	02-6444920			raja.boufakheraldeen@ae.bureauveritas.com	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\CV\Raja Bou.pdf	\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\CV\Raja Bou.pdf
12	Mohamed	Mahmoud	Al Marzouqi	Bachelor	Agriculture in dry areas	Engineer	Public Health Department	PHD					\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\CV\Mohamed Al Marzouqi.pdf	
13	Dr. muthanna	A.Wahab	AL Omar	Ph.D	Biology/Environmantal Studies	Manager Of Environmautal Studies	Abu Dhabi Water & Elctricity Authority	ADWED	02-6947050	050-6872990		m.alomar@adwea.ae	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\CV\Dr.Al Omer.pdf	\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\Dr.Al Omer.pdf
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16	saeed	-	Zaman	Master	Mechanical Engineering	Team Leader Mechanical	Bureau Veritas	BV	02-6444920	-		saeed.zaman@ae.bureauveritas.com	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\CV\Saeed Zaman.pdf	\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\Saeed Zaman.pdf
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18	Marian	A.	Paruszewski	Master	Civil Engineer	Regional HSE Manager	Bureau Veritas	BV	02-6444920	-		marianparuszewski@ae.bureauveritas.com	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\CV\Marain.pdf	\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\Marain.pdf
19	Wissam	Sobhi	Serhan	Master	Science Environmental	Chemical Analyst	Abu Dhabi Food Control Authority	ADFCA	02-4954610	050-6733636		wissam.sobni@adfca.ae	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\CV\Wissam.pdf	\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\Wissam.pdf
20	Ahmad	-	Al Disi	Master	Quality Management	Specialist Nurge	-	NRC	-	050-6825150		amdisi@gmail.com		\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\Mohammed Al Disi.pdf
21	Fahad	Abdulaziz	Al Seiari	Bachelor	Civil Engineering	Head of Engineers Registration	Department Of Economic Development	DED	02-4031467	050-6677625		fabinishaq@adeconomy.ae		\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\CV\Fahad Al Saieri.pdf
22	Basem	Hamad	AL- Tarawneh	B. Sc	Agricultue Engineering in Nutri	Standardization Specialist Officer	ESMA	ESMA	02-4032629	050-7319231		basem-tarawneh@esma.ae	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\CV\Basem Hamad.pdf	\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\Basem Hamad.pdf
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26	Mansoor	N	Malik	Master	Environmental Managemany	Environment. Health &Safety System Specia	Department Of Transport	DOT	02-6566758	02-6566758		mansour.malik@dot.abudhabi.ae		\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\Mansour.Malik.Resume.doc
27	Rami	-	Abuhamad	B. Sc	Plant Prodvction Specialist	Plant Prodvction Specialist	Abu Dhabi Food Control Authority	ADFCA	02-4954349	050-5421171		rami.abuhamad@adfca.ae	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\QCC technical registration form for RAMI.pdf	\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\Rami CV - Aug 2012.doc
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33	Mohamed	Abbas	EL Radi	Master	Environment at Studies	Quality Control Analyst	PUBLIC health Control	PHC	-	-		-		\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\CV Ali Ahrary QCC.pdf
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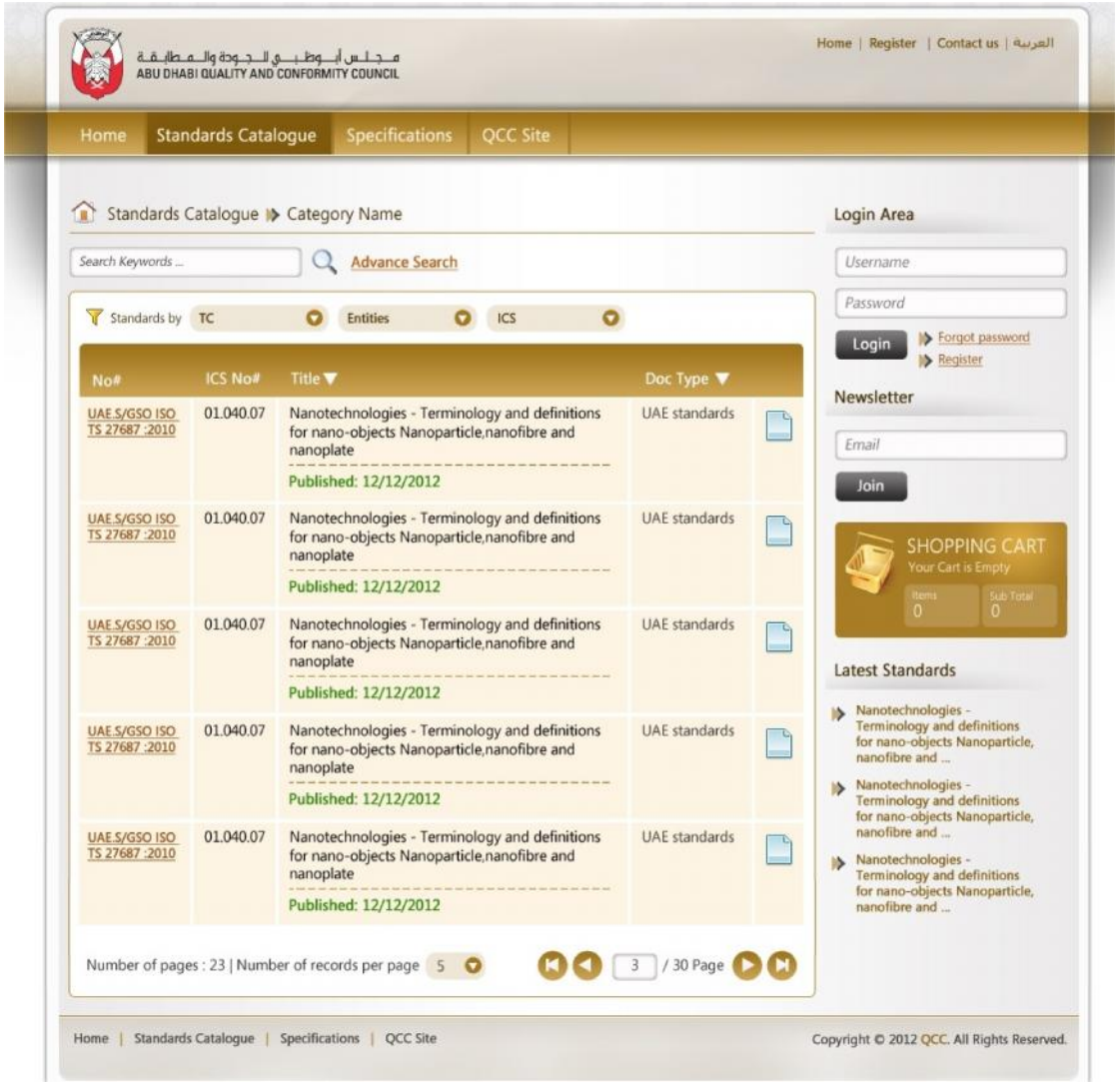
45	Deboran	-	Francis	IV	Trainiry& Assessment	Specialist /Advisor	National Qualitioaflons Authority	NQA	-	-		-	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\QCC Technical Expert Registration FormDeborah Francis).docx	
46	Edwin	-	Young	HNC	Mechanical & Prodnction Eng	Manager	Estidama	Estidama	-	-		-	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\Edwin Young.pdf	
47	Peter		Ensor	Master	Agricultuer	Manager	Abu Dhabi Farmers Services Centre	ADFSC		056-1237406		Peter.ensor@adfsc.ae	2\Expertise Database\Registration Form\CV\QCC Technical Expert Registration Form_Peter Ensor.docx	
48	Khalid		Omer	PH.D	Lincoln	Unit Manager	Abu Dhabi Farmers Services Centre	ADFSC		056-6857877		khaled.omer@adfsc.ae	2\Expertise Database\Registration Form\CV\QCC Technical Expert Registration Form_Khalid Omer.docx	
49	Abdulrahman	Ahmed	Al Jahoushi	Master	Quality Management	Senior Manager	Municipality of Abu Dhabi City	ADM	02-6730200	050-4484964		abdulrahman.alhamiri@gmail.com		\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\Abdulrahman Ahmed Al Jahoushi.pdf
50	Maria		Flouda	Master	Civil Engineering	Quality Assurance Manager	Musanada	Musanada		050-4150988		mflouda@gmail.com	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\CV\2012-04 QCC Technical Expert Registration Form (3).docx	\\Qccfps01\qcc_fileshare\QS\Expertise Database\CV\M.Flouda-Resume-Quality_Assurance_Manager-Strategy Management.docx
51	Hassaein	Mohmoud	Al Sayed	Bachelor	Civil Enggineering	Senior Manager	Real Estate Development	Sorouh	02 -444 0066	050- 6421991		HAlsayed@sorouh.com	\\Qccfps01\qcc_fileshare\QS\Expertise Database\Registration Form\CV\Hussain Al Syed.pdf	

QCC Standards Database will be for the use of Technical Experts, Working Groups, STC members and other stakeholders …….



QCC Fire Safety Working Group

Update & Outcomes

Update

Preliminary meeting November 4th (ESMA, AD Civil Defence, DMA, QCC)

Decided that the group should be Product led and Solution focused.

The Working Group had its first formal meeting on 27/11/2012.

QCC brought in an international fire safety expert from Australia to attend the inaugural meeting.

Next meeting 16th Jan 2013 in conjunction with Intersec conference in Dubai.

Expected Outcomes

1.Document supporting DMA & Civil Defence codes on External Cladding
2. Fire Doors - harmonising Abu Dhabi Building Code standards with international requirements.

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THANK YOU