



**General Organization for
Export & Import Control**



Ministry of Trade & Industry

General Certification Terms and Conditions (GCTC)

The Certification Unit of GOEIC (CU GOEIC)

General Organization for Export and Import Control - Cairo Airport in front of Cargo Village
The certification unit - Cairo Airport in front of Cargo Village

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GOEIC certification, an investment for the future



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Amendment Date	:
Issuance entity	: Quality Department

Part No. (1): General

1.2 Contents

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Part No. (2): References

2 The References are:

- | | | |
|---|-------------------------|--|
| 1 | ISO/IEC 17065 | Conformity assessment-requirements for bodies certifying product, processes and services |
| 2 | ISO/IEC 17067 Guideline | Conformity assessment – fundamentals of product certification and guidelines for |
| 3 | CU GOEIC Quality manual | C 01 |



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Part No. (3): Terms and Definitions

3 Terms and Definitions:

The definitions in ISO/IEC 17065 are generally used in this document. In addition the following terms are defined:

CU GOEIC

Is a certification unit of GOEIC which is responsible for ensuring that products meet and continue to meet, the requirements on which certification is based according to ISO/IEC 17065 and the relevant certification scheme.

Client

Egyptian applicant who seek CU GOEIC services mandated form Egyptian factory owner by an official mandate or the owner himself.

GCTC

It refers to general certification terms and conditions. It reflects the concept of certification scheme according to ISO/IEC 17065 which outlines general and common issues about granting certification.

TCR

It refers to test and certification regulation, which reflects the concept of certification scheme according to ISO/IEC 17065 which outlines different issues about granting certification.

Reg.

It refers to technical regulation upon which each TCR are established.

COC

It is a certification document through which CU GOEIC state the type or process or client conform to requirements stipulated be the applicable Reg.

MTI

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Part No. (4): Certification items

4.1 Introduction

This document describe general certification aspects provided by CU GOEIC to the public domain. This document is integrated for each TCR.

4.2 Financial status

GOEIC is a public enterprise supervised by MTI, established by act no 1770:1971. Its main functions are import and export controls. GOIEC main sources of income are the fees charged to importers for checking incoming consignments, from services provided to interested parties (e.g. contract laboratory testing) and subsidy from the government.

It is envisioned that CU GOEIC certification activity will operate on a competitive basis and, over the medium term, be financially self-supported. GOEIC provide all needed financial support to CU GOEIC.

4.3 Suspension and withdrawal policy (P QAP-06)

4.3.1 Suspension of COC

There are four cases of suspension

- Voluntary suspension:
This process begins when a client request in writing to CU GOEIC for voluntary suspension due to failure to comply with certification requirements or any other reason. CU GOEIC will suspend COC for maximum of 3 months according to procedure P QAP-06.
- Suspension for non-payment of fees:
When a client fails to pay certification fees, rather than the initial fees, within one months of the date of the original invoice, CU GOEIC will suspend COC for maximum of 3 months according to procedure P QAP-06.
- Suspension for non-compliance with requirements:
If the client fails to clear the reasons of non-compliance/breach to certification requirement (which imposed on the client by the certification agreement and the client's declarations) within one month of the date of receiving the non-conformance request, NCR, or formal letter from the CU GOEIC. CU GOEIC will suspend COC for maximum 3 months according to procedure P QAP-06.



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- Suspension for failure of conducting site visit:
This process begins when a client fails to arrange for the surveillance/reassessment visit for 3 weeks after receiving the nominated date of the visit. CU GOEIC will suspend COC for maximum of 3 months according to procedure P QAP-06.

4.3.2 Re-instatement of COC

If the client cleared the reasons of COC suspension within the time limits shown above, it shall be re-instated; otherwise, it will have its COC withdrawn. If the COC is withdrawn according to procedure P QAP-06, then it will be required to submit a new application with all associated costs to CU GOEIC for re-certification.

4.3.3 Reduction of Scope of certification

There are two cases of reduction of scope

- Voluntary reduction of scope:
This process begins when a client request in writing from CU GOEIC for voluntary reduction of scope of certification due to failure to comply with certification requirements in a part of its scope of certification. CU GOEIC will reduce the concerned certification scope according to P QAP-06.
- Imposed reduction of scope:
When the client fail to clear the reasons of certification suspension within the time limits shown above in a way that affects only part of the certified scope, it will have its certification reduced in scope. CU GOEIC will reduce the scope of certification according P QAP-06.

4.3.4 Withdrawal of COC

There are two cases of withdrawal

- Voluntary withdrawal
This process begins when a client request in writing to CU GOEIC for voluntary withdrawal of certification due to failure to comply with certification requirements or any other reason. CU GOEIC will withdraw the COC according to procedure P QAP-06.



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– Imposed withdrawal

If the client fail to clear the reasons of COC suspension within the time limits shown above, he will have its COC withdrawn. A new application with all associated costs will need to be submitted to CU GOEIC to be re-assessed for new certification according to procedure P QAP-06.

Note: Withdrawals, cannot be re-instated. If the client wishes to be re-certified. A new application with all associated document & costs will need to be submitted to CU GOEIC.

4.3.5 Special cases

CU GOEIC may suspend or terminate the COC if there is any change in any aspect of the client status or operation that affects the client's compliance with the certification agreement and/or the relevant criteria specified by CU GOEIC.

CU GOEIC may, at its discretion, terminate certification:

- If, the certified organization being owned by an individual, such individual is declared bankrupt or enters into a composition with his creditors; or
- If the certified organization, being a company, enters into liquidation, whether compulsory or voluntary; or
- If the management of the certified organization fails in any respect to comply with the law of the land.

4.4 Complaints and appeals (P QAP-05)

- Against activities of the CU GOEIC regarding certification, the client can submit a complaint to the CU GOEIC.
- Against decisions of the CU GOEIC regarding certification, the client may appeal to the CU GOEIC within one month from the time the decision was notified to him.
- The appeal is decided upon by an appeal committee.
- The decision is issued within two months from the date of submission of the appeal and must be applied by the parties. Until the above decision is made, the decision taken by the technical certifier remains valid.
- In both cases (complaint and appeal), CU GOEIC ensure that the personnel who is responsible for the resolution are not involved in the activity or decision against which the complaint or appeal was submitted.
- Appeal fees is 1000 LE.



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4.5 Liability and indemnity

CU GOEIC handle its liabilities which is restricted to the liabilities against the scheme owner and CU GOEIC Clients only and not including clients of Scheme owner's clients or the clients of CU GOEIC clients to with gross negligence compensation restricted only to the fees paid to CU GOEIC.

The commitment to this liability responsibility is valid for one year after the date of CU GOEIC completing performing the service.

In case a financial penalty was directed to CU GOEIC from scheme owner, and after investigating the subject, it was found that the decision to grant COC was based on invalid information that was supplied to CU GOEIC by the client, CU GOEIC reserve the right to direct a counter action against the client.

4.6 Non-discriminatory policy

4.6.1 All clients that meet the criteria of CU GOEIC are eligible for certification. CU GOEIC does not discriminate against clients in any way other than what is outlined in ISO/IEC 17065 to ensure high quality results in certification. The success of CU GOEIC depends on the fair and equitable treatment of all clients.

4.6.2 The services of CU GOEIC are available to all clients whose products are within its scope of certification.

4.6.3 Access to certification services is not conditional upon the size of the client or membership in any association or group, nor is certification conditional upon the number of COCs already issued. There are no undue financial conditions.

4.6.4 CU GOEIC confines its requirements, evaluations, review, and decisions concerning certification to the requirements defined in ISO/IEC 17065 and the requirements of the appropriate Reg.



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4.7 Confidentiality policy

4.7.1 CU GOEIC and its personnel are legally obliged to keep confidential all information supplied to it by the client as well as all data, records, and information obtained during the performance of evaluation activities, and any other means, except for information required or considered to be publicly available, unless authorized by the client. CU GOEIC shall inform the client in advance of any information it intends to make publicly available, unless prohibited to do so by law. All personnel of CU GOEIC involved in evaluation activities shall sign code of ethical behavior. Confidentiality is maintained by the use of computer passwords, locks on doors, as well as supervision by CU GOEIC personnel.

4.7.2 Where the law or contractual agreements require information to be made public or disclosed to any other party, the client shall be informed in advance of what information was provided unless the law prohibits such notification.

4.7.3 Any information about the client which was obtained from any outside source shall be treated as confidential.

4.8 Marketing

In general, CU GOEIC and its supervising MTI, should inform, through appropriate means (e.g. through CU GOEIC website, targeted e-mails, social media, brochures, presentation at conferences, participation in trade fairs etc.), about the existence and benefits of CU GOEIC services.

The above activities will be carried out under the supervision of the marketing manager within CU GOEIC who will be responsible for the business development activity.



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4.9 Fraudulent claim of certification

- GOIEC is a legal governmental entity and by the law it check the exports of Egypt so if any exporter claims fraudulently that he complies to the available TCR without the official way, he will subject himself to legal action from GOEIC.
- If a client uses a COC in violation of the applicable TCR stipulation or of the terms of the relevant certification agreement, CU GOEIC will take remedial actions, as described in the agreement. These may range from written requests to correct the situation, to stopping any use of and returning to CU GOEIC granted COC. CU GOEIC has also the right, if necessary, to inform directly the consumers or other economic operators (importers, distributors etc.) or the market surveillance authorities of the country of exportation.
- In case another party (i.e. not a client), fraudulently claims to have received certification by CU GOEIC, the case is referred without delay to the legal affairs department of CU GOEIC which can deal with such situation promptly.

----- **THE END** -----