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## **CERTIFICATION SCHEME FOR FORKLIFT OPERATOR**

(As per BS EN ISO/IEC 17024:2012 & PHSD)

	Name	Designation	Date	Signature
Prepared By	Eng. Sohan Shivappa	Certification Manager	01.Aug.2021	
Approved By	Mr. Mohamed Basheer	Managing Director	01.Aug.2021	

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## 1. INTRODUCTION:

Emirate Safety Services was established in Abu Dhabi in 1979 Inspection & supplying lifting equipment to the oil sector. ESS operations are carried out in S02, Jebel Ali Industrial Area, Jebel Ali, Dubai, UAE.

Our Inspection Division is Accredited by Emirates International Accreditation Centre (EIAC) to ISO 17020:2012 and approved by the EIAC. Our Fire Division is an approved Service Center for Marine Fire and Safety equipment by: Dubai Civil Defense.

## SKILLS TRAINING

Skills training for Lifting equipment operators from Cranes to Forklifts.

Basic / Advanced Rigger Training takes the trainee through all aspects of Rigging & Slings.

Machine Operator Training for Mobile / Crawler / Overhead / Tower Crane Operators and Forklift Operators.

## 2. COMPANY POLICY

Emirates Safety Services LLC aims to provide service satisfaction and safety for its customers through implementation and continual improvement of its quality system that is established to comply with ISO 17024:2012 requirements.

The top management is committed to continuous enhancement of leadership and professionalism inside out of its business sphere by means of:

- ❖ Timely delivery of quality product at the right price



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- ❖ Impartial and regular communication internally and externally
- ❖ Ensure Impartiality & Confidentiality of ESS activities are assured at the organizational & at personal level.
- ❖ Proper training of its personnel in order to exceed customers' expectation
- ❖ Adhering to the legal, International and Local Regulations.

Emirates Safety Services LLC is responsible for, retains the authority for and not delegates its decisions relating to certification, including granting, maintaining, recertifying, expanding and reducing the scope of the certification, and suspending or withdrawing the certification.

### **3. COMMITMENT TO IMPARTIALITY**

Emirates Safety Services LLC Top Management is committed to impartiality in its certification activities. The top management of Emirates Safety Services LLC understands the importance of impartiality in carrying out its certification activities, manages conflict of interest and ensures the objectivity of its certification activities.

Emirates Safety Services LLC has documented a procedure for managing impartiality and conflict of interests.

Emirates Safety Services LLC acts impartially in relation to its applicants, candidates and certified persons. Its policies and procedures are fair among all.





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Emirates Safety Services LLC is not restricted on the grounds of undue financial or other limiting conditions and it does not use procedures to unfairly impede or inhibit access by applicants and candidates.

Emirates Safety Services LLC structured and managed its certification activities so as to safeguard impartiality.

#### **4. DISCIPLINARY POLICY**

Emirates Safety Services LLC certification scheme committee has established and implemented standards and codes of conduct, such as ethical standards and policies and procedures for disciplinary action, Grounds for revocation of certification include, but not limited to, the following:

- Period of certification exceeded without renewal
- Evidence of falsification of any information on any documents submitted to the department or its agent
- Evidence of non-compliance with Substance Abuse Policy
- Evidence of culpability in an accident during certification period
- Evidence of non-compliance with medical requirements required for the Occupational Health Card issuance
- Evidence of non-compliance with the Code of Ethics

#### **5. ELIGIBILITY, OCCUPATIONAL HEALTH EVALUATION**

##### **5 A. ELIGIBILITY**

To be eligible for certification, candidates must:

- Be at least 18 years of age
- Have valid occupational health card issued by relevant department.
- Have valid driving license from the relevant authority



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- d. Comply with LEOTF Substance Abuse Policy
- e. Comply with LEOTF Code of Ethics.
- f. Pass Written/Oral Examination (Core Exam and at least one Specialty Exam) with score not less than 80%
- g. Pass Practical Examination with score not less than 75%

## **5 B. OCCUPATIONAL HEALTH EVALUATION**

It's the candidate's responsibility to continue to meet occupational health card requirements throughout their certification period, Emirates Safety Services LLC do not conduct health and physical evaluation for the candidates.

Emirates Safety Services LLC will make sure during the examination that the candidate is physically and mentally capable of operating the forklift safely.

## **6. CANDIDATE RIGHTS AND DUTIES**

### **6 A. CANDIDATE RIGHTS**

- a. All candidates will receive certification and ID cards upon certification.
- b. The candidate has the right to reschedule the examination by informing Emirates Safety Services LLC two days prior the examination time.
- c. All information received from the applicants, candidates or certified persons and information obtained during the certification process is not disclosed to an unauthorized party without the written consent of the individual (applicant, candidate or certified person), except where the law requires such information to be disclosed.



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- d. When Emirates Safety Services LLC is required by law to release confidential information, the applicant, candidate or certified person will be notified as to what information will be provided.
- e. All applicants, candidates or certified persons can raise a complaint in case of any dissatisfaction by sending email to Four International provided email address including all details of his complaints.
- f. All applicants, candidates or certified persons can raise an appeal against the certification decisions by sending email to Four International provided email address including all details of his appeal.
- g. For an applicant with special needs has opportunity to declare, within reason, a request for accommodation.

## **6 B. CANDIDATE DUTIES**

- a. All candidates must provide true and valid information and details in the application form as they will be used to assess his competency for granting the certification.
- b. All candidates must comply with the relevant provision of the certification requirements and to supply any information needed for assessment
- c. To inform the certification body, without delay, of matters that can affect my capability to fulfil the certification requirements.
- d. All candidates must comply with the examination policy in maintaining the integrity and security of the examination process and not to release confidential examination materials or participate in fraudulent test-taking practices.
- e. All candidates can make claims regarding certification only with respect to the scope for which the certification has been granted.



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f. Candidates must not use the certification in such a manner as to bring Emirates Safety Services LLC into disrepute, and not to make any statement regarding the certification which the certification body considers misleading or unauthorized.

g. All candidates must discontinue the use of all claims to certification that contain any reference to the certification body or certification upon suspension or withdrawal of certification, and to return any certificates issued by the certification body.

h. Candidate have to notify Emirates Safety Services LLC if the examiner is known to him during the examination process to prevent any conflict of interest.

## **7. CERTIFICATION SCOPE**

This assessment is carried out to evaluate the competency of operators with regard to the safe operation of the Forklift.

## **8. JOB AND TASK DESCRIPTION**

The Forklift operator is responsible for loading and moving of the load from one place to another and knows how to follow the manufacturer operation precaution and safety.

## **9. CANDIDATES REQUIRED COMPETENCE**

Emirates Safety Services LLC certification exams are designed for operators who are trained and who currently work in lifting equipment operation and shall have minimum one year experience of forklift operation.

## **10. CANDIDATES ABILITIES**





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All candidates who are seeking the certification should make sure that they are physically and mentally capable to perform their duties and to operate the crane safely and must continue to meet occupational health card requirements throughout their certification period.

## **11. PREREQUISITES**

All candidates have to bring their ID to the examination.

## **12. CODE OF CONDUCT**

### **12 A. CODE OF ETHICS FOR CERTIFIED CRANE OPERATOR**

Certified crane operator must comply with Code of Ethics during his certification, set as below:

- a) Free of bias with regard to religion, ethnicity, gender, age, national origin and disability.
- b) To place the safety and welfare of workers associated with the lifting operation above all other consideration.
- c) To protect nearby general public property and the environment.
- d) Make management aware if he has safety concerns relating to the lifting operations that he is performing.
- e) Not knowingly violate safety-related regulations, warnings, or instructions set forth by the authority, recognized safety standards, the lifting equipment manufacturer, or relevant department.
- f) Not misrepresent or knowingly deceive others concerning the experience or the capabilities of himself or the crane he is operating.





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g) Not misrepresent or misuse his certification card, both of which are the property; and understand that he must return the card to the issuing authority immediately if required to do so.

## **12 B. SUBSTANCE ABUSE POLICY**

It is the policy of the department that crane operators shall not use prescribed or over the counter substances that would impair their ability to operate cranes safely. This includes illegal drugs, controlled substances (including trace amounts), look-alike drugs, designer drugs, or any other substance that may have an effect on the human body of being a narcotic, depressant, stimulant, or hallucinogen.

An exception to this rule is that an operator may use such a substance or drug if it is prescribed by a licensed medical practitioner who is familiar with the operator's medical history and all assigned duties, and who has advised the operator the prescribed substance will not adversely affect the operator's ability to operate the forklift safely.

It is the responsibility of the certifying organization to have the candidate understands the Code of Ethics and the Substance Abuse Policy.

## **13. CERTIFICATION REQUIREMENTS OF FORKLIFT OPERATOR**

### **13 A. CRITERIA FOR INITIAL CERTIFICATION AND RECERTIFICATION PROCESS**

#### **13 A1: Submission of Application**

- ❖ The candidate must complete and sign the application form which will be sent to him after receiving his inquiry of initial certification or recertification.



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The candidate is required to submit the application form attached with the following:

- ✓ *Passport copy*
  - ✓ *Valid residence visa copy*
  - ✓ *Labor card copy*
  - ✓ *Driving license copy*
  - ✓ *Colored photograph (not older than six months)*
  - ✓ *Proof of training (if relevant), copy of your previous certificate*
  - ✓ *Evidence of working experience*
- ❖ If the inquiry received from a company which is seeking Emirates Safety Services LLC certification service for its employees, declaration of work experience form will be sent along with the application form to be filled and signed by an authorized personnel in the company to declare the experience of the applicants. This form will be used as evidence of working experience of applicants.

### **13 A2: Recertification Process**

- ❖ Emirates Safety Services LLC will remind the certified personnel of his certification expiration 2 months prior to the expiration date.
- ❖ If the personnel wants to re-certify , application form will be sent to him to be filled and submit it back.
- ❖ All candidates must complete all recertification requirements prior to the certification's expiration date. This includes:
  - ✓ Passing the recertification written and practical examination
  - ✓ Continuing to meet Occupational Health Card requirements



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- ✓ Have valid driving license from the relevant authority where applicable
- ✓ Compliance with Substance Abuse policy
- ✓ Compliance with the Code of Ethics
- ❖ Recertification Written/Oral and practical examinations must be taken up to one month prior to the certification's expiration date.
- ❖ Candidates who are not certified in all specialties may add a new specialty at the same time as they take their Recertification Examination and he must fill an application form to specify the required specialty.

### **13 B. ASSESSMENT METHODS FOR INITIAL CERTIFICATION AND RECERTIFICATION**

- ❖ The Forklift operator assessment methods will consist of two stages:
  1. Written Examination
  2. Practical Examination
- ❖ All candidates must register and take both examinations.
- ❖ Candidate must pass both examinations, Written and Practical, and comply with all requirements to be certified.

#### **13 B1: Written Examination**

Consists of Core Examination and Specialty Examination

- ❖ Core Examination
  - ✓ It tests the areas relating to the general lifting operation
  - ✓ It consists of 30 multiple choice question
- ❖ Specialty Examination
  - ✓ It tests the areas relating to the operation of forklift.



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- ✓ It consists of 20 multiple choice question for each specialty, forklift..
- ❖ Written examination may be conducted at the client premises, as feasible.
- ❖ If the client does not have adequate premises to conduct the examination, Emirates Safety Services LLC will arrange for it at its premises.
- ❖ Minimum passing score is 80%

### **13 B2 : Practical Examination**

- ❖ Practical examination will be conducted at the client site which is oral and practical.
- ❖ The practical examination demonstrates crane operation proficiency
- ❖ The practical test is structured in such away :
  - ✓ That it enables the operator to demonstrate safe and controlled operation in all circumstances, that regardless of prior knowledge of the forklift he carries out pre start up checks.
  - ✓ That the set up and pre lift checks are done (ground conditions, local hazards, weather etc).
  - ✓ That the operator properly following : Picking up the load, travelling, putting down a load, parking, fueling and battery recharging.
- ❖ Scoring criteria will be set by the examiner.
- ❖ Minimum passing score is 75%.

### **13 B3 : Combining certification requirements**





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❖ **Written/Oral**

- ✓ Core exam maybe administered separately if the candidate would like to take more than one specialty.
- ✓ Core and specialty exams maybe administered separately or combined if the candidate would like to take only one specialty.

❖ **Practical**

- ✓ Once a practical examination starts for any certification area, it shall be finished prior starting other practical examination in other areas.
- ✓ Examiners are not allowed to combine the performance requirement of different specialties into one specialty.

**13 C. TIME EXAMINATION AND ORDER**

- ❖ Candidates may take their written and practical examination in any order.
- ❖ In the normal cases, the examination time will be as following:  
 Written Examination: 1 hour  
 Practical Examination: 1 hour/ candidate
- ❖ In other cases, Time examination maybe extended by the examiner based on other variables and/or language barriers.

**13 D. DECISION MAKING PROCESS**

- ❖ After examination is done, the examiner will collect examination sheets, put them in a file, seal it and take them for scoring.





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- ❖ The scoring will be done as the criteria set by the certification department at Emirates Safety Services LLC, the minimum passing score for written examination is 80% and for practical is 75%.
- ❖ All candidates must pass both examination, written and practical.
- ❖ The scoring results will be passed to the decision maker who will make his decision based on the examination score, complying with all requirements, and completion of the certification fees.
- ❖ If all requirements are met, the candidate will be deemed as competent. A certificate and ID card will be issued.

### 13 E. ISSUANCE OF CERTIFICATE AND ID CARD

- ❖ Competency certificate will be issued by Emirates Safety Services LLC, signed by the authorized signatory.
- ❖ ID card will be issued by Emirates Safety Services LLC for each certified person.
- ❖ Certificate will include at least, but not limited to the photo of the certified personnel, unique identification number for tracking, Category of equipment that the individual is certified to operate, issue date, expiry date and validity in addition to other contents as required by ISO 17024 standard.
- ❖ ID card will not replace the driving license and all ID Cards will include the sentence **“This is not a driving license”**.
- ❖ All certified personnel should keep their original card with them all the time for review and checking from the relevant authorities during inspection.



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### **13 F. CERTIFICATION TIMEFRAME**

- ❖ All Certificates and certification ID cards will be valid for 1 year.
- ❖ If a certified operator subsequently becomes certified in additional Specialties by taking the appropriate written and practical specialty exams, the one-year certification period for the additional Specialties begins at the same time as he was originally certified.
- ❖ All specialties expire on the same date, regardless of when in the one-year certification period the candidate passed them.

### **13 G. RE-SET EXAMINATION FOR INITIAL EXAMINATION AND RE-EXAMINATION**

Normally, the candidate must pass both written and practical examination to be competent but if:

- ❖ If the candidate has passed the written examination and he failed in the practical or vice versa then, re-set examination will be conducted.
- ❖ The re-set examination will be scheduled with Emirates Safety Services LLC Certification department.
- ❖ The fee of the re-set examination will be 50% of the original certification fee.
- ❖ If the candidate fails in either one or both written or practical exam twice (Two times in a row) will not take any further assessment until he undertakes a relevant training.

### **13 H. Training Requirement**



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Candidates who fail in either one or both written or practical exam twice (Two times in a row) will not take any further assessment until they undertake a relevant training. The training must be as following:

**For Forklift operator:** 3 days, 5-7 hrs.

### 13 I. UNSAFE ACT

- ❖ If at any time during the pre-test period or during the test, candidates commit an unsafe act, examiners must disqualify candidates from continuing with the test.
- ❖ The examiner has the authority to stop the test at any time for reasons of safety. Examiners are responsible for informing Public Health and Safety Department in that case by either emails, letter or fax, records will be kept.
- ❖ If the candidate is disqualified due to an unsafe act, the case will be reviewed by the relevant authority, and candidate will be notified with the department decision of the eligibility for rescheduling the practical exam or otherwise.

### 13 J. WEATHER CONDITIONS AND EQUIPMENT PROBLEMS

- ❖ The examiner must use an anemometer to check the wind speed and then will record the weather conditions on the examination sheet.
- ❖ The examiner has the responsibility to determine if the weather conditions or equipment problems are such that a test needs to be suspended.
- ❖ If the test is interrupted due to weather conditions or equipment problems, the procedures for restarting is as follows:



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- ✓ Candidate will resume the test at the beginning of the task he was performing at the time of interruption.
- ✓ If candidate resume the test on a different machine, he may start the entire test over from the beginning.
- ✓ If the testing is delayed to a different day, the test will be restarted from the beginning.

### **13 K. SUSPENDING AND WITHDRAWING OF CERTIFICATION**

- ❖ Emirates Safety Services LLC has a documented procedure for suspension or withdrawal of the certification, or reduction of the scope of certification.
- ❖ Failure to resolve the issues that have resulted in the suspension, in a time established by Emirates Safety Services LLC, shall result in withdrawal of the certification or reduction of the scope of the certification.
- ❖ Emirates Safety Services LLC shall have enforceable arrangements with the certified person to ensure that, in the event of suspension of certification, the certified person refrains from further promotion of the certification while it is suspended.
- ❖ Emirates Safety Services LLC shall have enforceable arrangements with the certified person to ensure that, in the event of withdrawal of certification, the certified person refrains from use of all references to a certified status.

