

Client Procedure for Obtaining

Approval for Pre-Qualification of Third Party Companies

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Table of Contents

1. Purpose and Objectives.....	3
2. Scope	3
3. Definitions and Abbreviations	3
4. Procedure	4
5. Process Measurements	6
6. Service Fees	6
7. Documents/ Forms	6
8. Applicable References and Regulations.....	6

1. Purpose and Objectives

Trakhees-EHS -Public Health & Safety Section, as the regulatory arm of Ports, Customs and Free Zone Corporation (PCFC) ensures that the service provided to the clients (within its jurisdiction) by Third Party Service providers are in accordance with the correct practices and complying with the existing rules and regulations. In order to achieve this, EHS' Public, Health & Safety Section has developed this Pre-Qualification Procedure to validate the Companies' capability by evaluating their competency, experience and professionalism based on International, Federal and Local Standards within PCFC jurisdiction.

PCFC does not promote, nor bear responsibility for the quality of an approved Third Party company, and the hiring of such entity is the sole responsibility of the hiring party.

2. Scope

This procedure covers all the service providing Third Party Companies possessing Dubai License, approved by Trakhees-EHS to render their services (various cleaning services) to all the clients under PCFC Jurisdiction.

The scope applies to the below group of activities that require Prequalification Approvals from Trakhees-EHS Public, Health & Safety section:

- Cleaning companies for Hygiene & Safety

3. Definitions and Abbreviations

3.1	COA	Certificate of Approval
3.2	PCFC	Ports, Customs and Free Zone Corporation.
3.3	EHS	Environment, Health & Safety
3.4	TSC	Trakhees Single Client (Trakhees ⁺ online service)
3.5	TPA	Third Party Company / Agency
3.6	Applicant	Party/Company applying for the Prequalification, termed as 'Third Party Company/Agency'

4. Procedure

4.1 New Issuance / Renewal of Certificate of Approval

4.1.1 The Applicant / Third Party Servicing Company must be registered under Trakhees Single Client (TSC) to apply as Third Party Servicing Company, by submitting the below mentioned required documents by email to EHS.Health@pcfc.ae

- I. Properly completed and signed Third Party Pre-Qualification Application Form (TRK-EHS-PHS-CF02a) and all required documents listed therein.
- II. Signed Declaration regarding Blacklisting and Litigation Template (TRK-EHS-PHS-CF02b) incorporated in the applicant's Company Letter head.
- III. Signed Conflict of Interest Clause (TRK-EHS-PHS-CF02c) incorporated in the applicant's Company Letter head.

4.1.2 Upon receiving the submission, EHS shall communicate any submission requirements, observations, justifications and recommendations to the Company, as per the contact information provided in the application form.

Accordingly, the Third Party Company shall be required to re-submit additional documents / information, if their submitted application and other supporting documents are deemed insufficient

4.1.3 Subsequent to satisfactory document submission, the Officer shall generate the Payment advice for Service Fee and email to Applicant/ Third Party Company.

4.1.4 Applicant/Client should settle the payment via any of the channels listed below and notify through email, with the payment settlement receipt attached, in order to begin the processing of the submission approval.

- 1) Online Trakhees portal
 - (i) Credit Card
 - (ii) Direct Debit
 - (iii) Pre Paid A/c
- 2) Al Ansari Exchange
- 3) Dubai Islamic Bank

4.1.5 Once the payment notification has been received, the Certificate of Approval (COA) shall begin to be processed, subject to Trakhees Management approval.

4.1.6 Once successfully approved by Trakhees Management, the approved Certificate of Approval (COA) shall be sent by the PCFC-Officer, to the Applicant/Third Party Company via email, and the company's name & other details shall be featured in the list of Approved Third Party Agencies (with validity of 1 year)

Note: It is the responsibility of the Applicant/Third Party Company to ensure that all required documents or additional information, as requested by the PCFC-Officer, are submitted by e-mail, in order to enable smooth process of approval of the submission.

4.2 Suspension / Cancellation of Certification

- 4.2.1 In cases where an approved company was found to be practicing beyond their approval scope, or if complaints are received against the approved company, the Officer should verify the complaint/ violation.
- 4.2.2 Upon the confirmation of the validity of the violation, officer should send details of the complaint/violation for Trakhees-EHS Management review.
- 4.2.3 Once approved by Trakhees-EHS Management, a meeting may be held with the company representative, in order to explain the violation and reason to cancel /suspend the Certificate (COA).
- 4.2.4 Once agreed by Trakhees-EHS Management, (or in case there is no response from the company within 07 working days), the cancellation / suspension certificate will be issued to the company.
- 4.2.5 Once a Cancellation / Suspension certificate is issued, Trakhees-EHS shall remove the name of the company from its list of approved TPAs on the website with immediate effect.

5. Process Measurements

No.	Process	Target	Frequency
7.1	Review & Issue of the Certificate of Approval, after payment completed by Applicant* <i>*(from the date of Applicant's notification towards the settlement of the payment)</i>	3 Working days	Annually

6. Service Fees

	Service Description	Service Code	Fees* (AED)
8.1	New issuance of Certificate of Approval	HHHE012	2,000
8.2	Renewal of Certificate of Approval	HHHE013	2,000

*The above fees might be subjective to 5% VAT.

* 10 AED Innovation fees and 10 AED for knowledge fees are to be added for each service.

7. Documents/ Forms

7.1	(CP) Third Party Pre-Qualification Application Form	TRK-EHS-PHS-CF02a
7.2	(CP) TEMPLATE - Declaration- Blacklisting and Litigation	TRK-EHS-PHS-CF02b
7.3	(CP) TEMPLATE - Conflict of Interest Clause	TRK-EHS-PHS-CF02c

8. Applicable References and Regulations

- 8.1 Occupational Health & Safety Regulations
- 8.2 Free Zone, Dubai Municipality/ Federal Rules (wherever applicable)