



CERTIFICATION SCHEME FOR
FORKLIFT OPERATOR

Bureau Veritas Dubai
In-Service Inspection & Verification

- ISO/IEC 17024
July 2021



Move Forward with Confidence*



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**BUREAU
VERITAS**

QUALITY DIVISION OF BUREAU VERITAS DUBAI

In-Service Verification Services Department

**CERTIFICATION SCHEME FOR
FORKLIFT OPERATOR**

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Title:	CERTIFICATION SCHEME FOR FORKLIFT OPERATOR	Revision:	1
Document No :	IVS-EIAC-SC-004-FLO	Date:	Jul 2021

Table of Contents

1. INTRODUCTION:	3
2. BUREAU VERITAS CERTIFICATION POLICIES	3
3. CERTIFICATION SCOPE AND OBJECTIVES	6
4. JOB AND TASK DSCRIPTION	7
5. CANDIDATE EXPERIENCE AND REQUIRED COMPETENCE	7
6. CANDIDATE ABILITIES	7
7. PREREQUISITES	7
8. CODE OF CONDUCT	8
9. CERTIFICATION REQUIREMENT OF FORKLIFT OPERATOR	9

Title:	CERTIFICATION SCHEME FOR FORKLIFT OPERATOR	Revision:	1
Document No :	IVS-EIAC-SC-004-FLO	Date:	Jul 2021

1. INTRODUCTION:

Created in 1828, Bureau Veritas is a global leader in Testing, Inspection and Certification (TIC), delivering high quality services to help clients meet the growing challenges of quality, safety, environmental protection and social responsibility. As a trusted partner, Bureau Veritas offers innovative solutions that go beyond simple compliance with regulations and standards, reducing risk, improving performance and promoting sustainable development. Bureau Veritas core values include integrity and ethics, impartial counsel and validation, customer focus and safety at work. Bureau Veritas is recognized and accredited by major national and international organizations.

Bureau Veritas Dubai is a branch office registered under the laws of United Arab Emirates, operating since 1985, based on the professional license issued by the Department of Economic Development, Government of Dubai. Bureau Veritas Dubai has its office at 2nd floor Al Hudaiba Awards Building, 2nd of December Street, Dubai – UAE. Phone: +971 4 3074400 Fax +971 4 3452391.

Bureau Veritas Dubai is engaged in delivering Conformity Assessment services through Classification, Inspection, Certification, Verification and Training applied to all commercial sectors, in particular - Marine, Industry, Oil & Gas, Power and Utilities, Petrochemicals, Infrastructures, buildings and Facilities, Aviation and General Trade in Dubai.

In-Service Inspection & Verification (IVS/ISV) department is engaged in the Inspection, testing & certification of:

Mobile Crane, Overhead Crane, Elevator , Escalator , Cradle/BMU, Pressure Equipment, Loose Lifting Gear, Forklift, MEWP, Chain Block/chain lever hoist, NDT (Visual Inspection, Ultrasonic thickness measurement testing, Magnetic particle testing, Dye penetrant testing) & Lifting Equipment Persons certification for Signalman, Rigger Level I, Forklift Operator & Mobile Crane Operator.

2. BUREAU VERITAS CERTIFICATION POLICIES

2.1 BUREAU VERITAS General Policy

BUREAU VERITAS- Dubai Branch policy is to operate a formal system that complies with the General requirements of International Standard ISO IIEC 17024:2012 and meets and complies within applicable relevant legal requirements.

BUREAU VERITAS- Dubai branch will be responsible for, and will retain authority for, and will not delegate its decisions relating to certification, including the granting, maintaining, recertifying, expanding and reducing the scope of the certification, and suspending or withdrawing of the certification.

Our vision is to enhance our service, maintain, develop, and exceed business needs by providing the financial resources necessary for the operation, and have adequate arrangements to cover associated liabilities, with sufficient personnel available with the necessary competence to perform certification within the criteria relating to the type, range and volume of work performed and continually improve our services by developing a suitable means of monitoring and measuring the certification process.

Customer satisfaction is of utmost importance so **BUREAU VERITAS** with its administration will be related to the criteria in which certification is sought these for fair and equitable among all candidates, and will comply with all applicable regulations and statutory requirements. In addition to, certification will not be restricted on the grounds of undue financial or other limiting conditions, such as membership of an association or group and will not use procedures to unfairly impede or inhibit access by applicants and candidates, except as provided for in this Relevant International Standard.

Title:	CERTIFICATION SCHEME FOR FORKLIFT OPERATOR	Revision:	1
Document No :	IVS-EIAC-SC-004-FLO	Date:	Jul 2021

BUREAU VERITAS is committed to communicate this policy to all employees within the organization and to other interested parties. The policy shall be subject to periodical review and update to ensure its suitability, relevance and appropriateness.

2.2 Certification Policy

To deny certification to candidates who lack understanding in any subject area in which Forklift Operators, in their particular field, are expected to have a certain level of competence.

2.3 Disciplinary Policy

BUREAU VERITAS with its certification scheme committee is responsible for establishing and implementing standards and policies of Ethics and Discipline and for disciplinary action. Grounds for revocation of certification status shall include, but not be limited to, the following:

- Period of certification exceeded without renewal.
- Evidence of falsification of any information on any documents submitted to BUREAU VERITAS.
- Evidence of culpability in an accident during certification period.
- Evidence of non-compliance with medical requirements.
- Evidence of non-compliance with the Code of Ethics.
- BUREAU VERITAS has established policies and procedures to address alleged violations of the Code of Ethics fairly and consistently.

2.4 Eligibility, Physical Qualification, Rights & Duties

Eligibility

To be eligible for certification, candidates must:

- Be at least 18 years of age.
- Meet medical requirements.
- Comply with BUREAU VERITAS Policy (Examination Policy)
- Comply with BUREAU VERITAS code of ethics & Substance abuse policy.
- Pass Written Examination
- Pass Practical Examination.

Physical Qualification and Examination of Operators

Bureau Veritas DO NOT conduct physical examination for the candidates, as this is the responsibility of candidate's employer, see (refer clause 1.5 the candidate abilities) but in the interest of public safety, the examiner will make sure that the candidate does not have any physical, mental, or organic defect of such a nature as to affect the operator's ability to operate a forklift safely.

- The candidate must attest to his agreement to this requirement in his applications.

Title:	CERTIFICATION SCHEME FOR FORKLIFT OPERATOR	Revision:	1
Document No :	IVS-EIAC-SC-004-FLO	Date:	Jul 2021

- Means of compliance with BUREAU VERITAS of which the physical requirements include the following but are not limited to:
 1. Has no loss of a foot , a leg , a hand , or an arm
 2. Has no impairment of the use of a foot, a leg, a hand, fingers, or an arm, and any other bodily physical defect or limitation, which is likely to interfere with his ability to operate and control a forklift in safe manner.
- BUREAU VERITAS will not accept any candidate who does not comply with 1 & 2 requirements.

Candidate Rights and Duties

➤ Candidate Rights

- Information supplied by an individual or employer is for the confidential use of BUREAU VERITAS and will not be disclosed without a written permission of the individual or employer concerned.
- All Certified Persons will receive certification and an **ID** card.
- The candidate not passing the first written or practical exam or both has the right to re-sit for 50% of exam fees for one time only, then if he fails his re-sit exam, he will require to re-register for re-attendance from the beginning with full charge.
- For an applicant of special needs has opportunity to declare, within reason, a request for accommodation.

➤ Candidate Duties

- A candidate must attest to his agreement in his application that his medical profession has found him physically qualified to act according the training mentioned above according to the relevant standard.
- He further agrees to the following Conditions:
 - a. To comply with the relevant provisions of the certification requirements and to supply any information needed for the assessment.
 - b. To comply with Bureau Veritas examination policy in maintaining the integrity and security of the examination process and be committed and not to release confidential examination materials or participate in fraudulent test- taking practices. Any irregular or improper behavior in examinations that is observed or uncovered by other means will be considered a subversion of the certification process and will constitute grounds for invalidation of a candidate's examination. In addition, Bureau Veritas may at its discretion suspend or revoke a candidate's certification, exclude candidates from future examinations. ((Examples of irregular or improper behavior include giving or obtaining information or aid, looking at the test material of others, removing examination materials from the test center, bringing unauthorized items,

Title:	CERTIFICATION SCHEME FOR FORKLIFT OPERATOR	Revision:	1
Document No :	IVS-EIAC-SC-004-FLO	Date:	Jul 2021

including watches or electronic devices (e.g., Laptops, cell phones, etc.), into the examination))

- c. Failing to comply with time limits or instructions, talking, or other disruptive behavior. Test administrators may intervene to stop any of the foregoing and inform the certification Scheme Committee.
- d. To make claims regarding certification only with respect to the scope for which certification has been granted.
- e. Not to use the certification in such a manner as to bring the certification body into disrepute, and not to make any statement regarding the certification which the certification body may consider misleading or unauthorized.
- f. To discontinue the use of all claims to certification that contains any reference to the certification body or certification upon suspension or withdrawal of certification, and to return any certificates issued by the certification body, and
- g. Not to use the certificate in a misleading manner.
- h. To abide by the conditions of certification and agree to inform the certifier of any changes affecting the status of the certification.
- i. To mention the name of any known person in **BUREAU VERITAS** from the beginning to prevent any conflict of interest or any problem taking place.

3. CERTIFICATION SCOPE AND OBJECTIVES

3.1 SCOPE

This assessment is carried out to evaluate the qualification of operators with regard to the safe operation of a forklift:

- The forklift operator should be responsible for the correct operation of the forklift in accordance with the manufacturer's instructions and within the safe system of work.
- To operate a forklift to lift, move, position and place materials and equipment.
- He should at any one time only respond to the signals from one signaler who should be clearly identified.
- To perform pre-operational inspection
- To calculate forklift capacities and determine load weight.
- They may also participate in rigging procedures.

The prime consideration is the safety of personnel and then to ensure that materials and cargo are handled with the minimum risk of damage.

Title:	CERTIFICATION SCHEME FOR FORKLIFT OPERATOR	Revision:	1
Document No :	IVS-EIAC-SC-004-FLO	Date:	Jul 2021

3.2 OBJECTIVES

The Forklift Operator Certification Program was developed to set standards for fairly measuring the knowledge and proficiency required for the safe operation of forklifts and based on extensive discussions with representatives from all segments of business and industry that recognize the impact of safety issues, Bureau Veritas has identified the following potential benefits of operator certification:

- Fewer accidents, injuries, and fatalities.
- Reduced risk of lost time incidents, accidents and fatalities.
- Assurance of operators' abilities.
- Less property damage.
- Improved safety records.
- Enhanced public image of forklift operators.

4. JOB AND TASK DESCRIPTION

This is for a person who is responsible for operating a forklift to lift, move, position, and reposition loads. Depresses buttons, operates levers, and ensures the load is safely attached to a forklift prior to any operational motion.

5. CANDIDATE EXPERIENCE AND REQUIRED COMPETENCE

Bureau Veritas certification exams are designed for operators who are trained and who currently deployed in forklift operations. The candidate is an operator with appropriate practical and theoretical knowledge and experience to examine forklift and to detect defects or weaknesses in the equipment, and to assess these in relation to safety and to continual use of the equipment.

6. CANDIDATE ABILITIES

The Client or the employment company is responsible to ensure that the certified forklift operators should meet the required physical requirements throughout their certification periods and attest to their agreement as per requirement within their applications.

7. PREREQUISITES

The Candidate who are based in the UAE must submit the following along with duly filled application for certification:

- Passport copy
- Valid residence visa copy
- Labor card copy
- Colored photograph (not older than six months)
- Proof of training (if relevant)
- Evidence of working experience.

Note: Candidates from other countries shall submit valid identification document issued by the relevant governments.

Title:	CERTIFICATION SCHEME FOR FORKLIFT OPERATOR	Revision:	1
Document No :	IVS-EIAC-SC-004-FLO	Date:	Jul 2021

8. CODE OF CONDUCT

8.1 CODE OF ETHICS FOR CERTIFIED FORKLIFT OPERATOR

Certified Forklift Operator must comply with **Bureau Veritas** Code of Ethics during their certification, as set below:

- During my occupation, I will conduct myself in such a manner:
 - a. So as to be free of bias with regard to religion, ethnicity, gender, age, national origin, and disability.
 - b. So as to place the safety and welfare of others associated with the lifting operation above all other considerations.
 - c. So as to protect and preserve nearby general public property and the environment.
- Furthermore, in connection with the lifting operation work and in my dealings with **Bureau Veritas**, I will:
 - a. Assure management and appropriate attending personnel of my awareness promptly, if I have any safety concerns relating to the work that I am performing or with which I am involved;
 - b. Not knowingly violate any safety-related regulations, warnings, or instructions set forth by authorities, recognized safety standards, prevailing jurisdictions or manufacturers equipment;
 - c. Not mislead, misrepresent or knowingly deceive others concerning my experience or the capabilities of myself or the equipment I am operating or with which I am controlling.
- In addition, in my dealing with **Bureau Veritas**, I will:
 - a. Provide accurate and complete information and abide by **Bureau Veritas**, its policies and procedures, including this Code of Ethics, as they may be updated from time to time.
 - b. Cooperate fully and completely with any administrative inquiries of investigations by **Bureau Veritas**.
 - c. Not misrepresent or misuse any **Bureau Veritas** card, or acronyms and logos, or any registered trademark or other intellectual property of **Bureau Veritas**.

It is the responsibility of the certifying organization to have the candidate understands the Code of Ethics.

8.2 SUBSTANCE ABUSE POLICY

It is the policy of Bureau Veritas that Forklift Operators shall not use prescribed or over-the-counter substances that would impair their ability to operate forklifts 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 a forklift 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

Title:	CERTIFICATION SCHEME FOR FORKLIFT OPERATOR	Revision:	1
Document No :	IVS-EIAC-SC-004-FLO	Date:	Jul 2021

all assigned duties. If this being the case, then that operator before registration shall support his medical condition by means of a written statement and/or certificate prescribed by the said licensed medical practitioner that the prescribed substance will not adversely affect the operator's ability to perform the task in a safe manner.

9. CERTIFICATION REQUIREMENT OF FORKLIFT OPERATOR

9.1. Criteria for Initial Certification Process and Recertification Process

➤ Submission of Application

- Candidate must complete and sign the **Candidate Registration Form**, Which includes an affidavit that a medical professional has found him physically qualified to carry out the objective of the technical requirement according to the relevant standard and must be aged over 18.
- The candidate also must complete and sign **Certification Assessment Application form** to enable the certifying company issuing the operator passport ID for the certified person.
- The **Bureau Veritas** shall require that all candidates who are based in UAE must submit the following documents along with duly filled application for certification :
 - a. Passport copy.
 - b. Valid residence visa copy.
 - c. Labor card copy.
 - d. Colored Photograph (not older than months).
 - e. Proof of training (if relevant).
 - f. Evidence of working experience.

➤ Recertification Process

- Bureau Veritas 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:
 - a. **Passing the recertification written and practical examination**
 - b. **Continuing to meet Occupational Health Card requirements**
 - c. **Have valid driving license from the relevant authority where applicable**
 - d. **Compliance with Substance Abuse policy**
 - e. **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.

Title:	CERTIFICATION SCHEME FOR FORKLIFT OPERATOR	Revision:	1
Document No :	IVS-EIAC-SC-004-FLO	Date:	Jul 2021

9.2 Assessment Method and Mechanism for Initial Certification and Recertification

- The Forklift Operator Assessment Method and Mechanism will consist of two stages:
 - a. Written Examination.
 - b. Practical Examination at the Client site.
- The candidate must register for both stages.
- A candidate must pass the two stages Written and Practical Examination to be certified for a one-year period.

9.2.1 Written Examination

- Consists of core Examination and Specialty Examination
 - Core Examination:
 - a. It tests the areas relating to general lifting operation.
 - b. It consists of 30 multiple choice questions.
 - Specialty Examination:
 - a. It tests the areas relating to the operation of forklift.
 - b. It consists of 20 multiple choice questions.
- Written examination will be conducted at the Client premises, as feasible.
- If the Client does not have adequate premises to conduct the examination, **Bureau Veritas** will arrange for it at its premises.
- Minimum passing score is 80%.

9.2.2 Practical Examination

- Practical examination will be conducted at the client site which is oral and practical.
- The practical examination demonstrates forklift operation proficiency
- The practical test is structured in such away :
 - a. 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.
 - b. That the operator follows signals (if required) correctly and does not pre-empt or assume actions or direction to be taken
 - c. That the operator can demonstrate his ability to manoeuvre through narrow path, negotiate zig zag corridor and stacking and off stacking.
- The examiner's task is primarily to record the performance of the candidates.
- Scoring criteria will be set by the examiner.
- Minimum passing score is 75%.

9.2.3 Combining Certification requirements

➤ Written/Oral

- Core exam maybe administered separately if the candidate would like to take more than one specialty.

Title:	CERTIFICATION SCHEME FOR FORKLIFT OPERATOR	Revision:	1
Document No :	IVS-EIAC-SC-004-FLO	Date:	Jul 2021

- 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.

9.3 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.

9.4 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.
- The scoring will be done as the criteria set by the certification department at **Bureau Veritas**, 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.

9.5 Issuance of Certificate and ID card

- Competency certificate will be issued by **Bureau Veritas**, signed by the authorized signatory.
- ID card will be issued by **Bureau Veritas** 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 ISO17024 standard.
- ID Cards will not replace the driving license and 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.

9.6 Certification Time Frame

- 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/she was originally certified.

Title:	CERTIFICATION SCHEME FOR FORKLIFT OPERATOR	Revision:	1
Document No :	IVS-EIAC-SC-004-FLO	Date:	Jul 2021

- All specialties expire on the same date, regardless of when in the one-year certification period the candidate pass them.

9.7 Re-Sit Examination for initial Examination and Re-examination

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

- The candidate have passed the written examination but failed in the practical or vice versa then, re-sit examination will be conducted.
- The re-sit examination will be scheduled with **Bureau Veritas** certification department.
- The fee of the re-sit 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), he will not take any further assessment until he undertakes a relevant training.

9.8 Training Requirement

Candidates who fail in either one or both written or practical exam twice (Two times in row) will not take any further assessment until they undertake a relevant training. The training must be at least 3 days, 5-7 hours.

9.9 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 if any of the unsafe acts present include but are not limited to the following:
 - a. Dropping the overhaul ball or test weight
 - b. Two blocking of the forklift
 - c. Uncontrolled or reckless operation
 - d. Failure to respond to a stop signal
 - e. Contracting an obstruction with the forklift or test weight
 - f. Any action that could endanger personnel or equipment at the test site.
- 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.

9.10 Weather Condition 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:

Title:	CERTIFICATION SCHEME FOR FORKLIFT OPERATOR	Revision:	1
Document No :	IVS-EIAC-SC-004-FLO	Date:	Jul 2021

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

9.11 Suspending and Withdrawing of Certification

- **Bureau Veritas** has established documented procedures 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 **Bureau Veritas** shall result in withdrawal of the certification or reduction of the scope of the certification.
 - **Bureau Veritas** 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.
 - **Bureau Veritas** 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.
-