



CERTIFICATION ASSESSMENT SCHEME FOR COSMETICS AND PERSONAL CARE PRODUCTS AS PER DGSM REQUIREMENTS

Appendix No.	SOP-005-A04
Effective Date	14.04.2026
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Article (1):

This Program is called Conformity Assessment Scheme for Cosmetics and Personal Care Products as per Directorate General for Standards and Metrology (DGSM) Requirements.

Article (2): Content of the Document

This scheme covers the following:

- Purpose of the document
- Applicable Reference standards
- Scope of the document
- Type of Certification Schemes
- Scope of Certification
- Specific requirements for Conformity Assessment/ Certification
- Procedures to Conformity Assessment/Certification
- Maintaining, Extending, Reducing and Recertification the scope of Certification
- Suspension, Withdrawal and Termination of the Certification
- Labeling Requirements
- Changes Affecting the Certification
- Content of Certificate of Conformity
- Fees

Article (3): Purpose of the document

In this Document, **TAWKEED Conformity** identifies the detailed steps implemented in the Certification/Conformity Assessment scheme to evaluate Cosmetics and Personal Care products (whether regulated by DGSM or non-regulated) according to requirements of the Directorate General of Standardization and Metrology (DGSM) and the guidelines of the international standards: ISO /IEC 17065: 2012 Conformity assessment — Requirements for bodies certifying products, processes and services & GSO ISO/IEC 17067:2015 Conformity assessment —Fundamentals of product certification.

This Certification Scheme (evaluation system) is designed by TAWKEED to provide comprehensive information for users of this Certification Scheme.



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Article (4) Applicable References

- 4.1 DGSM related decision regarding regulating specific Cosmetics and Personal Care Products
 - 4.1.1 Ministerial Decision 190/2021 Issuing the Technical Regulation of the Conformity Scheme and Product Categories under the technical regulation on conformity scheme قرار وزاري رقم ٢٠٢١ / ١٩٠ بإصدار اللائحة الفنية لنظام المطابقة و فئات المنتجات الخاضعة لهذه اللائحة الفنية لنظام المطابقة
 - 4.1.2 Procedures to approve Cosmetics and Personal Care Products dated on 08.01.23 (اجراءات الموافقة) على مستحضرات التجميل و منتجات العناية الشخصية بتاريخ 2023/01/08
 - 4.1.3 Ministerial Decision No :13/ 2012: Determining the fees for services, analyses and test performed by General Directorate of standards and Metrology. قرار وزاري رقم 13 لعام 2012 بتحديد رسوم الخدمات والاختبارات والتحليل التي توديعها المديرية العامة للمواصفات والمقاييس
- 4.2 ISO/IEC 17065: 2012 Conformity Assessment – Requirements for bodies Certifying Products, Processes and Services
- 4.3 GSO ISO/IEC 17067:2015 Conformity Assessment – Fundamentals of Product Certification and Guidelines for Product Certification Schemes
- 4.4 ISO/IEC 17000:2020 Conformity assessment — Vocabulary and general principles
- 4.5 EC 1233/2009 Regulation of the European Parliament and of the Council

Article (5): Scope of the document

This certification scheme covers Cosmetics and Personal Care Products which are produced locally or imported products. It includes the categories mentioned in the scope of Certification.

Article (6): Type of Certification Schemes

- 6.1 Product Model/Type Certification (**Mandatory**) and covered by this Certification Scheme.
- 6.2 This Certification Scheme is designed based on **type 1a** as per the Types of product certification schemes listed in GSO ISO/IEC 17067:2015
- 6.3 Full Quality assurance Certification with Mark of Conformity to be placed on product label (**Voluntary** only- based on type 5 as per product certification schemes types listed in GSO ISO/IEC 17067:2015). This certification scheme does not cover the voluntary scheme.
- 6.4 Hence, Applicant shall refer to Procedure of Certification TK-SOP-005 and to TAWKEED Personal in case interested in voluntary certification type.
- 6.5 TAWKEED Performs its role either as an independent Certification body in accordance to the terms and conditions agreed upon with client Or according to its role as authorized notified body by DGSM (Directorate General of Standards and Metrology)



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Article (7): Scope of Certification

SCOPE OF CERTIFICATION

No.	Regulated Products covered under the Scope of Certification	Description of Certification Scheme	Normative Document(s) [Standard(s)/ Regulation(s), etc.]
1. Cosmetics and Personal Care Products			
1.1.	Cosmetics and Personal Care Products Leave on cosmetic products (Face)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.2.	Cosmetics and Personal Care Products Leave on cosmetic products (Body)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.3.	Cosmetics and Personal Care Products Leave on cosmetic products (Hands)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.4.	Cosmetics and Personal Care Products Leave on cosmetic products (Feet)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.5.	Cosmetics and Personal Care Products Leave on cosmetic products (External genital organs)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.6.	Cosmetics and Personal Care Products Creams with exceptions of cream for make-up (Foundation)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.7.	Cosmetics and Personal Care Products Creams with exceptions of cream for make-up (Emulsion Butter)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.8.	Cosmetics and Personal Care Products Creams with exceptions of cream for make-up (Balm)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.9.	Cosmetics and Personal Care Products	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024



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	Creams with exceptions of cream for make-up(Gel)		
1.10.	Cosmetics and Personal Care Products Creams with exceptions of cream for make-up (Serum)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.11.	Cosmetics and Personal Care Products Creams with exceptions of cream for make-up (Oil)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.12.	Cosmetics and Personal Care Products Products for external intimate hygiene	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.13.	Cosmetics and Personal Care Products Products for care of the teeth and mouth	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.14.	Cosmetics and Personal Care Products Toothpaste	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.15.	Cosmetics and Personal Care Products mouthwash & breath freshener	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.16.	Cosmetics and Personal Care Products Care products for use on hair (Head)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.17.	Cosmetics and Personal Care Products Care products for use on hair (Face)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.18.	Cosmetics and Personal Care Products Care products for use on hair (Beard)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.19.	Cosmetics and Personal Care Products Hair dyes (Black)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024



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1.20.	Cosmetics and Personal Care Products Hair dyes (Brown)	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.21.	Cosmetics and Personal Care Products Hair straightener	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.22.	Cosmetics and Personal Care Products Hair relaxer	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.23.	Cosmetics and Personal Care Products Bleaching products	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.24.	Cosmetics and Personal Care Products Shampoo	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.25.	Cosmetics and Personal Care Products Chemical hair depilatories	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.26.	Cosmetics and Personal Care Products Eye Kohl	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.27.	Cosmetics and Personal Care Products Sunscreen products	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.28.	Cosmetics and Personal Care Products Deodorant	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024
1.29.	Cosmetics and Personal Care Products Antiperspirants	Product Type/Model Certification	Safety Requirements of Cosmetics and Personal Care Products: GSO 1943/2024



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Article (8): Specific requirements for Conformity Assessment/ Certification

In addition to any mandatory requirements from the official local Regulating Body in the country, Approved standards and technical regulations, the Applicant is required to comply with:

- All requirements required by the law issued by DGSM and any changes in this law and regulations
- All requirements in this Scheme.
- All following requirements related to the products as a condition of establishing or maintaining Certification:

List of required Supportive documents per Certification/ Conformity Assessment Scheme

Scope of Certification	Description of Certification Scheme	Required Documents
Cosmetics and Personal Care Products	Product Type/Model Certification	1. Filled in and signed Certification Agreement/ Application for Certification – Cosmetics products SOP-005-F01 in addition to Certification Agreement (terms and conditions) (SOP-005-A01). 2. Applicant Valid Trade / Industrial License issued by relevant Authorities. 3. Clarification of the Relation between applicant and Manufacturer/ producer (Ex. Exclusive Distributorship authorization from the manufacturer or owner of the product) 4. List of Ingredients (Formula Declaration with ingredients, role and percentage issued by the manufacturer). 5. Information about the Analysis details of the product issued by Manufacturer 6. Test Reports issued by a 3rd Party Accredited laboratory according to requirement of the certification scheme and applicable standards for class of product (<i>Test report from accredited laboratory will be considered for 2 years as a validity for Conformity certificate issuance</i>). 7. GMP compliance (other documents may be required if not available) 8. Representative artwork, Label Artwork of the product. 9. For Imported Products: Free sale certificate on the manufacturer letterhead 10. Fees



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Testing Parameters as per DGSM Regulation No.02 (08.01.2023) for Cosmetic Products

General Safety Tests for all Product Categories

Test		Test Result	Unit
Physical Test			
1.	Homogeneity		
2.	Filthy/ Decomposed Substance		
Chemical Test			
1	pH Value		
2	formaldehyde		%
Heavy Metals Test			
1	Lead		ppm
2	Arsenic		
3	Cadmium		
4	Antimony		
5	Mercury		
Microbiological Tests			
1	Lard & Lard Derivative		CFU/ g
2	Total Aerobic mesophilic Count (Bacteria plus Yeast and Mould)		
3	Escherichia coli		
4	Staphylococcus aureus		
5	Pseudomonas aeruginosa		
6	Candida albicans		
Additional Tests			
Skin Brightening/ Whitening Products			
1	Hydroquinone		
2	Hydrogen Peroxide		%
Liquid Mouth Freshener			
1.	Safrole		%
Toothpaste			
1	Safrole		%
2.	Calcium monofluorophospates		
3.	Magnesium fluorosolicate		



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4.	Strontium chloride hexahydrate		
Hair Straighteners			
1	Calcium hydroxide		%
2	Lithium hydroxide		
Hair Shampoo			
1	Quinine		%
2	Selenium disulphide (anti-dandruff shampoo)		
Chemical Depilatories			
1	Alkali sulphides		%
2	Alkaline earth sulphides		
Antiperspirant			
1	Aluminium zirconium chloride hydroxide		%
2	aluminium zirconium chloride		

Article (9): Procedures to Conformity Assessment/Certification

- **Application**
 - ❖ Filling in and signing of Certification Agreement and Application for Certification by Applicant
 - ❖ By signing the Certification Agreement, applicant accepts the terms and conditions of certification process mentioned in details
 - ❖ Providing Required Documents per Certification Scheme by Applicant
 - ❖ Submission to TAWKEED Conformity (handed over Hard Copy of Soft Copy by Email)
- **Application Review**
 - ❖ Receipt of Application by TAWKEED
 - ❖ Initial Document Review by TAWKEED Technical Manager
 - ❖ Quotation for evaluation performance
 - ❖ Payment by Applicant
 - ❖ Receipt of Payment
- **Evaluation**
 - ❖ Technical Evaluation performed by Technical evaluator assigned by Technical Manager as per TAWKEED Criteria of Competence.
 - ❖ Technical Evaluation is conveyed and shared with Applicant through Evaluation Form-



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Cosmetics and Personal Care Products (**SOP-005-F03**), containing the Non conformities (if any) for rectification

- ❖ In case of the non-regulated products, Evaluation checklist – Non regulated products is used.
- ❖ Corrective action submitted by Applicant back to TAWKEED Assigned personal
- ❖ Technical Review is finalized by the conformity officer/ Technical Evaluator, to have the final Evaluation Outcome

- **Certification Review (Certification Recommendation)**

Done by TAWKEED Technical Manager to recommend the certification decision

- **Certification Decision**

Done by TAWKEED Managing Director to finalize certification decision as following:

- ❖ Decision Approval of certification → Issuance of Certificate of Conformity (1 Year)
- ❖ Decision Declining of certification → Issuance of Circular explaining the reason of declining the certification

Article (10): Maintaining, Extending, Reducing and Recertification the scope of Certification

Certified Products are subject to regular monitoring to ensure that the product is consistently complying with the defined Technical Requirements.

10.1. Extension of the scope of certification

- In case of extending the scope of certification for an existing and valid Certificate of Conformity, Applicant first needs to submit a new formal application (Certification agreement/Application For certification (SOP-005-A01 & SOP-005-F01) clarifying the new products, along with supporting technical documentation and evidence of compliance with applicable standards.
- Decision shall be first made whether extension of scope of certification is possible, that depends on Certification scheme requirements and certification type
- TAWKEED Technical Manager decides whether a product shall undergo repeated Conformity Assessment activities or evaluation, or there is no need for such action where proper evidence is presented to prove that the products are similar or the product type/model is identical and hence extension of certification is possible.
- During the extension process, the same method of certification procedure mentioned TK-SOP-005 (Certification Procedure) is followed accurately. They are made available to TAWKEED Applicants upon request.



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- If Technical manager cannot in any way ascertain the conformity of the product based on document review, then Site Visit and Factory assessment, sampling and testing shall be conducted again.
- Once the request for extension is accepted and the result of the evaluation activities are satisfactory, Same steps in Article 9 of this scheme after step of evaluation apply.
- Based on the outcome of above evaluation, if approved, Certificate of Conformity is then issued to Applicant with extended scope
- The revised certificate with the schedule of certification will be issued as before in this scheme clarified for certificate issuance.
- Directory of certified Applicants (SOP-005-F05) will update the new certified products in the publicly available information

10.2. Reduction of the Scope of Certification

- Reduction of Scope of Certification is done in case Applicant requires so, or in case that the product does not comply with the specific requirements of Certification Scheme due to any reason including changes in the requirements of certification or changes in Product design.
- TAWKEED Technical Manager shall communicate with Applicant to discuss/ agree on the determined changes affecting certification and agree on the next step to be performed whether it is:
 - ❖ Removing the non-complying products from list of certified products.
 - ❖ Informing Applicant to immediately recall the product from the market and inform regulatory authority about the Recalling process of non-complying products from Market
- Technical Manager review the case and issue the revised certificate of conformity.
- Applicant shall inform TAWKEED officially about the Corrective actions Taken in case non-complying products are intended to be re-included in the certification.
- Technical Manager review the documents submitted, and proceed with evaluation as usual
- TAWKEED requires the original copies of Certification documents to be returned to for amendment. The list of certified products will be updated after the reduction of scope is confirmed.

10.3. Recertification

- Same Procedure mentioned in Article 9 of this scheme applies for recertification of certified products after the expiry of certificate of conformity



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Article (11): Suspension, Withdrawal and Termination of the Certification

11.1. Suspension & Termination of Certificate of Conformity:

- The Conformity assessment/Certification body has right to suspend the issued Certificate of Conformity license if market surveillance / DGSM inspection / testing and evaluation shows non-conformance with the mandatory requirements such as Defects/nonconformities detected in the product caused by temporary disturbance in the production process.
- TAWKEED has the right to suspend/Terminate the conformity certificate based on its special requirements mentioned clearly in its standard operating Procedure **(TK-SOP-005: Procedure for Certification)**
- The suspension shall be lifted upon satisfactory implementation of the corrective action(s).

11.2. Withdrawal/ Termination of certification

- The Applicant/ licensee can request the conformity assessment body to withdraw the license at any time for whatever reason.
- Applicant shall take all the necessary steps to ensure that all interested parties are not misled to believe that the License has not been suspended, withdrawn or terminated.
- Upon suspension, withdrawal or cancellation of the Certificate, the applicant shall not use the certificate of Conformity and on promotional or advertising materials.
- If it's found out that already certified product does not comply with requirements, TAWKEED as conformity assessment body has the right to demand the Applicant to withdraw the non-conforming products in the period limited time.
- The conformity assessment body should inform the DGSM and any related Government authorities in this regard (Customs, etc...).
- If required, Applicant shall inform its clients about status of its certification (withdrawn, terminated).
- TAWKEED conformity assessment body shall inform both DGSM and Applicant (owner of certified products) with its decision related to suspension, withdrawal or Termination in official way as listed in TAWKEED accredited Certification Quality Management System.
- Violation of the provision of the terms and Conditions of Certification Agreement

Article (12): Labelling Rules

- Products under this scope of certification shall bear the information in indelible, easily legible and readable writing (Arabic language is a must / English is optional)



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- Applicant shall comply with specific Labeling requirements and Mandatory labeling information in applicable standard related to type of product:
 - GSO ISO 22715 Cosmetics-Packaging and Labeling
 - GSO OMIL R 87 كمية المنتج في العبوات
 - GSO 2093 Glass Containers Used For Cosmetics
 - GSO 1943/2024: Safety Requirements of Cosmetics and Personal Care Products

Article (13): Changes Affecting the Certification

TAWKEED informs the Applicant of changes to Product Requirements and to specify the date by which changes will become effective; also, to advise the Applicant of any need for a supplementary examination of the Products which are subject to the Agreement of certification (Application for Certification)

TAWKEED Technical Manager assesses the readiness status of applicant to implement the changes by the specified date agreed upon between TAWKEED and Applicant in one condition not to compromise the conformity of the certified product during the period of changes implementation

Based on Applicant readiness (acceptance/ability to perform the changes, or declining/ inability to perform changes), further action by TAWKEED can be taken whether to maintain or suspend/ terminate the certificate of conformity.

Details on how TAWKEED implements procedure for changing affecting certification are available in TK-SOP-005: Procedure for Certification process.

Article (14): Content of Certificate of Conformity

The following information's are provided in the Certificate of Conformity as a minimum;

- Certificate Number or other Unique Identification
- Client Number or other Unique Identification.
- Certification Scheme under which the Certificate is issued
- Name and Address of TAWKEED
- Name and Address of Applicant/Applicant (Certificate holder)
- Reference to Certification Agreement
- Statement of Conformity, including:
 - ❖ Name and Unique Designation of Product,
 - ❖ Standard(s) and other Normative Document(s) (including dates of publication) the



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requirements of which the Product is attested to fulfil,

- ❖ Reference to the Accreditation or Recognition Status of TAWKEED (Means status of ISO/IEC 17065 Accreditation)
- ❖ Date of Issuance of Certificate of conformity
- ❖ Date of Expiry of Certificate of conformity
- ❖ Legal Signature(s) of Person(s) authorized to sign on behalf of TAWKEED
- ❖ Country of Origin
- ❖ Referral to related Test report(s)

Article (15): Fees

- 15.1. The applicant shall pay all necessary fees in accordance with DGSM resolution and its modifications if any and related quotation shared with Applicant and agreed upon prior to proceeding with certification
- 15.2. Paid fees are not refundable.
- 15.3. Fees are listed in Price Structure form (SOP-005-A02)

Article (16): Liability, Duties and Responsibilities

- 16.1. The Applicant is responsible for ensuring that the product continuously meets the local mandatory requirements in the country, if the conformity assessment body confirms the compliance for the product.
- 16.2. TAWKEED shall not be held responsible for any action (legal or otherwise) raised by any party against the licensee on matters resulting from the implementation of this scheme and using of Conformity Mark whenever applicable.

Article (17): Violation and Penalties

TAWKEED has the right to take proper and Sanctionable action -like suspension or cancellation for certification- against the Applicant in case of any violation for this scheme which may affect consumer rights/ health / safety/ environment/ misleading use mark for non-conforming products (whenever applicable).

TAWKEED shall inform DGSM regarding this action, for any needed legal action against the Applicant in accordance with local laws and regulations.



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Article (18): Complaints and Appeals

- 18.1. Applicant has the right to complain to TAWKEED about aspects of the service provided following procedure for Receive, Evaluate and make decision on Incidents (Complaints handling – TK-SOP-010) is available in TAWKEED Website in Publicly available information, and upon request in TAWKEED offices.
- 18.2. Applicant may also appeal to TAWKEED against its decisions on issuing, maintaining, extending, suspending and withdrawing Certification, following Procedure for Receive, Evaluate and make decision on appeals (TK-SOP-008).
- 18.3. All the Complaints and Appeal will be entertained as per the defined Procedures.

Article (19): Confidentiality :

TAWKEED is responsible for ensuring that Confidentiality of Information is maintained by its Employees and those of its Sub-Contractors concerning all information obtained as a result of their contacts with Applicant; this applies also to information obtained at each and every stage of certification process including Pre, current and post certification stages wherever relevant.

Article (20): Granting the right to use certificate of conformity

- 20.1. TAWKEED Certificate of Conformity is the exclusive property of TAWKEED entrusted to the applicant.
- 20.2. A License issued by TAWKEED to each Certified Applicant), to allow applicant to use the certificate of conformity on Certified Products.
- 20.3. The License to use mark of conformity shall be signed by the applicant only when applicable as per the certification scheme Upon finalizing Certification decision of approval to grant certification by Managing director. Only by signing this document, he is eligible to have and use the mark of conformity.
- 20.4. Other products being manufactured in the same factory that have not been applied for Certification shall be treated independently and not bear Mark of conformity or being referred to with the already certified product in any mean.
- 20.5. After obtaining the Certificate of Conformity, the certified applicant has the right to use the Certificate in promoting the certified product.
- 20.6. Intentional misuse of the Certificate shall be subject to immediate and satisfactory corrective actions to protect and maintain the integrity of Mark of Conformity. These Actions may include withdrawal/Termination of Certification the certificate or other legal, or disciplinary actions.