

## SERVICE TERMS: UAE CIVIL DEFENSE COC

These Service Terms shall govern the United Arab Emirates (UAE) Civil Defense (CD) Certificate of Compliance (CoC) Scheme ("UAE CD COC Scheme") Services performed by the UL Solutions Contracting Party (as identified in the Quotation or Project Confirmation) utilizing its affiliate certification body, "UL LLC, USA" or "UL International (UK) Ltd., United Kingdom", designated by "UAE Ministry of Interior Civil Defense G.H.Q" to issue the Certificate of Compliance (CoC), and set out the responsibilities and obligations of the Client ("you" or "your" as the context requires). These Service Terms and the terms of the Global Services Agreement ("GSA") are incorporated by reference into and are an integral part of Service Agreement entered into by the Parties for ("UAE CD COC Scheme"). The capitalized terms in these Service Terms which are not defined herein shall have the same meaning as in the GSA.

- 1. Scope of Service.** Applications for UAE CD CoC shall be for products that have valid "UL Mark" and/or "UL-EU Mark" certification(s) and in accordance to the standards that are covered in UAE Fire and Life Safety Code of Practice. UL will assess your products for compliance with United Arab Emirates (UAE) Civil Defense (CD) Certificate of Compliance (CoC) Scheme ("UAE CD COC Scheme") which is administered by the by UAE Civil Defense. The services requested by Client for specific projects shall be set out in a Quotation or Project Confirmation.
- 2. Information, Data, and Materials.** You agree to provide all relevant information (e.g., UL File number, manufacturer or factory name, address, phone number, and email address, manufacturer contact name, email address, phone number, and signature, product/s model number/s, brand name, and product logo). Multiple Listee (ML) and Alternate Listee (AL) can submit an UAE CoC application provided they submit an authorization letter from the Basic Applicant or file owner. Terms in capitals bear the meaning as defined in the Multiple Listing, Recognition, Verification, and Classification Service Terms as found under [www.ul.com/ServiceTerms](http://www.ul.com/ServiceTerms).
- 3. Work Schedules and Cancellation.** All schedules and completion dates provided by us are estimates. We shall not be liable in the event of delays in the performance of the assessment services. Your sole remedy for delay is to terminate the GSA according to its terms. You may elect to discontinue or postpone the Assessment Services at any time upon written notice to us. You shall be responsible for payment of all Assessment Services performed prior to our receipt of such notice and any fees associated with the termination or postponement. We shall not be held liable for any errors or deficiencies in connection with the work already performed and you shall not use any UL Company's name, UL Solutions Contracting Party's name, UL LLC's, or UL International (UK) Ltd.'s name in connection with your products or quality assurance systems.
- 4. Fees.** The UL Solutions Contracting Party's Quotation or Project Confirmation will establish the price for the UL Solutions Contracting Party's Services. The price will depend upon the type of product and the investigation requirements. All Quotations and Project Confirmations are subject to change at UL Solutions Contracting Party's discretion, upon reasonable notice to the Client, due to any additional project specific requirements or scope changes.
- 5. Compliance with the UAE CD CoC Scheme Requirements.** If UL Solutions Contracting Party determines that a Product having "UL Mark" and/or "UL-EU Mark" certification is in compliance with all applicable UAE CD CoC Scheme requirements, UL Solutions Contracting Party will issue a UAE CD Certificate of Compliance ("CoC") to Client. For purposes of issuing a CoC under the Scheme, the UL Solutions Contracting Party affiliate issuing the CoC will be UL Certification Bodies approved by "UAE Ministry of Interior Civil Defense G.H.Q". UL Solutions Contracting Party reserves the right to notify Client and the UAE Civil Defense if the Product fails to comply with the applicable Scheme requirements.
- 6. Complaints.** You agree to keep a record of all complaints made known to you and related to any covered product in compliance with the UAE CD COC Scheme and to make these records available to UL Solutions Contracting Party when requested. You also agree to take appropriate action to respond to such complaints and any noncompliance with the UAE CD COC Scheme and keep record of such actions.
- 7. Language Requirement.** You shall provide all materials and information with respect to the Assessment Services in English, and you agree to pay any additional costs related to the translation costs if applicable.
- 8. Responsibilities of the Manufacturer or Factory.** You undertake that the manufacturer or factory shall cooperate with the UAE Civil Defense in providing the technical documentation, test reports and any other

documented information proving fulfilment of the requirement of the UAE CD CoC Scheme. In addition, the manufacturer or factory shall submit the UAE CD CoC for their material, product, or systems to UAE Civil Defense in a required format for these to be registered and licensed.

- 9. Responsibilities of UL as Approved Conformity Assessment (Certification) Body.** UL shall only issue UAE CD CoC with respect to UAE Fire and Life Safety Systems after obtaining Civil Defense approval and registration. UL shall issue certifications only to the clients, and for the products that are tested by laboratories that are approved and listed by UAE Civil Defense. UL shall not issue the UAE CD CoC for cross listed materials, products, or systems. UL can issue the UAE CD CoC for Multiple Listing applications, and that the primary manufacturer's name, location of factory, address and name of the secondary brand, logo and name of the secondary owner are mentioned in the UAE CD CoC. UL shall inform UAE Civil Defense of any changes in the UL Mark and/or UL-EU Mark certification of the products that may affect the validity of its UAE CD CoC.
- 10. Use of Names and Marks.** The "UL Mark" shall be applied as product certification mark for UL LLC issued UAE CD COC while "UL-EU Mark" shall be applied as product certification mark for UL International (UK) Ltd. issued UAE CD COC. Client shall not use UL Solutions Contracting Party's, or any other UL Company's, name, abbreviation, or symbols, or any other form of reference which may be interpreted to refer to UL Solutions Contracting Party or any other UL Company, on any goods or their containers or packaging, or in connection with any oral or written advertising, promotions, or otherwise.