



CERTIFICATION SCHEME


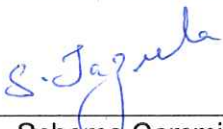

OPS-CS-004

FOR FORKLIFT OPERATORS

(According To BS EN ISO/IEC 17024:2012)

Approval Status:

This current revision of this document is APPROVED.

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Date:	02 Feb 2026	16 Feb 2026	01 March 2026

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1. INTRODUCTION

PROACTIVE EXCEL SAFETY CONSULTANCY is a United Arab Emirates registered HSE and Third-Party Inspection company headquartered in Dubai, UAE.

PROACTIVE EXCEL SAFETY CONSULTANCY, an international training, consultancy and certification body. Our consultancy and training activities are being offered since 2014. We have trained more than 3000 professionals to attain various qualifications in UAE, India and Qatar. We have reputation for excellence. With years of experience, we have the expertise, to offer standard and tailor-made courses to meet the needs of the organizations.

Our Certification Department is expanding very fast with accreditation schemes being studied and registered.

SERVICES:

- Quality & Standardization Certificates Issuing Services.
- HSE related Training Services.
- Safety Consultancy Services.

APPROVALS

- Accredited Certifying Body, ISO/IEC 17024
- Certified Quality System ISO 9001:2008.
- EHS (Trakhees): Third Party Inspections.

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2. COMPANY POLICY

PROACTIVE EXCEL SAFETY CONSULTANCY is committed to enhance customer satisfaction and protect human lives, property and environment. We aim to achieve high standards of Quality, Health, Safety and Environment (QHSE) Standards in our daily operations by.

- Enhance the customer satisfaction by continually providing the best quality services.
- Meeting applicable national and international regulations to support implementation of our Management System.
- Providing adequate leadership, direction and resources to support our Management System.
- Encouraging of Employees at all levels to consult and participate towards improving our performance.
- Identifying the risks and opportunities of the business activities and appropriately address and control.
- Preventing any injury and ill health due to work activities by appropriately controlling the hazards and risks.
- Providing adequate levels of Information, Instruction, Training and Supervision for the employees, and interested parties.
- Setting up goals and objectives to establish and review the Management System and encourage the employees and interested parties to achieve the objectives by consultation and participation in Management System issues.
- Ensuring the competency of the employees by continual training programs.
- Conserving natural resources and prevention of pollution by reducing energy consumption and minimising waste generation and emissions.

PROACTIVE EXCEL SAFETY CONSULTANCY 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

PROACTIVE EXCEL SAFETY CONSULTANCY Top Management is committed to impartiality in its certification activities. The top management of PROACTIVE EXCEL SAFETY CONSULTANCY understands the importance of impartiality in carrying out its certification activities, manages conflict of interest and ensures the objectivity of its certification activities.

PROACTIVE EXCEL SAFETY CONSULTANCY has documented a procedures for managing impartiality and conflict of interests.



PROACTIVE EXCEL SAFETY CONSULTANCY acts impartially in relation to its applicants, candidates and certified persons. Its policies and procedures are fair among all.

PROACTIVE EXCEL SAFETY CONSULTANCY 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.

PROACTIVE EXCEL SAFETY CONSULTANCY structured and managed its certification activities so as to safeguard impartiality.

4. DISCIPLINARY POLICY

PROACTIVE EXCEL SAFETY CONSULTANCY 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:

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

5. ELIGIBILITY, OCCUPATIONAL HEALTH EVALUATION

ELIGIBILITY

To be eligible for certification, candidates must:

- a) Be at least 18 years of age
- b) Have valid driving license in UAE.
- c) Have valid occupational health card issued by relevant department.
- 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%



OCCUPATIONAL HEALTH EVALUATION

It's the candidate's responsibility to continue to meet occupational health card requirements throughout their certification period, PROACTIVE EXCEL SAFETY CONSULTANCY do not conduct health and physical evaluation for the candidates.

PROACTIVE EXCEL SAFETY CONSULTANCY will make sure during the examination that the candidate is physically and mentally capable of operating the forklift safely.

6. CANDIDATE RIGHTS AND DUTIES

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 PROACTIVE EXCEL SAFETY CONSULTANCY 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.
- d) When PROACTIVE EXCEL SAFETY CONSULTANCY 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.

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
- f) Candidates must not use the certification in such a manner as to bring PROACTIVE EXCEL SAFETY CONSULTANCY 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 PROACTIVE EXCEL SAFETY CONSULTANCY if the examiner is known to him during the examination process to prevent any conflict of interest.

7. CERTIFICATION SCOPE

The Forklift Operators certification program has been developed to include all process and requirements needed to evaluate knowledge and skills for individuals who are seeking Forklift Operators certification

8. JOB AND TASK DESCRIPTION

This is for personnel who are responsible for driving the Forklift and using it in lifting operation

9. CANDIDATES REQUIRED COMPETENCE

PROACTIVE EXCEL SAFETY CONSULTANCY certification exams are designed for Forklift operators who are trained on how to drive and use the forklift for lifting operations.

10. CANDIDATES ABILITIES

All candidates who are seeking the certification should make sure that they are physically and mentally capable to perform their duties 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

CODE OF ETHICS FOR CERTIFIED FORKLIFT OPERATORS

Certified forklift 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 forklift he is operating
- 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.

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.

SUBSTANCE ABUSE POLICY

It is the policy of the department 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 signalperson may use such a substance or drug if it is prescribed by a licensed medical practitioner who is familiar with the forklift operators' medical history and all assigned duties, and who has advised the signalperson the prescribed substance will not adversely affect the forklift operators' ability to perform the activities safely.

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

13. CERTIFICATION REQUIREMENTS OF FORKLIFT OPERATORS



13.1 Criteria for Initial Certification and Recertification Process

Submission of Application:

- a) The candidate must complete and sign the application form which will be sent to him after receiving his inquiry of initial certification or recertification.
- b) 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
- c) If the inquiry is received from a company which is seeking PROACTIVE EXCEL SAFETY CONSULTANCY 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.

Recertification Process

- a) PROACTIVE EXCEL SAFETY CONSULTANCY will remind the certified personnel of his certification expiration 2 months prior to the expiration date
- b) If the personnel wants to re-certify , application form will be sent to him to be filled and submit it back
- c) 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
 - Compliance with Substance Abuse policy
 - Compliance with the Code of Ethics
- d) Recertification Written/Oral and practical examinations must be taken up to one month prior to the certification's expiration date



13.2. Assessment Methods for Initial Certification and Recertification

The Forklift Operator assessment methods will consist of two stages:

1. Written Examination (Core + Speciality)
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. Candidates must pass written exams (core + specialty) and a practical exam in the category(s) for which they seek certification.

Candidates have one month after they pass their first exam (written or practical) to pass the corresponding written or practical exam(s) in the same category(s).

The written/ oral and practical examination must be evaluated using a points system or a corresponding evaluation system. The criteria according to which the evaluation is carried out must be established. Each examination section must be evaluated separately. The Written examination is considered passed if a minimum of 80% of the theoretically highest possible score is achieved in each section. The practical examination is considered passed with score not less than 75%. Individual examination sections can be repeated.

The examinations of lifting equipment operators are conducted by at least one nominated PROACTIVE EXCEL SAFETY CONSULTANCY examiners.

13.2.1 Written Examination

- It tests the following knowledge area:
 - Hand signals
 - Voice communication
 - Basic knowledge of Forklift operations
 - Situational awareness (Site-Specific Considerations)
 - Safety standards and regulations

The core examination for Lifting Equipment Operators shall include at least 30 multiple-choice questions. The Specialty Examinations for Lifting Equipment Operators consists of 20 multiple-choice questions. Candidates must register for the Core and the Specialty Examination.

The written examination consist of multiple- choice questions as per the guide lines from EIAC and as per PROACTIVE EXCEL SAFETY CONSULTANCY requirements. Written examination will be close book.



The examiner will make all the necessary arrangements to ensure the quality and transparency and will make all the arrangements including seating arrangements to stop cheating or copying by any means.

The standard time for candidates to solve 50 multiple choice examination is maximum 90 minutes as per PROACTIVE EXCEL SAFETY CONSULTANCY standard.

13.2.2. Practical Examination

- Requires the candidate to demonstrate proficiency in giving both hand signals and voice commands as it assesses The candidate's understanding of Forklift dynamics and Forklift operations
- The client/ candidate's employer will inform the examiner of the model number, type and use of Forklift in order to conduct the examination properly

The examiner will evaluate the Forklift Operator proficiency in operation. For this, the examiner will set the criteria for assessment, the required movement or any other operation.

- Two scenarios will be used to demonstrate proper hand and voice signals:
 1. Match Scenario: in this scenario, candidate will observe the Forklift performing certain functions and give the necessary hand or voice signals that match the function
 2. Candidate-Initiated Scenario: In this scenario, candidate gives the necessary hand or voice signals to initiate and direct lifting equipment movement based on assigned task by the examiner
- Practical examination will be conducted at the client site which is oral and practical.
- 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%

There is no specific time limit for the practical examination. Usually it should take between 15 and 20 minutes per candidate to demonstrate his proficiency. If the examination lasts much longer, it may be considered as a lack of knowledge or confidence by the Forklift Operator.

Practical Examinations components shall be developed as fair and objective assessments of the essential skills for lifting equipment operators.

The examination area shall be for the exam purpose only. It is not allowed to integrate the practical exam with any actual ongoing job or task.



13.3. 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: 30 minutes / candidate

In other cases, Time examination maybe extended by the examiner based on other variables and/or language barriers.

13.4. 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 PROACTIVE EXCEL SAFETY CONSULTANCY, 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

13.5. Issuance of Certificate and ID card

Competency certificate will be issued by PROACTIVE EXCEL SAFETY CONSULTANCY, signed by the authorized signatory.

ID card will be issued by PROACTIVE EXCEL SAFETY CONSULTANCY 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



13.6. Certification Timeframe

All Certificates and certification ID cards will be valid for 1 year.

13.7. 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 have 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 PROACTIVE EXCEL SAFETY CONSULTANCY 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 roll) will not take any further assessment until he undertakes a relevant training.

13.8. Training Requirement

Candidates who fail in either one or both written or practical exam twice (Tow times in roll) will not take any further assessment until they undertake a relevant training. The training must be for 1 day, 4-6 hrs.

13.9. 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

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 e-mails, 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

13.10. 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:

- 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.

13.11. Suspending and Withdrawing of Certification

PROACTIVE EXCEL SAFETY CONSULTANCY has a 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 PROACTIVE EXCEL SAFETY CONSULTANCY, shall result in withdrawal of the certification or reduction of the scope of the certification.

PROACTIVE EXCEL SAFETY CONSULTANCY 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.

PROACTIVE EXCEL SAFETY CONSULTANCY 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.