



## Health and Safety Department (Environmental Health Section)


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### Document History Log

Any modification to the document must be reviewed and approved as per the corporate policies and procedures of document control

Version #	Date	Prepared/reviewed by	Modifications summary
4	18 <sup>th</sup> Dec 2025	Environmental Health Section	<ul style="list-style-type: none"> <li>Adding the new logo of both Dubai Government</li> <li>Comprehensive update of the contents of the guideline</li> <li>Modification of the name of the guideline</li> </ul>



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## 1- Introduction

The Technical Guideline for Compliance of Designated Smoking Areas in Relevant establishment reflects the best practices implemented in the Emirate of Dubai. It provides a flexible approach to ensure proactive public health protection and to enhance compliance with health and safety requirements, including public health and Cleanliness, Public safety, indoor air quality, water quality, consumer product safety, and noise control. This guideline supports Dubai Municipality’s mission to plan, manage, and ensure the sustainability of the city by providing pioneering municipal delivering leading municipal services that promote the happiness and well-being of the people, in alignment with the vision of Dubai Municipality: “a pioneering municipality for a global city”.



## 2- Purpose

This guide has been prepared to ensure establishments with designated smoking areas complying with the laws, regulations, and guidelines approved by Dubai Municipality, which aim to provide a healthy and safe environment for employees and customers.

## 3- The Objective of the Guideline

- To regulate smoking in establishment with designated smoking areas in order to achieve proactive public health protection.
- To raise awareness among business owners and employees in establishment with designated smoking areas about the importance of smoking regulation.
- To ensure continuity of operations in alignment with applicable regulations.
- Ensuring business continuity in line with applicable regulations.

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## 4- Laws And Regulations

- Local Order No. (11) of 2003 concerning Public Health and Community Safety in the Emirate of Dubai.
- Administrative decision No. (30) of 2007 issuing the Executive Regulations of Local Order No. (11) of 2003 concerning public health and community safety in the Emirate of Dubai.
- Federal Law No. (15) of 2009 on Tobacco Control.
- Cabinet Resolution No. (24) of 2013 regarding the Executive Regulations of Federal Law No. (15) of 2009 on Tobacco Control


## 5- Scope of Work

This guideline applies to all establishments that have designated smoking areas and are located within the geographical boundaries of the Emirate of Dubai.

## 6- Terms and Definitions



Term	Definition and meaning
<b>Municipality</b>	Dubai Municipality
<b>Concerned Authorities</b>	Federal and local government entities are legally competent in any matter related to the scope of the guideline.
<b>Public Health</b>	The science of disease prevention and improving human and community health through organized and sustainable collective efforts aimed at providing conditions that enable individuals to maintain their health.
<b>Environmental Health</b>	The relationship of the environment with all its natural or established elements and their physical, chemical and biological factors on human health, which ensures the evaluation and control of these factors, with the

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	aim of preventing diseases and creating an environment that would support .the health and safety of society
<b>Built Environment</b>	The environment constructed for all purposes other than industrial ones, related to human living and life, whether for work, worship, treatment, transportation, recreation, or similar purposes. It includes, without limitation, buildings, roads, bridges, tunnels, water and electricity systems (including water tanks), waste transport and disposal systems, sewage networks and extensions, shared service facilities such as mosques, shops, markets, parks, public transportation stations, and recreational areas.
<b>Built Environment Health</b>	Ensuring that physical, chemical, biological, and any other factors within the built environment do not cause harm affecting human health.
<b>Indoor Air Quality (IAQ)</b>	Refers to the quality of air inside buildings and structures, influenced by various factors including the presence of pollutants, temperature, humidity, and ventilation. Poor indoor air quality can negatively impact the health and comfort of building occupants.
<b>Consumer Product</b>	The product is consumable or used for any purpose, including but not limited to cosmetics and personal care, perfumes, health supplements, cleaning products, antibacterials, toys, textiles, food contact materials, health care products, air fresheners, and any other product specified by the .municipality as a consumer product
<b>Montaji</b>	A smart platform designed and presented by Dubai Municipality, which aims to ensure the safety of consumer products, and that platform includes Smart electronic system producers: It is designed for merchants, for the purpose of registering their products according to the recommended health .and safety specifications
<b>Detergents</b>	Any substance or preparation containing soaps and/or other surfactants intended for washing and cleaning processes. Detergents may be in any form liquid, powder, or paste or bar or molded piece and marketed for or .used in household, or institutional or industrial purposes
<b>Biocide</b>	Any substance or mixture, in the form in which it is supplied to the user, consisting of, containing or generating one or more active substances, with the intention of destroying, deterring, rendering harmless, preventing the action of, or otherwise exerting a controlling effect on, any harmful .organism by any means other than mere physical or mechanical action

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<b>Shisha</b>	A device for smoking tobacco heated by charcoal or electronically, passing through water before inhalation. It may vary in shape and sizes.
<b>Molasses Tobacco</b>	Tobacco cut and mixed with sweetening substances (sugars) such as cane molasses (black treacle) or converted black treacle, or both, molasses, humectants, and preservatives, used for smoking in shisha (hookah).
<b>Tobacco</b>	The tobacco plants in all its types and varieties and all its parts, including roots, stems, leaves, fruits, and seeds, whether green or dried.
<b>Tobacco Products</b>	Products consisting wholly or partly of tobacco leaves as raw material, whether whole, cut, shredded, in natural state, mixed with other substances, or shaped in any form, including tobacco powder in any form or any other composite material containing tobacco.
<b>Advertising, Promotion, and Marketing</b>	Introducing tobacco and its products using any of the print, audio, or visual media, directly or indirectly, or any other means, with the aim of encouraging trade and increasing the number of users.
<b>Food-Contact Materials</b>	Materials and articles that are designed to come in contact with food when used in usual manner and manufactured from different
<b>Low-Voltage Electrical Devices</b>	Any device or machine operating on electrical power with an alternating voltage from 50 to 1000 volts, designed for household or professional use.

## 7- General Requirements

1. Activities and services may only be carried out within the establishment after obtaining the necessary permits and licenses from the competent authorities in the Emirate.
2. The services provided by the establishment must be identical to the activities listed in the commercial/professional license.
3. Compliance with the approved permit requirements is mandatory, and no modifications to the layout may be made without prior approval from the relevant authorities.
4. Adherence to the Technical Guidelines for Issuing Permits for Designated Smoking Areas (DM-HSD-GU70-PIGSA1) is required.
5. Compliance with the Technical Guidelines for Issuing Permits for Tobacco Outlet and Smoking Supplies (DM-HSD-GU122-PFET1).

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### **7-1 Required Documents**

All business owners offering smoking services must provide and present the following documents upon request:



- A valid license issued by the relevant authorities in the Emirate of Dubai.
- A copy of valid permit for designated smoking areas (shisha and cigarettes) issued by the Health and Safety Department at Dubai Municipality.
- A copy of the approved interior layout from Dubai Municipality's system, based on which the smoking area permit was issued. The layout must clearly indicate the smoking area, non-smoking area, and the designated room or space for shisha preparation.
- A valid occupational health certificate for all employees in the institution, in accordance with Dubai Health requirements.

### **7-2 Required Documents for establishments within separate buildings**

All business owners operating within independent buildings must provide and present the following documents upon request:

- A valid contract with a Dubai Municipality-approved company for cleaning and disinfecting water tanks and systems.
- Biological and chemical water testing reports from laboratories accredited by the Emirates International Accreditation Center.
- Water tank cleaning reports from a Dubai Municipality-approved company.
- Valid certificates and reports for water system disinfection from a Dubai Municipality-approved company.
- A valid contract with a Dubai Municipality-approved pest control company for insects, rodents, and other pests.
- A record of pest control procedures and reports, including measures taken against rodents and insects.
- Maintenance reports for ventilation, air conditioning systems, and fresh air handling units within the establishment.

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## 8- Cleanliness and Public Health

### 8-1 General cleanliness

- Maintain regular and documented cleaning and disinfection of all facilities and areas within the establishment.
- Regularly clean and disinfect frequently touched surfaces such as door handles, elevator buttons, etc.
- The area for preparing and storing shisha and its accessories must be kept clean.
- Provide the necessary tools for cleaning shisha and its accessories.
- Provide soap and paper towels or hand dryers near washbasins.

### 8-2 Waste Disposal

- Clean and disinfect waste disposal areas regularly and continuously.
- Provide suitable waste bins with lids that open by foot, in sufficient numbers.
- Collect and dispose of general waste properly and regularly.



### 8-3 Public Health

- Do not use shared or multi-head/multi-hose shisha in the establishment
- Provide and use single-use mouthpieces and hoses and dispose of them after use.
- Change the water in the shisha for each customer.
- Clean and disinfect the shisha and its accessories after each use.
- Dry the shisha and its accessories after each use and store them upside down in designated cabinets.
- Do not use chemicals to speed up charcoal ignition.
- Do not use shisha charcoal for any other purposes.
- Never store or keep customers' tobacco products or shisha equipment inside the establishment

### 8-4 Employees

- Maintain personal hygiene of employees.
- Provide and wear appropriate and clean uniforms.
- Shisha preparers must use single-use gloves when handling tobacco and molasses.
- Employees must not use the shisha before serving it to the customer for preparation purposes.

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### **8-5 Pest and Rodent Control**

- The number of pest control visits must comply with the requirements of the Public Health Services Department- Environment, Health and Safety Institution at Dubai Municipality.
- Immediate pest control is required if insects, rodents, or pests are found in the establishment, and records of pest control visits must be kept.

### **8-6 Sanitation**

- The establishment facilities must be connected to the public sewage network.
- Wastewater must be disposed of in a healthy and proper manner, and sewage outlets must not be left uncovered.
- Regular maintenance of sanitation facilities is required.

## **9-Public Safety**



### **9-1 General Requirements**

- Provide all public safety requirements stipulated in the applicable laws, decisions, and regulations in the Emirate.
- Adhere to the guidelines, circulars, and instructions issued by the Municipality and relevant authorities regarding all matters of public safety.

### **9-2 Public Safety**

- Provide firefighting equipment, firefighting systems, and emergency evacuation requirements as approved by the relevant authorities.
- Provide accessible first aid requirements as approved by the relevant authorities.
- Place fire extinguishers in easily accessible locations.
- Do not store items in the establishment corridors or service areas.
- Ensure that internal and external staircases of the building are safe and easy to use.
- Electrical sockets, outlets, and connections must be in good condition, properly located, and safely covered.
- Do not overload electrical outlets and connections.

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- Do not add partitions or modifications inside parking areas or use them for storage.
- Do not use fire equipment cabinets, elevator rooms, electrical rooms, or pump rooms for storage.
- Do not obstruct access to fire equipment cabinets, elevator rooms, electrical rooms, or pump rooms.
- Do not use rooftops or areas around staircases for storage.
- Provide personal protective equipment for employees.

### 9-3 Operational Safety

- Do not ignite fires outside the designated shisha preparation area.
- Do not place charcoal trays or burning coals directly on the floor.
- Do not move fire or charcoal in the burner to increase ignition.
- Do not place shisha on tables during serving or use.
- Dispose of shisha waste such as charcoal and tobacco safely after ensuring they have cooled.
- Install self-closing doors in the establishment to separate the indoor smoking area from the non-smoking area.
- The smoking area must not be a passageway for non-smokers to access other areas.
- The smoking area must be at least 7.5 meters away from the main entrances of buildings.
- Adhere to the permitted number of people as per the designated smoking area permit.
- The charcoal preparation area must be made of fire-resistant materials.
- The designated smoking area must not contain any entertainment or gaming services.
- Do not carry out routine maintenance of the establishment while service is being provided or while customers are present.
- Store hazardous chemical materials and disinfectants in designated areas within the establishment, away from shisha preparation and tobacco storage areas.
- 9-4 Elevator Safety
- Provide a valid elevator safety certificate and maintenance report from a company accredited by the Emirates International Accreditation Center.
- Use elevators properly according to their type (service elevators – customer elevators) and follow instructions.
- Guard the moving parts of the elevator drive system.

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### **9-5 Storage Area Safety**

- Provide adequate and appropriate lighting and ventilation in the storage room.
- Store materials properly, at least 20 cm above the floor, at least 50 cm below the ceiling, and 30 cm away from the wall.
- Provide sufficient and appropriate cabinets, drawers, or shelves.

## **10- Consumer Product Safety**



### **10-1 Requirements for Handling Consumer Products**

- Dealing With products that are registered and approved by the competent department in Dubai Municipality or relevant authorities.
- Product labels must comply with UAE standard specifications.
- Do not trade products with misleading or inappropriate information.
- Products must not contain claims, images, illustrations, or language that contradict prevailing social values and customs.
- Do not reuse tobacco product packaging or consumer product containers for any purpose; dispose of them safely.
- Provide a label indicating the opening date for products whose validity depends on the date of opening.
- Provide a label with product information on repackaged containers.
- Do not leave products open after use.
- Follow the correct method for mixing consumer products as per the product label and dispose of them immediately after service.
- Do not add any substances to the shisha bottle water except ice.
- Do not trade unauthorized, prohibited, or do not comply to laboratory testing
- Do not trade expired or damaged consumer products.
- Follow usage and storage instructions as indicated on the product label.

### **10-2 Safety of Low-Voltage Electrical Devices**

- Handle low-voltage electrical devices that comply with UAE specifications.
- Do not handle electrical devices with misleading or inappropriate information.

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- Do not handle unauthorized, prohibited, or lab-test non-compliant electrical devices.
- Ensure safe use of electrical devices.
- Conduct regular and preventive maintenance of electrical equipment and devices.
- Electrical devices must not contain claims, images, illustrations, or language that contradict prevailing social values and customs.
- For more requirements, please refer to:
  - Technical Guidelines for Consumer Products Dealing Establishments compliance DM-HSD-GU83-ECP2.
  - Technical Guidelines for Consumer Products Storage Requirements DM-HSD-GU107-CPS2

## 11- Operational Noise Level Control Requirements for the Facility

- The facility must be equipped with an effective operational noise insulation system, in accordance with the Dubai Building Code requirements.
- Noise levels outside the facility must remain within the permissible limits at all times of the day.
- Noise levels must be controlled to remain below 55 dB between 7:00 AM and 8:00 PM.
- Noise levels must be controlled to remain below 45 dB between 8:00 PM and 7:00 AM

## 12- Water Quality Requirements



### 12-1 General Requirements

- Provide a source of both cold and hot water.
- All faucets in the facility must always be clean, free from contamination, and regularly cleaned and disinfected at least once every three months, with cleaning records maintained.

### 12-2 Water Quality in separate Buildings

- Contract with a water tank and system cleaning and disinfection company approved by Dubai Municipality.
- Contract with a laboratory accredited by the Emirates International Accreditation Centre to collect and test water samples.

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- Test for Legionella bacteria and total bacterial count every three months.
- Water tanks must be protected from contaminants, ensure that all tank covers are intact and firmly in place, and inspected internally at least monthly.
- Clean and disinfect the water system (water tanks, internal water distribution network, or any other water system) every six months by a company approved by Dubai Municipality.
- Maintain the water network, identify and repair or replace any leaks or corroded parts.
- Follow Technical Guideline (44) for the control of Legionella bacteria in water systems issued by Dubai Municipality.
- Follow Technical Guideline (17) for the quality of non-bottled drinking water.

### ***12-3 Water Quality in Drinking Water Coolers and Fountains***

- Place coolers in safe and clean areas so as not to prevent movement within the building.
- Clean the cooler regularly according to the manufacturer's instructions or based on the results of cooler inspection.
- Use cleaning and disinfection materials approved by the relevant authorities for coolers.
- Ensure cooler tanks are tightly closed to protect them from contaminants, insects, and animals.
- Water filters must be approved by the relevant authorities and changed regularly or according to the manufacturer's requirements.
- Keep the floors around coolers dry to prevent insect breeding and algae accumulation.
- Coolers must be made of approved, non-corrosive materials to prevent chemical contamination of water.
- Collect water samples for microbiological and chemical testing according to the UAE standard for non-bottled drinking water (GSO149-2021).
- If any water sample from the cooler is found non-compliant, the cooler must be taken out of service and cleaning, and disinfection procedures must be carried out.
- Retest water samples to ensure compliance with water quality standards.

**For more requirements, please refer to Technical Guideline (17) for the quality of non-bottled drinking water**

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## 13- Indoor Air Quality

### 13-1 General Requirements

- A commissioning testing and air balancing report must be conducted prior to occupancy for new facilities intended to offer smoking services. This report must be retained and presented to Dubai Municipality inspectors upon request.
- The performance of the ventilation and air conditioning system must be evaluated six months after initial operation and every two years thereafter by qualified and certified professionals.
- Compliance with all indoor air quality requirements outlined in the Technical Guideline for Healthy Indoor Air Quality must be ensured.
- Existing facilities must conduct indoor air quality testing and measurements for pollutants listed in Tables (1, 2, 3) to ensure the air quality is suitable for operation and does not exceed the maximum allowable limits.
- During renovation works, major activities must be carried out in a manner that ensures the safety of the indoor environment. Design and construction phases must consider relevant points.
- In occupied buildings undergoing partial renovation, the renovated areas must be fully and effectively isolated from occupied zones. Local exhaust fans must be installed to extract air to the outside, and supply air must be separated if necessary to maintain acceptable indoor air quality for occupants.
- The location of the fresh air intake duct for the air handling unit must:
  - Not be enclosed or semi-enclosed by barriers (e.g., walls, fences, machinery, etc.).
  - Be at least 7.5 meters away from cooling towers and high-activity kitchen exhaust fans.
  - Be at least 3.5 meters away from any exhaust fans or drainage pipes.
  - Not be at street level or near parking areas.
- The fresh air handling unit must not be turned off for any reason during operating hours and must be set to automatic mode.
- Facility management must take all necessary measures to prevent pollutants from entering the building in case of nearby construction activities.

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- Air filters must be properly installed to cover the entire air intake surface without bypasses. They must be cleaned regularly (at least once a month) to prevent dust overload and replaced according to manufacturer's recommendations.
- The filtration system for fresh air handling units must be designed in two stages: Stage 1: Filtration efficiency between 10% and 30%. Stage 2: Filtration efficiency between 70% and 85%.
- When evaluating and measuring indoor air quality, the location and criteria for sampling, number of sampling points, and quality control and assurance procedures must be considered, as detailed in Technical Guideline (119) for Healthy Indoor Air Quality.

### ***13-2 Maintenance and Cleaning of Ventilation and Air Conditioning Systems***

- The HVAC system maintenance schedule must comply with the manufacturer's recommendations to ensure operational efficiency and regular service.
- The building and its HVAC system must be inspected at least every three months or seasonally as needed. Inspection reports must be retained and presented to Dubai Municipality – Health and Safety Department upon request.
- The HVAC system must be regularly cleaned and maintained, including air filters, cooling coils, internal components, and the fresh air handling unit room. Ensure no contaminants are present near the fresh air handling unit.
- Air ducts must be cleaned at least once every three years if no microbiological contamination (e.g., mold) is present. If mold or microbial contamination is detected, immediate cleaning must be performed by a specialized and approved company.
- Drain pans of HVAC units must be checked at least once a month to ensure they are clean, properly draining condensate water, and free from visible mold growth.

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**Table No. (1):**

Pollutant & Contaminant parameter (Sample Type)		Exposure Limit	
		Max-acceptable limit	Exposure Time
<b>Gaseous pollutants</b>	Total Volatile Organic Compounds (TVOC)	3000 µg/m <sup>3</sup>	1-hour
	carbon monoxide (CO)	25 ppm	1-hour
	Carbon dioxide (CO <sub>2</sub> )	5000 ppm	1-hour
	nitrogen dioxide (NO <sub>2</sub> )	0.1 ppm 200 µg/m <sup>3</sup>	1-hour
<b>Particulate suspended (PM)</b>	PM <sub>2.5</sub>	100 µg/m <sup>3</sup>	1-hour
	PM <sub>10</sub>	400 µg/m <sup>3</sup>	1-hour

**Table No. (2): Thermal comfort:**

Parameter	Recommended Range for acceptable IAQ	Unit	Remarks
<b>Dry bulb Air temperature</b>	22.5 - 25.5 Db	°C	Based on 80% of occupants comfort
<b>Relative humidity</b>	20 - 60	%	Never exceed 56%RH at 80F (27C) and 86%RH at 67F (19C).
<b>Air movement</b>	0.2 - 0.3	M/s	

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### Table No. (3): Single organic compounds:


These are taken if the TVOC measurement is higher than the permissible limits to ascertain the type of single organic compound.

Compound	8-hour average
Benzene	17µg/m <sup>3</sup> (0.0053 ppm)
Naphthalene	10µg/m <sup>3</sup> (0.0019 ppm)
Polycyclic aromatic hydrocarbons	0.012ng/m <sup>3</sup> (1.2 × 10 <sup>-4</sup> ppm)
Trichloroethylene	230µg/m <sup>3</sup> (0.0043 ppm)
Tetrachloroethylene	250µg/m <sup>3</sup> (0.037 ppm)
1,2-Dichlorobenzene	500µg/m <sup>3</sup> (0.083 ppm)
Toluene	1,092µg/m <sup>3</sup> (0.29 ppm)
1,4-Dichlorobenzene	200µg/m <sup>3</sup> (0.033 ppm)
Styrene	100 ppm
Xylene	1,447µg/m <sup>3</sup> (0.333 ppm)

For further requirements, please refer to Technical Guidelines (119) for Indoor Air Quality for a Healthy Life.

## 14- Tobacco Product Handling Requirements

- valid permit must be obtained for the sale and display of tobacco or its products or related goods.
- A copy of the permit must be displayed in a prominent and visible place within the establishment.
- It is prohibited to advertise, promote, or distribute free samples of tobacco or its products or related goods, including price discounts and any related promotional activities.
- The retail sale or display of tobacco, its products, or related goods via the internet or any electronic means is prohibited.

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- The sale or display of tobacco, its products, or related goods is prohibited within the premises and buildings of places of worship, educational institutions, sports, and health facilities.
- The sale or display of tobacco, its products, or related goods is prohibited within less than 100 meters from places of worship.
- The sale or display of tobacco, its products, or related goods is prohibited within less than 150 meters from the external entrance of kindergartens, schools, institutes, colleges, and universities.
- Cafés or similar establishments licensed to serve tobacco, or its products are prohibited from delivering shisha services outside the licensed premises.
- The sale of tobacco or its products or related goods to people under the age of 18 is prohibited.
- People under the age of 18 are not allowed to be present in specialized shops selling tobacco or its products or related goods, nor may such products be sold to them.
- A warning sign prohibiting entry of persons under the age of 18 must be placed at the entrance to designated smoking areas.
- Appropriate security systems must be provided to control entry and exit, ensuring that people under the age of 18 do not enter specialized shops selling tobacco or its products or related goods.
- The working hours for serving tobacco, its products, and related goods must not exceed the specified time (**from 10:00 AM to 12:00 midnight**) without obtaining a permit from the competent authority.

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## 15- References

- Federal Law No. (15) of 2009 on Tobacco Control
- Cabinet Resolution No. (24) of 2013 on the Executive Regulations of Federal Law No. (15) of 2009 on Tobacco Control
- Local Order No. (11) of 2003 on Public Health and Community Safety in the Emirate of Dubai
- Local Order No. (61) of 1991 on Environmental Protection Systems in the Emirate of Dubai
- Administrative Decision No. (30) of 2007 Issuing the Executive Regulations of Local Order No. (11) of 2003 on Public Health and Community Safety in the Emirate of Dubai
- Technical Guideline (44) for Legionella Control in Water System
- Technical Guideline (17) – for Quality of Un-bottled Drinking Water
- Technical Guideline (107) on Storage Requirements for Consumer Products
- Technical Guideline (119) on Indoor Air Quality for a Healthy Life
- Technical Guideline (70) for Issuing Permits for Designated Smoking Areas
- Technical Guideline (122) for Issuing Permits for Tobacco and Smoking Accessories Retail Outlets
- Dubai Building Code issued by Dubai Municipality

For (suggestions, comments, and complaints)	For further information
<ul style="list-style-type: none"> <li>▪ Unified interactive platform that connects Dubai Government and its customers: The 04 Platform <a href="https://04.gov.ae/">https://04.gov.ae/</a></li> <li>▪ ☎ Dubai Municipality - Call Center (24/7): 800900</li> </ul>	<ul style="list-style-type: none"> <li>▪ ✉ <a href="mailto:ehcinspection@dm.gov.ae">ehcinspection@dm.gov.ae</a></li> <li>▪ ☎ Dubai Municipality - Call Center (24/7): 800900</li> </ul>