

Dubai Municipality
Environment, Health and Safety Agency

REQUIREMENTS FOR FOOD TRANSPORTATION AND DELIVERY
VEHICLES GUIDELINES
(Food Safety Department)
2022

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Introduction

Food should always be produced, stored and transported in a safe manner all along the food supply chain. Transportation systems that includes all forms of transportation and delivery mechanisms are an integral part of the food supply chain and such systems should always be capable of maintaining the safety, quality and integrity of the food. Long supply chain and the warm weather conditions can be particularly challenging for food transport systems and there is a need to ensure that any threat to food safety is identified early and prevented. The Food Safety Department of Dubai Municipality published the requirements for food transportation vehicles in the year 2007 and the primary focus was on vehicles that were used by food establishments in Dubai to transport food to other food establishments within the Emirate of Dubai. Ever since, there have been several modifications made in the requirements to address the changes in the food transportation sector and to include the changes inspection and permit system specifically for food transportation. Food permit system was introduced in 2007 and these annual permits were issued by the Food Safety Department after the transportation vehicle was inspected. In 2011, vehicle testing centers that were operating under the jurisdiction of the Dubai Roads and Transport Authority (RTA) were authorized to perform inspection of food transportation vehicles on behalf of Dubai Municipality and to issue food permits that indicate the suitability of the vehicle for transporting chilled, frozen and dry foods. The permit scheme was subsequently accredited by the Emirates International Accreditation Center (EIAC) based on the requirements set in the Food Code.

Food transportation sector has gone through significant transformations in the last decade, particularly with the growing popularity of online sale of food and the associated food delivery mechanisms. Business to consumer deliveries in bikes, cars and trucks have substantially increased and many of these delivery systems are operated by non-food businesses. This change has introduced new food safety risks such as

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the possibility of introduction of contaminants in food, contamination risk from poor storage and handling of food, and also the risk of unintentional or intentional contamination along the extended supply chain. Dubai Municipality has developed the new requirements for food transportation and delivery vehicles to ensure that regulations are in line with the latest understanding of food safety risks and how the risks can be managed. The new requirements are also set to leverage advancements in technology, digitalization and data analytics to provide better food safety outcomes and enhance customer experience.

Purpose

Food transportation systems play an important role in maintaining food safety. The purpose of this document is to provide detailed requirements for stakeholders involved in the management of food safety aspects of food transportation and delivery systems. The document outlines the following:

- Requirements for vehicles used for transportation and delivery of food in the Emirate of Dubai.
- food safety transportation standards that are essential to avoid food contamination and to deliver food to the consumers in a safe and secure manner
- Guidance on how business operators can choose appropriate method of transportation, and maintain vehicles in good condition in a way to minimize food contamination.
- requirements for food transportation vehicle testing centers
- requirements for businesses that own, operate, or rent food transportation and delivery vehicles
- the framework for operation of government organizations and service providers involved in the authorization and approval processes, inspection, and management of food permits for vehicles

The document also serves as the scheme document for testing and issuance of annual permits for food transportation vehicles.

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Application

- a. This document provides a descriptive framework to meet the objectives of the regulations outlined in Local Order No 11, 2003; Food Code; and Ministerial Decision No.577 of 2013 concerning the Standard Guide for Food Transportation. Terms are used to indicate the nature of the requirement as below:
- i. The term **“shall”** or **“must”** is used throughout this document to indicate those provisions, which the food establishments and rent a car companies have to comply with and are an absolute requirement.
 - ii. The term **“should”** is used to indicate those provisions, which relevant establishments have to comply with. However, deviations from such provisions are allowed under exceptional circumstances when there is a valid reason to ignore or to seek alternative measures without compromising the objective of the provision.
 - iii. The term **“shall not”** is used to indicate that the provisions that are absolutely prohibited.
 - iv. The term **“should not”** is used to indicate those provisions that are prohibited. However, deviations from such provisions are allowed under exceptional circumstances when there is a valid reason to ignore or to seek alternative measures without compromising the objective.
- b. This document is divided into two parts. The first part will elaborate aspects of food transportation and delivery systems based on the local and federal regulations. The second part describes the scheme requirements for testing centers and specifies the role of various departments of Dubai Municipality and EIAC in the accreditation, inspection, and permit management system. The following additional requirements apply for carrying out food transportation or food deliveries.

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- c. The scheme requirements are aligned with the objectives and requirements of the Food Code; ISO/IEC 17020:2012 Conformity Assessment Requirements for the Operation of Bodies Performing Inspection of Food Transportation Vehicles; and the Ministerial Decision No.577 of 2013 concerning the Standard Guide for Food Transportation.
- d. The Food Safety Department of Dubai Municipality is the owner of this guideline and has the sole authority to modify the requirements of this scheme.

Definitions

Dubai: All areas of the Emirate of Dubai, including Special Development Zones, Free Zones, and the Dubai International Financial Centre.

Concerned Department: The Department of Dubai Municipality responsible for the official controls related to the specific requirement.

Concerned Licensing Authority: any governmental or semi-governmental entity responsible issuing trade license in the emirate of Dubai

Approved Testing Center or Testing Centre: refers to the vehicle testing and inspection centers specifically approved and accredited for food transportation vehicles where they undergo inspection to get food transportation and food delivery permits. These testing centers are approved by the Food Safety Department according to the established criteria, have a valid and legally enforceable agreement with Dubai Municipality ; and accreditation from the Emirates International Accreditation Center (EIAC) to carryout inspection.

Authorized Officer: refers to the officers of the Food Safety Department who are authorized to act on behalf of the department to carry out inspections on food facilities, vehicles and the testing centers.

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Digital Records: refers to ‘paperless records’ that are maintained by the vehicle testing center. This could be electronic form of checklists maintained by the testing center, photographs taken as evidence for compliance, data recorded on Foodwatch platform etc. For digital records to be acceptable for regulatory purposes, the records must be traceable to a user; must have a system driven ‘time stamp’ that shows when the record was created or modified; and specific location when required.

Delivery Personnel: is the individual who will be using the delivery vehicle to deliver the food.

Digital Platform: refers to the set of electronic tools from Dubai Municipality that allow participants (registered users) to carry out digital transactions. In the context of this document, it refers to the Foodwatch platform.

Digital Permit: refers to a set of digital information linked to a particular food vehicle that has undergone inspections and attained the permission from the Food Safety Department to transport food. The digital permits are aligned with the paper-less policy of Dubai Government and are traceable to the plate number and chassis number. Digital permits of the vehicle are verifiable on the Foodwatch platform

Driver: refers to the driver of the food transportation vehicle who could be involved in monitoring of food temperature, or any safety or quality aspects of food.

EIAC: refers to Emirates International Accreditation Centre that accredits the Vehicle Testing Centers based on the requirements of ISO/IEC 17020, EIAC requirements and this scheme.

Food Safety Department or Department: refers to the Food Safety Department of Dubai Municipality.

Food Establishment/Food Business: means any place where food is manufactured, prepared, traded or sold directly or indirectly to the consumer.

Food Delivery Service: refers to the delivery of food from food establishments to the consumers upon placement of an order.

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Food Transportation Service: refers to the transportation of food from one food establishment to the other.

Food Transportation or Delivery Service Providers: refers to non-food establishments that provide transportation or delivery service to food establishments.

Food Transportation Unit or Food Unit: Specific cabinet, compartment, or a box that is used only for storage of food during transportation. Depending on the type of the vehicle, the design and structure of the food unit may vary.

Food Transportation Permit or Food Permit: permit issued by the food transportation vehicle testing center based on requirements specified in this document. The food permits are issued by the vehicle testing centers and the permit specifies the nature of the food that can be transported in the vehicle.

Vehicle Rental Service Providers: refers to establishments that offer food transportation or delivery vehicles on short or long term rent to other establishments.

Food Handler: refers to any person who handles food and is employed by a food business, food delivery or food transportation service provider. In the context of this document, a driver or a food delivery personnel is considered as a food handler as he is responsible for ensuring the safety of the food during transportation or delivery.

Food transportation vehicle: refers to vehicles such as trucks, cars and pick-up vans that have specific food or beverage transportation units designed and approved to transport food. These vehicles must have a valid registration with the relevant road and transport authority in the UAE and have the necessary legal permits to transport food.

Food Delivery Vehicles: refers to vehicles that are solely used for the transportation of food from food establishments to consumers upon placement of an order.

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Food delivery Bikes: refers to motorized two wheelers used for delivery of food to consumers. Such food delivery vehicles usually have food units that are only capable of storing food for a short duration.

Food Safety Course: means a formal training course approved by the Food Safety Department & designed specifically for drivers and delivery personnel based on the competencies required.

Qualified Driver: refers to the requirement for drivers who are also involved in handling food apart from driving.

Training Centre: The term Training Centre refers to organizations that are approved by Dubai Municipality to provide Food Safety Training.

Vehicle Inspector: A competent, authorized employee in the vehicle-testing center with appropriate qualifications, training, experience and a satisfactory knowledge of the requirements of the inspections to be carried out. In addition to the relevant knowledge to carry out inspection and issue permit for food transportation and delivery vehicles. Vehicle inspector shall be registered as a Technical Contact on Foodwatch and shall be authorized to carry out vehicle inspections.

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1 Requirements for Food Transportation and Delivery Vehicles

1.1 Scope

- a. The requirements under section 1 are applicable to:
 - i. All kind of food transportation vehicles including trucks, cars and bikes used for food transportation and delivery within the Emirate of Dubai. It also includes vehicles used for delivering food ordered online.
 - ii. food establishments that own or rent food transportation and delivery vehicles
 - iii. rental establishment that rent the vehicles for food transportation or delivery
 - iv. food transportation vehicle testing centers that are approved by Dubai Municipality
- b. Provisions of this document may not apply to shipping containers used for transporting food out of the country and are licensed outside the UAE.
- c. Where relevant, consultants, inspectors, trainers, and any officials involved in providing services related to food transportation and delivery.

1.2 General Requirements for Food Transportation Vehicles

- a. Establishments that own food transportation vehicles or provide vehicles on rent must have a valid license from the concerned licensing authority with appropriate business activity that permits transportation and/or delivery of food.
- b. Food establishments, food transportation and delivery service providers, and vehicle rental service providers must always ensure compliance with the relevant food safety requirements. Food transportation units shall meet the requirements of the Food Code and the Ministerial Decision No.577 of 2013 concerning the Standard Guide for Food Transportation. The requirements are further elaborated in this clause.

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- c. Food shall be sourced only from food establishments that are licensed to operate in the United Arab Emirates and shall be inspected by the respective food regulatory authority.
- d. All food transportation and delivery vehicles that are operated by establishments in Dubai must have a valid vehicle registration that permits the use of vehicle in the UAE.
- e. When food transportation or delivery vehicles are rented by a food establishment, prior checks must be made to ensure that the vehicle meets the regulatory and operational requirements in Dubai.

1.2.1 Design and Construction

- a. Food units shall be designed in such a way that it permits effective inspection, temperature control, cleaning and disinfection and prevent entry of pest.
- b. Food units shall have safe and secure locking and sealing mechanism designed to protect the food product. Doors must seal fully with no air leaks.
- c. Food units shall be constructed, maintained and used in a hygienic manner to ensure the safety and quality of the food.
- d. The interior surface of food units should be made of materials that are suitable for direct food contact. It should be non-toxic and shall not affect the quality or safety of the product. The surface should meet the standards specified for food contact materials such as UAE.S/GSO 2231:2012 & GSO 839 / 2021.
- e. Food units in a transportation vehicle shall be designed to meet the requirements specified in the Ministerial Decision No.577 of 2013, pertaining to 'Standard Guide for Food Transportation' and any other relevant standard that are applicable specifically to the food as listed in the reference.

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- f. The surface of transportation units that come into contact with food shall be smooth, not deteriorated and cleanable with smooth edges. There should not be anything on the surface of the units that can cause damage to the food packaging.
- g. When pallets or stands are used for storage in vehicles, such materials should be safe and suitable for use in food environment, easily cleanable and designed to prevent harborage of pests.
- h. Air chutes and ribbed floors, when used, should be capable of providing necessary air circulation. Spacers should be used on side walls, at the ends of trailers, as well as between pallets and the floor to ensure proper air circulation.

1.2.2 Temperature Control Requirements

Food transportation vehicle shall have food units that are capable of transporting food at the specified temperature.

- a. Transportation units used for hot foods shall have the facilities to hold food at a temperature of 60°C or above. The food unit should be capable of retaining the specific temperature of the product until the food is delivered.
- b. Transportation units for cold foods shall be capable of keeping the food cold at 5°C or less at full load capacity.
- c. Transportation units for frozen foods shall be capable of keeping the frozen food at - 18°C or lower at full loaded capacity.
- d. Hot foods when transported in insulated boxes do not require temperature-controlled transportation units. The insulation box should be capable of keeping the food hot above 60°C during the entire duration of loading, transportation, and storage until service.

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- e. Where foods require different temperatures are transported together in the same vehicle, the food unit should be compartmentalized in a way that the food units are completely insulated from each other. The operating temperature of the food units must be consistent with the specifications in the food transportation vehicle permit.
- f. Transportation units that are used for dry or canned goods that are intended to be stored without refrigeration should be capable of maintaining the food temperature below 30°C or at lower temperature to maintain the safety and quality of the food.
- g. The food compartment should be fully covered to prevent exposure to external environment and entry of pests and contamination from dust.

1.2.3 Personnel

- a. Personnel involved in the transportation and delivery of food shall successfully complete the relevant food safety course as mandated by the Food Safety Department. The person should be knowledgeable in food safety as well as other safety aspects applicable to the nature of work.
- b. Individuals involved in food transportation and delivery should :
 - i. maintain high levels of personal hygiene at all times
 - ii. be free of any transmissible illness or the symptoms of such illness while at work
 - iii. have a valid occupational health certificate issued by Dubai Health Authority
 - iv. wear appropriate and clean personal protective equipment and uniform
 - v. Not handle non-food deliveries, or perform any operations that could interfere with the safety or quality of the food.

1.2.4 Cleaning and Sanitation

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- All food transportation and delivery vehicles must be kept clean and free from pests, dirt, debris, and any other substances or odor that may contaminate the product. Different cleaning procedures and processes may be necessary for the type of food, type of contamination expected, and the nature of vehicle.
- Cargo pallets, rails, platforms, securing devices, and loading equipment should also be kept clean and free of contaminants, and stored safely when not in use.

1.3 Operational Requirements for Food Transportation Vehicles

1.3.1 Loading and Unloading

- Food establishments should keep the loading time as short as possible to prevent temperature changes (increases or decreases) that could threaten the safety or quality of food products.
- During the periods of warm weather, measures should be in place to reduce the exposure of cold and frozen foods to high temperatures. Loading and unloading should preferably be done in the evening or early morning to minimize the likelihood of products warming.
- Prior to loading, operators must ensure that the transportation unit is clean, free from residues of previous cargoes, residues from cleaning and sanitizing chemicals, dirt, pest etc.
- Food shall not be placed directly on the floor and shall be stacked in a manner that will support proper air circulation.
- Separate compartmentalized food units that can operate at different temperatures should be used when transporting a mixed load of products, such as both frozen and refrigerated products.
- Refrigerated trucks and vans should be pre-cooled for at least 1 hour before loading to remove residual heat.

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1.3.2 Transportation Process

Food establishment and the personnel involved in the transportation, storage, and handling of the products are responsible for keeping the products at appropriate temperatures and preventing any break in the cold chain. The following requirements should be met during transportation.

- Product temperature should be maintained as per the standard specified for the storage of the food product being transported.
- Product should be at the desired transit temperature before loading. Foods must be precooled if necessary.
- The cooling unit should be kept on at all times including the stand by time till all food items are unloaded or delivered.
- When notifications of rejection of food or the vehicle are received via the Foodwatch platform, necessary correction, corrective and preventive actions must be initiated. Food that has been subject to temperature abuse shall be discarded.

1.3.3 Temperature Monitoring Equipment

- Temperature monitoring devices in vehicles used for refrigerated transportation shall be calibrated annually. The calibration must be carried out -by an authorized company that has been accredited by EIAC.
- The vehicle-testing center shall not approve vehicles that do not have a certificate of calibration. The calibration certificate should be valid for at least 6 months at the time of inspection. Calibration details must be digitally verifiable.
- The food establishment should record any breakdown of the vehicle and monitor the impact on the food safety regularly.

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- d. If IoT (Internet of Things) or sensors are used, the device, software program and the data systems should be capable of providing the operational outcomes they are designed to deliver.

1.4 Requirements for Delivery Only Vehicles

The following requirements apply to vehicles such as cars and bikes that are used only for food delivery services.

1.4.1 Operational Requirements for Delivery Vehicles

- Food should be kept in ways that prevent contamination through exposure to insects, dust, fumes, sunlight, rain or other adverse factors during food delivery.
- The exterior and interior of the food holding unit shall be maintained clean at all times. Such surfaces should be thoroughly cleaned and disinfected before loading food into the delivery vehicles by using a cleaning and disinfectant agent approved by Dubai Municipality.
- Food shall be delivered in equipment that consistently maintains the temperatures specified below:
 - Cold food at or below 5°C
 - Hot food at or above 60°C
 - Frozen Food at or below -18 °C
 - Dry food at or below 30 °C
- Food should not be on transit in the vehicle for more than half an hour to ensure that food safety is not compromised. However, the time could be extended if the temperature and quality of the food can be maintained using additional equipment capable of temperature control.
- Food must be kept in sealed containers during delivery and delivered intact to the consumers.

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- f. When both hot and cold foods are transported in the same vehicle, food should be carefully placed in the delivery boxes in a way that cold and hot items are segregated in separate insulated secondary food units at all times to ensure food safety and quality.
- g. Food (and drink) should be carefully placed in the box to prevent damage to packaging or bruising/spilling of food. Foods shall not be delivered if the package is damaged or in a condition that is not acceptable to the consumer.
- h. Food units shall not be used for the transportation of non-food items that could be toxic or with items that can affect the quality and safety of food in any ways. When delivery vehicles are used for delivery of food and non-food items, foods should be stored in separate compartments identified specifically for food. Such compartments shall not be used for transportation of non-food items.
- i. Drivers shall be fully aware of the requirements listed in this document and shall report any deviations to the person in charge of food business immediately.
- j. Where the food business has contracted a third-party supplier of food delivery vehicles, the food business must ensure that the third party meets the requirements of this document.

1.4.2 Requirements for Food Delivery Bikes

Food Delivery unit of bikes must meet the requirements of Food Safety Department and requirements provided by any other concerned authorities. The following requirements apply.

- a. Food units used for delivery bikes shall have the following features:
 - i. designed for the purpose based on the type and nature of the food
 - ii. rounded inner edges to ensure that the boxes can be cleaned effectively.
 - iii. interior surface shall be made of suitable food grade materials to avoid chemical contamination or odor transfer.

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- b. Surface of the food unit that are intended to be in direct or indirect contact with food products must meet the following requirements:
- The unit should be non-toxic and must be made of food grade materials that does not affect the safety or quality of food.
 - The unit should be made of material which is corrosion resistant and light in color.
 - The unit should be capable of holding the food intact without any changes in shape or texture due to physical movement of the packaging.
- c. The food unit must be capable of insulating the food from the ambient condition and should be able to retain the temperature and quality of food. This could be achieved through thermo-boxes in case of hot food or ice packs in case of cold food.
- d. When hot and cold food are transported together, such foods must be adequately segregated to ensure temperature control for food safety and quality and to protect the food products from potential contamination or damage.
- e. Food delivery units must be of suitable capacity and shall not be overfilled.
- f. Food units of bikes that are used for short time delivery not exceeding one hour shall be thermally insulated to retain the hot or cold condition. However, if the transportation time exceeds one hour, the food units shall have facilities such as heating devices for hot foods, and mechanical refrigeration or cooling mechanisms such as the use of ice packs for cold foods.
- g. The design of the food units of bikes shall meet the safety requirements specified by the Road and Transportation Authority.

Note: The food surfaces that come in contact with food can be stainless steel, plastics that are generally recognized as safe for use for food surfaces that meets the requirements of Dubai Municipality Concerned

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Department and relevant standards such as Gulf Standards. (UAE.S/GSO 2231/2012: General Requirements for the materials intended to come into contact with food).

Additional test reports or material safety data is not required at the time of inspection of vehicles. If the food is in direct contact with the contact surface, the business must at the time of routine food inspections, provide the necessary information to the authorized officer from the Dubai Municipality as evidence that the contact surface is safe.

1.5 Digital Monitoring and Verification Program

- All food establishments, transportation and delivery service providers, and rental service providers must be registered on Foodwatch platform.
- All transportation and delivery vehicles including bikes must be registered under the establishment that manages and maintains the vehicles.
- Drivers and delivery personnel must be registered as food handlers and have the relevant qualifications that are digitally traceable.
- Self-inspection and delivery check systems on Foodwatch must be used appropriately to monitor and report food transportation and delivery related incidents such as rejection of foods.
- Where actions are required by the Person in Charge of the business that owns or operate the vehicles, corrective actions must be taken before the vehicle is used again for food transportation.
- The person in charge (PIC) of the food establishment that use or operate the vehicle must ensure that reasons of delivery rejection are investigated and corrective actions taken without delay.

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1.6 Requirements for Rental Service Providers

Apart from the requirements specified for food transportation vehicles, rental service providers should adhere to the following additional requirements.

- Prior to offering the vehicle in lease, the rental service provider should ensure that the vehicle is in suitable operating condition and is clean and safe enough to transport food.
- Vehicles that are approved for food shall not be used for the transportation of any other materials that could affect the safety and quality of food.
- When the vehicle is provided on short term lease such as on a daily or weekly basis, the rental service provider will be solely responsible for maintaining the operating condition of the vehicle. Vehicles must also be cleaned and disinfected by the service provider between each lease.
- When the vehicle is provided on long-term lease such as monthly or yearly basis, the food establishment will be responsible for maintaining the operating condition of the vehicle.

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2 Requirements for Food Transportation Vehicle Permit in Dubai

Food transportation vehicles operating in Dubai require an annual permit to transport foods based on the requirements of the Food Safety Department. The permits for these vehicles are issued digitally by the authorized and accredited Vehicle Testing Centers that operate based on the provisions of this document.

2.1 Scope of the Scheme

Requirements provided in section 2 of the document applies to the organizations and systems involved in providing food permits to food transportation vehicles that operate in the Emirate of Dubai.

The requirements do not apply to shipping containers.

2.2 Role of Stakeholders in the implementation of the Scheme

- a. Food Safety Department of Dubai Municipality is the owner of the scheme and provides the relevant food safety requirements. Following are the responsibilities of the Food Safety Department:
 - i. Develop, implement, review and update the requirements for approving Food transportation vehicles.
 - ii. Work with the Emirates International Accreditation Centre to establish and maintain processes for the accreditation scheme for testing center as an inspection body to approve the food transportation vehicles.
 - iii. Ensure compliance by auditing the vehicle testing centers and food establishment owning the food transportation vehicles.
 - iv. Monitor and evaluate the implementation and audit outcome for system improvement.
 - v. Investigate non-compliance or complaints reported by but not limited to vehicle testing center, or food establishment.

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- vi. Recommend withdrawal or suspension of the contracts with vehicle testing center if the criteria are not met.
 - vii. Develop the digital system for vehicle approval and permit traceability.
 - viii. Develop the training program for inspectors at the testing center responsible for inspecting and approving food transportation vehicles
- b. Emirates International Accreditation Centre provides accreditation to Food Transportation Vehicle Testing Centers that issue food permits to vehicles.
 - c. Commercial Affairs and Investment Department of Dubai Municipality evaluates the feasibility of the applications submitted by the Vehicle testing Centers. Feasibility assessments and approvals are conducted prior to the accreditation of the testing centers.
 - d. Contract and Purchase Department of Dubai Municipality establishes and manages the contract between the Dubai Municipality and the Vehicle Testing Centers that provide food permits.
 - e. Financial Affairs and Revenue Department of Dubai Municipality manages the payments from the Vehicle Testing Centers. Finance department is responsible for
 - i. auditing and evaluating the payment process
 - ii. ensuring that the payment voucher issued on time to the respective testing center for transfer of the monthly payment dues.
 - iii. issuance of fines equivalent to 2 percent of the total due amount of the monthly payment in case of delay of payment transfer by the testing center.

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2.3 Preliminary Provisions

- Food Transportation Vehicles must comply with Local Order No 11, 2003; Dubai Food Code; Ministerial Decision No.577 of 2013 concerning the Standard Guide for Food Transportation; and the relevant requirements as specified in this document.
- Food business operators, food transportation service providers and vehicle rental service providers must comply with the food transportation requirements at all times.
- While permits are issued once in a year, users of the food transportation vehicles and the businesses that receive the food have the primary responsibility to ensure that vehicles are used as per the requirements throughout the year.
- All transportation vehicles must be registered in the Foodwatch platform and shall have the digital permit in the system.
- To carry out testing and to issue permits, the testing centers must have a formal contract with Dubai Municipality and the accreditation from the Emirates International Accreditation Centre (EIAC) according to ISO/IEC 17020 Conformity assessment — Requirements for the operation of various types of bodies performing inspection.

2.4 Facilities in the Testing Centers

- Testing centers shall have all necessary facilities to carry out testing of vehicles effectively within the premises of the testing center. Prior to filing the application with Dubai Municipality, the testing center shall have:
 - Specific and designated areas for parking and inspection of the vehicles which should be clean, and well-maintained.

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- ii. Mobile devices (tablets or laptops) for accessing the system with good internet connectivity at all times.
 - iii. Facilities to carry out digital inspections in real-time with necessary measures in place to ensure data accuracy and integrity (without paper-based records).
 - iv. Essential set-up to ensure the security of the premises, data security to prevent tampering of devices used for testing, record keeping and documentation.
 - v. Surveillance camera that records activities in the inspection area, with data storage facilities that can be accessed for verification for a period not less than 30 days.
 - vi. Designated office within the premises of the center for the vehicle inspectors to operate, store equipment, and to manage work related activities.
 - vii. Sufficient customer service facilities including designated waiting area for clients; and where necessary queue management system.
- b. The testing center shall make a formal contract with the Dubai Municipality for carrying out the tests and issuing permits. Such contracts shall be subject to approval from the Investment Department, Contract and Purchasing Department and the Finance Department of Dubai Municipality.
 - c. Prior to the application for the contract procedures with Dubai Municipality, the testing center must demonstrate to the Food Safety Department their capability to hire and utilize technical staff who will be involved in the inspection process. Testing center shall obtain a formal approval from the Food Safety Department before approaching the contract department.
 - d. The testing center shall seek accreditation from the Emirates International Accreditation Centre (EIAC) after contract procedures are completed with Dubai Municipality.

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- e. Testing center shall charge a fee for issuing the permits based on the contract with Dubai Municipality.
- f. The testing center shall liaise with the finance department of Dubai Municipality to carry out the payments where payments shall be subject to the conditions of the contract. At the time of payment, a report shall be submitted with the details of all the vehicles that were inspected at the center including the vehicles that have passed and failed the test.
- g. Testing center shall provide high level of customer service to the establishment applying for the permit.
- h. Testing center shall carry out inspections impartially and shall not be involved in offering discounts or promotions.

2.5 Accreditation Process and Management

2.5.1 Steps for Accreditation

The steps necessary for the accreditation are listed under this clause. There could be changes in the steps from time to time and the testing centers should contact EIAC to obtain the most current processes.

- a. The vehicle testing center shall apply for accreditation from EIAC based on the accreditation criteria for ISO/IEC 17020:2012 standard.
- b. Testing center shall undergo assessment against the EIAC-RQ-GEN-001 General Accreditation Requirements as well as EIAC-RQ-IB-001 (for Inspection Bodies), process review for obtaining accreditation.
- c. The testing center shall submit all the necessary documents to the EIAC team for Document review for ensuring their adequacy in compliance with the ISO 17020, prior to visiting the center for assessment. A Preliminary Visit/Pre-assessment may be conducted by an EIAC team member to

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review the general preparations of the testing center and assess its readiness for the Initial Assessment.

- d. A main assessment visit referred to as “Initial Assessment” shall be conducted by team of a Team Leader + 1/more Technical Assessors (depending on the scope). The outcome of the assessment shall be according to the accreditation standards and EIAC processes. For the latest editions of the accreditation requirements, process and reference standards, EIAC website (www.eiac.gov.ae) should be visited regularly.

2.5.2 Criteria for changing the scope or level of Approval from Food Safety Department

- a. A formal application shall be sent by the testing center for expanding the scope of approval to the Food Safety Department. An example of changing the scope of approval is a testing center expanding the scope of certification who was previously certified to only inspect food transportation vehicle, to now include certification to inspect Food delivery motorbike or food delivery cars.
- b. After review the request will be forwarded to the Investment and Contract & purchase departments for approval.
- c. Once approved from all concerned departments, the testing center can approach EIAC to change the scope of accreditation if required.

2.5.3 Criteria for Complaints and Appeals

Appeals for any aspect of the scheme, and complaints and concerns about the stakeholders of the scheme shall be made to the Food Safety Department of Dubai Municipality.

2.5.4 Criteria for Cancellation, Suspension and Withdrawal of Accreditation

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- a. These criteria are included in the scheme to ensure that suspensions and withdrawals are done appropriately. Conditions under which the approval shall be suspended are:
- A violation of the requirements of Food Safety Department, Investment Department or the Contract and Purchase Department and General Revenue Department of Dubai Municipality
 - Failure to comply with the scheme requirements.
 - Unsatisfactory audit results.
 - An inability to continually fulfil the requirements of the scheme.
 - Issuance of fraudulent permits to vehicles that do not comply with the requirements or permits issued by staff who are not competent.
 - Inability to meet the service expectations of Dubai Municipality.
 - Use of unethical practices to promote, market or to provide certifications to clients that includes offer or discounts, use of unlawful means, or manipulation of data.
- b. Suspension decision, the time period for suspensions and the terms and conditions for reopening will be defined by Director of the Food Safety Department or the person designated by the Director.
- c. The Food Safety Department, after review of the processes, and in consultation with the other concerned departments shall decide on the cancellation of the approval to testing centers when the requirements of the scheme are not met.

2.6 Operational Requirement for the Approval of Testing Centers

2.6.1 License, Approval, and Authorizations

Testing centers and owners of food transportation vehicles shall have a valid trade license, business activity, relevant approvals and authorizations to operate.

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2.6.2 Facilities

The space and facilities available for vehicles testing shall be sufficient and suitable to carry out the testing operations safely and accurately. There should not be any interference that could impact the effectiveness of the testing process.

2.6.3 Equipment and Tools

All inspection tools shall be available, suitable, accurate and calibrated (thermometers, wireless or wired probes etc.).

2.6.4 Digital Systems

- Testing centers must have the necessary facilities to manage all data digitally. Paper-based documents and records shall not be used for inspection, and certification process.
- Data pertaining to testing of vehicles and payment should be made available to the Food Safety Department in digital format.

2.6.5 Impartiality and Independence

- All vehicles testing shall be independent of the person or organization that owns or has a user interest in the vehicle that is being inspected. The testing center shall adhere to maintain impartiality while inspecting the vehicles for compliance and providing the Dubai Municipality permit for food transportation and delivery.
- Records of situations where undue pressure (from any source) was applied to inspectors should be maintained.

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2.7 Resource requirements for Testing Centers

2.7.1 Personnel

- Personnel involved in the process of inspection and documentation of the scheme shall be qualified and be competent to carryout work designated to them effectively.
- Inspectors of the food transportation vehicle shall have a degree or a higher diploma and necessary practical experience in inspection of vehicles.
- Inspectors shall be formally trained on food safety with a PIC Level 3 or equivalent training and be knowledgeable about all aspects of food transportation system as applicable to the transportation vehicles. The inspectors shall be able to demonstrate the competency during formal assessments and audits.
- Inspectors shall be familiar with the principles of inspections as per the provisions of the relevant standards.
- Inspectors must be competent in using inspection equipment and systems required to enter and manage relevant data (e.g., proper use of the thermometers and temperature monitoring devices, IR thermometry, pyrometry).
- Inspectors must be competent in identifying the issues related to design of vehicles, design of transportation units, functioning of the temperature control systems, functioning of the monitoring devices, details of calibration and any other relevant elements of inspection.
- Where formal training or qualifications are specified by the Food Safety Department, the inspector, other personnel involved in the inspection and documentation shall meet those requirements.
- The inspector shall have the ability to record inspection findings and enter clear and appropriate information for the reports and/or certificates.

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- i. The inspector shall have a clear understanding of the legal requirements and the legal significance of approving and issuing permits, and the consequences of non- compliance to legal requirements.

2.7.2 Use of Equipment for Testing

- a. Testing centers shall have suitable and sufficient equipment for carrying out testing operations.
- b. The testing centers shall use suitable probes and data loggers that can effectively measure the temperature of food cabinets and units.
- c. The testing center must maintain a documented procedure to use the data loggers, and the inspectors must be trained on how to use the device accurately and make decisions based on the reported data.

2.7.3 Test Procedure for Vehicles

- a. Testing centers shall carry out inspections only within the premises of the testing center. Testing shall not be conducted anywhere else including client premises.
- b. The testing center shall ensure that the details available on Foodwatch platform are correct at the time of approval. This shall include verification of details such as the plate number, chassis number, type, and nature of vehicle and the history of vehicle compliance.
- c. The status of the cleanliness, maintenance, and operating condition, details of calibration of equipment shall be recorded digitally during the inspection. Any other checkpoints that are essential shall be maintained in digital format and must be traceable with all information i.e. the inspector, inspection time, location, and device used for the entry of the data.
- d. For vehicles with temperature control, the testing center shall use a calibrated suitable wireless data logger to measure the temperature inside the transportation units. Thermocouple probes or sensors

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used for such data loggers shall be placed in at least three locations inside the transportation unit with the doors closed for a time required to measure the maximum or minimum temperature specified for the refrigeration equipment.

- e. The results of the inspection shall be verified against the temperature specifications for the type of the food transported in the vehicle as specified in the relevant regulations.
- f. If there are any logos or claims related to food safety management systems printed on the vehicle, the testing center shall verify whether the logo and the information is correct. Vehicles that use wrong information or use the logo in an incorrect manner shall not be approved.
- g. Digital permits for vehicles shall be issued via the Foodwatch platform after the vehicle passes the food permit inspection. If stickers or cards are issued, the information should specify the vehicle details; type and nature of the food that can be transported in the vehicle, the date of issuance of the permit; and the date of expiration of the permit.
- h. In the case of denial of permit, the data shall be entered on Foodwatch immediately citing the reasons.

2.7.4 Handling of Disputes, Complaints and Withdrawals

- a. If there is a dispute regarding the approval or denial of the permit or any other aspect related to the food permit system, the testing center shall provide the appeal form through a digital system or through email to the concerned person who manages or owns the transportation vehicle. Once the appeal form is returned, a copy must be send to foodpermits@dm.gov.ae within three days of receiving the appeal.
- b. Testing centers shall withdraw the vehicle's food permit if Dubai Municipality or RTA provides an official notification for the withdrawal.

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3 References

- Local Order No. (11) of 2003 Concerning Public Health and Safety of the Society in the Emirate of Dubai, and Executive Regulation No. 30 of 2007.
- Dubai Food Code
- Ministerial Decree No. 577 of 2013 on Standard Guide to Food Transportation (Ministry of Climate Change & Environment)
- Circulars and directives approved by Dubai Municipality
- UAE and Gulf Standards related to the requirements of food products and their Transportation*

Standard No	Standards
UAE.S GSO 815 :1997	Code of Hygienic Practice for Preparation, Transportation, Handling and Storing of Fresh Meat
UAE.S GSO 2504 :2016	General Requirements for the Transportation of Food
UAE.S GSO 2468 :2015	Halal foods - Management system requirements for Transportation of Goods and/or cargo chain Services
UAE.S GSO ISO 9884-1: 2007 ISO 9884-1:1994	Tea sacks - Specification - Part 1: Packaging sacks for palletized and containerized transport of tea
UAE.S GSO 1862 :2008	Fresh pineapples – Storage and transport
UAE.S GSO ISO 6661 : 2009	Fresh fruits and vegetables - Arrangement of Parallelepipedic Packages in Land transport Vehicles
UAE.S GSO CAC RCP 47:2007	Code of hygienic practice for the Transport of Food in Bulk and Semi -packed food

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UAE.S GSO 1026 :2000	Code of Hygienic Practice for Preparation, Transportation, Handling and Storing of Fish
UAE.S GSO 1018 / 1998	General Requirements for the Storage, Transport and Handling of Refined Edible Oils in Bulk
GSO ISO 7560:2009 (E) ISO 7560:1995	Cucumbers - Storage and refrigerated transport
UAE.S GSO 1330 :2002	Requirements for Transportation of Broilers (Poultry)
UAE.S GSO 323/ 1994	General Requirements for Transportation and Storage of Chilled and Frozen Foods
UAE.S GSO ISO 931 :1997 ISO 931 :1980	Green Bananas- Guide to Storage and Transport

*Standards are available on the website of the Ministry of Industry and Advanced Technology.

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