



## Health & Safety Department ( Products Control Section )



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Document Code	DM-HSD-GU83-ECP2
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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
1	12th March 2023	Product Control Section	First Issuance
2	28th April 2024	Product Control Section	<ul style="list-style-type: none"> <li>Adding new logo for both Dubai Government &amp; Dubai Municipality</li> </ul>
3	9 <sup>th</sup> June 2025	Product Control Section	<ul style="list-style-type: none"> <li>Update Score and grading (page 13 )</li> <li>Business activity Annexes (page 18 )</li> <li>Contact address, Information and links (page 32 )</li> </ul>



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## Part A : General overview

### 1 Introduction

Dubai Municipality prepared this guideline based on the Local Order No. (11) Of 2003 concerning Public Health and Safety of the Society in the Emirate of Dubai, in accordance with the transparency and governance aspects in the emirate of Dubai.

Compliance program assigned to maintain, monitor and control health and safety in Built environment.

Despite of control term , compliance and avoiding damage to human health may achieved when rules harmonization applied under normal or reasonably foreseeable practices taking into account awareness of all contributed parties.

Therefore, this guideline released to highlight parties involvement and contribution towards compliance.



### 2 Purpose

This guide designed to ensure and enhance the commitment of the relevant entities to the regulations and requirements adopted in Dubai Municipality and to achieve a high level of health and safety in the built environment and enable them to monitor the extent of their commitment.

### 3 Objectives

- To ensure commitment with unified environmental health requirements at related business activities in the Emirate of Dubai.
- To educate related business activities owners, workers and person in charge with environmental health risks.
- To assure business continuity in line with implemented regulations.
- To raise public awareness of environmental health.

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## 4 Acts and Legislations

It is difficult for Dubai Municipality to perform its duties and specialties as an institutional organization without having a legislative system that regulates its activities, draws the framework of its relationship with the local community and gives legitimacy to its actions. Therefore, the decree issued regarding the municipality foundation has contained a provision on giving it the authority and power to issue orders, regulations and decisions.

Current Legislative Law that apply founded as per Local Order No.11, 2003 concerning public Health and Safety of the Society in the Emirate of Dubai, In addition to compliance with inspection and control procedures as per the International Standard ISO/IEC 17020.



## 5 Scope

Dubai Municipality shall measure and raise built environmental health compliance level in all built environment in the Emirate of Dubai, which include, but not limited to, consumer products dealing establishments, along with all parties contributed in part or all of business activity.



Where compliance level measure current measurable indicators of public health, safety, consumer products and indoor air quality.

## 6 Definitions and terms



Definition	Meaning
Public health	The art and science of preventing disease, prolonging life and promoting health through the organized efforts of society.
Environmental health	Environmental health addresses all the physical, chemical, and biological factors external to a person, and all the related factors affecting behaviors. It encompasses the assessment and control of those environmental factors that can potentially affect health. It target towards preventing disease and creating health-supportive environments.

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Definition	Meaning
Built environmental health	The built environment touches all aspects of our lives, encompassing the buildings we live in, the distribution systems that provide us with water and electricity, and the roads, bridges, and transportation systems we use to get from place to place. Generally described as man-made or modified structures that provide people with living, working, and recreational spaces. Creating all these spaces and systems requires enormous quantities of materials.
Compliance level	Indicate the degree of compliance that your organization has achieved for a program or to overall commitment with requirement, which expressed by range of grades.
Risk management module	Process of identifying, assessing and controlling threats. These threats, or risks, could stem from a wide variety of sources, including all built environmental health hazards.
Catastrophic case	Any event or force of nature that has disastrous, fatal consequences.
Sample	All, part, quantity or part of the confiscated original material or product to represent its status against applied tests and/or investigation.
Contamination	Sample impurity by exposure to or addition of a poisonous or polluting substance.
Microorganism	Or Microbes, which are tiny living things that are found all around us and are too small to be seen by the naked eye. Some microbes make us sick, others are important for our health. The most common types are bacteria, viruses and fungi.
Chemical pollution	Presence or increase in our environment of chemical content that are not naturally present there or found in amounts higher than their natural background values.
Microbiological pollution	Presence or increase in our environment of tiny small organism that call microorganisms.

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Definition	Meaning
Acceptable Indoor air quality	Air in which there are no known contaminants at harmful concentrations as determined by cognizant authorities and with which a substantial majority (80% or more) of the people exposed do not express dissatisfaction.
Disposable (single use)	Any tool or device intended for one-time or temporary use.
H.V.A.C.	Refers to Heating Ventilation and Air Conditioning system. (Which provide the process of treating air to meet the requirements of a conditioned space by controlling its temperature, humidity, cleanliness, and distribution).
M.V.A.C.	Refers to the Mechanical Ventilation and Air-Conditioning system of the building.
G.S.O.	Gulf Cooperation Council.
G.C.C.	Gulf Cooperation Council.
Consumer product	The product in its final form, directed or dedicated for (the service / consumption / entertainment) of the person (the consumer), including in the context of providing a service, and it was supply in the framework of a commercial purpose with or without return. It includes (e.g. : Cosmetics and personal care products, Fragrances ,Health supplements, Detergents ,Biocides , Food contact materials ,Toys, Tobacco and its related products ,low voltage electrical devices) , and other products classified and included in scope of work.
Cosmetic, personal care, or perfume product	Any substance or preparation intended to be placed in contact with the various external parts of the human body (epidermis, hair system, nails, lips and external genital organs) or with the teeth and the mucous membranes of the oral cavity with an intention of exclusively or mainly to clean, perfume, change appearance, correct body odors, protect and/or keep these parts in good condition.

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Definition	Meaning
Dietary ingredient	An ingredient intended for used in a dietary supplement to supplement the diet by increasing the total dietary intake, or a concentrate, metabolite, constituent, or extract.
Health supplement	The product intended for ingestion that contains a dietary ingredient intended to add further nutritional value to supplement the diet
Detergent	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 moulded piece and marketed for or used in household, or institutional or industrial purposes.
Biocide	<p>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.</p> <p>Any substance or mixture, generated from substances or mixtures which do not themselves fall under the first indent, to be used 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.</p>
Food contact material	Materials and articles that are designed to come in contact with food when used in usual manner and manufactured from different.
Low Voltage electrical devices	Any equipment or machine operated by electrical power with alternate electrical voltage from (50-1000) volt, designated for domestic or professional uses.
Toy	Product designed or intended, whether or not exclusively, for use in play by children under 14 years of age.

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Definition	Meaning
Tobacco products	Products consisting wholly or partially of tobacco leaves as raw material, Whether they are correct or cut or chopped, Whether they are in their natural state, mixed with other substances or any other means, Use by smoking, inhalation, chewing, absorption or any other means.
Montaji	Smart platform designed and presented by Dubai Municipality, aim to insure the safety of consumer products, include: <ul style="list-style-type: none"> <li>- MONTAJI smart online system: designed for traders to register their products as per the recommended health and safety specifications</li> </ul>
Label	Any tag, brand, mark, pictorial or other descriptive matter, written, printed, stenciled, marked, embossed or impressed on, or attached to, a container of consumer products

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## Part B: Business user

### 7 Monitoring and control system



#### 7-1 Enforced monitoring and control programs may performed as:

- Notification and case investigation with establishment remotely via self-inspection or during investigation visit.
- Auditing Visit for purpose of inspection quality assurance.
- Regular inspection visits.

#### 7-2 There are different types of Inspections named as below:

- Routine: scheduled visit based on premise grade.
- Follow-Up: scheduled visit according to remarks detected upon previous findings risk.
- Complaint: Enforced unexpected visit scheduled upon incidences received.
- Management Order: Enforced expected visit scheduled upon management decisions, memos or during case investigation.
- Random: Non-Forced unexpected inspection according to quality issues, or could be determined on the status and changes in the field.
- Sampling: Enforced expected visit scheduled specifically for consumer products and/or non-drinking water and/or indoor air sample site measurement and collection for the purpose of testing and determine environmental health conditions, however, it may processed in conjunction with previous types of visits.

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## 8 Risk module

The following explain the Risk assessment of the severity of the potential risk & Probability of repetition:

Probability of repetition	Severity of the potential risk				
	Very Low	Low	Medium	High	Very High
Almost certain	Minor	Major	Critical	Catastrophic	Catastrophic
Likely	Minor	Major	Critical	Critical	Catastrophic
Possible	Minor	Major	Major	Critical	Critical
Unlikely	Minor	Minor	Major	Major	Major
Very Unlikely	Minor	Minor	Minor	Minor	Minor



Probability of repetition & Severity of the potential risk indicators			
Probability of repetition	Description	Risk severity	Description
Very Unlikely	Not occurred before	Very Low	No environmental health risk
Unlikely	Occurred outside Dubai	Low	Insignificant environmental health effect
Possible	Occurred at least once in similar scope operations	Medium	Acute limited or temporary environmental health effect
Likely	Known at least once within business scope	High	Chronic or permanent environmental health effect
Almost certain	Repeated in similar operations within scope	Very High	Widespread environmental health effect

The following explain the required action for the assessed risks:

RISK ASSESSMENT	Required action
Minor	Operation, activity or mission could be ran/continued with current procedures.
Major	Operation, activity or mission could be ran/ continued with current procedures, with providing recommended corrections/other way of procedures implementation.
Critical	Operation, activity or mission must be ran/ continued with current procedures , by providing mandatory corrections/other way of procedures implementation during proposed period of time and monitoring action. Must stopped in case of non-commitment within period.
Catastrophic	Operation, activity or mission must be stopped until corrections obtained, with re-assessment before re-launching operation or activity.

**Note:** Each requirement violation assessed to its risk based on business activity type, and upon final findings grade of establishment estimated.

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## 9 Score and grading

Establishment's violations to the environmental health requirements shall affect overall grade as per below formulas settled as per management decisions:

Where highest level of compliance score A grade, in descending order to grade F.

GRADE	GRADING FORMULAS	DESCRIPTIVE TRACK									
F	IF, 1 Catastrophic or more. &/or IF, 5 Critical or more. &/or IF, 7 Major or more. &/or IF, 10 Minor or more	1									
		5									
		7									
		10									
D	IF, 3 TO 4 Critical &/or IF, 5 TO 6 Major &/or IF, 7 TO 9 Minor	3	4								
		5	6								
		7	8	9							
C	IF, 1 TO 2 Critical &/or IF, 3 TO 4 Major &/or IF, 5 TO 6 Minor	1	2								
		3	4								
		5	6								
B	IF, 0 Critical &/or IF, 0 Major &/or IF, 1 TO 3 Minor	1	2								
		3	4								
A	IF, 0 Critical &/or IF, 0 Major &/or IF, 1 TO 2 Minor										
		1	2								

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## 10 Environmental health compliance in consumer products dealing establishments

### **10-1 Public health and hygiene**

Establishment shall comply with applied standards requirements listed in Annex 1 and any circulars.

### **10-2 Public and operational safety**

Establishment shall comply with applied standards requirements listed in Annex 1, Annex 13 and any circulars.

### **10-3 Consumer products safety.**

#### **I. Toys.**

Establishment shall comply with applied GCC BD-131704-01 GCC Technical Regulation on Children Toys, requirements listed in Annex 5, and any circulars

#### **II. Food contact materials.**

Establishment shall comply with applied UAE.SGSO standards and, requirements listed in Annex 6, Cabinet resolutions no. (20) For 2015 UAE Scheme to control food contact materials, and any circulars



#### **III. Cosmetics, personal care product and perfumes.**

Establishment shall comply with applied GSO UAE.SGSO 1943:2016 standard and applied specifications, requirements listed in Annex 7, UAE Scheme to control the cosmetics and personal care products no. (18) For 2014, and any circulars.

#### **IV. Low Voltage electrical devices**

Establishment shall comply with applied UAE.SGSO standards and, requirements listed in Annex 8, and any circulars.

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## V. Health supplements

Establishment shall comply with applied Dubai municipality - health supplement guideline, requirements listed in Annex 9, and any circulars.

## VI. Detergents

Establishment shall comply with applied Dubai municipality detergents guideline, UAE.SGSO 1948:2009 standard, requirements listed in Annex 10, UAE scheme to control the detergent – No.3 for 2014, and any circulars

## VII. Biocides

Establishment shall comply with applied Dubai municipality biocides guideline, requirements listed in Annex 11, and any circulars.

## VIII. Tobacco products

Establishment shall comply with applied requirements listed in Annex 12, and any circulars.



### ***10-4 Indoor air system and quality indicators compliance***

Establishment shall comply with applied Dubai municipality built environment and legionella control guidelines, requirements listed in Annex 2, and any circulars.

## 11 Penalties and fines

Individuals and/or establishments, who contravene any of the provisions of the guidelines and regulations, shall considered violative, and/or establishments and fines apply as stated in Local Order No. 11, 2003.

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## 12 Dispute and appeal

Disputing and review process has guaranteed for Dubai Municipality customer within declared grace period declared in report issued, by email us supportive evidences through [cpcinspection@dm.gov.ae](mailto:cpcinspection@dm.gov.ae) , inspection system uploading or visiting section office.

However if unsatisfactory resolution or failure to fulfill sections approved process, please do not hesitate to call us on **800 900** call center or via The 04 Platform <https://04.gov.ae/> unified complaint portal with full of integrity to receive your argument against action taken or by Dubai Municipality employee or process.

## Part C : Public user

### 13 Inquiries

Avoid roaming around or following rumors, it is just a step away with DUBAI 24/7, or Dubai Municipality application, or email us at [cpcinspection@dm.gov.ae](mailto:cpcinspection@dm.gov.ae) and/or [info@dm.gov.ae](mailto:info@dm.gov.ae) .



### 14 Report an incidence

Become health and safety officer and report us via call center 800 900, or DUBAI 24/7, or Dubai Municipality application for health and safety incidence.

### 15 Complaints

You may submit your complaint via call center 800 900, or via The 04 Platform <https://04.gov.ae/> unified complaint portal, incase unsatisfactory resolution by Dubai Municipality.

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## 16 Suggestions

Dubai Municipality believe in your word and thoughts, and you are most welcomed to have your say via The 04 Platform <https://04.gov.ae/> unified suggestion portal or via calling 800 900.

### Part D : References

- Local Order No. (11) of 2003 Concerning Public Health and Safety of the Society in the Emirate of Dubai.
- Administrative order No. (30) Of 2007 concerning the issuance of the Executive Regulation of Local Order No. (11) of 2003 Concerning Public Health and Safety of the Society in the Emirate of Dubai.
- Federal Law No.15 of 2009 on Tobacco Control.
- Cabinet Decision no. (24) of 2013 concerning the Executive Regulation of Federal Law no. 15 of 2009 concerning tobacco control.
- DM-HSD-GU29-TGHS2\_Technical Guidelines for Health Supplement
- DM-HSD-GU30-TGD2\_Technical Guidelines for Detergents
- DM-HSD-GU82-BIO2\_Technical Guidelines for Biocides
- DM-HSD-GU39-CSE2\_Technical Guidelines for Confined Spaces Entry
- DM-HSD-GU41-GDM2\_Guarding of Dangerous Machinery
- DM-HSD-GU46-KFPA2\_Technical Guidelines for Occupational Health and Safety in Kitchen & Food Areas
- DM-HSD-GU53-LPGC2\_Technical Guidelines for Liquefied Petroleum Gas Cylinders
- DM-HSD-GU73-SUL2\_Technical Guidelines for Safe Use of Ladders
- DM-HSD-GU74-MAT2\_Technical Guidelines for Mobile Access Towers

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## Part E : Business activity Annexes.

### Annex 1: Public health and hygiene requirements .



Requirement	Risk
Availability of updated all staff list upon request.	Major
Availability of allowed areas of indoor smoking permit.	Major
Providing valid occupational health certificates for employees and labors upon request.	Major
Providing valid environmental health related documents or No objection permits for premise and employees upon request.	Major
Availability of suitable sanitizing and disinfecting materials.	Major
Availability of suitable cleaning materials.	Major
Cleanliness and Sterilization of available instruments and equipments.	Critical
Provision of Sufficient and suitable Waste bin with cover for waste collection (Preferable pedal operated waste bins)	Critical
Availability of suitable, sufficient and periodically cleaned bio-hazardous and general wastes including consumer products and furniture containers.	Critical
Maintain premise general cleanliness and hygiene level inside all premise facilities.	Critical
Cleaned meshed windows to prevent entry of insects and rodents.	Critical
Toilets & bathing facilities cleanliness.	Critical
Cleaned wash basins, Floors and walls	Critical
Presence of an effective disposal of bio-hazardous and general waste materials including consumer products and furniture.	Critical
Reuse of empty chemicals and detergents containers by any means is not allowed with safe proper way of disposal.	Major
Presence of valid disposal contract of bio-hazardous and general wastes including consumer products and furniture.	Major
Presence of valid pest (e.g.: rodents and insects) control operations contract.	Major
Presence of an effective pest (e.g.: rodents and insects) control operations.	Major
Availability of sufficient suitable toilets & bathing facilities.	Major
Absence of rodents and Insects or signs of the same.	Critical
Presence of cleaned drinking water supply and devices.	Critical

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Presence of proper drainage system for activity waste.	Critical
The outlet from the machines shall be properly drained into gutter/ drain line.	Critical
Proper disposal of waste oil and refrigerant disposed .	Critical
The drain line shall be covered at the same floor level without any difference in surface profile, elevation or made.	Critical
Availability of sufficient suitable hands and/or Hair wash basins.	Major
Availabilty of sufficient suitable toilets & bathing facilities.	Major
Availability of hot / cold water source.	Major
Presence of proper healthcare services, installation and utilities.	Major
Applications and declarations before certain types of work begins.	Critical
Premise notifications and reporting for incidences may affect Environmental health.	Critical
Healthy practices, use and treatment.	Critical
Commitment and adherence to the Dubai Municipality environmental health practices, instructions, orders and circulars.	Critical
Premise compliance with smoking regulation.	Critical
Place No-smoking sign in a prominent visible and suitable place inside premise,and not allow smoking.	Critical
Cigarettes ashtrays shall be placed at a distance of 7.62 meters away from the entrances or the exit of the building.	Critical
Removal of cigarettes ashtrays from all sites or areas where smoking is prohibited.	Critical
The activity Halls/ Places shall be available and suitable.	Major
Dressing/ changing room shall be available and suitable.	Major
Shower/ changing room shall be available and suitable near swimming pool.	Major
Availability of suitable sufficient waiting rooms and/or areas.	Major
Availability of sufficient and suitable special guest services rooms and/or areas.	Major
Presence of suitable, sufficient special facilities as per activity layout requirement.	Major
Suitability of building/premise construction and design specifications, with intended activity , as per environmental health requirements.	Critical
Availability of proper disposing gas, fumes and heat facilities as per activity.	Critical
Cooking at work site is not allowed unless permitted.	Major
Tenancy contract availability from premise owner or operator.	Major



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Personal use of work site is not allowed unless permitted.	Major
Temporary or permanent residing unless permitted.	Major
Using approved devices as per license activity inside premise.	Major
The presence of the pets / animals is not allowed unless permitted.	Major
Compliance of premise activity, using or practice as per license or related permit issued.	Major
Maintain personal hygiene and cleanliness level.	Major
Providing approved workflow in quarantine cases upon request.	Major
Absence of workers have open wounds during the work	Catastrophic
Absence of workers have wounds, injuries or infected during the work, which may affect his/her health , or others health and safety	Catastrophic
Not providing services to skin diseased or infected customers inside premise.	Catastrophic

#### Annex 2 : Public Safety requirements .



Providing accredited safety conformity/certificate for pressure system and equipments.	Critical
Providing accredited safety conformity/certificate for personal protective equipments according to Dubai Municipality technical guidelines.	Critical
Moving parts of the lift gear for elevators are secured.	Critical
Providing accredited safety conformity/certificate for lifting system and equipments.	Critical
Premise walls, floors and ceilings made shall be from approved materials .	Critical
Using proper tiles with facility operations.	Critical
All structural materials are fire resistant.	Critical
Sufficient number of separate steel shelves or rack ( elevated 20 cm above floor and 50 cm down ceiling )	Critical
Chemicals used in laundry services shall be stored properly in a separate room and as per material safety data sheet.	Major
Lift room is not used as storage area.	Major
Electrical room is not used as storage area.	Major
Pumps room is not used as storage area.	Major
Fire fighting equipment cabinet is not used as storage area.	Major
Presence of calibrated thermometers.	Major
Presence of temperature log file for refrigerators or freezers.	Major

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Presence of suitable sufficient cabinets, drawers and shelves.	Major
Availability of proper storage mechanism of consumer products, tools and materials	Major
Not to deal in expired, spoiled or deteriorated consumer products.	Critical
Prohibit sale and Displaying tobacco and related products deteriorated or expired or banned products.	Critical
Presence of adequate non-smoking and warning signs all around flammable materials.	Critical
The chemicals drum / containers shall be properly labelled.	Critical
Availability of product data sheets from the suppliers for all hazardous substances upon request.	Critical
Proper securing (use and handling ) of liquified petroleum gas cylinders and flammable materials	Critical
Providing valid safety related documents or No Objection permits upon request.	Major
Availability of sensors and devices calibration records.	Major
Availability of valid sensors and devices accreditation certification.	Major
Work permit in confined space is obtained.	Major
Providing valid Fire extinguishers means.	Critical
Additional stop bars/switches shall be provided for emergency stop.	Critical
Presence of proper first aid box and tools, according to Dubai Municipality technical guidelines.	Critical
Availability of proper entrances/exits.	Critical
Providing fire exit layout signs.	Critical
Rooms, corridors and outlets are equipped with Heat and/or Smoke detectors.	Critical
Presence of fire alarm and main panel as per licensed activity.	Critical
Providing proper and adequate facilities for disposing gas, fumes and heat.	Critical
Presence of fire protection requirements completion certificate issued by Civil Defence Department.	Critical
Availability of applicable and well-known premise evacuation plan and safe assembly points.	Critical
Availability of adequate evacuation plan trials record as per licensed activity.	Critical
Assembly points used in emergency cases, not in parking areas, and found near to premise entrances for disabled.	Critical
Free accessed staircases in emergency.	Critical

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Provide layout, tools and controlling, precautionary and preventive system in emergency and fire cases, maintained by certified body as per U.A.E fire code guideline.	Critical
Commitment and adherence to the Dubai Municipality environmental health practices, instructions, orders and circulars.	Critical
Proper and approved advertisements inside built environment.	Minor
Presence of premise sign board with commercial name and required details.	Minor
Maintainance of electrical equipments and devices including non-electrical manual equipments.	Critical
Presence of proper maintenance level which may affect built environmental health.	Critical
Presence of Safety instructions and work site risks awareness materials and procedures.	Major
Availability of safety instructions, operational guidance signboards and tools adequately.	Major
Workers occupational safety training.	Major
Dealing in consumer products intended for sale only in Emirate of Dubai and as per activity.	Critical
Prohibited consumer products /handling of the medicines are not allowed.	Critical
Using building facilities safely with related permission.	Critical
Safety requirements in permitted Kitchens and Food Preparation Areas, according to Dubai Municipality technical guidelines.	Critical
Suitable area size with number and size of machines and number of workers.	Critical
Keeping windows and balcony doors closed as per premise licensed activity.	Critical
licensed constructions/Wooden partitions.	Critical
Non-slippery, impermeable, friction and rust resistant floors.	Critical
Presence of sufficient work/activity area.	Critical
Proper and adequate lighting system.	Minor
Allow and assist Dubai Municipality employee from performing duties.	Critical
Presence of management representative or acting manager, for example: Person in charge, Safety engineer ,Professional technician or health officer.	Major
staff wearing suitable shoes during work	Minor
Wearing proper uniform.	Minor
Presence of equipment and procedures quality Control or/and Assurance upon request.	Minor
Submission of periodical test reports on Dubai Municipality - health and safety compliance portal.	Minor

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Availability of self compliance monitoring program Audits and records upon request.	Minor
Prsence of eyewash installations as per activity and in chemicals handling areas.	Critical
Presence of Suitable Furniture and in good conditions not affecting built environmental health.	Critical
Presence of safe tools and equipment in good and suitable operational conditions.	Critical
Following proper colour coding of water, steam, diesel or gas lines.	Critical
Presence of safe machines and devices in good and suitable operational conditions.	Critical
Presence of proper premise public and operational safety means.	Critical
Presence of safe electrical circuits, wiring and approved electric system.	Catastrophic
Presence of covered and plugged electrical ends.	Catastrophic
Presence of electrical sockets and plugs in good condition and in suitable location.	Catastrophic
Avoiding heavy load on socket outlets.	Catastrophic
Proper electrical isolation switches for each machine shall be provided and easily accessible.	Catastrophic
ELCB ( Earth-Leakage Circuit Breaker ) shall be provided in all electrical circuits.	Catastrophic

### Annex 3: Indoor air quality requirements.

Good physical conditions and cleanliness of indoor air conditioning system components inside and outside premise.	Critical
Absence of blockage or obstruction of ventilation system outdoor air inlet.	Critical
Effective periodical maintenance for indoor air conditioning system and its components shall be handled by specialized company.	Critical
Free indoor condensation or residues or signs of the same inside premise.	Major
Presence of valid indoor air system maintenance contract.	Major
Presence of records or log for indoor air conditioning system periodical maintenance and inspection.	Major
Premises shall provide well designed effective mechanical ventilation air conditioning system - MVAC - , and fit premise nature and area.	Critical
Suitability of ventilation system outdoor air inlet location from sources of contamination.	Critical
Presence of suitable dust filter system installed in the outdoor air intake.	Critical



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Premise equipped with sufficient permanently working suction fans, and installed properly according to premise area and design.	Critical
Measurements of Indoor air pollutants concentrations within acceptable limits inside premise.	Critical
Presence of exhaust system for air pollutants and heat release devices vented directly to outdoors.	Critical
Cooling water systems and towers including its water tanks shall be provided with effective, suitable and auto controlled water treatment systems.	Critical
Presence of suitable ventilation mechanism in confined space within premise.	Major
Presence of suitable ventilation mechanism in pump rooms.	Major
Car parking area inside premise equipped with effective and proper mechanical ventilation system.	Minor
Car parking area inside premise equipped with carbon monoxide gas release sensors.	Minor
Presence of proper and effective ventilation system at premise car parking area.	Minor
Premise equipped with effective heating , ventilation air conditioning system - HVAC -, and installed properly according to premise area and design.	Critical
Premise equipped with effective mechanical ventilation air conditioning system - MVAC -, and installed properly according to premise area and design.	Critical
Proper and adequate natural, mechanical or industrial ventilation system inside premise.	Critical
Humidity comfort level.	Critical
Heat comfort recommended level inside all premise facilities.	Critical
Odorless fresh air.	Critical
Absence of sensual air pollutants of smoke and dust.	Critical
Quality of indoor air parameters and thermal comfort inside premise during sensual and physical inspection.	Critical
Materials used in air conditioning systems comply with applied standards.	Critical
Occupancy limit shall be considered as per approved layouts and issued permits.	Critical
Absence of undesired smell or smoke or dust in indoor air, or sensual signs of the same.	Major

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Annex 4 : Water system safety and quality requirements .

Providing accredited safety conformity/certificate for non-drinking water systems and tanks.	Critical
Presence of valid water system maintenance contract.	Critical
Water systems periodical maintenance shall be handled by Dubai Municipality approved company.	Critical
Presence of periodical maintenance record or log for water system.	Critical
Presence of periodical testing results for water system.	Critical
Compliance of samples tested for chemical and microbiological contamination.	Critical
Water clarity and cleanliness in all premise water systems.	Major
All fountains and other water supplied featured places or areas including its water tanks shall be provided with suitable water treatment systems.	Major
Availability of Instructions boards around swimming pool area.	Minor
Availability of No-Diving sign where mandatory.	Minor
Proper swimming pool water inlets and outlets installation.	Minor
Swimming pool construction and design permitted by Dubai Municipality.	Major
Cleanliness of swimming pool accessories.	Major
Swimming pool systems compliance with applied specifications and requirements.	Critical
Providing adequate depth marks around swimming pool.	Critical
Providing suitable lifeguard equipments.	Critical
Non operating swimming pool fencing, railing or any mean of isolating for kids safety.	Critical
Presence of qualified lifeguard in swimming areas.	Critical
Availability of manual breathing apparatus.	Critical
Shower heads and taps are clean.	Major
Water systems and accessories are in good condition during visual inspection.	Major
Water tanks compliance with applied specifications and requirements.	Critical
Closed and sealed drinking water tanks.	Critical
Opaque drinking water tanks and made, polished or painted from approved materials.	Critical
Easily cleaned drinking water tanks, periodically maintained and disinfected by licensed company.	Critical
Presence of person incharge for Legionella bacteria control program.	Major

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Availability of test kit for waters characteristics and records.	Major
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#### Annex 5: Noise control requirements .



Acceptable noise level during all day time outside noise source premise.	Major
Stop noise source during approved sleeping time 10 PM to 6 AM in residential area.	Major
Control noise level below acceptable daytime limit from 7AM to 8 PM.	Major
Control noise level below acceptable night time limit from 8PM to 7 AM.	Major
Providing noise level technical report from certified body in the field of built-in environmental health	Major
Premise equipped with effective insulation system for operational noise.	Major
Providing sound system with control panel.	Low
Noise source entertainment premise operating out from residential area.	Major
Proper sound workstations design and layout by certified company.	Critical
Public pre-announcement of popular events and celebrations noise.	Low
Noise source entertainment premise operating out from residential area.	Major

#### Annex 6: Toys requirements.

Providing compliance certificates of toys safety upon request.	Minor
Dealing in registered toys.	Major
Not to deal in fireworks, firecrackers or explosives.	Major
Not to deal in banned, prohibited and testing failed toys.	Critical
Not to deal in toys manufactured like Tobacco or Tobacco related products.	Critical
Toy shall be strong enough to withstand the normal behavior of the child.	Critical
Not to deal in toys with small magnetic parts or strong magnets.	Critical
Not to deal in toys with non-functional not essential glass parts.	Critical
Not to deal in toys with removable/detachable small mouth sized parts.	Critical
Not to deal in Projectile toys with removable suction cups or small projectiles.	Critical
Not to deal in stretching or expandable toys that increase more than 50% of the original size.	Critical
Not to deal in Toy with non-functional sharp edges or points.	Critical

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Not to deal in toys with fur or hair not firmly fixed.	Critical
Not to deal in laser toys or products higher than acceptable class.	Critical
Covering toy heat sources.	Critical
Not to deal in Toys posing choking hazard for children under 3 years of age.	Critical
Not to deal in stuffed cloth Toys with weak stitching or seam openings that expel matrix out.	Critical
Not to deal in toys with long flexible part posing constitute strangulation hazard.	Critical
Not to deal in toys with removable stickers, temporary label or unlabeled.	Critical
Not to deal in a toy which may harm or transfer disease by direct contact, or hazardous to user and others safety.	Critical
Toy or its accessories physical compliance as per visual inspection.	Critical
Toy product's label shall comply with applied Emirates standards and specifications.	Major
Presence of adequate toy label information, such as minimum age of user, warning and safety instructions in Arabic and English languages.	Major
Presence of - Gulf Specification Organization - GSO mark comply with specifications.	Major
Presence of - Not suitable for 3 years old - graphical warning symbol comply with specifications.	Major
Not to deal in misleading or improper details of toys.	Major
Brand or product name shall be complied and declared for toys.	Major
Country of origin information shall be comply and properly declared for toys.	Major
Manufacturer details shall be comply and properly declared for toys.	Major
Total weight, size or volume information shall be comply and properly declared for toys.	Major
Instructions of use, daily dosages and warnings information shall be comply and properly declared for toys.	Major
Storage conditions information shall be comply and declared for toys.	Major
Barcode shall be comply and properly declared for toys.	Major
Model numbers information shall be comply and properly declared for toys.	Major
Claims and illustrations, pictures or language which are inconsistent / not comply with the prevailing social customs and values for toys.	Major



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#### Annex 7: Food contact material requirements

Not to deal in misleading or improper details of food contact materials.	Major
Not to deal in food contact materials may harm or transfer disease by direct contact, or hazardous to user and others safety.	Major
Brand or product name shall be complied and declared for food contact materials.	Major
Country of origin information shall be comply and properly declared for food contact materials.	Major
Manufacturer details shall be comply and properly declared for food contact materials.	Major
Total weight, size or volume information shall be comply and properly declared for food contact materials.	Major
Storage conditions information shall be complied and declared for food contact materials.	Major
Claims and illustrations, pictures or language shall be consistent / comply with the prevailing social customs and values for food contact materials.	Major
Ingredients information not properly declared / not comply for food contact materials.	Major
Not to deal in a food contact materials with removable stickers, temporary label or unlabeled.	Major
Food contact materials product's label shall comply with applied Emirates standards and specifications	Major
Dealing in registered food contact materials.	Major
Not to deal in misleading or improper details of food contact materials.	Major
Not to deal in banned, illegal and testing failed food contact materials.	Critical

#### Annex 8: Cosmetics, personal care product, and perfumes requirements



Not to deal in banned, illegal and testing failed cosmetics, personal care or perfumery products.	Critical
Not to deal in misleading or improper details of personal care, cosmetic and perfume product by any display means.	Major
Dealing in registered consumer products.	Major
Not to deal in misleading or improper details of cosmetics, personal care and perfumery products.	Major
Not to deal in cosmetics, personal care and perfumery products may harm or transfer	Major

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disease by direct contact, or hazardous to user and others safety.	
Brand or product name shall be complied and declared for cosmetics, personal care and perfumery products.	Major
Country of origin information shall be comply and properly declared for cosmetics, personal care and perfumery products.	Major
Manufacturer details shall be comply and properly declared for cosmetics, personal care and perfumery products.	Major
Total weight, size or volume information shall be comply and properly declared for cosmetics, personal care and perfumery products.	Major
Instructions of use, daily dosages and warnings information shall be comply and properly declared for cosmetics, personal care and perfumery products.	Major
Storage conditions information shall be comply and declared for cosmetics, personal care and perfumery products.	Major
Barcode shall be comply and properly declared for cosmetics, personal care and perfumery products.	Major
Batch/lot numbers information shall be comply and properly declared for cosmetics, personal care and perfumery products.	Major
Validity information, Production, expiry dates and Period after opening information shall be comply and properly declared for cosmetics, personal care and perfumery products.	Major
Claims and illustrations, pictures or language shall be consistent / comply with the prevailing social customs and values for cosmetics, personal care and perfumery products.	Major
Ingredients information not properly declared / not comply for cosmetics, personal care and perfumery products.	Major
Not to deal in a cosmetic, personal care and perfumery product with removable stickers, temporary label or unlabeled.	Major
Personal care, cosmetic and perfume product's label shall comply with applied Emirates standards and specifications.	Major

#### Annex 9: Low Voltage electrical devices requirements.

Dealing in low voltage electrical device comply with U.A.E specifications.	Major
Water Heater shall to comply with UAE.S / GSO/ IEC 60335-2-21: 2007 specifications.	Major

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Extension Cords and Adaptors shall to comply with UAE.S / GSO / IEC 60884-1: 2007.	Major
Electric Irons shall to comply with UAE.S / IEC 60335-2-3: 2002 5th Ed specifications.	Major
Microwave Ovens shall to comply with UAE.S / GSO / IEC 60335-2-25: 2007 specifications.	Major
Washing Machines and Clothes Dryers shall to comply with UAE.S / GSO / IEC 60335-2-4: 2007 + A1:2004 specifications.	Major
Electric Stove shall to comply with UAE.S / IEC 60335-2-9:2004 Ed. 5.1 (for portable appliances) specifications.IEC 60335-2-6: 2002 5th Ed. (for stationary appliances) specifications.	Major
Refrigerators, Chillers and Freezers shall to comply with UAE S. / IEC 60335-2-24: 2002 6th Ed specifications.	Major
Room Air Conditioners shall to comply with UAE S. / IEC 60335-2-40:2005 specifications.	Major
Household Cooking Appliances shall to comply with UAE.S IEC 60335-1, UAE.S 60335-2-9, UAE.S 60335-2-13 specifications.	Major
Electromechanical Kitchen Appliances shall to comply with UAE.S 60335-1, UAE.S 60335-2-14 specifications.	Major
Vacuum Cleaners shall to comply with UAE.S IEC 60335-1, UAE.S 60335-2-2 specifications.	Major
Fans & Fan Systems including Air-purifiers shall to comply with UAE.S IEC 60335-1, UAE.S 60335-2-80, UAE.S 60335-2-65 specifications.	Major
Appliances for Heating Liquids shall to comply with UAE.S IEC 60335-1 UAE.S 60335-2-15 specifications.	Major
Grass Shears/Trimmers shall to comply with UAE.S IEC 60335-1, UAE.S 60335-2-91, UAE.S 60335-2-94 specifications.	Major
Gas Powered Ovens & Cooking Ranges shall to comply with UAE.S GSO 1050:2011; UAE.GSO 1049:2011 specifications.	Major
Not to deal in misleading or improper details of electrical devices.	Major
Not to deal in electrical devices which may harm or transfer disease by direct contact, or hazardous to user and others safety.	Major
Brand or product name shall be comply and declared for electrical device.	Major
Country of origin information shall be comply and properly declared for electrical device.	Major

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Manufacturer details shall be comply and properly declared for electrical device.	Major
Total weight, size or volume information shall be comply and properly declared for electrical device.	Major
Presence of manual of the Instructions of use in arabic and english nad properly declared for electrical device.	Major
Storage conditions information shall be comply and declared for electrical device.	Major
Barcode shall be comply and properly declared for electrical device.	Major
Model numbers information shall be comply and properly declared for electrical device.	Major
Claims and illustrations, pictures or language which are inconsistent / not comply with the prevailing social customs and values for electrical device.	Major
Not to deal in electric toys or devices not comply with applied specifications and standards.	Major
Dealing in low voltage electrical device shall be marked to ensure safe usage.	Major
Not to deal in banned, prohibited and testing failed low voltage electrical devices	Critical
Not to deal in misleading or improper details of low voltage electrical device by any mean.	Major

#### Annex 10: Health Supplements requirements



Dealing in registered health supplements.	Major
Not to deal in misleading or improper details of health supplements by any display means.	Major
Not to deal in banned, prohibited and testing failed health supplements.	Critical
Not to deal in misleading or improper details of health supplements.	Major
Brand or product name shall be comply and declared for health supplement.	Major
Country of origin information shall be comply and properly declared for health supplement.	Major
Manufacturer details shall be comply and properly declared for health supplement.	Major
Total weight, size or volume information shall be comply and properly declared for health supplement.	Major
Instructions of use, daily dosages and warnings information shall be comply and properly declared for health supplement.	Major
Storage conditions information shall be comply and declared for health supplement.	Major
Barcode shall be comply and properly declared for health supplement.	Major
Batch/lot numbers information shall be comply and properly declared for health supplement.	Major

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Validity information, Production,expiry dates and Period after opening information shall be comply and properly declared for health supplement.	Major
Claims and illustrations, pictures or language which are inconsistent / not comply with the prevailing social customs and values for health supplement.	Major
Ingredients information not properly declared / not comply for health supplement.	Major
Not to deal in a health supplement with removable stickers,temporary label or unlabeled.	Major
Health supplement product's label shall comply with applied Emirates standards and specifications.	Major

#### Annex 11: Household detergent product requirements .

Detergent product's label shall comply with applied Emirates standards and specifications.	Major
Not to deal in misleading or improper details of detergents.	Major
Brand or product name shall be comply and declared for detergent.	Major
Country of origin information shall be comply and properly declared for detergent.	Major
Manufacturer details shall be comply and properly declared for detergent.	Major
Total weight, size or volume information shall be comply and properly declared for detergent.	Major
Instructions of use and warnings information shall be comply and properly declared for detergent.	Major
Storage conditions information shall be comply and declared for detergent.	Major
Barcode shall be comply and properly declared for detergent.	Major
Batch/lot numbers information shall be comply and properly declared for detergent.	Major
Validity information, Production,expiry dates and Period after opening information shall be comply and properly declared for detergent.	Major
Claims and illustrations, pictures or language which are inconsistent / not comply with the prevailing social customs and values for detergent.	Major
Ingredients information not properly declared / not comply for detergent.	Major
Not to deal in a detergent with removable stickers,temporary label or unlabeled.	Major
Not to deal in banned, prohibited and testing failed detergents.	Critical
Not to deal in misleading or improper details of detergents by any display means.	Major
Dealing in registered detergents.	Minor



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#### Annex 12: Biocide products requirements .

Not to deal in misleading or improper details of biocides.	Major
Brand or product name shall be comply and declared for biocide.	Major
Country of origin information shall be comply and properly declared for biocide.	Major
Manufacturer details shall be comply and properly declared for biocide.	Major
Total weight, size or volume information shall be comply and properly declared for biocide.	Major
Instructions of use and warnings information shall be comply and properly declared for biocide.	Major
Storage conditions information shall be comply and declared for biocide.	Major
Barcode shall be comply and properly declared for biocide.	Major
Batch/lot numbers information shall be comply and properly declared for biocide.	Major
Validity information, Production, expiry dates and Period after opening information shall be comply and properly declared for biocide.	Major
Claims and illustrations, pictures or language which are inconsistent / not comply with the prevailing social customs and values for biocide.	Major
Ingredients information not properly declared / not comply for biocide.	Major
Not to deal in a biocide with removable stickers, temporary label or unlabeled.	Major
Biocide product's label shall comply with applied Emirates standards and specifications.	Major
Dealing in registered biocides.	Major
Not to deal in banned, prohibited and testing failed biocides.	Critical
Not to deal in misleading or improper details of biocides by any display means.	Major



#### Annex 13: Tobacco products requirements.

Dealing in registered tobacco and related products.	Major
Sale and Displaying tobacco and related products comply with Emirates standards and specifications.	Major
Not to deal in banned, prohibited and testing failed tobacco and related products.	Critical

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Annex 14: Tobacco products and premise control requirements.

Prohibit sale and Displaying tobacco and related products within health, sport and education entities, and worship buildings or its property.	Major
Prohibit sale and Displaying tobacco and related product within 100 meters distance from worship buildings or its property.	Major
Prohibit sale and Displaying tobacco and related products within 150 meters distance from nurseries, schools, institutes and universities outer entrances.	Major
Providing valid permit for displaying and selling tobacco and related products.	Major
Place clear permit copy in a prominent place inside premise.	Minor
Prohibit sale and Displaying tobacco and related products via internet or any electronic means .	Major
Commitment to not advertise or promote tobacco and its products, and/or displaying free samples.	Critical
Prohibit sale and Displaying tobacco and related products near foodstuff or sport tools and cloth or sanitary and children products is prohibited.	Critical
Prohibit sale and Displaying tobacco and related products near cashiers or shall be as far as possible.	Critical
Prohibit sale and Displaying tobacco and related products during events or in festival activities without permit from concerned authority.	Critical
Prohibit sale and Displaying tobacco and related products for person under 18 years old.	Critical
Prohibit the presence and or of sale for persons under 18 years in tobacco and related products specialized premises .	Critical
Availability of proper security system for in and out monitoring and assure of no entrance to person under 18 years in tobacco and related products specialized premises .	Major
Not exceeding allowed working hours ( From 10 AM To 12 AM ) for seeling and serve tobacco and related products, without permit from concerned authority.	Major

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## 17 Contact address, Information and links

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>Dubai Municipality – Health and Safety Department – Product Control Section: <a href="mailto:cpcinspection@dm.gov.ae">✉ cpcinspection@dm.gov.ae</a></li> </ul>