

Health & Safety Department (Product Control Section)

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Document History Log

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

Version #	Date	Prepared/reviewed by	Modifications summary
1	8 th April 2021	Environmental Health Section	Issued - Version 1
3	23 rd September 2022	Product Control Section	<ul style="list-style-type: none"> Added the new logo of Dubai Municipality Changed the section's name in the cover page
4	15 th July 2024	Product Control Section	<ul style="list-style-type: none"> Added the new logo of both Dubai Government & Dubai Municipality. Added new requirements (3.8, 3.9, and 3.10) Updated the product storage condition temperature as per Food Code standards. Added new references in section 4.1.

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1 Purpose

- To ensure commitment of all Consumer Products Stores with public health and safety requirements in the Emirate of Dubai.
- Ensuring product safety, designing and managing transportation facilities to protect them from potential contamination, damage and preventing the spread of pathogens or their growth conditions.

2 Scope

Health and safety requirements are applicable at all Consumer Products Stores including storage areas and logistics warehouse in the Emirate of Dubai, which dealing in but not limited to:

- Cosmetics and Personal Care
- Perfumes
- Health Supplements
- Biocides
- Detergents
- Toys
- Low voltage electrical devices
- Textiles
- Absorbent Hygiene Products.
- Electronic tobacco devices and accessories
- or any other product that is classified and adopted in the future in accordance with the approved labor regulations and policies.

3 Requirements for Consumer Products Stores / Warehouses

3-1 Premise management commitment:

- Provision of appropriate signage and directional panels “danger points, safety equipment locations, emergency exits...etc.”
- Providing facility’s information board clearly “facility name, trade license, contact numbers...etc.”
- The presence of aware enough in charge person to manage health and safety procedures in the storing area.
- Preventing un-authorized staff from entering the warehouses and setting up the appropriate system to impose the necessary oversight for the entry and exit process of the warehouses for safekeeping.
- Suitable clean uniforms should be available for the staff.
- All Staff shall maintain a good personal hygiene.
- Consumption of food or drink is restricted to appropriately designated areas.
- Adequately suitable covered waste bins shall be provided in the store.
- Provide suitable water source and drainage facility.

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- Expired and spoiled products shall be kept separately and shall be disposed of in a regular safe manner.
- Provide suitable hand washing and toilet facilities.
- Adherence to the real capacity of the store and not to accumulate materials stored in it beyond its carrying capacity.
- Store management shall follow occupational safety protocols to prevent accidents in the store.
- Carry out corrective and preventive actions to avoid operational issues.
- Ensure store operations in compliance with these guidelines.

3-2 Storage site design:

- Store buildings shall be built with brick, concrete or steel and are of suitable size, design and construction to permit unobstructed placement of storage of products, sanitary operation, and proper cleaning and maintenance.
- Floors, walls and ceilings shall be constructed as smooth, easily cleanable surfaces and kept clean and in good repair.
- Roof and Ceiling shall be in order to reduce the ambient temperature inside the premises (ex: asbestos roofing not allowed).
- Constructing all warehouse facilities from non-combustible materials, and the store should have more than one exit.
- Dividing the warehouses with large areas into small units by erecting dividers of fire-resistant materials so that it is difficult to penetrate the fire from them, and thus the fire can be confined within the limited space without spreading to the rest of the building.
- Floors must be in good condition and slip resistant.
- Stores shall be at least 2.70 meters in height, Stack products/cartons at least 20 centimeters off the floor, 50 centimeters off the ceiling, 30 centimeters away from the walls and other stacks.
- Adequately designed and made with sufficient strength shelves for material safe storage.
- Install all electrical connections and equipment inside the warehouse in accordance with the principles and technical specifications that ensure the safety of the store from the danger of fire.
- Warehouse/ Store renting or sharing service providers shall meet the requirements stated for the stores.

3-3 Inventory management system:

- Store shall have a proper system for the inventory management to track the products with the batch and expiry details.
- Documents pertaining to the detail of inventory shall be maintained.

3-4 Cleanliness and hygiene:

- The premise must maintain proper cleaning procedures to maintain general cleanliness and arrangement, with maintaining its record.
- Maintaining the outer perimeter of the warehouses clean of flammable waste or waste.
- Stores must do proper pest control procedures, providing a valid pest control contract, Pest control treatments shall be carried out regularly. With maintaining its record.
- Continuous disposal of storage waste.
- Provide adequate equipment for cleaning and controlling in the event of material spillage or leakage.

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3-5 Indoor air quality:

3.5.1 Design, Installation, Operation and Maintenance:

- Heating, Ventilation and air conditioning –HVAC- design and installation for the store shall be as per the Dubai Municipality concerned department requirements and the American Society of Heating, Refrigerating and Air-Conditioning Engineers – ASHRAE- standards.
- Before opening the store, management shall ensure the completion certificate from Dubai Municipality concerned department.
- Premise management shall take all the measures adopted to limit the effect of air pollutants of all kinds.
- Provide suitable filters for the fresh air handling unit, Pre-filter and final filters for fresh air intake must be properly installed.
- Air filters must be clean and replaced periodically according to recommendations by the manufacturer.
- Assign a specialized company for HVAC system duct cleaning.
- Keep the fresh air intake far from Exhaust and any pollutant sources according to American National Standards Institute- ANSI- /ASHRAE standard.
- Air grilles/diffusers must be properly sealed and clean regularly.
- Develop routine maintenance for all the HVAC systems.

3.5.2 Ventilation, Temperature and Humidity:

- Sufficient ventilation shall be maintained.
- The air conditioning units shall comply with the size of the store and shall be certified by the concerned authorities.
- Set/maintain temperature all the time according to the product storage conditions. The following are examples of specific storage conditions.
- Do not store above 30°C.
- Store below 30°C
- Store in a refrigerator (2°C – 8°C)
- Do not refrigerate/Do not freeze.
- A special refrigerating unit shall be provided for storage of certain products that require very low temperatures for their storage.
- Consumer products without storage condition labelling shall be stored at a temperature control (21-25 °C)/or as per manufacturer instructions.
- Monitor and record the temperature measurements in each section of the storage area (ex: placing thermometers and measurement logbook).
- Products labelled with “protect form moisture,” store the product in a space with not more than 60% relative humidity in normal storage conditions (for weigh protein powder, detergent powders etc...).
- Maintain record log for the temperature and relative humidity in the store.

3-6 Lighting:

- Lighting should be enough, using preferably mechanical means rather than natural lighting, to avoid exposure of the products to high temperatures.
- The lighting system shall offer sufficient light for the worker to perform his duty in all areas of the store.

3-7 Product storage :

- Cartons/products shall be arranged to easily identify the labels information like, expiry dates, and manufacturing dates etc.

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- Consumer Products shall be kept on racks/shelves only, and not directly on floor.
- Products in boxes/cartons may kept directly on the floor only in the receiving/dispatching area (if there is any specific area is assigned and labelled).
- Temporary storing could be performed using pallets.
- Packaging of the product shall be carried out in the assigned areas only.
- Store shall have a specialized area for storing the expired/recalled/quarantined products.
- Consumer products shall be kept away from direct sunlight exposure.
- Not to store goods and tools in a way that obstructs access to emergency exits or obstructs the access of civil defense in the event of a fire.
- Stack the goods in a stable manner that is resistant to collapse, and their stability by means of bonding, grading, strapping, or any other means.
- Storing each distinct type of material separately so that it is easy to identify the appropriate means of fighting the fire that fit the quality of the stored materials.
- In the case of a variety of materials, it must be taken into account that some materials may be damaged due to being stored next to other materials that affect them. "Nutritional supplements should not be placed near insecticides, for example



3-8 General and occupational safety measures:

- Firefighting equipment's such as a fire extinguisher, fire hose reel, smoke detector, fire blanket shall be available and as per related authorities' requirements.
- A first Aid Box shall be available as per the relevant authorities' requirements.
- The shelves/racks shall not have sharp edges/protruding parts, which may cause accidents in the daily practice of work.
- Ladders used in the store must comply with the EN 131 professional standard or equivalent UAE or international standard (for more details please refer DM-HSD-GU73-SUL2 guideline).
- The operational lift inside the store shall undergo proper maintenance and meet the Occupational Safety requirements.
- Stairs and mezzanines shall meet all the requirements of Dubai Municipality concerned department.
- The store shall have a plan for emergency management (emergency exits, assembly points etc.) as per Dubai Civil Defense regulations.
- A 'No Smoking' policy to be strictly enforced inside the warehouse/store and all applicable locations within the facility. An adequate number of 'No Smoking' signboards of suitable size shall be fixed at prominent places.
- The policy provides safe access by ladders, platforms, or walkways, for workers to climb or remove goods from piles, racks, and fixtures.
- Follow the rules of safe carrying when transporting by hand or by hand carts "The load is within the limits of the person's ability, that the road in front of the person carrying the loads is clear and unobstructed.... etc."
- Follow the safety guidelines for automatic transportation and handling devices (forklifts, tractors, mechanical and electrical conveyors, conveyors) "Availability of qualified technical personnel, no overloading.... etc."
- Wear appropriate personal protective equipment (PPE): safety shoes, gloves, goggles, helmet, etc.

3-9 Handling and transportation:

- Requirements apply to all controlled consumer products transportation vehicles including containers, trucks, cars, and bikes designated for products transportation and delivery.

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3-9-1 General requirements:

- Product transportation and distribution units should be designed, constructed, maintained, and used in a manner that permit effective segregation of different products and protect them from being contaminated.
- The transportation vehicle should be capable of providing the required temperature under the actual operating environment. To achieve:
- Refrigeration and ventilation equipment must be installed correctly as per the specifications and requirements of the manufacturer.
- Refrigeration and ventilation equipment and the temperature-controlled compartment concerned with maintaining and ensuring product quality must be built and operated correctly over all expected ambient conditions.
- Refrigeration and ventilation equipment and temperature-controlled compartment must be maintained to achieve product quality throughout the transportation process.
- Transportation equipment that is intended to be in direct contact with products shall be constructed of materials which are non-toxic, easy to maintain and clean. Examples include stainless steel and plastic containers.
- Transportation units must be always maintained clean. When raw materials are transported in product units, the units must be cleaned after every use.
- Where necessary, cargo containers should be marked 'For Food Only' to ensure that the containers are other products. Health supplements transportation and storage units/equipment must be of suitable capacity. During transportation, supplements should be stored in a way that allows smooth airflow to ensure sufficient refrigeration.
- In transportation and distribution units, supplements should be stored off the floor and away from walls. When supplement is transported in bikes, it must be stored in sealed containers.
- When transportation vehicles are used for delivery of Health Supplements and non-food items, Supplements should be stored in separate compartments identified specifically for Supplement products. Such compartments shall not be used for transportation of non-food items.
- Where the business owner has contracted a third-party supplier of product transportation vehicles, the business owner must ensure that the third party meets the requirements.
- Personnel involved in transportation of products, including the drivers, shall be trained to an appropriate level of health and safety essentials to ensure safety of products during transportation.
- Transportation units/equipment must have accurate and reliable temperature monitoring devices that indicate the temperature of the product category compartment.
- Temperature monitoring devices should be placed in locations where health supplements are most vulnerable to temperature excursions. All such devices should be calibrated annually or more frequently if required by the manufacturer.
- When remote monitoring is used using wireless devices, business owners must be able to demonstrate that the temperature monitoring devices can monitor the temperature accurately. The digital or analogue sensors must be able to capable of monitoring the relevant parameters and communicating the data for the decision-making process.

3-9-2 Temperature Control during transportation:

- All high-risk and perishable products requiring temperature-controlled environments to extend their shelf life or limit microbial growth shall be transported, stored, or distributed in equipment that consistently maintains these temperature controls.
- At/below 30°C for normal storage conditions.
- Between 2 - 8°C if they are intended to be stored chilled.

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- Areas used for the storage of dry product commodities in warehouses and storage areas in supermarkets and department stores must be cool and well-ventilated to ensure that product quality and safety is not compromised. Temperature of storage should meet the requirements of the manufacturer as specified on the product label.

3-9-3 Handling and transfer of products:

- Trading establishment should take necessary steps to inspect products at the time of receiving to detect and avoid products that are unacceptable for display or storage.
- Receipt of high-risk products should be monitored to ensure that proper temperature has been maintained during their transportation and distribution. Products and records should be checked at the time of receiving and nonconforming products should not be accepted.
- Product should not be handled or transferred in any way that may cause damage, contamination, or adulteration. Handlers responsible for loading products into vehicles, and filling display chillers and freezers should be familiar with capacity levels and restrictions to loading such units i.e., volume limits, air flow, temperature range variances etc., in order to maintain the minimum / maximum temperature needs of the products being placed therein.
- Contaminated or adulterated products and items that have been subject to temperature abuse shall be discarded or disposed off.
- Damaged product containers must be thoroughly examined and if the product is contaminated or adulterated, it shall be discarded or effectively segregated until returned to the supplier or otherwise disposed off.
- Rotation of stocks in storage areas should occur frequently to ensure that the “first- expiry-first-out” rule is followed.
- Products should be stored in suitable and safe containers which are covered properly. If packaged, suitability of packaging should be ensured.

3-10 Disposal of products:

- Product that has been found or suspected to be unsafe or unsuitable (e.g., product that is subject to recall or has been returned, temperature abused, contaminated or damaged) shall be rejected or identified properly. Such products should be kept in a separate container or in an isolated (quarantine) area and marked as “Damaged / Not for use”. It should be disposed off as quickly as possible & shall never be sold or re-distributed. Details of rejected items shall be documented & communicated to the supplier

3-11 Penalties:

- Failure to comply with the conditions and requirements listed in this guideline leads to the application of violations and related penalties in accordance with the current enforced legislation.

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4 References

4-1 Technical References:

- GSO 12/ DS 1943 /2015.Cosmetic Products – Safety Requirements of Cosmetics and Personal Care Products.
- UAE.S/GSO 2209:2012. General Requirements for Supplements, which use for Body Building
- ASHRAE 62.1 standard for ventilation acceptable standard of Indoor Air Quality.
- Technical Guidelines (83) for Compliance of Establishments Dealing with Consumer Products.
- Technical Guidelines (73) for Safe Use of Ladders-Dubai Municipality.
- DHA Health Facility Guidelines 2019. Dubai Municipality.
- FOOD CODE - Dubai Municipality

4-2 Legal References:

- Local Order No. (11) of 2003 Concerning Public health and Safety in the Emirate of Dubai
- Administrative Resolution No. (30) of 2007 Issuing the Executive Regulations of Local Order No. (11) of 2003.
- Federal Law No. (4) Of 1983 Concerning Pharmaceutical Profession and Establishments.

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