Dubai Municipality
Health and Safety Department
Environmental Health Section

Technical Guidelines for Compliance of Establishments
Dealing with Consumer Products

DM-PH&SD-GU83-ECP2
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PART A: GENERAL OVERVIEW

1. Introduction

Dubai Municipality prepared this guideline based on the Local Order No. 11, 2003, 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

The purpose of this guideline is to improve and develop process of environmental health section and as a policy for community partners and public to ensure compliance and commitment toward high level of protection of human health in consumer products dealing establishments.

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.
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 for Health and Safety of the Society in the Emirate of Dubai, with accreditation of ISO17020 inspection standard. Dubai Municipality believe in your word and thoughts, and you are most welcomed to have your say via https://esuggest.dubai.gov.ae/ unified suggestion portal or via calling 800 900.

5. Scope

Dubai Municipality shall to 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

- **Public Health**
  The science of caring for the people of a community by giving them basic health care and health information, improving living conditions, etc.

- **Environmental Health**
  The branch of public health that focuses on the interrelationships between people and their environment, promotes human health and well-being, and fosters healthy and safe communities.

- **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. It can generally be described as the 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, strategic management errors and incidences may occur.

- **Sentinel event**
  Unexpected event that result in a death or a serious physical or psychological injury.

- **Catastrophic case**
  Any event or force of nature that has disastrous, fatal consequences.

- **Sample**
  Confiscated original piece of product to represent product status against applied tests and/or investigation.

- **Contamination**
  Sample impurity by exposure to or addition of a poisonous or polluting substance.

- **Indoor air quality**
  The air quality within and around buildings and structures, especially as it relates to the health and comfort of building occupants.

- **Disposable (single use)**
  Any tool or device intended for one-time or temporary use.

- **H.V.A.C.**
  A term stand for heating, ventilation air-conditioning system, used in Indoor air quality system.
• M.V.A.C.
  A term stand for mechanical ventilation air-conditioning system, used in Indoor air quality system.

• G.S.O.
  Gulf Countries Council Standardization Organization.

• 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.

• 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 or powder or paste or bar or moulded piece and marketed for or used in household, or institutional or industrial purposes.

• Biocide
  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.

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.

- **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.

- **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:
  - MONTAJI smart online system: designed for traders to register their products as per the recommended health and safety specifications
  - MONTAJI smart app: designed for public and traders, provide an open database for consumer products to check their status and report for any non-register product , via scanning its barcode by camera of smart mobile devices

- **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
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.
8. Risk module

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

<table>
<thead>
<tr>
<th>Probability of repetition</th>
<th>Severity of the potential risk</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Negligible</td>
</tr>
<tr>
<td>Almost certain</td>
<td></td>
</tr>
<tr>
<td>Likely</td>
<td>Low</td>
</tr>
<tr>
<td>Possible</td>
<td>Low</td>
</tr>
<tr>
<td>Unlikely</td>
<td>Low</td>
</tr>
<tr>
<td>Rare/Remote</td>
<td>Low</td>
</tr>
</tbody>
</table>

Probability of repetition & Severity of the potential risk indicators

<table>
<thead>
<tr>
<th>Probability of repetition</th>
<th>Description</th>
<th>Risk severity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rare/Remote</td>
<td>Not occurred before</td>
<td>Negligible</td>
<td>No environmental health risk</td>
</tr>
<tr>
<td>Unlikely</td>
<td>Occurred outside Dubai</td>
<td>Minor</td>
<td>Insignificant environmental health effect</td>
</tr>
<tr>
<td>Possible</td>
<td>Occurred at least once in similar scope operations</td>
<td>Moderate</td>
<td>Acute limited or temporary environmental health effect</td>
</tr>
<tr>
<td>Likely</td>
<td>Known at least once within business scope</td>
<td>Major</td>
<td>Chronic or permanent environmental health effect</td>
</tr>
<tr>
<td>Almost certain</td>
<td>Repeated in similar operations within scope</td>
<td>Extreme</td>
<td>Widespread environmental health effect</td>
</tr>
</tbody>
</table>
The following explain the required action for the assessed risks:

<table>
<thead>
<tr>
<th>RISK ASSESSMENT</th>
<th>Required action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Low</strong></td>
<td>Operation, activity or mission could be ran/continued with current procedures.</td>
</tr>
<tr>
<td><strong>Medium</strong></td>
<td>Operation, activity or mission could be ran/continued with current procedures, with providing recommended corrections/other way of procedures implementation.</td>
</tr>
<tr>
<td><strong>High</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Catastrophic</strong></td>
<td>Operation, activity or mission must be stopped until corrections obtained, with re-assessment before re-launching operation or activity.</td>
</tr>
</tbody>
</table>

**Note:**
- Each requirement violation assessed to its risk based on business activity type, and upon final findings grade of establishment estimated.
- Requirement violation risk may modified as per business activities complexity.
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 E.

<table>
<thead>
<tr>
<th>GRADE</th>
<th>GRADING FORMULAS</th>
<th>DESCRIPTIVE TRACK</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>IF, 1 Catastrophic or more. &amp;/or IF, 3 High or more. &amp;/or IF, 5 Medium or more. &amp;/or IF, 10 Low or more</td>
<td>1 3 5 10</td>
</tr>
<tr>
<td>D</td>
<td>IF, 1 TO2 High &amp;/or IF, 3 TO 4 Medium &amp;/or IF, 7 TO 9 Low</td>
<td>1 2 3 4 7 8 9</td>
</tr>
<tr>
<td>C</td>
<td>IF, 0 High &amp;/or IF, 1 TO 2 Medium &amp;/or IF, 4 TO 6 Low</td>
<td>1 2 4 5 6</td>
</tr>
<tr>
<td>B</td>
<td>IF, 0 High &amp;/or IF, 0 Medium &amp;/or IF, 1 TO 3 Low</td>
<td>1 2 3</td>
</tr>
<tr>
<td>A</td>
<td>IF, 0 High &amp;/or IF, 0 Medium &amp;/or IF, 0 Low</td>
<td></td>
</tr>
</tbody>
</table>
10. Applied built environment health compliance criteria.

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

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

C. 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.

   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.

D. **Indoor air system compliance**

Establishment shall comply with applied Dubai municipality built environment and legionella control guidelines guideline, 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.

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 ehcinspection@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 https://ecomplain.dubai.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 application, or email us at ehcinspection@dm.gov.ae and/or info@dm.gov.ae.


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

15. Complaints

You may submit your complaint via call center 800 900, or https://ecomplain.dubai.gov.ae/ unified complaint portal, incase unsatisfactory resolution by Dubai Municipality.

PART D: REFERENCES.


- Dubai Municipality Approved Consumer Product Guidelines (Health Supplements, Cosmetics Personal Care Products and Perfumes, Detergents, Biocides, Food contact materials, Toys, Low Voltage electrical devices, Tobacco products).

- Dubai Municipality guideline for legionella control.

- Dubai Municipality Approved Circulars and memos.
## PART E: BUSINESS ACTIVITY ANNEXES.

Annex 1: Public health and safety requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance of premise activity, using or practice as per license or related permit issued.</td>
<td>Medium</td>
</tr>
<tr>
<td>Proper preventive measures for the protection and control of disease spread and outbreaks.</td>
<td>Medium</td>
</tr>
<tr>
<td>Absence of workers have open wounds during the work.</td>
<td>Catastrophic</td>
</tr>
<tr>
<td>Absence of workers have wounds, injuries or infected during the work, which may affect his/her health, or others health and safety.</td>
<td>Catastrophic</td>
</tr>
<tr>
<td>Providing approved workflow in quarantine cases upon request.</td>
<td>Medium</td>
</tr>
<tr>
<td>Maintain personal hygiene and cleanliness level.</td>
<td>Medium</td>
</tr>
<tr>
<td>Maintain premise general cleanliness and hygiene level inside all premise facilities.</td>
<td>High</td>
</tr>
<tr>
<td>Presence of an effective pest (e.g.: rodents and insects) control operations.</td>
<td>High</td>
</tr>
<tr>
<td>Presence of rodents and Insects or signs of the same.</td>
<td>Medium</td>
</tr>
<tr>
<td>Presence of valid pest (e.g.: rodents and insects) control operations contract.</td>
<td>Medium</td>
</tr>
<tr>
<td>Presence of cleaned drinking water supply and devices.</td>
<td>High</td>
</tr>
<tr>
<td>Presence of an effective disposal of bio-hazardous and general waste materials including consumer products and furniture.</td>
<td>High</td>
</tr>
<tr>
<td>Reuse of empty chemicals and detergents containers by any means is not allowed with safe proper way of disposal.</td>
<td>Medium</td>
</tr>
<tr>
<td>Presence of valid disposal contract of bio-hazardous and general wastes including consumer products and furniture.</td>
<td>Medium</td>
</tr>
<tr>
<td>Presence of proper healthcare services, installation and utilities.</td>
<td>Medium</td>
</tr>
<tr>
<td>Presence of proper drainage system for activity waste.</td>
<td>High</td>
</tr>
<tr>
<td>Availability of suitable, sufficient and periodically cleaned bio-hazardous and general wastes including consumer products and furniture containers.</td>
<td>High</td>
</tr>
<tr>
<td>Availability of suitable sanitizing and disinfecting materials.</td>
<td>Medium</td>
</tr>
<tr>
<td>Availability of suitable cleaning materials.</td>
<td>Medium</td>
</tr>
<tr>
<td>Providing valid environmental health related documents or No objection permits for premise and employees upon request.</td>
<td>Medium</td>
</tr>
<tr>
<td>Commitment and adherence to the Dubai Municipality environmental health practices, instructions, orders and circulars.</td>
<td>High</td>
</tr>
<tr>
<td>Applications and declarations before certain types of work begins.</td>
<td>High</td>
</tr>
<tr>
<td>Premise notifications and reporting for incidences may affect Environmental health.</td>
<td>High</td>
</tr>
<tr>
<td>Premise compliance with smoking regulation.</td>
<td>High</td>
</tr>
<tr>
<td>Rule / Specification</td>
<td>Compliance Level</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Suitability of building/premise construction and design specifications, with intended activity, as per environmental health requirements.</td>
<td>High</td>
</tr>
<tr>
<td>Presence of suitable, sufficient special facilities as per activity layout requirement.</td>
<td>Medium</td>
</tr>
<tr>
<td>Providing valid safety related documents or No Objection permits upon request.</td>
<td>Medium</td>
</tr>
<tr>
<td>Providing 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.</td>
<td>High</td>
</tr>
<tr>
<td>Illegal sale of consumer products/handling of the medicines are not allowed.</td>
<td>High</td>
</tr>
<tr>
<td>Using building facilities safely with related permissions.</td>
<td>High</td>
</tr>
<tr>
<td>Premise walls, floors and ceilings made shall be from approved materials.</td>
<td>High</td>
</tr>
<tr>
<td>Proper securing (use and handling) of liquefied petroleum gas cylinders and flammable materials</td>
<td>High</td>
</tr>
<tr>
<td>Not to deal in expired, spoiled or deteriorated consumer products.</td>
<td>High</td>
</tr>
<tr>
<td>Availability of proper storage mechanism of consumer products, tools and materials.</td>
<td>Medium</td>
</tr>
<tr>
<td>Chemicals used in laundry services shall be stored properly in a separate room and as per material safety data sheet.</td>
<td>Medium</td>
</tr>
<tr>
<td>Lift room is not used as storage area.</td>
<td>Medium</td>
</tr>
<tr>
<td>Electrical room is not used as storage area.</td>
<td>Medium</td>
</tr>
<tr>
<td>Pumps room is not used as storage area.</td>
<td>Medium</td>
</tr>
<tr>
<td>Firefighting equipment cabinet is not used as storage area.</td>
<td>Medium</td>
</tr>
<tr>
<td>Sufficient number of separate steel shelves or rack (elevated 20 cm above floor and 50 cm down ceiling)</td>
<td>High</td>
</tr>
<tr>
<td>Presence of calibrated thermometers.</td>
<td>Medium</td>
</tr>
<tr>
<td>Presence of temperature log file for refrigerators or freezers.</td>
<td>Medium</td>
</tr>
<tr>
<td>Presence of suitable sufficient cabinets, drawers and shelves.</td>
<td>Medium</td>
</tr>
<tr>
<td>Presence of management representative or acting manager, for example: Person in charge, Safety engineer, Professional technician or health officer.</td>
<td>Medium</td>
</tr>
<tr>
<td>Allow and assist Dubai Municipality employee from performing duties.</td>
<td>High</td>
</tr>
<tr>
<td>Wearing proper uniform.</td>
<td>Low</td>
</tr>
<tr>
<td>Presence of proper maintenance level which may affect built environmental health.</td>
<td>High</td>
</tr>
<tr>
<td>Commitment and adherence to the Dubai Municipality environmental health practices, instructions, orders and circulars.</td>
<td>High</td>
</tr>
<tr>
<td>Presence of Safety instructions and work site risks awareness materials and procedures.</td>
<td>Medium</td>
</tr>
</tbody>
</table>

Issue date: 23/02/2020
Classification (Public)
Proper and approved advertisements inside built environment. | Low
---|---
Presence of premise sign board with commercial name and required details. | Low
Proper and adequate lighting system. | Low
Providing accredited safety conformity/certificate for personal protective equipment according to technical guidelines. | High
Providing accredited safety conformity/certificate for lifting system and equipment. | High
Providing accredited safety conformity/certificate for pressure system and equipment. | High
Presence of proper premise public and operational safety means. | High
Presence of equipment and procedures quality Control or/and Assurance upon request. | Low
Presence of safe electrical circuits, wiring and approved electric system. | Catastrophic

### Annex 2: Indoor air quality requirements.

<table>
<thead>
<tr>
<th>Description</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measurements of Indoor air pollutants concentrations within acceptable limits inside premise.</td>
<td>High</td>
</tr>
<tr>
<td>Presence of exhaust system for air pollutants and heat release devices vented directly to outdoors.</td>
<td>High</td>
</tr>
<tr>
<td>Presence of proper and effective ventilation system at premise car parking area.</td>
<td>Low</td>
</tr>
<tr>
<td>Presence of suitable ventilation mechanism in pump rooms.</td>
<td>Medium</td>
</tr>
<tr>
<td>Cooling water systems and towers including its water tanks shall be provided with effective, suitable and auto controlled water treatment systems.</td>
<td>High</td>
</tr>
<tr>
<td>Presence of suitable ventilation mechanism in confined space within premise.</td>
<td>Medium</td>
</tr>
<tr>
<td>Quality of indoor air parameters and thermal comfort inside premise during sensual and physical inspection.</td>
<td>High</td>
</tr>
<tr>
<td>Proper and adequate natural, mechanical or industrial ventilation system inside premise.</td>
<td>High</td>
</tr>
<tr>
<td>Absence of undesired smell or smoke or dust in indoor air, or sensual signs of the same.</td>
<td>Medium</td>
</tr>
<tr>
<td>Materials used in air conditioning systems comply with applied standards.</td>
<td>High</td>
</tr>
<tr>
<td>Occupancy limit shall be considered as per approved layouts and issued permits.</td>
<td>High</td>
</tr>
<tr>
<td>Good physical conditions and cleanliness of indoor air conditioning system components inside and outside premise.</td>
<td>High</td>
</tr>
<tr>
<td>Effective periodical maintenance for indoor air conditioning system and its components shall be handled by Dubai Municipality approved company.</td>
<td></td>
</tr>
</tbody>
</table>
Premises shall provide well designed effective mechanical ventilation air conditioning system - MVAC -, and fit premise nature and area.

**Annex 5: Toys requirements.**

- Toy product’s label shall comply with applied Emirates standards and specifications.
- Not to deal in banned, illegal sale and testing failed toys.
- Not to deal in fireworks, firecrackers or explosives.
- Providing compliance certificates of toys safety upon request.
- Not to deal in toys manufactured like Tobacco or Tobacco related products.
- Dealing in registered toys.

**Annex 6: Food contact material requirements**

- Dealing in registered food contact materials.
- Food contact materials product’s label shall comply with applied Emirates standards and specifications
- Not to deal in banned, illegal sale and testing failed food contact materials.
- Not to deal in misleading or improper details of food contact materials by any display means.

**Annex 7: Cosmetics, personal care product, and perfumes requirements**

- Dealing in registered consumer products.
- Personal care, cosmetic and perfume product’s label shall comply with applied Emirates standards and specifications.
- Not to deal in banned, illegal sale and testing failed cosmetics, personal care or perfumery products.
- Not to deal in misleading or improper details of personal care, cosmetic and perfume product by any display means.

**Annex 8: Low Voltage electrical devices requirements.**

- Dealing in low voltage electrical device shall be marked to ensure safe usage.
- Dealing in low voltage electrical device comply with U.A.E specifications.
- Not to deal in banned, illegal sale and testing failed low voltage electrical devices.
- Not to deal in misleading or improper details of low voltage electrical device by any mean.
**Annex 9: Health Supplements requirements.**

- Dealing in registered health supplements. **Medium**
- Health supplement product’s label shall comply with applied Emirates standards and specifications. **Medium**
- Not to deal in banned, illegal sale and testing failed health supplements. **High**
- Not to deal in misleading or improper details of health supplements by any display means. **Medium**

**Annex 10: Detergents requirements.**

- Dealing in registered household detergents. **Medium**
- Household detergent product’s label shall comply with applied Emirates standards and specifications. **Medium**
- Not to deal in banned, illegal sale and testing failed household detergents. **High**
- Not to deal in misleading or improper details of household detergents by any display means. **Medium**

**Annex 11: Biocides requirements.**

- Dealing in registered biocides. **Medium**
- Biocide product’s label shall comply with applied Emirates standards and specifications. **Medium**
- Not to deal in banned, illegal sale and testing failed biocides. **High**
- Not to deal in misleading or improper details of biocides by any display means. **Medium**

**Annex 12: Tobacco products requirements.**

- Dealing in registered tobacco and related products. **Medium**
- Sale and Displaying tobacco and related products comply with Emirates standards and specifications. **Medium**
- Not to deal in banned, illegal sale and testing failed tobacco and related products. **High**

**Annex 13: Operational safety requirements.**

- Providing valid permit for displaying and selling tobacco and related products. **Medium**
- Place clear permit copy in a prominent place inside premise. **Low**
- Commitment to not advertise or promote tobacco and its products, and/or displaying free samples. **High**
- Prohibit sale and Displaying tobacco and related products near foodstuff or sport tools and cloth or sanitary and children products is prohibited. **High**
Prohibit sale and Displaying tobacco and related products near cashiers or shall be as far as possible. | High
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Prohibit sale and Displaying tobacco and related products via internet or any electronic means. | Medium
Prohibit sale and Displaying tobacco and related products within health, sport and education entities, and worship buildings or its property. | Medium
Prohibit sale and Displaying tobacco and related product within 100 meters distance from worship buildings or its property. | Medium
Prohibit sale and Displaying tobacco and related products within 150 meters distance from nurseries, schools, institutes and universities outer entrances. | Medium
Prohibit sale and Displaying tobacco and related products during events or in festival activities without permit from concerned authority. | High
Prohibit sale and Displaying tobacco and related products for person under 18 years old. | High
Prohibit the presence and or of sale for persons under 18 years in tobacco and related products specialized premises. | High
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. | Medium
Not exceeding allowed working hours (From 10 AM To 12 AM) for selling and serve tobacco and related products, without permit from concerned authority. | Medium

For any further information, please contact:

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