

Dubai Municipality
Health and Safety Department
Environmental Health Section

Technical Guidelines for Entertainment Establishments Compliance

DM-HSD-GU84-EE2

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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

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.

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, In addition to compliance with inspection and control procedures as per the International Standard ISO/IEC 17020.

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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, entertainment 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, indoor air quality, Non-drinking water and operational noise level.

6. Definitions and terms

- 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.


- 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.

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- **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.

- **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.

- **Non-drinking potable water**

Is water of a quality suitable for cooking and personal bathing and drinking in small portions, with minimum risk impacts.

- **Noise pollution**

The presence of intrusive and unnecessary sounds that can seriously influence human mental and physical health.

- **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.

- **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.

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- **T.B.C.**

A term stand for total bacterial count used in water sample test results.

- **Legionella**

A type of bacterium found naturally in freshwater environments, like lakes and streams. It can become a health concern when it grows and spreads in human-made building water systems like

- Showerheads and sink faucets
- Cooling towers
- Hot tubs that aren't drained after each use
- Decorative fountains and water features
- Hot water tanks and heaters

Legionella that cause Legionnaires' disease commonly spread actively with water drizzle or sprays.

- **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 Countries Council Standardization Organization.

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- **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.

- **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**

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.

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- **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.

- **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.

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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				
	Negligible	Minor	Moderate	Major	Extreme
Almost certain	Low	Medium	High	Catastrophic	Catastrophic
Likely	Low	Medium	High	High	Catastrophic
Possible	Low	Medium	Medium	High	High
Unlikely	Low	Low	Medium	Medium	Medium
Rare/Remote	Low	Low	Low	Low	Low

Probability of repetition & Severity of the potential risk indicators


<u>Probability of repetition</u>	<u>Description</u>	<u>Risk severity</u>	<u>Description</u>
Rare/Remote	Not occurred before	Negligible	No environmental health risk
Unlikely	Occurred outside Dubai	Minor	Insignificant environmental health effect
Possible	Occurred at least once in similar scope operations	Moderate	Acute limited or temporary environmental health effect
Likely	Known at least once within business scope	Major	Chronic or permanent environmental health effect
Almost certain	Repeated in similar operations within scope	Extreme	Widespread environmental health effect

The following explain the required action for the assessed risks:

RISK ASSESSMENT	Required action
Low	Operation, activity or mission could be ran/continued with current procedures.
Medium	Operation, activity or mission could be ran/ continued with current procedures, with providing recommended corrections/other way of procedures implementation.
High	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 E.

GRADE	GRADING FORMULAS	DESCRIPTIVE TRACK											
E	IF, 1 Catastrophic or more. &/or IF, 3 High or more. &/or IF, 5 Medium or more. & /or IF , 10 Low or more	1											
				3									
						5							
											10		
D	IF , 1 TO2 High &/or IF , 3 TO 4 Medium & /or IF , 7 TO 9 Low	1	2										
				3	4								
								7	8	9			
C	IF , 0 High &/or IF , 1 TO 2 Medium & /or IF , 4 TO 6 Low												
		1	2										
					4	5	6						
B	IF , 0 High &/or IF , 0 Medium & /or IF , 1 TO 3 Low												
		1	2	3									
A	IF , 0 High &/or IF , 0 Medium & /or IF , 0 Low												

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10. Environmental health compliance in entertainment establishments

A. Public health and hygiene

Establishment shall comply with applied standards requirements listed in Annex1 and any circulars.

B. Public and operational safety.

Establishment shall comply with applied standards requirements listed in Annex1, 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. Low Voltage electrical devices

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

III. 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

IV. Biocides

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

D. Indoor air system and quality indicators compliance

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

E. Non drinking water system compliance.

Establishment shall comply with applied Dubai municipality built environment and legionella control guidelines, requirements listed in Annex 3, and any circulars.

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F. Operational noise control compliance.

Establishment shall comply with applied Dubai municipality built environment guidelines, requirements listed in Annex 4, 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**, or Dubai Municipality application, or email us at ehcinspection@dm.gov.ae and/or info@dm.gov.ae .

14. Report an incidence.

Become health and safety officer and report us via call center **800 900**, or via **MONTAJI** application for consumer products, 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 <https://ecomplain.dubai.gov.ae/> unified complaint portal, incase unsatisfactory resolution by Dubai Municipality.

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Part D: References.



- Local Order No.11, 2003 for public health and safety of Dubai society, and executive order No.30, 2007.
- Dubai Municipality Approved Consumer Product Guidelines (Toys, Detergents and Biocides).
- Dubai Municipality guideline for legionella control.
- Public swimming pools safety guidelines.
- Public and operational safety guidelines.
- Dubai Municipality Approved Circulars and memos.

Part E: Business activity Annexes.

Annex1: Public health and safety requirements



Requirement	Risk
Compliance of premise activity, using or practice as per license or related permit issued.	Medium
Proper preventive measures for the protection and control of disease spread and outbreaks.	
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
Providing approved workflow in quarantine cases upon request.	Medium
Maintain personal hygiene and cleanliness level.	Medium
Maintain premise general cleanliness and hygiene level inside all premise facilities.	
Cleaned meshed windows to prevent entry of insects and rodents.	High
Toilets & bathing facilities cleanliness.	High
Cleaned wash basins, Floors and walls	High
Presence of an effective pest (e.g.: rodents and insects) control operations.	
Presence of rodents and Insects or signs of the same.	High
Presence of valid pest (e.g.: rodents and insects) control operations contract.	Medium
Presence of cleaned drinking water supply and devices.	High
Presence of an effective disposal of bio-hazardous and general waste materials including consumer products and furniture.	High
Reuse of empty chemicals and detergents containers by any means is not allowed with safe proper way of disposal.	Medium

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Presence of valid disposal contract of bio-hazardous and general wastes including consumer products and furniture.	Medium
Presence of proper healthcare services, installation and utilities.	
Availability of sufficient suitable hands and/or Hair washbasins.	Medium
Availability of sufficient suitable toilets & bathing facilities.	Medium
Availability of hot / cold-water source.	Medium
Presence of proper drainage system for activity waste.	
The outlet from the machines shall be properly drained into gutter/ drain line.	High
Liquid waste must not be discharged to the soak-away systems. Waste can be collected and discharged under a trade waste agreement to the sewerage system, treated on-site and recycled or other means allowed by existing regulations and Permission must be obtained from the concerned authority for disposal of wastewater.	High
Proper disposal of waste oil and refrigerant disposed.	High
The drain line shall be covered at the same floor level without any difference in surface profile, elevation or made.	High
Availability of suitable, sufficient and periodically cleaned bio-hazardous and general wastes including consumer products and furniture containers.	
Provision of Sufficient and suitable Waste bin with cover for waste collection (Preferable pedal operated waste bins)	High
Availability of suitable sanitizing and disinfecting materials.	Medium
Availability of suitable cleaning materials.	Medium
Availability of suitable cleaning materials.	High
Providing valid environmental health related documents or No objection permits for premise and employees upon request.	
Availability of updated all staff list upon request.	Medium
Availability of allowed areas of indoor smoking permit.	Medium
Providing valid occupational health certificates for employees and labors upon request.	Medium
Commitment and adherence to the Dubai Municipality environmental health practices, instructions, orders and circulars.	
Healthy practices, use and treatment.	High
Applications and declarations before certain types of work begins.	High
Premise notifications and reporting for incidences may affect Environmental health.	High
Premise compliance with smoking regulation.	

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Place No-smoking sign in a prominent visible and suitable place inside premise, and not allow smoking.	High
Cigarettes ashtrays shall be placed at a distance of 25 feet away from the entrances or the exit of the building.	High
Removal of cigarettes ashtrays from all sites or areas where smoking is prohibited.	High
Commitment to not advertise or promote tobacco and its products, and/or displaying free samples.	High
Suitability of building/premise construction and design specifications, with intended activity, as per environmental health requirements.	
Availability of proper disposing gas, fumes and heat facilities as per activity.	High
Laundry must be in ground floor.	High
Presence of suitable, sufficient special facilities as per activity layout requirement.	
The activity Halls/ Places shall be available and suitable.	Medium
Dressing/ changing room shall be available and suitable.	Medium
Shower/ changing room shall be available and suitable near swimming pool.	Medium
Availability of suitable sufficient waiting rooms and/or areas.	Medium
Availability of sufficient and suitable special guest services rooms and/or areas.	Medium
Providing valid safety related documents or No Objection permits upon request.	
Availability of sensors and devices calibration records.	Medium
Availability of valid sensors and devices accreditation certification.	Medium
Work permit in confined space is obtained.	Medium
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.	
Providing valid Fire extinguishers means.	High
Additional stop bars/switches shall be provided for emergency stop.	High
Presence of proper first aid box and tools, according to Technical guideline no.: 25.	High
Availability of proper entrances/exits.	High
Providing fire-exit layout signs.	High
Rooms, corridors and outlets are equipped with Heat and/or Smoke detectors.	High
Presence of fire alarm and main panel as per licensed activity.	High
Providing proper and adequate facilities for disposing gas, fumes and heat.	High
Presence of fire protection requirements completion certificate issued by Civil Defense Department.	High



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Availability of applicable and well-known premise evacuation plan and safe assembly points.	High
Availability of adequate evacuation plan trials record as per licensed activity.	High
Assembly points used in emergency cases, not in parking areas, and found near to premise entrances for disabled.	High
Free accessed staircases in emergency.	High
Illegal sale of consumer products /handling of the medicines are not allowed.	
Dealing in consumer products intended for sale only in Emirate of Dubai and as per activity.	High
Using building facilities safely with related permissions.	
Safety requirements in permitted Kitchens and Food Preparation Areas, according to Technical guideline no.: 38.	High
Suitable area size with number and size of machines and number of workers.	High
Keeping windows and balcony doors closed as per premise-licensed activity.	High
Licensed constructions/Wooden partitions.	High
Non-slippery, impermeable, friction and rust resistant floors.	High
Presence of sufficient work/activity area.	High
Premise walls, floors and ceilings made shall be from approved materials.	
Using proper tiles with facility operations.	High
All structural materials are fire resistant.	High
Proper securing (use and handling) of liquefied petroleum gas cylinders and flammable materials	
Presence of adequate non-smoking and warning signs all around flammable materials.	High
The chemicals drum / containers shall be labeled properly.	High
Availability of product data sheets from the suppliers for all hazardous substances upon request.	High
Not to deal in expired, spoiled or deteriorated consumer products.	
Prohibit sale and Displaying tobacco and related products deteriorated, expired, or banned products.	High
Availability of proper storage mechanism of consumer products, tools and materials.	
Chemicals used in laundry services shall be stored properly in a separate room and as per material safety data sheet.	Medium
Lift room not used as storage area.	Medium
Electrical room not used as storage area.	Medium
Pumps room not used as storage area.	Medium
Firefighting equipment cabinet not used as storage area.	Medium

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Sufficient number of separate steel shelves or rack (elevated 20 cm above floor and 50 cm down ceiling)	High
Presence of calibrated thermometers.	Medium
Presence of temperature log file for refrigerators or freezers.	Medium
Presence of suitable sufficient cabinets, drawers and shelves.	Medium
Presence of management representative or acting manager, for example: Person in charge, Safety engineer, Professional technician or health officer.	Medium
Allow and assist Dubai Municipality employee from performing duties.	High
Wearing proper uniform.	
staff wearing suitable shoes during work	Low
Presence of proper maintenance level, which may affect built environmental health.	
Maintenance of electrical equipment and devices including non-electrical manual equipment.	High
Commitment and adherence to the Dubai Municipality environmental health practices, instructions, orders and circulars.	High
Presence of Safety instructions and work site risks awareness materials and procedures.	
Availability of safety instructions, operational guidance signboards and tools adequately.	Medium
Workers occupational safety training.	Medium
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.	
:TG14, TG15, TG16, TG17, TG18, 19, TG20, AND TG21	High
Providing accredited safety conformity/certificate for lifting system and equipment.	
Moving parts of the lift gear for elevators are secured.	High
Providing accredited safety conformity/certificate for pressure system and equipment.	High
Presence of proper premise public and operational safety means.	
Presence of eyewash installations as per activity and in chemicals handling areas.	High
Presence of Suitable Furniture and in good conditions not affecting built environmental health.	High
Presence of safe tools and equipment in good and suitable operational conditions.	High
Following proper color-coding of water, steam, diesel or gas lines.	High

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Presence of safe machines and devices in good and suitable operational conditions.	
Presence of equipment and procedures quality Control or/and Assurance upon request.	
Submission of periodical test reports on Dubai Municipality - health and safety compliance portal.	
Availability of self-compliance monitoring program Audits and records upon request.	
Presence of safe electrical circuits, wiring and approved electric system.	
Presence of covered and plugged electrical ends.	
Presence of electrical sockets and plugs in good condition and in suitable location.	
Avoiding heavy load on socket outlets.	
Proper electrical isolation switches for each machine shall be provided and easily accessible.	
ELCB (Earth-Leakage Circuit Breaker) shall be provided in all electrical circuits.	

Annex2: Indoor air quality requirements.

Measurements of Indoor air pollutants concentrations within acceptable limits inside premise.	High
Presence of exhaust system for air pollutants and heat release devices vented directly to outdoors.	High
Presence of proper and effective ventilation system at premise car parking area.	Low
Presence of suitable ventilation mechanism in pump rooms.	
Car parking area inside premise equipped with effective and proper mechanical ventilation system.	Medium
Car parking area inside premise equipped with carbon monoxide gas release sensors.	Medium
Presence of suitable ventilation mechanism in pump rooms.	Medium
Cooling water systems and towers including its water tanks shall be provided with effective, suitable and auto controlled water treatment systems.	High
Presence of suitable ventilation mechanism in confined space within premise.	Medium
Quality of indoor air parameters and thermal comfort inside premise during sensual and physical inspection.	
Humidity comfort level.	High
Heat comfort recommended level inside all premise facilities.	High
Odorless fresh air.	High
Absence of sensual air pollutants of smoke and dust.	High
Proper and adequate natural, mechanical or industrial ventilation system inside premise.	
Premise equipped with effective heating , ventilation air conditioning system - HVAC -, and	High

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installed properly according to premise area and design.	
Premise equipped with effective mechanical ventilation air conditioning system - MVAC - , and installed properly according to premise area and design.	High
Absence of undesired smell or smoke or dust in indoor air, or sensual signs of the same.	Medium
Materials used in air conditioning systems comply with applied standards.	High
Occupancy limit shall be considered as per approved layouts and issued permits.	High
Good physical conditions and cleanliness of indoor air conditioning system components inside and outside premise.	High
Effective periodical maintenance for indoor air conditioning system and its components, which handled by Dubai Municipality approved company.	
Absence of blockage or obstruction of ventilation system outdoor air inlet.	High
Free indoor condensation, residues, or signs of the same inside premise.	Medium
Presence of valid indoor air conditioning system maintenance contract.	Medium
Presence of records or log for indoor air conditioning system periodical maintenance and inspection.	Medium
Premises shall provide well-designed effective mechanical ventilation air conditioning system - MVAC - , and fit premise nature and area.	
Suitability of ventilation system outdoor air inlet location from sources of contamination.	High
Presence of suitable dust and particulate filter system installed in the outdoor air intake.	High
Premise equipped with sufficient permanently working suction fans, and installed properly according to premise area and design.	High

Annex3: Non drinking water system requirements.

Providing accredited safety conformity/certificate for non-drinking water systems and tanks.	High
Water systems periodical maintenance shall be handled by Dubai Municipality approved company.	
Presence of valid water system maintenance contract.	High
Presence of records or log for water system periodical maintenance and inspection.	High
Presence of person in charge for Legionella bacteria control program.	Medium
Availability of test kit for waters characteristics and records.	Medium
Water clarity and cleanliness in all premise water systems.	Medium
All fountains and other water supplied featured places or areas including its water tanks shall be provided with suitable water treatment systems.	Medium
Water systems and accessories are in good condition during visual inspection.	

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Showerheads and taps are clean.	Medium
Compliance of samples tested for chemical and microbiological contamination.	High
Water tanks compliance with applied specifications and requirements.	
Opaque drinking water tanks and made, polished or painted from approved materials.	High
Closed and sealed drinking water tanks.	High
Easily cleaned drinking water tanks, periodically maintained and disinfected by licensed company.	High
Swimming pool systems compliance with applied specifications and requirements.	
Proper swimming pool water inlets and outlets installation.	Low
Non-operating swimming pool fencing, railing or any mean of isolating for kids safety.	High
Providing adequate depth marks around swimming pool.	High
Providing suitable lifeguard equipment.	High
Swimming pool construction and design permitted by Dubai Municipality.	Medium
Presence of qualified lifeguard in swimming areas.	High
Availability of Instructions boards around swimming pool area.	Low
Availability of No-Diving sign where mandatory.	Low
Availability of manual breathing apparatus.	High
Cleanliness of swimming pool accessories.	Medium

Annex4: Operational noise control requirements.

Premise equipped with effective insulation system for operational noise.	Medium
Providing sound system with control panel.	Low
Proper sound workstations design and layout by certified company.	High
Noise source entertaining premise operating out from residential area.	Medium
Public pre-announcement of popular events and celebrations noise.	Low
Acceptable noise level during all daytime outside noise source premise.	
Stop noise source during approved sleeping time 10 PM to 6 AM in residential area.	High
Control noise level below 55 dB from 7AM to 8 PM.	High
Control noise level below 45 dB from 8PM to 7 AM.	High
Availability of technical assistance plans in premise for incident operational noise.	Medium
Providing noise level technical report from certified body in the field of Built environmental health	Medium


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Annex 5: Toys requirements.

Toy or its accessories physical compliance as per visual inspection.	
Toy shall be strong enough to withstand the normal behavior of the child.	High
Not to deal in toys with small magnetic parts or strong magnets.	High
Not to deal in toys with non-functional not essential glass parts.	High
Not to deal in toys with removable/detachable small mouth sized parts.	High
Not to deal in Projectile toys with removable suction cups or small projectiles.	High
Not to deal in stretching or expandable toys that increase more than 50% of the original size.	High
Not to deal in Toy with non-functional sharp edges or points.	High
Not to deal in toys with fur or hair not firmly fixed.	High
Not to deal in laser toys or products higher than acceptable class.	High
Covering toy heat sources.	High
Not to deal in Toys posing choking hazard for children under 3 years of age.	High
Not to deal in stuffed cloth Toys with weak stitching or seam openings that expel matrix out.	High
Not to deal in toys with long flexible part posing constitute strangulation hazard.	High
Not to deal in toys with removable stickers, temporary label or unlabeled.	High
Not to deal in a toy which may harm or transfer disease by direct contact, or hazardous to user and others safety.	High
Toy product's label shall comply with applied Emirates standards and specifications.	
Presence of adequate toy label information, such as country of origin, minimum age of user, warning and safety instructions in Arabic and English languages.	Medium
Presence of - Gulf Specification Organization - GSO mark comply with specifications.	Medium
Presence of - Not suitable for 3 years old - graphical warning symbol comply with specifications.	Medium
Not to deal in misleading or improper details of toys.	Medium
Brand or product name shall be complied and declared for toys.	Medium
Country of origin information shall be comply and properly declared for toys.	Medium
Manufacturer details shall be comply and properly declared for toys.	Medium
Total weight, size or volume information shall be comply and properly declared for toys.	Medium
Instructions of use, daily dosages and warnings information shall be comply and properly declared for toys.	Medium
Storage conditions information shall be complied and declared for toys.	Medium
Barcode shall be complied and properly declared for toys.	Medium

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Batch/lot numbers information shall be complied and properly declared for toys.	Medium
Validity information, Production, expiry dates and Period after opening information shall be comply and properly declared for toys.	Medium
Medical claims and illustrations, pictures or language, which are inconsistent / not comply with the prevailing social customs and values for toys.	Medium
Ingredients information not properly declared / not comply for toys.	Medium
Not to deal in banned illegal sale and testing failed toys.	High
Not to deal in fireworks, firecrackers or explosives.	Medium
Providing compliance certificates of toys safety upon request.	Low
Not to deal in toys manufactured like Tobacco or Tobacco related products.	High
Dealing in registered toys.	Medium

Annex8: Low Voltage electrical devices requirements.

Dealing in low voltage electrical device shall be marked to ensure safe usage.	
Not to deal in misleading or improper details of electrical devices.	Medium
Not to deal in electrical devices which may harm or transfer disease by direct contact, or hazardous to user and others safety.	Medium
Brand or product name shall be complied and declared for electrical device.	Medium
Country of origin information shall be comply and properly declared for electrical device.	Medium
Manufacturer details shall be comply and properly declared for electrical device.	Medium
Total weight, size or volume information shall be comply and properly declared for electrical device.	Medium
Presence of manual of the Instructions of use in Arabic and English and properly declared for electrical device.	Medium
Storage conditions information shall be complied and declared for electrical device.	Medium
Barcode shall be complied and properly declared for electrical device.	Medium
Batch/lot numbers information shall be complied and properly declared for electrical device.	Medium
Medical claims and illustrations, pictures or language, which are inconsistent / not comply with the prevailing social customs and values for electrical device.	Medium
Not to deal in banned, illegal sale and testing failed electrical devices.	Medium
Not to deal in electric toys or devices not comply with applied specifications and standards.	Medium
Dealing in low voltage electrical device comply with U.A.E specifications.	
Water Heater shall to comply with UAE.S / GSO/ IEC 60335-2-21: 2007 specifications.	Medium

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Extension Cords and Adaptors shall to comply with UAE.S / GSO / IEC 60884-1: 2007.	
Electric Irons shall to comply with UAE.S / IEC 60335-2-3: 2002 5th Ed specifications.	
Microwave Ovens shall to comply with UAE.S / GSO / IEC 60335-2-25: 2007 specifications.	
Washing Machines and Clothes Dryers shall to comply with UAE.S / GSO / IEC 60335-2-4: 2007 + A1:2004 specifications.	
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.	
Refrigerators, Chillers and Freezers shall to comply with UAE S. / IEC 60335-2-24: 2002 6th Ed specifications.	
Room Air Conditioners shall to comply with UAE S. / IEC 60335-2-40:2005 specifications.	
Household Cooking Appliances shall to comply with UAE.S IEC 60335-1, UAE.S 60335-2-9, and UAE.S 60335-2-13 specifications.	
Electromechanical Kitchen Appliances shall to comply with UAE.S 60335-1, UAE.S 60335-2-14 specifications.	
Vacuum Cleaners shall to comply with UAE.S IEC 60335-1, UAE.S 60335-2-2 specifications.	
Fans & Fan Systems including Air-purifiers shall to comply with UAE.S IEC 60335-1, UAE.S 60335-2-80, and UAE.S 60335-2-65 specifications.	
Appliances for Heating Liquids shall to comply with UAE.S IEC 60335-1 UAE.S 60335-2-15 specifications.	
Grass Shears/Trimmers shall to comply with UAE.S IEC 60335-1, UAE.S 60335-2-91, and UAE.S 60335-2-94 specifications.	
Gas Powered Ovens & Cooking Ranges shall to comply with UAE.S GSO 1050:2011; UAE.GSO 1049:2011 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.	

Annex10: Detergents requirements.

Dealing in registered household detergents.	Medium
Household detergent product's label shall comply with applied Emirates standards and specifications.	
Not to deal in misleading or improper details of household detergents.	Medium
Brand or product name shall be complied and declared for household detergent.	Medium
Country of origin information shall be comply and properly declared for household detergent.	Medium

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Manufacturer details shall be comply and properly declared for household detergent.	
Total weight, size or volume information shall be comply and properly declared for household detergent.	
Instructions of use, daily dosages and warnings information shall be comply and properly declared for household detergent.	
Storage conditions information shall be complied and declared for household detergent.	
Barcode shall be comply and properly declared for household detergent.	
Batch/lot numbers information shall be complied and properly declared for household detergent.	
Validity information, Production, expiry dates and Period after opening information shall be comply and properly declared for household detergent.	
Medical claims and illustrations, pictures or language, which are inconsistent / not comply with the prevailing social customs and values for household detergent.	
Ingredients information not properly declared / not comply for household detergent.	
Not to deal in a household detergent with removable stickers, temporary label or unlabeled.	
Not to deal in banned illegal sale and testing failed household detergents.	
Not to deal in misleading or improper details of household detergents by any display means.	

Annex11: Biocides requirements.

Dealing in registered biocides.	Medium
Biocide product's label shall comply with applied Emirates standards and specifications.	
Not to deal in misleading or improper details of biocides.	Medium
Brand or product name shall be complied and declared for biocide.	Medium
Country of origin information shall be comply and properly declared for biocide.	Medium
Manufacturer details shall be comply and properly declared for biocide.	Medium
Total weight, size or volume information shall be comply and properly declared for biocide.	Medium
Instructions of use, daily dosages and warnings information shall be comply and properly declared for biocide.	Medium
Storage conditions information shall be complied and declared for biocide.	Medium
Barcode shall be complied and properly declared for biocide.	Medium
Batch/lot numbers information shall be complied and properly declared for biocide.	Medium
Validity information, Production, expiry dates and Period after opening information shall be comply and properly declared for biocide.	Medium
Medical claims and illustrations, pictures or language, which are inconsistent / not comply with the	Medium

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prevailing social customs and values for biocide.	
Ingredients information not properly declared / not comply for biocide.	Medium
Not to deal in a biocide with removable stickers, temporary label or unlabeled.	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

For any further information, please contact:

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