



Health & Safety Department (Environmental Health Section)

Document Title	Technical Guidelines for Spa and Massage Centers compliance (Ladies and gents)
Document Code	DM-HSD-GU19-CSMC2
Version #	V4
Issue Date	27 th May 2024
Superseded Issue Date	12 th March 2023

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

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
4	27 th May 2024	Environmental Health Section	<ul style="list-style-type: none"> Added new logo for both Dubai Municipality & Dubai Government. Update the link for the suggestions and complaints website at Dubai Municipality on paragraph 12, 15, 16





	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

Table of Content

.1 Introduction	5
.2 Purpose	5
.3 Objectives	5
.4 Acts and Legislations	6
.5 Scope	6
.6 Definitions and terms	7
.7 Monitoring and Control system	11
7-1 Enforced monitoring and control programs may performed as:	11
7-2 There are different types of Inspections named as below:	11
.8 Risk module	12
.9 Score and grading	13
.10 Environmental Health Compliance in Spa and Massage Centers	14
10-1 public health and hygiene	14
10-2 public and operational safety	14
10-3 consumer product safety	14
10-4 indoor air system and quality indicators compliance	15
10-5 non-drinking water system compliance	15
.11 Penalties and fines	15
.12 Dispute and appeal	15
.13 Inquiries	16
.14 Report an incidence	16
.15 Complaints	16

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

.16 Suggestions 16

.17 References 17

.18 Business activity Annexes 18

18-1 Annex (1): Public health and safety requirements 18

18-2 Annex (2): Indoor air quality requirements 22

18-3 Annex (3): water system requirements 23

18-4 Annex (6): Food contact material requirements 24



18-5 Annex (7): cosmetics, personal care products, and perfumes requirements 24

18-6 Annex (8): Low voltage electrical devices requirements 25

18-7 Annex (10): Detergents requirements 27

18-8 Annex (11): Biocides requirements 27

18-9 Annex (23): operational safety requirements in Spa and massage centers 28

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

1. Introduction

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

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

Despite of control term, compliance and avoiding damage to human health may achieved when rules harmonization applied under normal or reasonably foreseeable practices considering 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.

Issue Date: 27 th May 2024	OPEN DATA / بيانات مفتوحة	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 5 of 28

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

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

5. Scope

Dubai Municipality shall measure and raise built environmental health compliance level in all built environment in the Emirate of Dubai, which include, but not limited to, Spa and Massage Centers, 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 and water system safety and quality.

Issue Date: 27 th May 2024	OPEN DATA / بيانات مفتوحة	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 6 of 28



	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

6. Definitions and terms

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



	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

Definition	Meaning
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.
T.B.C.	A term stands for total bacterial count used in water sample test results.
Legionella	<p>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</p> <ul style="list-style-type: none"> • 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 <p>Legionella that causes Legionnaires' disease commonly spread actively with water drizzle or sprays.</p>
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



	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

Definition	Meaning
	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.
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 It includes (e.g.: Cosmetics and personal .or without return care products, Fragrances, Health supplements, Detergents, Biocides, Food contact materials, Toys, Tobacco and its related products, low voltage electrical devices), and other products classified and included in scope of work.
Cosmetic, Personal Care, or Perfume Product	Any substance or preparation intended to be placed in contact with the various external parts of the human body (epidermis, hair system, nails, lips and external genital organs) or with the teeth and the mucous membranes of the oral cavity with an intention of exclusively or mainly to clean, perfume, change appearance, correct body odors, protect and/or keep these parts in good condition.
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 molded 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,

Issue Date: 27 th May 2024	OPEN DATA / بيانات مفتوحة	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 9 of 28

 حكومة دبي GOVERNMENT OF DUBAI	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	 بلدية دبي Dubai Municipality
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

Definition	Meaning
	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.
Food Contact Material	Materials and articles that are designed to come in contact with food when used in usual manner and manufactured from different.
Low Voltage Electrical Devices	Any equipment or machine operated by electrical power with alternate electrical voltage from (50-1000) volt, designated for domestic or professional uses.
Montaji	Smart platform designed and presented by Dubai Municipality, aim to ensure 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
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.

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	



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 water and/or indoor air sample site measurement and collection for the purpose of testing and determine environmental health conditions, however, it may process in conjunction with previous types of visits.

 حكومة دبي GOVERNMENT OF DUBAI	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	 بلدية دبي Dubai Municipality
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

8. Risk module

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



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

The following explain the required action for the assessed risks:

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

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

Issue Date: 27 th May 2024	OPEN DATA / بيانات مفتوحة	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 12 of 28



 حكومة دبي GOVERNMENT OF DUBAI	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	 بلدية دبي Dubai Municipality
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

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, 5 Critical or more. &/or IF, 7 Major or more. &/or IF, 10 Minor or more	1											
						5							
								7					
												10	
D	IF, 3 TO 4 Critical &/or IF, 5 TO 6 Major &/or IF, 7 TO 9 Minor			3	4								
						5	6						
									7	8	9		
C	IF, 1 TO 2 Critical &/or IF, 3 TO 4 Major &/or IF, 5 TO 6 Minor												
		1	2										
				3	4								
B	IF, 0 Critical &/or IF, 0 Major &/or IF, 1 TO 3 Minor												
		1	2										
				3	4								
A	IF, 0 Critical &/or IF, 0 Major &/or IF, 1 TO 2 Minor												
		1	2										

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

10. Environmental Health Compliance in Spa and Massage Centers

10-1 public health and hygiene

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

10-2 public and operational safety

Establishment shall comply with applied standards requirements listed in Annex1, Annex23and any circulars.

10-3 consumer product safety

- **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

- **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.

- **Low Voltage electrical devices**

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



- **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 detergents No.3 for 2014, and any circulars.

- **Biocides**

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

Issue Date: 27 th May 2024	OPEN DATA / بيانات مفتوحة	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 14 of 28

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

10-4 indoor air system and quality indicators compliance

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

10-5 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.

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 evidence 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://04.gov.ae/> unified complaint portal with full of integrity to receive your argument against action taken or by Dubai Municipality employee or process.

Issue Date: 27 th May 2024	OPEN DATA / بيانات مفتوحة	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 15 of 28

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

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://04.gov.ae/unified> complaint portal, incase unsatisfactory resolution by Dubai Municipality.



16. Suggestions

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

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

17. References

- Local Order No. (11) of 2003 Concerning Public Health and Safety of the Society in the Emirate of Dubai.
- Administrative order No. (30) Of 2007 concerning the issuance of the Executive Regulation of Local Order No. (11) of 2003 Concerning Public Health and Safety of the Society in the Emirate of Dubai.
- Dubai Municipality Approved Consumer Product Guidelines.
 - DM-HSD-GU82-BIO2_Technical Guidelines for Biocides
 - DM-HSD-GU30-TGD2_Technical Guidelines for Detergents
- Dubai Municipality guideline for legionella control.
DM-HSD-GU44-LCWS2_Technical Guidelines for Legionella Control in Water System
- Public swimming pools safety guidelines.
DM-HSD-GU81-PSPS2_Public Swimming Pools Safety Guidelines
- Public and occupational safety guidelines.
 - DM-HSD-GU39-CSE2_Technical Guidelines for Confined Spaces Entry
 - DM-HSD-GU41-GDM2_Guarding of Dangerous Machinery
 - DM-HSD-GU46-KFPA2_Technical Guidelines for Occupational Health and Safety in Kitchen & Food Areas
 - DM-HSD-GU53-LPGC2_Technical Guidelines for Liquefied Petroleum Gas Cylinders
 - DM-HSD-GU73-SUL2_Technical Guidelines for Safe Use of Ladders
 - DM-HSD-GU74-MAT2_Technical Guidelines for Mobile Access Towers



 حكومة دبي GOVERNMENT OF DUBAI	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	 بلدية دبي Dubai Municipality
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

18. Business activity Annexes

18-1 Annex (1): Public health and safety requirements



Requirement	Risk
Compliance of premise activity, using or practice as per license or related permit issued.	Major
Proper preventive measures for the protection and control of disease spread and outbreaks.	
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.	Major
Maintain personal hygiene and cleanliness level.	Major
Maintain premise general cleanliness and hygiene level inside all premise facilities.	
Cleaned meshed windows to prevent entry of insects and rodents.	Critical
Toilets & bathing facilities cleanliness.	Critical
Cleaned wash basins, Floors and walls	Critical
Presence of an effective pest (e.g.: rodents and insects) control operations.	
Presence of rodents and Insects or signs of the same.	Critical
Presence of valid pest (e.g.: rodents and insects) control operations contract.	Major
Presence of cleaned drinking water supply and devices.	Critical
Presence of an effective disposal of bio-hazardous and general waste materials including consumer products and furniture.	Critical
Reuse of empty chemicals and detergents containers by any means is not allowed with safe proper way of disposal.	Major
Presence of valid disposal contract of bio-hazardous and general wastes including consumer products and furniture.	Major
Presence of proper healthcare services, installation and utilities.	
Availability of sufficient suitable hands and/or Hair washbasins.	Major
Availability of sufficient suitable toilets & bathing facilities.	Major
Availability of hot / cold-water source.	Major
Presence of proper drainage system for activity waste.	
The outlet from the machines shall be properly drained into gutter/ drain line.	Critical
Proper disposal of waste oil and refrigerant disposed.	Critical
The drain line shall be covered at the same floor level without any difference in surface profile, elevation or made.	Critical

Issue Date: 27 th May 2024	OPEN DATA / بيانات مفتوحة	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 18 of 28

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	



Availability of suitable, sufficient and periodically cleaned bio-hazardous and general wastes including consumer products and furniture containers.	
Provision of Sufficient and suitable auto-covered waste bins.	Critical
Availability of suitable sanitizing and disinfecting materials.	Major
Availability of suitable cleaning materials.	Major
Providing valid environmental health related documents or No objection permits for premise and employees upon request.	
Availability of updated all staff list upon request.	Major
Availability of allowed areas of indoor smoking permit.	Major
Providing valid occupational health certificates for all staff upon request.	Major
Commitment and adherence to the Dubai Municipality environmental health practices, instructions, orders and circulars.	
Healthy practices, use and treatment.	Critical
Applications and declarations before certain types of work begins.	Critical
Premise notifications and reporting for incidences may affect Environmental health.	Critical
Premise compliance with smoking regulation.	
Place No-smoking sign in a prominent visible and suitable place inside premise, and not allow smoking.	Critical
Cigarettes ashtrays shall be placed at a distance of 7.5 meters away from the entrances or the exit of the building.	Critical
Removal of cigarettes ashtrays from all sites or areas where smoking is prohibited.	Critical
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.	Critical
Presence of suitable, sufficient special facilities as per activity layout requirement.	
The activity Halls/ Places shall be available and suitable.	Major
Shower/ changing room shall be available and suitable.	Major
Availability of suitable sufficient waiting rooms and/or areas.	Major
Providing valid safety related documents or No Objection permits upon request.	
Availability of sensors and devices calibration records.	Major
Availability of valid sensors and devices certification.	Major
Provide appropriate safety methods for working in confined spaces.	Major
Provide layout, tools and controlling, precautionary and preventive system in emergency and fire cases, maintained by certified body as per UAE Fire and Life Safety Code of Practice	

Issue Date: 27 th May 2024	OPEN DATA / بيانات مفتوحة	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 19 of 28

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	



Providing valid Fire extinguishers means.	Critical
Additional stop bars/switches shall be provided for emergency stop.	Critical
Availability of proper first aid box and tools, according to the concerned authorities' regulations.	Critical
Availability of proper entrances/exits.	Critical
Providing fire-exit layout signs.	Critical
Rooms, corridors and outlets are equipped with Heat and/or Smoke detectors.	Critical
Presence of fire alarm and main panel as per licensed activity.	Critical
Providing proper and adequate facilities for disposing gas, fumes and heat.	Critical
Presence of fire protection requirements completion certificate issued by Civil Defense Department.	Critical
Availability of applicable and well-known premise evacuation plan and safe assembly points.	Critical
Availability of adequate evacuation plan trials record as per licensed activity.	Critical
Assembly points used in emergency cases, not in parking areas, and found near to premise entrances for disabled.	Critical
Free accessed staircases in emergency.	Critical
Illegal sale of consumer products /handling of the medicines are not allowed.	Critical
Using building facilities safely with related permissions.	
Suitable area size with number and size of machines and number of workers.	Critical
Keeping windows and balcony doors closed as per premise-licensed activity.	Critical
Licensed constructions/Wooden partitions.	Critical
Non-slippery, impermeable, friction and rust resistant floors.	Critical
Presence of sufficient work/activity area.	Critical
Premise walls, floors and ceilings made shall be from approved materials.	
Using proper tiles with facility operations.	Critical
All structural materials are fire resistant.	Critical
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.	Critical
The chemicals drum / containers shall be labeled properly.	Critical
Availability of product data sheets from the suppliers for all hazardous substances upon request.	Critical
Not to deal in expired, spoiled or deteriorated consumer products.	Critical
Availability of proper storage mechanism of consumer products, tools and materials.	
Lift rooms, moving transport systems, and electricity as storage places.	Major
Firefighting equipment cabinet not used as storage area.	Major
Sufficient number of separate steel shelves or rack (elevated 20 cm above floor and 50 cm down ceiling)	Critical

Issue Date: 27 th May 2024	OPEN DATA / بيانات مفتوحة	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 20 of 28

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

Presence of calibrated thermometers.	Major
Presence of temperature log file for refrigerators or freezers.	Major
Presence of suitable sufficient cabinets, drawers and shelves.	Major
Presence of management representative or acting manager, for example: Person in charge, Safety engineer, Professional technician or health officer.	Major
Allow and assist Dubai Municipality employee from performing duties.	Critical
Wearing proper uniform.	
staff wearing suitable shoes during work	Minor
Presence of proper maintenance level, which may affect built environmental health.	
Maintenance of electrical equipment and devices including non-electrical manual equipment.	Critical
Commitment and adherence to the Dubai Municipality environmental health practices, instructions, orders and circulars.	Critical
Presence of Safety instructions and work site risks awareness materials and procedures.	
Availability of safety instructions, operational guidance signboards and tools adequately.	Major
Workers occupational safety training.	Major
Proper and approved advertisements inside built environment.	Minor
Presence of premise sign board with commercial name and required details.	Minor
Proper and adequate lighting system.	Minor
Providing accredited safety conformity/certificate for personal protective equipment according to technical guidelines.	Critical
Providing accredited safety conformity/certificate for lifting system and equipment.	
Moving parts of the lift gear for elevators are secured.	Critical
Providing accredited safety conformity/certificate for pressure system and equipment.	Critical
Presence of proper premise public and operational safety means.	
Presence of eyewash installations as per activity and in chemicals handling areas.	Critical
Presence of Suitable Furniture and in good conditions not affecting built environmental health.	Critical
Presence of safe tools and equipment in good and suitable operational conditions.	Critical
Following proper color-coding of water, steam, diesel or gas lines.	Critical
Presence of safe machines and devices in good and suitable operational conditions.	Critical
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.	Minor
Availability of self-compliance monitoring program Audits and records upon request.	Minor
Presence of safe electrical circuits, wiring and approved electric system.	
Presence of covered and plugged electrical ends.	Catastrophic

Issue Date: 27 th May 2024	OPEN DATA / بيانات مفتوحة	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 21 of 28



	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

Presence of electrical sockets and plugs in good condition and in suitable location.	Catastrophic
Avoiding heavy load on socket outlets.	Catastrophic
Proper electrical isolation switches for each machine shall be provided and easily accessible.	Catastrophic
ELCB (Earth-Leakage Circuit Breaker) shall be provided in all electrical circuits.	Catastrophic

18-2 Annex (2): Indoor air quality requirements

Measurements of Indoor air pollutants concentrations within acceptable limits inside premise.	Critical
Presence of exhaust system for air pollutants and heat release devices vented directly to outdoors.	Critical
Presence of suitable ventilation mechanism in pump rooms.	Major
Cooling water systems and towers including its water tanks shall be provided with effective, suitable and auto controlled water treatment systems.	Critical
Presence of suitable ventilation mechanism in confined space within premise.	Major
Quality of indoor air parameters and thermal comfort inside premise during sensual and physical inspection.	Critical
Proper and adequate natural, mechanical or industrial ventilation system inside premise.	
Premise equipped with effective heating, ventilation air conditioning system - HVAC -, and installed properly according to premise area and design.	Critical
Absence of undesired smell, smoke, or dust in indoor air, or sensual signs of the same.	Major
Materials used in air conditioning systems comply with applied standards.	Critical
Occupancy limit shall be considered as per approved layouts and issued permits.	Critical
Good physical conditions and cleanliness of indoor air conditioning system components inside and outside premise.	Critical
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.	Critical
Free indoor condensation, residues, or signs of the same inside premise.	Major
Presence of valid indoor air conditioning system maintenance contract.	Major
Presence of records or log for indoor air conditioning system periodical maintenance and inspection.	Major
Premises shall provide well-designed effective mechanical ventilation air conditioning system - MVAC -, and fit premise nature and area.	
Suitability of ventilation system outdoor air inlet location from sources of contamination.	Critical
Presence of suitable dust and particulate filter system installed in the outdoor air intake.	Critical



Issue Date: 27 th May 2024	OPEN DATA / بيانات مفتوحة	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 22 of 28

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

Premise equipped with sufficient permanently working suction fans, and installed properly according to premise area and design.	Critical
---	----------

18-3 Annex (3): water system requirements

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

 حكومة دبي GOVERNMENT OF DUBAI	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	 بلدية دبي Dubai Municipality
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	



18-4 Annex (6): Food contact material requirements

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

18-5 Annex (7): cosmetics, personal care products, and perfumes requirements

Dealing in registered consumer products.	Major
Personal care, cosmetic and perfume product's label shall comply with applied Emirates standards and specifications.	
Not to deal in misleading or improper details of cosmetics, personal care and perfumery products.	Major
Not to deal in cosmetics, personal care and perfumery products may harm or transfer disease by direct contact, or hazardous to user and others safety.	Major
Brand or product name shall be complied and declared for cosmetics, personal care and perfumery products.	Major
Country of origin information shall be complied and properly declared for cosmetics, personal care and perfumery products.	Major
Manufacturer details shall be complied and properly declared for cosmetics, personal care and perfumery products.	Major

Issue Date: 27 th May 2024	OPEN DATA / بيانات مفتوحة	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 24 of 28



 حكومة دبي GOVERNMENT OF DUBAI	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	 بلدية دبي Dubai Municipality
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

Total weight, size or volume information shall be complied and properly declared for cosmetics, personal care and perfumery products.	Major
Instructions of use, daily dosages and warnings information shall be complied and properly declared for cosmetics, personal care and perfumery products.	Major
Storage conditions information shall be complied and declared for cosmetics, personal care and perfumery products.	Major
Barcode shall be complied and properly declared for cosmetics, personal care and perfumery products.	Major
Batch/lot numbers information shall be complied and properly declared for cosmetics, personal care and perfumery products.	Major
Validity information, Production, expiry dates and Period after opening information shall be comply and properly declared for cosmetics, personal care and perfumery products.	Major
Claims and illustrations, pictures or language shall be consistent / comply with the prevailing social customs and values for cosmetics, personal care and perfumery products.	Major
Ingredients information not properly declared / not comply for cosmetics, personal care and perfumery products.	Major
Not to deal in a cosmetic, personal care and perfumery product with removable stickers, temporary label or unlabeled.	Major
Not to deal in banned, illegal and testing failed cosmetics, personal care or perfumery products.	Critical
Not to deal in misleading or improper details of personal care, cosmetic and perfume product by any display means.	Major

18-6 Annex (8): 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.	Major
Not to deal in electrical devices which may harm or hazardous to user or any other risks may posed.	Major
Brand or product name shall be complied and declared for electrical device.	Major
Country of origin information shall be complied and properly declared for electrical device.	Major
Manufacturer details shall be complied and properly declared for electrical device.	Major
Total weight, size or volume information shall be complied and properly declared for electrical device.	Major
Presence of manual of the Instructions of use in Arabic and English and properly declared for electrical device.	Major
Barcode shall be complied and properly declared for electrical device.	Major

Issue Date: 27 th May 2024	بيانات مفتوحة / OPEN DATA	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 25 of 28

 حكومة دبي GOVERNMENT OF DUBAI	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	 بلدية دبي Dubai Municipality
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

Batch/item numbers information shall be complied and properly declared for electrical device.	Major
Claims and illustrations, pictures or language shall be consistent / comply with the prevailing social customs and values for electrical device.	Major
Not to deal in electric toys or devices not comply with applied specifications and standards.	Major
Dealing in low voltage electrical device comply with U.A.E specifications.	
Water Heater shall to comply with UAE.S / GSO/ IEC 60335-2-21: 2007 specifications.	Major
Extension Cords and Adaptors shall to comply with UAE.S / GSO / IEC 60884-1: 2007.	Major
Electric Irons shall to comply with UAE.S / IEC 60335-2-3: 2002 5th Ed specifications.	Major
Microwave Ovens shall to comply with UAE.S / GSO / IEC 60335-2-25: 2007 specifications.	Major
Washing Machines and Clothes Dryers shall to comply with UAE.S / GSO / IEC 60335-2-4: 2007 + A1:2004 specifications.	Major
Electric Stove shall to comply with UAE.S / IEC 60335-2-9:2004 Ed. 5.1 (for portable appliances) specifications. IEC 60335-2-6: 2002 5th Ed. (for stationary appliances) specifications.	Major
Refrigerators, Chillers and Freezers shall to comply with UAE S. / IEC 60335-2-24: 2002 6th Ed specifications.	Major
Room Air Conditioners shall to comply with UAE S. / IEC 60335-2-40:2005 specifications.	Major
Household Cooking Appliances shall to comply with UAE.S IEC 60335-1, UAE.S 60335-2-9, and UAE.S 60335-2-13 specifications.	Major
Electromechanical Kitchen Appliances shall to comply with UAE.S 60335-1, UAE.S 60335-2-14 specifications.	Major
Vacuum Cleaners shall to comply with UAE.S IEC 60335-1, UAE.S 60335-2-2 specifications.	Major
Fans & Fan Systems including Air-purifiers shall to comply with UAE.S IEC 60335-1, UAE.S 60335-2-80, and UAE.S 60335-2-65 specifications.	Major
Appliances for Heating Liquids shall to comply with UAE.S IEC 60335-1 UAE.S 60335-2-15 specifications.	Major
Grass Shears/Trimmers shall to comply with UAE.S IEC 60335-1, UAE.S 60335-2-91, and UAE.S 60335-2-94 specifications.	Major
Gas Powered Ovens & Cooking Ranges shall to comply with UAE.S GSO 1050:2011; UAE.GSO 1049:2011 specifications.	Major
Not to deal in banned, illegal and testing failed low voltage electrical devices	Critical
Not to deal in misleading or improper details of display attached to low voltage electrical devices.	Major
Providing compliance certificates of low voltage electric device safety upon request.	Minor

Issue Date: 27 th May 2024	OPEN DATA / بيانات مفتوحة	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 26 of 28

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	



18-7 Annex (10): Detergents requirements

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

18-8 Annex (11): Biocides requirements

Dealing in registered biocides.	Major
Biocide product's label shall comply with applied Emirates standards and specifications.	
Not to deal in misleading or improper details of biocides.	Major
Brand or product name shall be complied and declared for biocide.	Major
Country of origin information shall be complied and properly declared for biocide.	Major
Manufacturer details shall be complied and properly declared for biocide.	Major
Total weight, size or volume information shall be complied and properly declared for biocide.	Major
Instructions of use, daily dosages and warnings information shall be complied and properly declared for biocide.	Major

Issue Date: 27 th May 2024	OPEN DATA / بيانات مفتوحة	Version: 4
Superseded Issue Date: 12th Mar 2023		Page 27 of 28

 حكومة دبي GOVERNMENT OF DUBAI	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	 بلدية دبي Dubai Municipality
	Document title:	Technical Guidelines for Spa and Massage Centers Compliance (Ladies and gents)	اسم الوثيقة:	
	Doc Ref:	DM-HSD-GU19-CSMC2	رمز الوثيقة:	

Storage conditions information shall be complied and declared for biocide.	Major
Barcode shall be complied and properly declared for biocide.	Major
Batch/lot numbers information shall be complied and properly declared for biocide.	Major
Validity information, Production, expiry dates and Period after opening information shall be comply and properly declared for biocide.	Major
Claims and illustrations, pictures or language shall be consistent / comply with the prevailing social customs and values for biocide.	Major
Ingredients information not properly declared / not comply for biocide.	Major
Not to deal in a biocide with removable stickers, temporary label or unlabeled.	Major
Not to deal in banned illegal and testing failed biocides.	Critical
Not to deal in misleading or improper details of biocides by any display means.	Major

18-9 Annex (23): operational safety requirements in Spa and massage centers

Availability of suitable sufficient towels and room furnishing.	Major
Availability of suitable sufficient disposable tools.	Major
Suitable massage beds should be provided in massage rooms or in separated area for each bed not less than 6 square meters provided with a partition between the beds if in one room.	Major
Room cleaning and furnishing after each customer stay.	Major