

Health & Safety Department (Registration & Permits Section)

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Document History Log

Any modification to the document must be reviewed and approved
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Version #	Date	Prepared/reviewed by	Modifications summary
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	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
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Table of Content

1 Introduction, Purpose, Legislations and Objectives	5
2 Definitions	5
3 Scope and Classifications of Handmade Cosmetics & fragrance Products	7
4 Registration of Handmade product	9
4-1 Who Should Apply for Registration?	10
4-2 Criteria of Applicant:	10
4-3 Responsibility of Applicant:	10
4-4 Amendments or Change in Registration Particulars:	10
4-5 Validity of Product Registration:	10
4-6 Advertisement:	11
4-7 Product recall& withdrawal:	11
4-8 Violations & Penalty	11
5 Required Documents for Registration of Handmade product.	11
(Product Dossier)	11
5-1 Valid Trade license	11
5-2 Product artwork	11
5-3 Ingredient report:	12
5-4 Laboratory Test Report:	12
5-5 Electronic confirmation for compliance with GMP/ hygiene and quality requirements	12
5-6 Other document	12
6 Label Requirements	13

Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 3 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

7 Misbranding	15
8 References	16
9 Annexes	17
10-1 Annex 1 : list of laboratory tests.....		17
10-2 Annex 2 : Detailed GMP / hygiene and quality requirement:		19

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

1 Introduction, Purpose, Legislations and Objectives


Dubai Municipality, Health & Safety Department 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.

The purpose of this guideline is to improve the free movement of handmade Consumer Products (cosmetics and personal care products & Fragrances) within the emirate of Dubai, while ensuring a high level of safety and protection of human health in accordance with this Regulation.

2 Definitions

Definition	Meaning
Cosmetic/personal care Handmade Product	Cosmetic product that is made using manual handwork and not machinery that is intended to be placed in contact with the various external parts of the human body (epidermis, hair system, lips) with a view exclusively or mainly to cleaning them, perfuming them, changing their appearance and/or correcting body odors and/or protecting them or keeping them in good condition.
Perfume Handmade Product	Perfume(Ex: Perfume oil , EDP EDT,) that is made using manual handwork and not machinery that is intended to be placed in contact with the skin (epidermis), hair with a view exclusively or mainly to perfuming them.
Fragrance Handmade Product	Any product that emits a pleasant odor and consists of essential oils, stabilizers, alcohol, water, permitted colors, antioxidants, and solvents that is made using manual handwork and not machinery.
Allergens	An allergen is a substance that can trigger the immune system to release chemical substances such as antibodies that result in allergy symptoms. Most fragrances contain allergens in their production.
Manufacturer	Any natural or legal person who manufactures a Cosmetic, Perfume & Personal Care Products or has such a product designed or manufactured, and markets that Cosmetic, Perfume & Personal Care Products under his name or trademark
Label	Any tag, brand, mark, pictorial or other descriptive matter, written, printed, stenciled, marked, embossed or impressed on, or attached to, a container of Cosmetic, Perfume & Personal Care Products.

Issue Date: 4 th May 2024	بيانات مفتوحة / OPEN DATA	Version # (1)
Superseded Issue Date: New		Page 5 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

Definition	Meaning
Claim	Any message or representation, which is not mandatory under the local regulations, including pictorial, graphic or symbolic representation, in any form, which states, suggests or implies that a Cosmetic, Perfume & Personal Care Products has particular characteristics.
Medical Claim	Claim that Cosmetic, Perfume & Personal Care Products or any of its ingredient can prevent, cure, diagnose or alleviate disease or its symptoms.
Advertisement	Promoting the handmade Cosmetic, handmade Perfume & Personal Care Products for the purpose of selling or dispersing it directly or indirectly, whether it is printed, or in audio or visual form or otherwise
Ingredient	An ingredient means any substance that is one of the components of a Cosmetic, Perfume & Personal Care Products and includes coloring agents, botanicals, fragrance and flavors, but does not include substances that are used in the preparation of the Cosmetic, Perfume & Personal Care Products but that are not present in the final product as a result of the chemical process.
Undesirable effect	An adverse reaction for human health attributable to the normal or reasonably foreseeable use of a Cosmetic, Perfume & Personal Care Products.
Serious Undesirable effect	An undesirable effect which results in temporary or permanent functional incapacity, disability, hospitalization, congenital anomalies or an immediate vital risk or death
INCI Name	The INCI names refers to the International Nomenclature for Cosmetic, Perfume & Personal Care Products Ingredient name assigned to an ingredient in the International Cosmetic, Perfume & Personal Care Products Ingredient (ICI) Dictionary and Handbook.
Rinse-off product	A cosmetic product that is intended to be removed after application on the skin, the hair or the mucous membranes.
Leave-on product	A cosmetic product that is intended to stay in prolonged contact with the skin, the hair or the mucous membranes.
Hair product	A cosmetic product that is intended to be applied on the hair of head or face, except eye lashes.
Skin product	A cosmetic product that is intended to be applied on the skin.
Lip product	A cosmetic product which is intended to be applied on the lips.

Issue Date: 4 th May 2024	بيانات مفتوحة / OPEN DATA	Version # (1)
Superseded Issue Date: New		Page 6 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

Definition	Meaning
Face product	A cosmetic product which is intended to be applied on the skin of the face

3 Scope and Classifications of Handmade Cosmetics & fragrance Products

➤ Cosmetic product categories (**within the scope**):

Skin care products:

- Creams, emulsions, lotions, gels, scrubs, and oils for the skin (hands, face, feet, etc.)
- Face masks (with the exception of peeling and chemical based products)
- After-bath powders, hygienic powders, etc.
- Toilet soaps, deodorant soaps, etc.
- Bath and shower preparations (salts, foams, oils, gels, etc.)
- Depilatories
- Deodorants
- Products for removing make-up from the face.
- Products intended for application to the lips.
- Skin brightening products.

Hair care products:

- Cleansing products (lotions, powders, shampoos)
- Conditioning products (lotions, creams, oils)
- Henna products

➤ Fragrance product categories (**within the scope**) :

Eau de Perfume (EDP) :

- Eau de perfume generally has a fragrance concentration of between 15% and 20%. They have higher concentration of alcohol than perfumes and last longer.

Eau de Toilette (EDT) :

- Eau de toilette (EDT) has a fragrance concentration of between 5% and 15% with shorter lasting duration.

Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 7 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

Cologne:

- Cologne has a much lower concentration of fragrance than the above types of perfume. Cologne generally has a 2% to 4% percent concentration of fragrance and a high concentration of alcohol. This makes cologne the least of duration to persist.

- ❖ Figure 1 : illustrates the comparison of some fragrances with difference in the fragrance concentration and duration of lasting of each.



Figure 1

Splash - Body Mist:

- Body mist is a lighter version of perfume. They are softer, with a less concentrated and more delicate smell. They do not last as long as perfumes. Mainly consumers use body mist over perfumes if less scent is required such as after shower or if the consumer has allergy to strong fragrances.

Concentrated oils:

- They are oils naturally extracted from flowers, woods, spices, etc. As the name suggests, these are concentrated oils, which does not contain any additives like alcohol during its production. This in turn makes them very much stronger than any of the other perfume sprays does.

Air Fresheners / Home Fragrances:

- They are consumer products that typically emit fragrance and are used in homes or commercial interiors such as restrooms, foyers, hallways, vestibules and other smaller indoor areas, as well as larger areas such as hotel lobbies, auto dealerships, public arenas and other large interior spaces.

Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 8 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

Diffusers:

- It is used to fill the air in a room with tiny, breathable particles of beneficial essential oils-giving the room a calmer, more pleasant-smelling ambience.

Scented Candles:

- It consists mainly of fragrant oils mixed into the wax, gives off a pleasant aroma when burning. A scented candle can be placed in a bathroom, living room, in a bedroom, or any room of the house.

➤ Product categories (**Out of the scope**):

- Make up
- Nail polish
- Eye care products
- Products for care of the teeth and mouth
- Products for external intimate hygiene
- Products for tanning without sun
- Hair tints and bleaches
- Children & baby products
- Anti-perspirants
- Shaving products (creams, foams, lotions)
- Other categories of Consumer products including Biocides, Detergents & Health supplements

4 Registration of Handmade product

Since consumer safety is the primary principle of handmade products registration, its process allows the Registration and Permits Section (in Health & safety department) to gather adequate information to assess the safety of handmade products. It is necessary to emphasize that no cosmetic or perfume Handmade product shall be manufactured, imported, exported, advertised, sold, or distributed in Dubai unless it has been registered in Montaji system in accordance with Dubai Municipality regulation.

According to Local Order No. 11 / 2003. Dubai Municipality regulates the manufacture and sale of Handmade product by requiring that all cosmetic & perfume handmade products to be registered

Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 9 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

prior to placing in Dubai market; as well by requiring the individuals running the activities related to Handmade cosmetic & perfume manufacturing, filling, mixing or packing to be licensed in Dubai.

To apply for the service:

- Login to www.montaji.dm.gov.ae
- Choose Services
- Consumer Product Registration Service (Montaji)
- Run Service.

4-1 Who Should Apply for Registration?

Individuals who locally manufacture handmade cosmetic/personal care products & Fragrances in UAE.

4-2 Criteria of Applicant:

Applicant for product registration should own one of the below licenses:

- Intelaq license issued by Dubai SME issued to run a business from home in various fields.
- Tاجر issued by Abu Dhabi Department of Economic Development (AD DED).
- E-trader license issued by Dubai DED for business activities through various social media networks.
- Any other license clearly identifies the activity description allowing handmade product activity.

Note: All previous licenses should have related activities to the handmade cosmetics/fragrances manufacturing to apply for product registration.

4-3 Responsibility of Applicant:

Refer to the Technical Guidelines for Cosmetics and Personal care products & Technical Guidelines for Fragrances.

4-4 Amendments or Change in Registration Particulars:

After a handmade Product has been registered, any subsequent amendment in particulars of the application relating to the product must be notified or approved by the Registration and Permits Section.

4-5 Validity of Product Registration:

The registration of a Handmade product shall be valid for 5 years and extension for renewal to be reviewed.

Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 10 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

4-6 Advertisement:

Any related advertisement or promotional activity needs pre-approval through (Montaji system), for example: brochures, newspaper & magazines, promotional campaigns, social media, TV & media, outdoor and indoor advertisements.

4-7 Product recall & withdrawal:

The product recall & withdrawal is promptly and efficiently retrieving Batch/ Bar Code of the product that does not comply with health and safety requirements, or that may have an undesirable effect on consumers. Recalls & withdrawal can be initiated at the request of the Dubai Municipality, or other relevant authorities to recall the product.

4-8 Violations & Penalty

Individuals who contravene any of the provisions of the guidelines and regulations will be charged as violated by Local Order No. 11 / 2003.

5 Required Documents for Registration of Handmade product. (Product Dossier)

To proceed with registration of a handmade consumer Product with Dubai Municipality – Health & Safety Department – Registration & Permits Section, the product must fulfill all the below documents:

5-1 Valid Trade license

Refer to 4.2

5-2 Product artwork

It should illustrate all the related information; including Brand name, product name, size/weight of the product, manufacturer details (website or address or in charge contact) , direction and indication of use, ingredients, and barcode number.

Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 11 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

5-3 Ingredient report:

A document to declare in detail all the ingredients in chemical name and Chemical Abstracts Service CAS (for chemical ingredient only, e.g., preservatives etc.) OR source of ingredients if mixed from ready made products which can be obtained from the MSDS, SDS provided from the supplier with the exact concentration in percentage of each ingredient.

This certificate must be issued and signed /stamped by the manufacturer/brand owner.

5-4 Laboratory Test Report:

Tests shall be requested & shall be selected as per the category applied for registration and the attached test list during assessment.

Notes: All laboratory tests to be done by accredited laboratory either in the Country of Origin (if product origin is outside UAE) or from any Accredited local Laboratories.

- For the Accredited laboratories in United Arab Emirates: please visit the Emirates International Accreditation Center website / <http://www.eiac.gov.ae/en/Pages/default.aspx>
- For the Accredited laboratories worldwide: please visit the international organization for Accreditation bodies website / <https://ilac.org/about-ilac>

A detailed list of laboratory tests will be listed in Annex 1.

5-5 Electronic confirmation for compliance with GMP/ hygiene and quality requirements

Good Manufacturing Practices (GMP) It a quality system for ensuring that products are consistently produced and controlled according to quality standards. It is designed to regulate the production, verification, and validation of manufactured products and ensure that they are effective and safe for market distribution.

Electronic confirmation for compliance with GMP/ hygiene and quality requirements is requested during registration process/declaration form signed and stamped by the applicant confirming adhering to mentioned criteria listed in Annex 2.

A detailed GMP / hygiene and quality requirements will be listed in Annex 2.

5-6 Other document

Any other document as requested from DM (e.g. safety data sheet, Material Safety Data Sheet,Etc.).

Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 12 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

6 Label Requirements

Label requirements should be available and fulfilled before being placed in the market. Cosmetic & fragrances handmade product should be with proper size/shape to conclude all required details to meet consumer satisfaction & awareness, otherwise, this may achieved, for example, by using swing tags, leaflets, brochures, etc...

▪ General Label requirements:

The followings are the required components that must be declared in clear English and/or Arabic language:

- **Brand Name:** A trademark or trade name.
- **Product Name:** A trademark or trade name cannot be used to replace the name of the Cosmetic/perfume Product.
- **Manufacturer detail:** Name, Address, Web address of Manufacturer
- **Country Of Origin:** should be clearly indicated to avoid any misleading for the customers, should be clearly mentioned as Made in , Manufactured in , Packed in , Handmade/handcrafted in .
- Product to be clearly identified with disclaimer on the label as handmade / handcrafted product.
- **Ingredients:** The identity of each ingredient in INCI name (International Nomenclature of Cosmetic Ingredients.) and the list should be established in descending order of weight of the ingredient & preceded by the word Ingredient (main active ingredients to be listed on label)
- **Allergens:** For Fragrances all allergens exceeding 0.001% should be listed on the product label
- **Size or Weight of the product:** must be clearly indicated on the product in metric units.
- **Production & Expiry Dates:** must be clearly indicated on the label using non-removable printing or non-removable stickers.

Notes:

- ✓ Lip Balms, Body Butters, Oils, Bath Bombs, Bath Salts, & Emulsions (creams and lotions)
Best Before End 12 months after manufacture, Use within 3 months of opening.
- ✓ Soaps
Period After Opening symbol – 6 months –) BBE (No Best Before Expiry) required

Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 13 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

- **Period-after-opening (POA)**



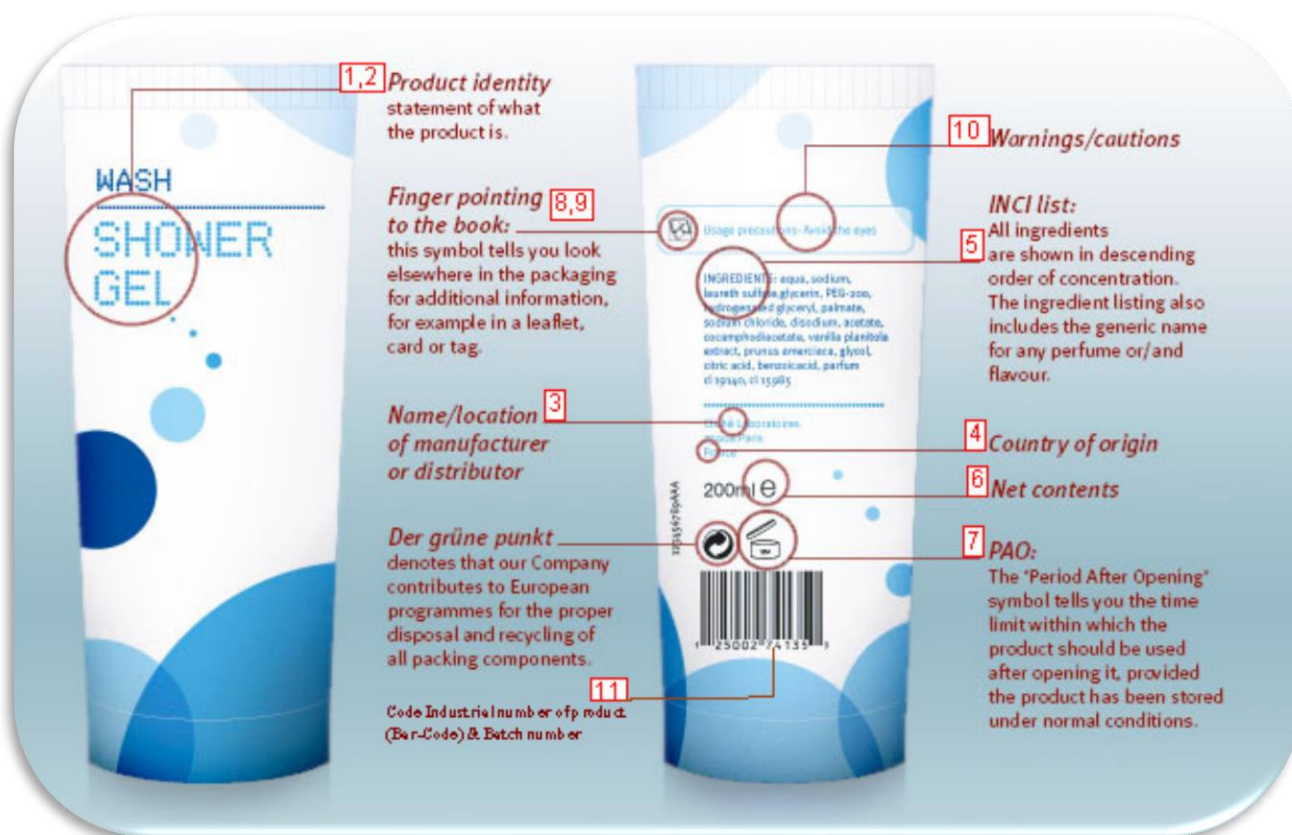
- An Accredited stability test may be requested if the product claimed to exceed the above-mentioned shelf life.
- **Storage Condition:** to be clearly indicated mentioning any other specific storage conditions than normal if any.
- **The function of cosmetic product** unless it's clear from the presentation. Either in words or imagery.
- **Instruction of Use:** to be clearly indicated unless it is clear from the product name or presentation.
- **Identification Code:** (Barcode) to be clear and unique for each product.
- **Batch Number:** batch or Lot identification number to be indicated clearly on the label.
- **Medical Claims:** any claims related to prevention, treatment or curing of any type of disease must not be presented or referred to on the labels, brochures, leaflets, or advertisements or in any other way.
- **Inconsistent Illustrations:** Pictures and illustrations that are inconsistent with the prevailing social customs and values shall not be used.
- **Precautions on the label:** these may be relevant to the use of product or because of ingredients.

Note:

If a leaflet accompanies the product, the sentence "Read attached" should be clearly indicated.

Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 14 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	



7 Misbranding

A cosmetic may be deemed misbranded for reasons of:

- False or misleading labeling.
- Failure to state prominently and conspicuously any information required by or under authority of this act.
- Misleading container presentation or fill.


Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 15 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

8 References

- Technical Guidelines for Cosmetics and Personal care products: DM-HSD-GU116-CPCP2
- Technical Guideline for Fragrance products : DM-HSD-GU117-FP2
- GSO 1943:2021 : Safety Requirements of Cosmetics and Personal Care Products.
- Local Order No. (11) of 2003 concerning public health and safety of society in the Emirate of Dubai.
- Annex III of the European Union Cosmetics Directive External Link Disclaimer
- Cosmetics Regulation (EC) No 1223/2009

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

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	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

9 Annexes

10-1 Annex 1 : list of laboratory tests

Test Description	Specification limit
General Safety Tests (For all product categories)	
Toxic Metals (Cadmium, Lead, Chromium, Arsenic) Note: as impurities / not added	Cadmium 3ppm Lead 10ppm Arsenic 3 ppm Chromium (no standard)
Mercury Note: as impurities / not added	3 ppm
Measurement of pH	
Preservatives	
Skin Brightening Products	
Hydroquinone	Absent
Hydrogen Peroxide	Skin products: 4%
Hair and Scalp Products	
1,4 Dioxane	10 ppm
Lard in Cosmetics (Lips products, creams & soap)	
Analysis of Lard	Absent

Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 17 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

Perfumes , Toilet Waters, Eau de Cologne	
Allergen	allergens equal to or above the below limits should be indicated on the label (within the ingredients) as follow: — 0,001 % in leave-on products (e.g.: perfumes / lotion, cream) — 0,01 % in rinse-off products (e.g., shampoo, conditioner)
Methanol	Absent
Microbiology Tests(For all product categories)	
Enumeration of Aerobic Mesophilic bacteria (Total bacterial count)	< 1000 CFU/g
Detection of Detection of Escherichia coli (E-Coli) Escherichia coli	All products: Absent
Detection of Staphylococcus aureus	All products: Absent
Detection of Pseudomonas aeruginosa	All products: Absent
Detection of Candida albicans	All products: Absent
Enumeration of Yeast & Mould	< 1000 CFU/g

***Notes:**

- The entire specification limit should be updated/revised as per the update in the regulation/standard.
- Cosmetic & personal care product may be subjected for further chemical testing as per the scope of application to ensure safety / efficacy/ quality of all products placed in Dubai market.

Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 18 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

Below table summarizes the 26 allergens found in fragrances:

S.No	List of Allergens	CAS.NO
1	Alpha Isomethyl Ionone	127-51-5
2	Amyl Cinnamal	122-40-7
3	Amyl Cinnamyl Alcohol	101-85-9
4	Anise Alcohol	105-13-5
5	Benzyl Alcohol	100-51-6
6	Benzyl Benzoate	120-51-4
7	Benzyl Cinnamate	103-41-3
8	Benzyl Salicylate	118-58-1
9	Cinnamal	104-55-2
10	Cinnamyl Alcohol	104-54-1
11	Citral	5392-40-5
12	Citronellol	106-22-9
13	Coumarin	91-64-5
14	Eugenol	97-53-0
15	Evernia Furfuracea (Treemoss) Extract	90028-67-4
16	Evernia Prunastri (Oak Moss) Extract	90028-68-5
17	Farnesol	4602-84-0
18	Geraniol	106-24-1
19	Hexyl Cinnamal	101-86-0
20	Hydroxy Citronellal	107-75-5
21	Isoeugenol	97-54-1
22	Lilial	80-54-6
23	Limonene	5989-27-5
24	Linalool	78-70-6
25	Lylal	31906-04-4
26	Methyl 2-Octynoate	111-12-6

10-2 Annex 2 : Detailed GMP / hygiene and quality requirement:

Handmade product should be manufactured, packed, filled according to Good Manufacturing Practice / hygiene and quality standards, applicant should upload signed and stamped declaration letter confirming adhering to below criteria:

▪ Manufacturing/blending Place:

- Buildings used for the manufacturing or storage of handmade products are of suitable size, design and construction to permit unobstructed placement of equipment, orderly storage of materials, sanitary operation, and proper cleaning and maintenance.
- Hygiene: Maintain a clean workspace and use sanitized tools to prevent contamination.

Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 19 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

- Floors, walls, and ceilings are constructed of smooth, easily cleanable surfaces and are kept clean and in good repair.
- Lighting and ventilation are sufficient for the intended operation and comfort of personnel.
- Regular checks for pests are carried out and if necessary, corrective action taken.

▪ **Equipment:**

- Tools and equipment are suitable for the task and are cleaned and maintained properly and checked for defects before use.
- Tools and equipment should be covered after being cleaned and stored, in a manner that protects them from splash, dust or other contamination. Surfaces should be kept clean, covered when not in use if possible.

▪ **Personnel:**

- The personnel supervising or performing the manufacture or control of handmade products has the education, training and/or experience to perform the assigned functions.
- Education and Training: Ensure staff are trained on proper manufacturing processes and safety protocols.
- Persons coming into direct contact with cosmetic/perfumes materials, finished products or cosmetic contact surfaces, to the extent necessary to prevent adulteration of cosmetic products, wear appropriate outer protective clothing, gloves, hair restraints etc., and maintain adequate personal hygiene and cleanliness.
- Consumption of food or drink or use of tobacco is restricted to appropriately designated areas.

▪ **Raw Materials**

- Ethical Practices: Follow ethical and sustainable practices in ingredient sourcing and production.
- Ingredient Quality: Source high-quality, safe and ethically sourced ingredients.
- Formulation Knowledge: Understand the chemistry of ingredients to Maintain consistency in formulation to ensure product effectiveness and safety.
- Preservation: Use natural or approved preservatives to prevent microbial growth and maintain shelf life.
- Raw materials and primary packaging materials are stored and handled in a manner, which prevents their mix-up, contamination with microorganisms or other chemicals, or decomposition from exposure to excessive heat, cold, sunlight or moisture.
- Containers of materials are closed and bagged or boxed materials are stored off the floor.

Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 20 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

- Containers of materials are labeled with respect to identity, lot identification and control status.

▪ Production Processes and Procedures:

- Production process and procedure, i.e., formulations, processing, transfer and filling instructions, in-process control methods etc., should be written and maintained.
- All required ingredients and equipment are gathered and checked before production begins.
- Ingredients are weighed and measured accurately. The finished product is checked for quality and signed off.
- Compliance: Adhere to cosmetic/fragrances regulations and guidelines in normative references.
- Allergen Awareness: Be aware of common allergens and disclose them on product labels as explained in this guideline.
- Testing: Conduct safety tests, as well as stability and microbial testing when needed to ensure product safety.
- pH Levels: Maintain appropriate pH levels to ensure skin compatibility and product stability.

▪ Storage and Handling

- Storage Conditions: Provide guidelines for proper storage (temperature, light exposure) to maintain product integrity.
- Ingredients and products are stored correctly according to their specific needs.
- All stored containers are labelled for easy identification of contents.

▪ Packaging and Labelling

- Labeling: adhering to the full label requirements listed in this guideline
- All packaging used (ex: Glass Jars, Glass Bottles, Aluminum containers, Plastic Jars..etc.) is suitable for what it is being used for.
- Any defective packaging is returned to supplier or disposed and never used to contain ingredients or product.

▪ Documents and Records

- Keep detailed records of each batch, including raw material sources and quantities used for traceability.
- All processes (cleaning, production, testing, complaints..Etc) are documented.
- All relevant documents are kept for the specified period.

Issue Date: 4 th May 2024	OPEN DATA / بيانات مفتوحة	Version # (1)
Superseded Issue Date: New		Page 21 of 22

	Organization Unit:	Health & Safety Department	الوحدة التنظيمية:	
	Document title:	Technical Guidelines for Handmade Consumer Products	اسم الوثيقة:	
	Doc Ref:	DM-HSD- GU115-HCP2	رمز الوثيقة:	

▪ Quality Control

- Implement quality control measures to identify and rectify any issues promptly.
- Efficient system/procedure is followed if an ingredient or product is not of the required standard.
- Efficient procedures are in place whenever a need to recall products.

▪ Complaints

- Efficient procedure is placed to recording any adverse reactions to a product and the action taken.
- All complaints are dealt with in a timely manner and are properly documented, including any action taken to resolve any complaints.