



## Health & Safety Department (Registration & Permits Section)

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|-----------------------|-------------------------------------|
| Document Title        | Technical Guidelines for Detergents |
| Document Code         | DM-HSD-GU30-TGD2                    |
| Version #             | V 3.0                               |
| Issue Date            | 30 <sup>th</sup> April 2024         |
| Superseded Issue Date | 18 <sup>th</sup> May 2021           |



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### Document History Log

Any modification to the document must be reviewed and approved  
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## 1. Introduction

Dubai Municipality, Health & Safety Department prepared this guideline based on Local Order No. 11, 2003.

The Detergents program is maintained to ensure better protect for consumer health.

In fact, several steps are needed to be taken by the importers, suppliers, distributors, retailers, consumers and/or any concerned party so that safety of the detergent products is revealed, and the approval of products is retained. In general, the detergent product put on the market within Dubai community must not cause damage to human health when applied under normal or reasonably foreseeable conditions of use, taking into account, in particular, of the product's presentation, its labeling, any instructions for its use and disposal as well as any other indication or information provided by the manufacturer or authorized agent or by any other person responsible for placing the product in Dubai market.



## 2. Purpose

The purpose of this guideline is to improve the functioning of Dubai market through the harmonization of the rules on the making available on the market and the use of detergent products, while ensuring a high level of protection of human health and the environment.

The aim of which is to safeguard the health of humans and the environment. Particular attention shall be paid to the protection of vulnerable groups.



Detergent products should neither be made available on the market nor used unless authorized in accordance with this Regulation.

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### 3. Definitions

| Definition                     | Meaning  |
|--------------------------------|--|
| <b>Detergent Product</b>       | Any substance or preparation containing soaps and/or other surfactants intended for washing and cleaning processes .<br><br>Detergents may be in any form liquid, or powder, or paste, bar or moulded piece. And marketed for used in household, or institutional, or industrial purposes.   |
| <b>Competent Authority</b>     | National agency responsible under its national law for the control or regulation of Detergent products in the Country of origin.   |
| <b>Importer / Manufacturer</b> | A person or persons (including an association or partnership) who, under their own name, or under a trade, design or word mark, trade name or other name, work or mark controlled by them , import , manufactures and/or sells a detergent product. This includes importers or retailers and manufacturers who control the detergent products in question. |
| <b>Distributors</b>            | Any natural or legal representative in the supply chain, other than the manufacturer or the importer, who makes detergent products available on the market.  |
| <b>Agent</b>                   | A representative who acts on behalf of other people or organizations, to handle business affairs.  |
| <b>Establishment</b>           | Any building(s), or area(s), fixed or mobile, in which detergent products are handled (displayed or stored).   |
| <b>Label</b>                   | Any tag, brand, mark, pictorial or other descriptive matter, written, printed, stenciled, marked, embossed, or impressed on, or attached to a container of detergent products.   |

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| Definition            | Meaning   |
|-----------------------|---|
| <b>Claim</b>          | 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 detergent product has particular characteristic. |
| <b>Medical claim</b>  | Claim that detergent products or its ingredients can prevent, cure, diagnose, or alleviate a disease or its symptoms.   |
| <b>Health Warning</b> | Describe a relationship between a detergent product or its ingredients, and health- related condition.  |
| <b>Advertisement</b>  | Promoting detergent products for the purpose of selling or dispersing it directly or indirectly, whether print, audio, visual form, or another way.   |
| <b>Sample</b>         | Original piece of product in which will be presented in the local market.   |
| <b>Ingredient</b>     | A Chemical substance and its even natural or synthetic, mixed with another to give final consumer product.  |

## 4. Scope & Detergent Product Classifications



### 4.1 Detergents Cleaners

Products in this group are detergent products used for washing and/or cleaning process.

Examples:

- Laundry & fabrics powder
- Laundry & fabrics liquids
- Fabric softeners
- Soap bar
- Washing tablets
- Bleaching chemicals
- Bleaching and color removal
- Surface and floor cleaners
- Multi-purpose cleaners

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- Dish washing liquids.
- Dish washing machine liquids.
- Drain cleaners.
- Drain openers.
- Bathroom cleaners
- Stain remover
- Carpet cleaners
- Glass cleaners
- Oven cleaners
- Floor cleaners
- Furniture cleaners
- Wood cleaners
- Car wash products
- Others

#### ***4.2 Business to Business (B2B) / Industrial / Institutional Products***

Products in this group are not used for the retail market and directly Business to Business marketing.

Examples:

- Industrial detergent chemicals
- Hotel amenities detergents
- Institutional detergent chemicals
- Professional use detergents

• **Note:**

Products used to clean Medical Devices and medical equipment are not covered in the scope of this regulation and should be submitted to the concerned authority in UAE approving Medical Devices.

#### ***4.3 Food and feed area***



Products in this group used for the cleaning of equipment, containers, consumption utensils, surfaces associated with the production, transport, storage or consumption of food or feed for humans.

Examples.

- Hard surface detergent to be used in slaughterhouses.
- Vegetable & fruits wash products

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- Detergent products used in cleaning surfaces in food processing areas not including direct contact with beverage/dairy products etc....

• **Note:**

Products used in contact with drinking water or water tanks/pipelines/bottles etc... are not covered in the scope of this regulation.

## 5. Registration of Detergents

Since consumer safety is the primary principle of Detergents registration, its process allows the Registration and Permits Section to gather adequate information to assess the safety of Detergent products. It is necessary to emphasize that no Detergent 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 the Local Order No. 11 / 2003. Dubai Municipality regulates the manufacture, sale and importation of Detergents by requiring that all products to be registered prior to placing in Dubai market; as well by requiring the individuals running the activities related to Detergents to be licensed in Dubai or other emirates.

### To apply for the service:

- Login to [www.montaji.dm.gov.ae](http://www.montaji.dm.gov.ae)
- Choose Services
- Consumer Product Registration Service (Montaji)
- Run Service.



### **5.1 Who Should Apply for Registration**

Individuals who import or locally manufacture Detergents, or have products imported or manufactured on their behalf are responsible for applying to have their products registered. The following should make an application for registration of a Detergent product:

#### ○ Local Manufactures:

Local manufacturers (presence of a valid industrial license with a relevant activity) in Dubai are advised to contact the Registration and Permits Section for proper guidance for registration of Detergent product, Agents of local manufacturers are to take the necessary steps to ensure that

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detergent products intended for the Local market are registered before the manufactured products are placed into Dubai market.

○ **Agent:**

Agents of foreign manufacturers/ local manufacturers (presence of a valid trade license with a relevant activity) are to take the necessary steps to ensure that Detergents intended for the local market are registered before consignments of such products are imported to Dubai, and for local manufactured products are placed into Dubai market.

## 5.2 Criteria of Applicant

Applicant for product registration must be a company incorporated in Dubai or have a warehouse in Dubai and have a trade license in Dubai indicating activities related to Detergents.

## 5.3 Responsibility of Applicant

- The applicant shall be responsible for the product, its safety, performance, and all information supplied in support of his application for registration of the product.
- The Detergent placed on the market must not cause damage to human health when applied under normal or reasonably foreseeable conditions of use, taking account, in particular, of the product's presentation, its labeling, instructions for its use and disposal, warning statements as well as any other indication or information provided by the manufacturer or his authorized agent or by any other person responsible for placing the product on the market.
- The provision of such warnings shall not, in any event, exempt any person from compliance with the other requirements laid down in this Guideline.



## 5.4 Amendments or Change in Registration Particulars

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

## 5.5 Validity of Product Registration

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

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### 5.6 Product Recall

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

### 5.7 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 Concerning Public Health and Safety of the Society in the Emirate of Dubai.

## 6. Required Documents for Registration of Detergents (Product Dossier)

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

### 6.1 Free Sale Certificate (FSC)

The certificate must be from the country of origin and issued by the health authorities or recognized bodies (such as the Chamber of Commerce). The CFS should be current at the time of submission and a request is to be made for the original to be seen.

#### **Note:**

If the product name to be marketed in Dubai is different from the FSC, confirmation letter from product owner is required. A Certificate of Free Sales is a document to indicate that the product is freely sold in the country of origin.

### 6.2 Ingredient Data Sheet (IDS)



This certificate must be issued by the manufacturer in the country of origin of the product. It should be signed and stamped by the R&D department in at the manufacturer.

### 6.3 Laboratory Test Report

All Detergent product applied for registration may be subjected for further chemical testing as per the scope of application to ensure safety / efficacy/ quality of all detergents placed in Dubai market.

Examples for chemical testing applicable for detergent products:

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- Moisture and volatile matter content in laundry/cloth washing products.
- Measurement of pH in laundry, soaps products
- Total Fatty matter in soap products
- Total free Alkali in soap products
- Anionic surfactant content in laundry/cloth washing products.
- Active Oxygen content in laundry/cloth washing and bleaching products.
- Soluble Silica in detergents
- Toxic elements in detergents
- Phosphorus in toiletries and detergents
- Aluminum chips content in drain cleaners (Alkali drain cleaners)
- Sodium Nitrate in drain cleaners
- Sodium Hydroxide in drain cleaners
- Sodium Chloride or Sodium Sulphate content in drain cleaners.

#### **Note:**

Any other laboratory test may be asked to be submitted by the company according to a request from Registration and Permits section / Health & safety departments as per status of product, and to consider the followings:



- All laboratory tests to be done by accredited laboratory either in the Country of Origin or from any Accredited 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](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>

#### **6.4 Safety Data Sheet (SDS)**

The certificate must be from the country of origin and issued by the recognized bodies. The SDS should be current at the time of submission and request may be made for the original to be seen.

And should be presented complying with Globally Harmonized System (GHS)

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**Note:**

The safety data sheet shall be dated and shall contain the following headings:

1. Identification of the substance/preparation and of the company/undertaking.
2. Hazards identification.
3. Composition/information on ingredients.
4. First-aid measures.
5. Fire-fighting measures.
6. Accidental release measures.
7. Handling and storage.
8. Exposure controls/personal protection.
9. Physical and chemical properties.
10. Stability and reactivity.
11. Toxicological information.
12. Ecological information.
13. Disposal considerations.
14. Transport information.
15. Regulatory information.
16. Other information.

### **6.5 Safety Assessment Report/ Study**

This certificate must be issued from the country of origin by the recognized accredited bodies. Safety Assessment Report / Study will be only requested for the below cases:



**Products include Nano ingredients:**

This document is requested to ensure the safety of the ingredients manufactured by Nano technology and to proof the safety of the product in which nano ingredients are used.

**Food Contact Products:**

This document is requested to proof the safety of the product as a food contact chemical to ensure the safety of human use in direct contact with food.

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## 7. Label Requirements

Label requirements should be available when products are at the point of entry. Detergent Products should be in a proper size/shape to include all required details to meet consumer satisfaction & awareness, otherwise, this may achieved, for example, by using swing tags, leaflets, brochures, etc...

### 7.1 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 detergent Product.
- **Manufacturer detail:** Name, Address, Web address of Manufacturer or Agent acting in UAE
- **Country Of Origin:** should be clearly indicated to avoid any misleading for the customers ( NY, CA, Paris, etc... ) should be clearly ( USA , France, etc... )
- **Ingredients:** The identity of each active ingredient with concentration in metric units.

#### **Note:**

Any “Nano” ingredients included in the product, if any, should be mentioned with word “nano” in brackets



- **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.

#### **Note:**

Period after Opening (PAO) could be accepted according to the product type.

- **Storage Condition:** to be clearly indicated mentioning any other specific storage conditions than normal if any.
- **Instruction of Use:** to be clearly indicated unless it is clear from the product name or presentation.
- **Health warning:** to be clearly indicated according to the Globally Harmonized System (GHS)
- **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.

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- **Medical Claims:** any claims related to prevention, treatment or curing any type of diseases must not be presented or referred on the labels, brochures, leaflets or advertisements or in any other way.
- **Inconsistent Illustrations:** Pictures and illustrations which are inconsistent with the prevailing social customs and values shall not be used.

**Note:**

If the product is accompanied by a leaflet, the sentence “Read attached” should be clearly indicated.

## 7.2 Label requirements for Business to Business (B2B) and professional use products



Business-to-Business (B2B) and professional use products should comply with the previous label requirements, but it could have some specific requirements as below:

- Barcode is optional in this product category.
- Hazard symbols should be according to Globally harmonized system (GHS)
- If the products is provided with a leaflet and Safety Data Sheet (SDS)
- This should be clearly mentioned on the label that it is provided to the end user with SDS (Provided with MSDS)

This provided leaflet including MSDS could be accepted to have the below information than to be written on the label:

- Instruction of Use
- Health warnings.
- Safety Precautions.
- Frequency of application and dose rate in metric units.
- Direction of safe disposal of the biocidal product including prohibition of the reuse of the package.
- Where applicable, Information of any specific danger to the environment concerning protection of non-targeted organisms.
- Where applicable, the period of time needed for the biocidal effect, the interval to be observed between applications of the biocidal product.
- Particulars of likely direct or indirect adverse side effects and any direction of first aid.

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## 8. Globally Harmonized System (GHS)



It is a United Nations (UN) initiative driven by the need to have chemical classification consistent throughout the world. It is a globally standardized set of criteria for classifying chemicals and the associated labeling and Safety Data Sheets (SDS) requirements to be used in conjunction with these classifications.

The aim is to have all countries using (GHS) as the basis for chemical classification and labeling regulation, however there are allowances for individual country requirements.

### 8.1 Goals of (GHS) Implementation

- Enhance the protection of human health and the environment by providing a system for hazard communication that is comprehensible throughout the world.
- Provide a recognized framework for those countries without an existing system.
- Reduce the need for testing and evaluation of chemicals (agreeing / harmonizing classification will help to reduce the need for animal testing).
- Facilitate trade in chemicals whose hazards have been properly assessed and identified on an international basis.

### 8.2 Major Changes to be implemented by GHS



- **Orange Squares** . These are to be replaced with Red Diamonds  and Signal Words (such as Danger or Warning).



- **Risk Phrases.** These are to be replaced with **Hazard Statements.**
- **Safety Phrases.** These are to be replaced with **Precautionary Statements.**

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### 8.3 (GHS) Pictograms

#### Physical Chemical:





#### Health:



#### Environmental:



|   |                           |                                       |                          |   |
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|   | <b>Document title:</b>    | Technical Guidelines for Detergents   | <b>اسم الوثيقة:</b>      |   |
|   | <b>Doc Ref:</b>           | DM-HSD-GU30-TGD2                      | <b>رمز الوثيقة:</b>      |   |

## 9. References

- Local Order No. (11) of 2003 concerning public health and safety of society in the Emirate of Dubai.
- European Regulation No. EC 648/2004 and its annexes: concerning Detergents products.
- European Regulation No. EC 1272/2008: Concerning the Classification, Labeling and Packaging of substances and mixtures (CLP Regulation)
- European Directive 67/548/EEC: concerning classification, packaging, and labeling of dangerous substances.
- European Regulation No. EC 1907/2006: concerning the registration, evaluation, authorization and restriction of chemicals (REACH)

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