

Health & Safety Department (Labour Cities Control Section)

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Document History Log

Any modification to the document must be reviewed and approved
as per the corporate policies and procedures of document control

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| 1 | 12 th Nov. 2023 | Labour Cities Control Section | Issue # 1 |
| 2 | 19 th June 2024 | Labour Cities Control Section | <ul style="list-style-type: none"> Adding the new logo of both Dubai Government & Dubai Municipality |

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1 Introduction

Dubai Municipality seeks to ensure the health and safety of the community in the Emirate of Dubai in the fields of health and safety through comprehensive supervision of all health and safety activities in labour Accommodations.

In achieving the main objectives of the Dubai Urban Plan 2040 in upgrading urban areas in Dubai, which draws an integrated map to achieve sustainable urban development in Dubai, which is human-centered as its focus and its goal to improve the quality of life and enhance the global competitiveness of the emirate, and based on the vision of Dubai Municipality as a leading municipality for a global city, this guide has been prepared to set the regulatory controls for Ideal labour accommodation and to ensure the achievement of the relevant strategic objectives and KPIs enhance the competitiveness between companies occupying permanent labour accommodations in the Emirate of Dubai, where all those responsible for the accommodations must meet all the standards and requirements mentioned in this guide to obtain the classification of the ideal accommodation and in accordance with the laws, legislation, guidelines and requirements established in the emirate and UAE regarding labour Accommodations.

2 Purpose of the Guide

- Provide a set of Ideal requirements that must be met by companies occupying permanent Labour Accommodations located within the geographical boundaries in Emirate of Dubai, and which are in line with the regulations and requirements approved by Dubai Municipality, which will ensure compliance with health and safety standards and promote well-being and quality of life in the Emirate of Dubai.
- Provide all the necessary standards and requirements for those responsible for permanent Labour Accommodations and which must be complied by them to obtain the classification of Ideal accommodation through a comprehensive assessment carried out by the competent Department in Dubai Municipality.

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- Apply best practices by owners of Labour Accommodations and encourage competition between companies occupying Labour Accommodations, and to achieve leadership for the Emirate of Dubai in this field.
- Achieve the highest degree of compliance with the regulations, laws, and legislations related to health and safety.
- Conduct benchmark comparisons with international, regional, and local entities in the fields of health and safety in labour accommodations.
- Promote a culture of excellence and leadership in Dubai.
- Enhance Dubai's position as one of the best global cities to live and work in.
- Encourage premises and companies to provide more care for the category of labours who contribute to Dubai's development renaissance.

3 Scope of Application

All permanent labour accommodations located within the geographical boundaries in the Emirate of Dubai

4 Definitions

| Term | Definition |
|------------------------------|---|
| Organization | Dubai Municipality |
| Health and Safety Department | The competent Department monitoring compliance with the standards and requirements related to health and safety laws, regulations, systems, and guidelines in buildings and institutions located within the Emirate of Dubai. |
| Labour Accommodations | Labor housing that employers provide as a main accommodation of their workers, which are required to meet the standards of health and safety and basic services that meet their needs and necessary requirements. |
| Ideal Accommodation | Labor housing that meets the Ideal standards set for upgrading the grades of permanent Labour Accommodations in the Emirate |

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| Term | Definition |
|---------------------|---|
| | of Dubai and that has exceeded the higher level of the basic standards mentioned in the Labour Accommodations guidelines. |
| level of commitment | The level of compliance with health and safety standards and requirements achieved by labour accommodation to obtain a health and safety level rating. The rating is based on the extent to which the labour accommodaion meets the items on the inspection list associated with the risk matrix and listed electronically on the system dedicated to inspection and control of labour accommodaion |

5 Responsibility

The responsibility for implementing the requirements listed in this guideline with the owners and the operators of the permanent labour Accommodation the Ideal standards contained in this guide. The Ideal accommodation rating will be awarded based on the results of the evaluation of the standards and requirements set by Dubai Municipality in this regard.

6 Meeting the basic requirements related to health and safety.

In addition to the standards listed in this guide, Ideal Labour Accommodation must meet the items contained in Technical Guideline No. (85) for Labour Accommodations Compliance, numbered DM-HSD-GU85-LAC1 as a main condition for obtaining the Ideal Accommodation.

7 Requirements and Standards of the Ideal related to Health and Safety.

Total commitment to implement all health and safety requirements included in Technical Guideline No. (85) for labor accommodation compliance, numbered DM-HSD-GU85-LAC1, as a main condition for obtaining the ideal accommodation grade.

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Obtaining an A+ grade for the last routine inspection visit.

Obtaining a grade of no less than 95-100 in the inspection and control system reports),

Fulfilling at least 80% of the requirements and ideal standards listed below:

- **Accommodation buildings:** The Accommodation must be located on a separate parcel or have a separate block within a shared labor accommodation complex.
- **Bed space for each labour in the living room:** The occupancy space for each labour in living rooms should not be less than 4 square meters.
- **General safety:** It is preferable to install sensors to measure indoor air pollutants, water tests and noise level or measure it manually through devices and the readings must be provided to the competent inspector during the visit, take into consideration of the following:
 - Indoor air pollutants must be always within the acceptable limits, including peak times.
 - Water quality must be within the optimum acceptable limits at all times.
 - Noise levels during sleeping hours must be less than 40dB.
- **Cleaning and disinfection:** Providing a dedicated cleaning staff equipped with all the necessary tools and supplies, considering the following:
 - Taking optimal cleaning, disinfection, and sterilization measures, take into consideration of increasing the frequency of this procedure during the day.
 - Bathroom / shower floors are made of slip-resistant / solid materials that easy to clean and disinfect
- **Cooking and Food preparation areas:**
 - Presence of a Mass kitchen (an important additional feature) or spacious areas for individual cooking (avoiding congestion) (normally cleaned at least twice a day and deeply cleaned at least once every 3 months) should be available, considering the intellectual and cultural diversity of the labours, with smooth walls, ceilings, and surfaces that are easy to clean and disinfect.
 - Grease traps should be installed in kitchens and food preparation areas.
- **Laundry services for clothing and textiles.**
 - dedicated areas for washing and drying clothes must be provided and free of charge, or a laundry service provided by a third party for work uniforms.

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- **Isolation rooms for infected people.**
 - A dedicated isolation room with an attached bathroom, toilet, and dining area should be provided for infected labors with infectious diseases.
 - The bedding and linens should be washed, cleaned, and replaced regularly.
- **Pest control.**
 - All doors and windows should be properly designed to prevent the entry of pollutants and rodents, and be closable, and windows should be equipped with a net to prevent the entry of insects.
- **Sanitation**
 - The sanitation system and its accessories should always be in good condition.
- **Waste disposal**
 - Providing all necessary facilities for waste recycling within the accommodation.
- **First aid**
 - Providing first aid requirements, easily accessible, and according to the requirements of the Dubai Corporation for Ambulance Services
- **Fire protection.**
 - Providing fire protection systems according to the requirements of the Directorate general of Dubai Civil Defense **DCD**.
- **Emergency plan**
 - Providing an emergency plan for the Accommodation and implementing mock drills and evacuations.

8 Welfare Standards in Ideal Accommodation.

- **To obtain Ideal accommodation grade, Accommodation must meet at least 80% of Below welfare standards:**
 - Provision of recreational facilities (like: TV screens, Cinemas, etc.) for watching movies and matches within the Accommodation.
 - Provision of services within the Accommodation in accordance with “Administrative Decision No. (44) of 2019 regarding the provision of service activities in Labour Accommodation”.

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- Landscaping and providing green spaces within the Accommodation.
- Providing safe drinking water supplies, At least 5 liters per day per person.
- Providing Sports, Recreational, and Cultural Facilities such as Basketball, Football, Cricket, and Gyms for residents of the Accommodation to use in their free time, these facilities must be located within the accommodation or in the surrounding areas.
- Establishing procedures for physical access control and exit from the accommodation, with procedures for verifying the identity cards of visitors and securing the building and facilities through surveillance cameras at the entrances 24/7 according to SIRA standards.
- Easy and free access to communication and internet services (Wi-Fi installation) should be provided, which allows labours to communicate with their families and friends and use the internet during their staying in the accommodation.
- Easy access to basic health care services, including access to clinics and medical centers.
- Commitment of labour accommodation to Environmental Sustainability Standards and promotion of social responsibility through activities and initiatives in coordination with the competent government authorities.
- Regular and continuous training of labours on health, safety, and environment requirements/waste recycling/fire safety/first aid.
- Designation of outdoor smoking areas in the accommodation and prohibition of smoking outside them, located at least 7 meters away from the building main entrances.
- Training some labours on fire prevention by companies accredited by the competent authorities in this regard.
- The presence of a qualified management in the accommodation (Accommodation Supervisor with a health and safety officer certificate – management office in the accommodation)
- The presence of a program to regulate the use of sanitary facilities, bathing areas, and services rooms.

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- A board with emergency numbers, as well as the contact numbers of paramedics and individuals who have been trained to extinguish fires and Placed it in different areas of the accommodation.

9 Suggestions/observations/complaints.

| For (suggestions, comments, and complaints) | For further information |
|---|---|
| 1. Unified interactive platform that connects Dubai Government and its customers: The 04 Platform https://04.gov.ae/ 2. Dubai Municipality - Call Center (24/7): 800900 | 1. ✉ labourcities@dm.gov.ae 2. Dubai Municipality - Call Center (24/7): 800900 |

10 References

❖ Legislative references:

- Local Order No. (11) of 2003 Concerning Public Health and Safety of the Society in the Emirate of Dubai.
- The Administrative Resolution No. 30 of the year 2007 issued on Promulgating the Implementing Regulations of the Local Order No 11 of the year 2003 On Public Health and Safety in the Emirate of Dubai
- Administrative Decision No. 62 of 2008 amending Decision No. 30 of 2007 regarding the issuance of the Executive Regulation of Local Order No. 11 of 2003.
- Administrative Decision No. (44) of 2019 on the provision of service activities labour accommodations.
- Ministerial Resolution No. (44) of 2022 Regarding Occupational Health and Safety and Labor Accommodation
- Cabinet Decision No. 13 of 2009 Approving the General Standards Manual for Group Labor Accommodation and Related Services
- Local and federal laws, legislation, and orders applicable in Entity and the Emirate.

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❖ Technical references:

- Policies, initiatives, and guidance manuals approved by the Department of Urban Planning and Quality of Life.
- Guidance manuals and requirements approved by the Department of Health and Safety and published on the department's official website.
- Guidance manuals and requirements approved by the Markets Department.
- Food Safety Management System **(Food Code)**.
- Health and safety standards for workers' housing established before the Expo 2020 event.
- Circulars and directives approved by Dubai Municipality.