



## Health & Safety Department (Environmental Health Section)



Document Title	<b>Technical Guidelines for Home Salon Service Providers' Compliance</b> (Men's, Women's, and Children's Services)
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Issue Date	12 <sup>th</sup> July 2024
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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

Version #	Date	Prepared/reviewed by	Modifications summary
2	12 <sup>th</sup> July 2024	Environmental Health Section	<ul style="list-style-type: none"> <li>Adding the new logo of both Dubai Government &amp; Dubai Municipality</li> <li>Changing the title of section # (10) from (wrong practices) to (unauthorized practices).</li> <li>Updating channels of suggestions/ complaints/ and inquiries.</li> </ul>

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## 1-Introduction

Dubai municipality prepared this guideline based on the local Order No. 11, 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.

Dubai Municipality concern is to provide pioneering municipal services for the happiness and well-being of people, according to the tasks assigned to achieve the highest level of compliance with health and safety requirements with home salon service providers for men, women and children, to avoid the risks associated with these activities and the requirements for their submission.

## 2-Purpose



The purpose of these guidelines is to ensure that home salon service providers provide their services in accordance with environmental health and safety standards, and to educate service recipients of those standards in order to reduce diseases and limit any risks and injuries that might result from the service provided. The guideline aims the following:

- Ensure commitment with unified environmental health requirements at home service salon activities.
- Educate home salon service providers about environmental health risks.
- Ensure business continuity in line with implemented regulations.
- Increase public awareness of environmental health.

## 3-Scope

This guideline applies on all home salon service providers (for men's, women's, and children's services) in Emirate of Dubai.

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## 4-Authorized mobile services

- Manicure and pedicure services
- Hair care services, excluding chemical treatments such as keratin.
- Hair Removal Service by using wax.
- Facial service.
- Make up service.

## 5-General Health Requirements

### 5-1 Staff

- Occupational Health Certificate for all service providers.
- Personal hygiene and appropriate uniform for the service providers.
- Washing hands before and after the service provision.
- Prohibit medicines trading such as weight loss pills or others.



### 5-2 General cleanliness

- Maintain general cleanliness in the workplace and storage.
- All waste should be disposed of properly.

### 5-3 Tools

- Provide enough tools for each service provider.
- Tools must be in good condition for use.
- Provide sufficient single-use tools depending on the type of service provided (nail and foot files, wood stick, roller wax, shaving blade .... etc.) should not be used for another client.
- Provide a shaver with a removable head.
- Provide heat sterilizer machines for manicure metal tools.
- Provide UV light sterilizers for the other tools.
- Provide an approved antiseptic solution for sterilizing tools.
- Sterilized tools should be separated from the used ones in the carry-on service bag.

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- Provide First aid kit.

#### **5-4 Sterilization and disinfection**

- Clean the tools with a brush and water after each use.
- Place the tools inside the antiseptic solution (The duration of placing the tools and concentration according to the product instructions).
- Place the metal nail tools inside the heat sterilizer with time and temperature control (the sterilization period is according to machine usage instructions).
- Other tools should be placed inside the UV sterilizer machine (the sterilization period is according to the machine instructions).
- Store the sterilized tools in a clean place.
- Clean and sanitize the carry-on service bag after use.

## **6-General Safety Requirements**

### **6-1 Storage**

- Availability of sufficient shelves/cabinets for products and tools.
- Storing materials directly on the floor is not allowed.



### **6-2 Lightning**

- Lightening should be sufficient in the work area.
- Lightening should be sufficient in the storage area and tools cleaning area.

## **7-Indoor Air Quality**

- Proper ventilation in the work area during service provision.
- Proper ventilation in the storage area for products to ensure proper storage as per product label information.

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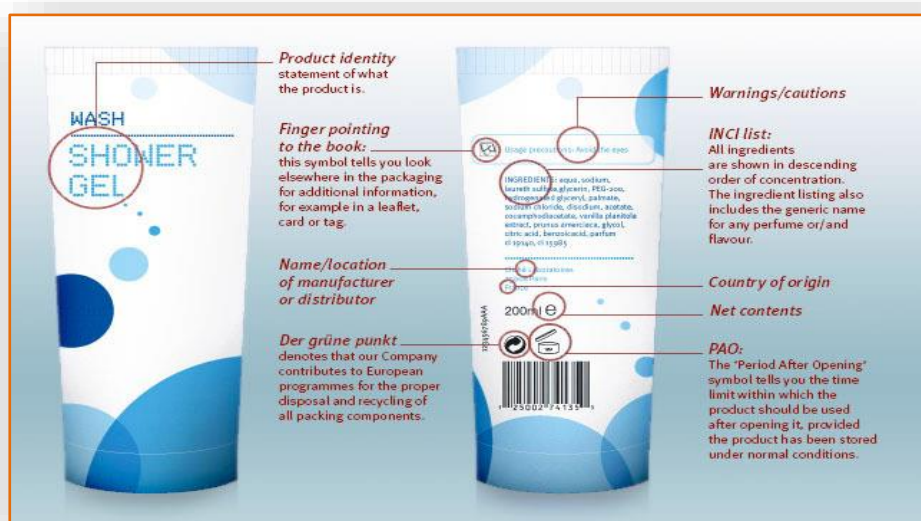
## 8-Consumer Products Safety



### 8-1 Complying of electrical devices with approved specifications.

- Availability of conformity certificates for devices used in the workplace from the Emirates Authority for Standardization and Metrology (ESMA). Such as hair dryer devices.

### 8-2 Complying of cosmetics and personal care with approved specifications.

- All products must be registered in the Montaji system, and all the following information must be available before purchasing the product:
  - Product name with trademark.
  - Production and expiry date.
  - Availability of validity mark (permissible period after opening).
  - Language in Arabic and English.
- Products must be used according to the instructions, and no chemicals should be added or mixed.
- The opening date must be available on the products after opening them to make sure that they are valid



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## 9-General Requirements



- Consultation before providing the service to the customer (by asking some questions according to the type of service that will be provided to ensure the safety of the customer)
- Keep a record of the customer information (customer data, date and type of service... etc.)

## 10- Unauthorized Practices

- Removing warts and calluses during the pedicure service.
- Using Hair dye for eyebrows.
- Using a wooden handle for the foot file.
- Providing service in case of visible skin diseases symptoms on customers.
- Reusing the packaging of an empty used product.
- Providing services without consultation (such as hair coloring, .... etc.)
- Providing services at the same time (such as providing henna service after waxing service, etc.).
- Providing medical services (such as Botox and filler injection .... etc.).

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: The 04 Platform <a href="https://04.gov.ae/">https://04.gov.ae/</a></li> <li>▪ ☎ Dubai Municipality - Call Center (24/7): 800900</li> </ul>	<ul style="list-style-type: none"> <li>▪ ✉ <a href="mailto:ehcinspection@dm.gov.ae">ehcinspection@dm.gov.ae</a></li> <li>▪ ☎ Dubai Municipality - Call Center (24/7): 800900 Through Dubai Municipality</li> <li>▪ (Montaji) application for consumer products. ✉ <a href="mailto:montaji@dm.gov.ae">montaji@dm.gov.ae</a></li> </ul>



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