

## Health & Safety Department ( Environmental Health Section)

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**Record of versions and amendments to the document**

(Any amendment to the document must be reviewed and approved in accordance with the approved document and records control policies and procedures)

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## 1. Introduction

The Compliance Guidelines for Hotel and Resort Establishments reflects the best practices in the Emirate of Dubai in addition to providing a flexible approach to ensure public health, proactive prevention and promote compliance with health and safety requirements, including hygiene, public health, public safety, indoor air quality, water quality, consumer product safety and noise pollution in constructed environments to achieve Dubai Municipality's mission in planning, managing and ensuring the sustainability of the city by providing pioneering municipal services for people's happiness and well-being in a way that supports the realization of Dubai Municipality's vision. (A pioneering municipality for a global city).



## 2. Purpose

This guide has been prepared to ensure and enhance the commitment of hotel establishments, resorts of all categories, hotel apartments and holiday homes related to the controls and requirements approved by Dubai Municipality and to achieve a high level of health and safety in the built environment.

## 3. The purpose of the guide

- Ensure compliance with unified environmental health requirements for relevant hotel establishments in the Emirate of Dubai to achieve proactive prevention of public health.
- Educate the owners of relevant establishments, workers and the responsible person for environmental health hazards.
- Ensure business continuity in line with applicable regulations.
- Increase public awareness of environmental health.

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## 4. Laws & Legislations

- Local Order No (11) of 2003 on Public Health and Safety in the Emirate of Dubai.
- Administrative Resolution No (30) of 2007 issuing the Executive Regulations of Local Order No (11) of 2003 regarding public health and community safety in the Emirate.



## 5. Scope of work

This guide applies to all hotel establishments including but not limited to resorts, hotel apartments, holiday homes in buildings in the Emirate of Dubai.

## 6. Terms and definitions



Term	Definition and meaning
<b>Public Health</b>	The science of disease prevention, improving human and community health, through organized and sustainable collective and community efforts aimed at providing conditions that enable individuals to maintain their health.
<b>Environmental Health</b>	The relationship of the environment with all its natural or established elements and their physical, chemical and biological factors on human health, which ensures the evaluation and control of these factors, with the aim of preventing diseases and creating an environment that would support the health and safety of society.
<b>Constructed Environment Health</b>	Ensure that physical, chemical, biological and any other factors within the constructed environment do not cause any damage to human health. Any building intended for workers' accommodation.

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Term	Definition and meaning
<b>Level of commitment</b>	Shows the degree of compliance your organization has achieved with the General Compliance Program, which is expressed through several classifications.
<b>Draw sample</b>	An original piece confiscated from the product to represent the condition of the product in the applied examinations and investigations.
<b>Pollution</b>	Impurities or components present in the sample by exposure to or the addition of a toxic or contaminated substance in the product.
<b>Non-potable water</b>	Water is not safe to drink but can be used for other purposes depending on its quality.
<b>Noise</b>	Unwanted sound either because of its effect on humans and its effect on equipment stress and malfunction or because it interferes with the process of recognizing or recognizing other sounds.
<b>Chemical pollution</b>	The presence or increase of chemical content in the surrounding environment, which is not present naturally or in quantities higher than normal or permissible values.
<b>Microbiological contamination</b>	The presence or increase of microorganisms known as microorganisms in the surrounding environment.
<b>Microorganisms</b>	Or what is known as microbes, which are small organisms that are everywhere around us and are too small to be seen with the naked eye. Some microbes make us sick, and others are important for our health, the most common types are bacteria, viruses and fungi.
<b>.Total number of bacteria T.B.C</b>	Abbreviation for a term that refers to the total number of bacteria, it is used in the results of tests of water samples.
<b>Legionella</b>	Legionnaires' disease pathogens, a lesser form of Pontiac fever, Legionella generally infects the lungs through inhalation of contaminated droplets. These bacteria grow in water ranging from 20°C to 45°C and spread by water droplets.

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Term	Definition and meaning
<b>Stagnant pipes</b>	Part of the water pipe system leading to an installation through which water passes only infrequently when there is a drain by drag from the installation, which leads to the possibility of stagnation in this part.
<b>Indoor Air Quality (IAQ)</b>	Indoor air quality (IAQ) refers to the air quality in and around buildings and structures, particularly in relation to the health and comfort of building occupants.
<b>H.V.A.C</b>	Abbreviation to HVAC systems – through which indoor air quality indicators are controlled.
<b>M.V.A.C.</b>	Short for Mechanical Ventilation and Air Conditioning Systems – it refers to the fresh air handling unit through which the proportions of indoor pollutants are controlled.
<b>G.S. O</b>	Abbreviation for term for GCC Standardization Organization.
<b>Sanitation</b>	An underground installed storage tank used for temporary collection of wastewater.
<b>Consumer Product</b>	The product is consumable or used for any purpose, including but not limited to cosmetics and personal care, perfumes, health supplements, cleaning products, antibacterials, toys, textiles, food contact materials, health care products, air fresheners, and any other product specified by the municipality as a consumer product.
<b>Montaji</b>	A smart platform designed and presented by Dubai Municipality, which aims to ensure the safety of consumer products, and that platform includes Smart electronic system producers: It is designed for merchants, for the purpose of registering their products according to the recommended health and safety specifications.

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## 7. General requirements



1. Activities and services are allowed to be practiced and provided in the institution after obtaining the necessary licenses from the competent authorities in the emirate only.
2. The services provided by the institution must be identical to the activities listed in the trade/professional license.

### Required Documents:

All business owners must provide the following documents and present them if requested:

- A trade license issued by the concerned authorities in the Emirate of Dubai.
- A plan for the building approved by the concerned authorities.
- An updated list of the names of all employees of the organization.
- A valid occupational health certificate as per DHA requirements (for all fitness trainers and workers in barbershops, massage centers... etc.) whose activity falls under the hotel license.
- A valid certificate of meeting the fire protection requirements by the General Directorate of Dubai Civil Defense.
- Swimming Pool Lifeguard Certificate is accredited by the Emirates International Accreditation Center.
- Elevator Safety Certificate Approved by Emirates International Accreditation Center.
- A valid contract with a company approved by Dubai Municipality for pest control.
- Record of reports of pest control procedures such as rodents and insects with effective effect.
- A valid contract with an approved company for the disposal of general waste and a specialized company for the disposal of hazardous waste if any.
- A valid contract for the cleaning and disinfection of water tanks and systems from a company approved by Dubai Municipality.
- Biological and chemical water test reports.
- Water tank cleaning reports.
- Valid water systems disinfection certificate and reports.
- Reports of tests of ventilation and air conditioning systems.

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## 8. Cleanliness and public health

### 8-1 General cleanliness

- Permanent maintenance of periodic cleaning and disinfection of all hotel facilities and areas
- The storage place must be clean.
- Frequently touched surfaces such as door handles, elevator buttons, etc. should be cleaned and disinfected periodically.
- Buildings must be clean from the outside, including the glass facades.
- Maintain cleaning records and reports.

### 8-2 Personal hygiene

- Maintain personal hygiene for employees.
- Provide and wear suitable and clean uniform.



### 8-3 public health

- Workers who suffer from injuries or infections that may affect their health or affect the health of others must be granted sick leave until they recover.
- Provide an approved mechanism in the case of communicable diseases and quarantine if required.
- Notifying any incidents that may affect public health in the institution.
- Provide a permit for non-surgical cosmetic services providers authorized to be provided in beauty centers and salons whose activities fall under the hotel license.
- Not providing medical services that are not permitted to be provided in beauty centers, salons and barber shops whose activities fall under the hotel license.

### 8-4 Control of insects, rodents and pests

- Contracting with a company specialized in combating public health pests and to be approved by Dubai Municipality.
- The number of pest control visits must be in accordance with the requirements of the Public Health Services Department - the Environment, Health and Safety Corporation of Dubai Municipality.
- Pest control must be immediate if insects, rodents and pests are present in the institution.
- Records of pest control visits must be kept, and covering all areas.

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### 8-5 Waste disposal

- The waste room must be clean and suitable (with an appropriate exhaust/ventilation mechanism).
- Providing suitable containers with lids and openings with foot, in sufficient quantities.
- Collect and dispose of general waste properly and regularly.
- Dispose of hazardous waste in a proper and regular manner.

### 8-6 Sanitation

- Dispose of wastewater in a healthy and proper manner and not leaving sewage exposed.
- Commitment to regular maintenance of sanitation facilities.
- Periodic inspection and maintenance of the safety of the sewage network.

## 9. Public safety



### 9- 1 General requirements

- Providing all public safety requirements stipulated in the laws and decisions issued thereunder and the legislation in force in the emirate.
- Adherence to the guidelines, circulars and directives issued by the Corporation and relevant authorities in all matters related to public safety.

### 9-2 Safety in the public facilities of the institution

- Develop an emergency and evacuation plan, along with necessary procedures.
- Entrances and exits must be appropriate to the size of the hotel and the number of rooms.
- Rooms, corridors, and entrances should be equipped with sensors, smoke and heat detectors, and emergency exit instructions.
- Fire extinguishing means must be available and appropriate for the type of place, and must be valid.
- Easy access to fire extinguishers.
- Provide fire alarms and control panels in the hotel.
- Emergency exit signs must be clear, and storage in emergency corridors is prohibited.
- Determine the assembly point for emergency evacuation
- Do not store in hotel corridors and service areas.
- Internal and external stairs of the building must be safe and easy to use.

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- Store hazardous materials, chemicals, and disinfectants away and in designated places within the hotel.
- Entrances for food supplies and services to the hotel and workers must be separate from the entrances of hotel visitors.
- Regular maintenance of all hotel facilities must be carried, taking into account not to carry out any maintenance operations where guests are present.
- Electrical devices, equipment, and connections inside rooms must be safe and approved by the competent authorities.
- The electrical connections and systems in the hotel must be safe and approved by the competent authorities.
- Electrical plugs and sockets must be in good condition and in the right place and ensure that they are securely covered.
- Do not overload the plug outlets.
- Provide a first aid kit.
- Service elevators within the hotel must be separate from visitor elevators.
- Do not add partitions or additions to or store in the hotel parking lots.
- Do not add or modify any part in the approved plan of the hotel without permission from the concerned authorities.



### **9-3 Elevator safety**

- Provide an elevator safety certificate, and maintenance report from a company accredited by the Emirates International Accreditation Center.
- Commit to the proper use of elevators according to the type of elevator (service elevators - guest elevators) and follow the instructions.
- Secure the moving parts of the transmission in elevators.
- Do not use elevator rooms and mobile transportation systems as storage places.

### **9-4 Safety in the storage area**

- Provide adequate and appropriate lighting and ventilation in the storage room.
- Store materials properly, elevated at least 20 centimeters above the ground, at least 50 centimeters below the ceiling, and 30 centimeters away from the wall.

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### 9-5 Safety in the swimming pool area



- Provide a plan approved by Dubai Municipality for swimming pools, and not to make any modifications without prior approval by the municipality.
- The pool area must be sealed and made sure not to be used by guests if there is no lifeguard or the pool is temporarily closed.
- The swimming pool area must be secured, and all entrances leading to it must be self-closing and equipped with an access control system or mechanism.
- Provide a lifeguard with a recognized certificate from the Emirates International Accreditation Center and a first aid certificate.
- The number of lifeguards around the swimming area is according to the size of the pool as shown in Table (1) below.

**Table No. (1): Number of lifeguards around the swimming area according to the size of the pool:**

Pool size In square meters	Minimum number For the rescuers	Minimum number of lifeguards During the period of ignition intensity	Minimum number of lifeguards In the adult pool (If children are present)
170 or less	1	2	3
212 – 250	1	2	3
250 – 312	1	2	3
312 – 416	2	2	3
416 – 1000	2	3	4
1,000 or more	4	6	9

- The lifeguard must be positioned in a way that allows him to monitor 100% of swimming pool area during use and be able to apply the (10:20) rule, where 10 seconds to scan/inspect the entire pool and 20 seconds to intervene.
- Swimming pools designated for children must be safe and separate from adults swimming pools.
- The flooring around the pool must be non-slippery to avoid accidents.

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- Public swimming pools must be equipped with restrooms and changing rooms in proportion to the size of the pool.
- Water temperatures in swimming pools must be maintained between 26°C and 30°C.

#### **Safety and rescue equipment that must be provided in the swimming pool area:**



- Provide a general instruction board in both languages (Arabic and English) explaining the rules that must be adhered to while using the swimming pool.
- Provide signs prohibiting diving or jumping into the swimming pool.
- Provide signs showing the depth of the pool.
- Provide a sufficient number of life rings placed in nearby and easily accessible area, approximately 1.33 meters above the ground.
- Provide rescue equipment (rescue hooks, life rings, etc.) that can be easily accessed by the lifeguard within 5 seconds when needed, and ensure it is distributed on all sides of the pool.
- Provide a CPR device and a first aid kit in a suitable location close to the swimming pool.
- Provide appropriate personal protective equipment for the lifeguard and staff responsible for the cleanliness and safety of the pool.

#### **Safety in swimming pool pump rooms:**

- Ensure that all employees are provided with appropriate personal protective equipment (PPE) .
- Provide a suitable storage area for the chemicals used in the pool and ensure that the instructions in the Material Safety Data Sheet (MSDS) are followed.
- Provide adequate lighting and ventilation for pump rooms.
- Ensure that pump rooms are closed when not needed.
- Provide personal protective equipment in pump rooms.

**For further requirements, please refer to the technical guideline (81) regarding the safety of public swimming pools**

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## 10. Consumer Products Safety

Requirements for consumer products (cosmetics and personal care, perfumes, detergents, disinfectants, textiles, etc.)

### 10-1 required Documents.

- Provide a list of all consumer products used.
- All consumer product registration certificates must be available in a single file, whether hard copy or electronic copy.



### 10-2 storage requirements

- Products must be classified and stored according to the manufacturer's instructions.
- Standard storage practices must be followed (appropriate arrangement, separation, free space from the floor to the ceiling, adequate movement space, etc.).
- Dry and wet chemicals, concentrated products and ready-to-use products must be stored separately.

### 10-3 Use requirements for (B2B) Business to Business or Refill Products.

- Provide a suitable area for the purpose of dilution or refilling concentrated (B2B) products or normally repackaged in containers.
- Provide proper ventilation and lighting for the dilution or refill area.
- The person handling the dilution/refilling process must be trained in the procedure and have sufficient knowledge of the products.
- Staff must wear appropriate personal protective equipment when handling these products.
- Follow the instructions for dilution and refilling as indicated by the manufacturer.
- Mention the prepare/opening date on refilling containers or finished products if the expiry date of the products depends on opening/preparing date of the product.
- Mention the label data of the original product on the refilled containers.

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#### 10- 4 Consumer Products Requirements

- All products must be registered and approved by the competent authorities.
- Conformity of the label data to the requirements of the competent authorities.
- The product packaging should not be damaged.
- Follow the guidelines for storing consumer products according to the data on the product label.

**For further requirements, please refer to the Technical Guidelines (107) regarding Consumer Product Storage Requirements.**

### 11. Requirements for controlling the operational noise level of the facility

- Equip the facility with an effective operational noise isolation system. (As per the requirements of the Dubai Building Code).
- Ensure the noise level outside the facility within the permissible limits at all times of the day.
- Control the noise level below 55 dB from 7AM to 8 PM.
- Control the noise level below 45 dB from 8 PM to 7 AM.



### 12. water quality

#### 12 -1 Required documents

All institutions owners must provide the following documents and present them upon requested:

- Risk assessment record and control system to ensure safe operation, preventive maintenance and monitoring program.
- All water system diagrams, operation and maintenance procedures manuals.
- Water tank cleanliness reports.
- Periodic water system disinfection reports.
- Contracts for cleaning and disinfecting water tanks and systems within the building.
- Inspections and maintenance records, along with the results of each inspection.

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- Provide documentation of treatment procedures, type and method of use of biocides, and Material Safety Data Sheets (MSDS) for the chemical used.
- Provide a record of the names of employees responsible for operating and closing the system.
- Keeping records of water systems and laboratory test results reports.

## 12-2 General Requirements

- Develop a water systems safety plan, including, for example, water system diagrams and risk assessment.
- Provide a responsible and trained person on the safety and quality of water in the building.
- Contracting with a cleaning and disinfection company for water tanks and systems approved by Dubai Municipality.
- Contracting with a laboratory accredited by the Emirates International Accreditation Center "EIAC" to collect and test water samples.
- The hotel must have a policy of emptying and opening all taps and showers in rooms and other facilities for several minutes to draw water, at least once a week if the rooms are not occupied, and always before occupancy
- Hot water storage should be maintained at a temperature not lower than 60 ° C
- Hot water temperature at points of use must not be less than 50 ° C.
- Cold water temperature at points of use must not exceed 20 ° C
- Keep shower heads and taps clean and free of sediment and scale.
- All water systems and tanks should be emptied, cleaned and disinfected at least twice a year.
- In case if bacteria are detected in the system, follow the Technical Guidelines (44) on the control of Legionella bacteria in water systems - issued by Dubai Municipality.
- Water tanks should be protected from contaminants, ensure that all tank covers are intact, secure and checked internally at least monthly.
- Water tank accessories and systems should be checked and maintained periodically.
- Water heater (calorifiers) must be kept clean, drained, cleaned and disinfected at least twice a year.
- The thermostat settings for heaters should be adjusted to 60 ° C whenever possible and the temperature of the return water of the steam heater should not be below 50 ° C.
- Maintain the free chlorine residual level continuously at the point of use in the building's water distribution network between 0.2 -0.5 ppm (mg/L)
- Keep water systems clean to reduce nutrients available for bacterial growth.
- All cross connections (dead legs) and cut lines (ends of water pipes) must be limited
- Factors that favor bacterial growth such as stagnation, low water flow and temperature control shall be limited.

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- Tests of water samples other than drinking should be as per the Technical Guidelines (44) on the control of Legionella bacteria in Dubai-issued water systems.
- Tests of unbottled drinking water samples shall be as stated in the Technical Guidelines (17) Technical Guideline for the Quality of Unbottled Drinking Water.
- Monitor and measure the remnants of disinfection materials (residual chlorine), pH, temperature in water systems according to the required frequency.
- Water filters should be selected based on a risk assessment in the building, including source water quality, pollution hazards, turbidity in the building, and chemicals impacting health. For more information, refer to the Technical Guidelines (17) Technical Guideline for the Quality of Unbottled Drinking Water.
- Periodic maintenance and cleanliness of filters according to the manufacturer's recommendations.
- Provide adequate training to technicians on how to operate and maintain water systems.

### ***12-3 Water Quality in Fountains, Waterfalls, Irrigation Systems and Cooling Towers in Hotel Establishments***

- Attention to the maintenance and cleanliness of fountains, decorative waterfalls and cooling towers, if any.
- Provide an automatic disinfectant injection system to limit the growth and reproduction of bacteria.
- Provide maintenance, cleaning and disinfection reports.
- The required pH levels and disinfectants used should be in accordance with Table No.(2) below:

**Table No. (2) Required levels for pH and Disinfectants used**

Water System	Ph Level	Residual free bromine	Free residual chlorine
<b>Fountains, waterfalls, decorative water systems (indoor and outdoor)</b>	7.4-7.6 PH	ppm 2-3	1-2 ppm
<b>Cooling Towers</b>	-	ppm 1-2	ppm 0.5-1

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### 12-4 Water Quality Tests

The number of samples depends on the size of the building and the number of users according to the risk assessment mechanism, where samples are taken from various water systems in the building as shown in Table No. (3) below:

**Table No. (3):**

#	Water System	Sampling points	Number of water samples (minimum) / quarterly (at least every three month)
1	<b>Water Tanks</b>	All tanks with a capacity equal to or more than 1000 liters	One sample from each tank
2	<b>Hot, warm and cold water system</b>	Includes the following: (hot water faucet, cold water faucet, shower head)	3- 4 samples from different locations
3	<b>Cooling Tower</b>	Compensator water tank	One sample from each compensatory water tank
		Collection basin (area under the tower where chilled water is collected)	One sample from each collection basin
4	<b>Fountains, waterfalls, decorative and recreational water systems (indoor and outdoor)</b>	Collection basin	One sample from each collection basin
5	<b>Irrigation system</b>	Water tank	One sample of each water tank for irrigation system
		Irrigation water sprinkler if available	One sample of any water sprinkler for irrigation, if any

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**Table No. (4): Sample Collection Frequency for tests**

Type of required test	Time Period	
	<i>Cooling Tower</i>	<i>Water Systems (Except cooling tower system)</i>
<b>Legionella</b>	<i>Quarterly</i>	<i>Quarterly</i>
<b>Total bacteria count</b>	<i>Monthly</i>	<i>Quarterly</i>



**Table No. (5): Permissible limits for pollutants in the building water**

number	Water system	Microorganisms	Reference limit
<b>1</b>	<b>Cooling water system (cooling tower and evaporative condenser)</b>	Legionella	Not exceeding 1000 bacterial colonies / L
		Total bacteria count	Not exceeding 10,000 bacterial colonies/milliliter
<b>2</b>	<b>Hot, warm and cold water system.</b>	Legionella	Not exceeding 1000 bacterial colonies / L
		Total bacteria count	Not exceeding 500 bacterial colonies/milliliter
<b>3</b>	<b>Fountains, waterfall, decorative and recreational water systems (indoor and outdoor)</b>	Legionella	Less than 1 bacterial colony/L
		Total bacteria count	Not exceeding 500 bacterial colonies/milliliter

### **12-5 Water Quality in Drinking Water Coolers and Fountains**

- Place coolers in safe and clean areas to avoid obstructing movement within the building.
- Clean the cooler periodically according to the manufacturer's instruction or based on the result of the cooler inspection.
- Use materials approved by the competent authorities for cleaning and disinfecting coolers.
- Ensure that cooler tanks are securely closed to protect them from pollutants, insects and animals.
- Water filters must be from a company approved by the competent authorities and should be changed periodically or in accordance with the manufacturer's requirements.

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- Dry the floors around the coolers to prevent the reproduction of insects and the accumulation of algae around the cooler.
- The cooler should be made of stainless materials and approved materials to prevent chemical contamination of water.
- Taking a water sample for microbiological and chemical testing according to the UAE standard for unbottled drinking water GSO149-2021.
- If any samples from the water cooler are found to be non-compliant, stop its use immediately and take cleaning and disinfection measures.



### **12-6 Ice Maker Machine**

- All vessels and lids used in manufacturing process must be clean, washed and disinfected with solutions and detergents approved by the competent authorities.
- Ice making machines should be checked monthly, cleaned and refilled according to the manufacturer's instructions.
- Machine should be disinfected every six months according to the manufacturer's instructions.
- All removable components must be disassembled and cleaned every three months.
- Ice must be handled and consumed with tools that prevent its contamination and the transmission of infection and pollutants of various types, whether physical, chemical or microbiological.
- Ice making machines should be dried, cleaned and kept dry when not in use.

### **12-7 Water Quality in Swimming Pools**

- Conduct a risk assessment for swimming pools to establish control and operational measures.
- Provide an automatic disinfectant injection system to reduce the growth and reproduction of bacteria in the pool.
- Strainers and filters must be cleaned periodically.
- The pool water must be pure/clear (with the deepest part of the pool visible) and free of sediment, algae, suspended solids, turbidity, or any unwanted objects.
- Conduct chemical measurements of pool water as shown in Table No. (7) below.
- Conduct microbiological tests of pool water every two months as shown in Table No. (7) below.
- The level of disinfectants must be maintained within the permissible limits in the pool water at all times as shown in Table No. (6) below

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**Table No. (6): Standard Quality Criteria for Swimming Pool Water**



Pool Type	Disinfectant	Water temperature	pH Level	Free chlorine
Swimming pool	Chlorine	$\leq 26^{\circ}\text{C}$	7.2 - 7.6	1 - 2 mg/l <sup>3</sup>
		$26^{\circ}\text{C} - 30^{\circ}\text{C}$	7.2 - 7.6	2 - 3 mg/l <sup>3</sup>
	Disinfectant	Water temperature	pH Level	Bromine
	Bromine	$\leq 26^{\circ}\text{C}$	7.2 - 7.8	2 mg/l
		$> 26^{\circ}\text{C}$	7.2 - 7.8	4 mg/l

**Table No. (7): All required tests for swimming pools must be carried out as shown in the table below:**

Frequency	Test	Acceptable range
daily	pH Level	7.4-7.6
	Residual free chlorine	1-2 ppm
	Residual free bromine	2-4ppm
Every two weeks	pH Level	7.4-7.6
	Residual free chlorine	1-2 ppm
	Residual free bromine	2-4ppm
	Total alkalinity	60-200 mg/L
	Cyanuric acid	30-50 mg/L
Every two months	Total coliforms	0 mpn/100 ml.
	Fecal coliforms	0 mpn/100 ml.
	bacterial colonies count	1000 cfu/ml.
	Pseudomonas aeruginosa	0 cfu/100 ml.
	Fecal streptococci	0 cfu/100 ml.

**For further requirements, please refer to the Technical Guideline (17) for the quality of unbottled drinking water**

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## 13. Indoor air quality

### 13-1 General requirements



- Indoor air quality testing and measurement must be carried out before occupancy for new hotels. It does not exceed the maximum indoor air pollutants listed in Table (8). Reports must be kept and submitted to Dubai Municipality Inspector - Health and Safety Department if requested.
- A risk assessment must be carried out six months after the start of operation of the ventilation and air conditioning system, when opening any new hotel or after renovation by competent and authorized persons.
- A comprehensive risk assessment shall be conducted by the competent and accredited persons at least every two years during the normal operation of the building, to ensure that all indoor air quality requirements and conditions mentioned in the Indoor Air Quality Technical Guide for Healthy Life are complied with, and that indoor air quality is acceptable and conforms to the specifications mentioned in Table (9) (10) (11) (12).
- In existing buildings, indoor air quality testing and measurement of the pollutants listed in Tables (6),(7),(8) must be carried out to ensure that the air quality in the building is suitable for work, as the maximum indoor air pollutants listed in Table (9) do not exceed general air pollutants.
- When carrying out renovation works for the building, it must be ensured that the major renovation works are carried out in a manner that ensures the safety of the internal environment. The points in the design and construction stages must also be considered.
- Spaces to be renovated must be completely and effectively isolated from populated areas for occupied buildings undergoing partial renovation and equipped with local ejection fans to extract exhaust air to the outside. Supply air must be separated if necessary to ensure acceptable indoor air quality for building occupants and to ensure pollutant concentrations in the air within the permissible limits as shown in Tables (9), (10), (11) and (12).
- Mechanical ventilation shall be provided for all buildings that have closed or semi-closed car parks to ensure that the concentration of carbon monoxide (CO) in the indoor parking area is less than (50) ppm.
- Smoking is prohibited in all public hotel facilities, or any other places designated by Dubai Municipality except where smoking is permitted and has a valid permit, with adhering to all requirements and conditions for granting the permit.
- It is necessary to ensure the location of the fresh air intake for the air handling unit:
  - It should not be closed or semi-closed by barriers (such as walls, fences, machinery, etc.).

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- It should not be near cooling towers and high-capacity kitchen exhaust fans, at least (7.5 meters away).
- It should not be near any exhaust fans or drainage pipes, at least (3.5 meters away).
- It should not be at street level or near a parking lot (air intakes located below the third floor may draw in fumes from vehicle traffic and parking), according to local regulations and guidelines
- The outdoor fresh air handling unit should not be shut off for any reason and ensure that it is operated on automatic mode.
- The management of the building must take all necessary measures to prevent the entry of pollutants into the building in the event of construction work nearby.
- The filters (air filter) must be installed properly to cover each air intake interface without any overflow, and they must be cleaned regularly (at least once a month) to avoid dust overloading the filter and replaced as recommended by the manufacturer.
- The filtration system for fresh air handling units should be designed in two filtration stages so that the filtration system design for the first stage with efficiency is between 10% and 30%, and for the second stage with efficiency between 40% and 85%.
- When assessing and measuring indoor air quality, the place and criteria for taking measurement, the number of sampling and measurement points must be considered, in addition to ensuring the application of quality and conformity control and management as detailed in the Technical Guide (119) for indoor air quality for a healthy life.
- The pressure differences on the reception area compared to the outside must be checked to ensure that contaminants from the loading area do not enter the building. A compact vestibule and air locks can be used if necessary.
- Train hotel staff on indoor air quality management (IAQ), including recognizing signs of indoor air quality issues, reporting procedures, and emergency response protocols.
- Enhancing awareness among employees about the importance of maintaining indoor air quality and its impact on guest satisfaction and health.
- Ensure that the indoor air quality management plan is implemented, so that the hotel must develop an indoor air quality management plan and determine schedules for regular inspections, maintenance and cleaning, as well as procedures to address problems associated with indoor air quality.

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### 13-2 Maintenance and cleaning of ventilation and air conditioning systems

- The maintenance schedule of the (HVAC) system must be in line with the manufacturer's recommendations to ensure efficient operation and regular maintenance.
- The building and its ventilation and air conditioning system must be inspected at least every three months or when needed seasonally, and test reports must be kept and submitted to the Dubai Municipality Inspector - Health and Safety Department if requested.
- The ventilation and air conditioning system must be cleaned and maintained regularly, including (air filters, cooling coil, internal parts, etc.), as well as the room of the fresh air handling unit and ensure that there are no contaminants near the fresh air handling unit.
- The air ducts must be cleaned at least once every three years in the absence of microbiological contamination (such as mold) and cleaned immediately in the event of mold or microbiological contamination by a specialized company approved by the competent authorities.
- At least once a month it should be ensured that the drains of the air conditioning and ventilation units are clean, the condensate drains properly and that there is no trace of visible mold growth.

**Table (8): Air pollutants in new buildings:**

Parameters of contaminants and impurities (sample type)		Long-term exposure		Short-term exposure		Limit Allowed Value – Upper Limit (TLV-C)
		Maximum Acceptable Limit	Average Time	Maximum Acceptable Limit	Average Time	
Gaseous pollutants	Fully volatile organic compounds (TVOC)	300 µg/m <sup>3</sup> .	8 hours	3 ppm	N/A	5.5 ppm
	Formaldehyde (HCHO)	0.01 ppm	8 hours	0.08 ppm 0.1 mg/m <sup>3</sup>	30 minutes	1 ppm
	Lead	0.15 µg/m <sup>3</sup>	3 months	30 µg/m <sup>3</sup>	8 hours	50 µg/m <sup>3</sup> .
Biological particulate matter and contaminants	Contaminated Particles (PM) (PM2.5)	35 µg/m <sup>3</sup>	24 hours	100 µg/m <sup>3</sup>	1 hour	
	Contaminated Particles (PM) (PM10)	150 µg/m <sup>3</sup>	24 hours	100 µg/m <sup>3</sup>	8 hours	
	Total number of bacteria	500 CFU/m <sup>3</sup>				
	Total number of fungi	500U/m <sup>3</sup>				

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**Table (9): Common air pollutants in existing buildings:**

Parameters of contaminants and impurities (sample type)		Long-term exposure		Short-term exposure		Limit Allowed Value – Upper Limit (TLV-C)
		Maximum Acceptable Limit	Average Time	Maximum Acceptable Limit	Average Time	
Gaseous pollutants	Fully volatile organic compounds (TVOC)	0.6 mg/m <sup>3</sup>	8 hours	3 ppm	N/A	5.5 ppm
	Formaldehyde (HCHO)	0.01 ppm	8 hours	0.08ppm 0.1 mg/m <sup>3</sup>	30 minutes	1 ppm
	Carbon dioxide (CO <sub>2</sub> )	800 ppm	8 hours	700 ppm above outdoor air levels	N/A	5000 ppm
	Carbon monoxide (CO)	9 ppm (10 mg/m <sup>3</sup> .)	8 hours	25 ppm (35 mg/m <sup>3</sup> )	1 hour	200 ppm
		(7 mg/ m <sup>3</sup> )	24 hours	90 ppm (100 mg/m <sup>3</sup> )	15 minutes	
	Ozone (O <sub>3</sub> )	ppm (100 0.06 µg/m <sup>3</sup> )	8 hours	0.12 ppm	1 hour	800 µg/m <sup>3</sup>
	Nitrogen dioxide (NO <sub>2</sub> )	40 µg /m <sup>3</sup>	Yearly average	0.1 ppm (200 µg/m <sup>3</sup> )	1 hour	10 ppm (within 5 minutes)
		150µg/ m <sup>3</sup>	8 hours	1 ppm	minutes 15	
Biological particulate matter and contaminants	Contaminated Particles (PM) (PM <sub>2.5</sub> )	35 µg/ m <sup>3</sup>	24 hours	100 µg/m <sup>3</sup>	1 hour	
	Contaminated Particles (PM) (PM <sub>10</sub> )	150 µg /m <sup>3</sup>	24 hours	100µg /m <sup>3</sup>	8 hours	
	Total number of bacteria	1000 CFU/m <sup>3</sup>				
	Total number of fungi	500 U/m <sup>3</sup>				

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Table (10): Thermal comfort:

Parameter	Recommended range of acceptable indoor air quality	Unit	Comments
Dry air temperature	22.5 - 25.5 dB °C	°C	Based on 80% of residents' comfort
Relative humidity	20 - 60	%	Must not exceed 56%RH at 80F (27C) and 86%RH at 67F (19C).
Air movement	0.2 - 0.3	m/s	

Table (11): VOCs

compound	Average over 8 hours
Benzene	17 µg/m³ (0.0053 ppm)
Naphthalene	10 µg/m³ (0.0019ppm)
Multicyclic aromatic hydrocarbons	0.012 ng/m³ (1.2 × 10–4 ppm)
Trichloroethylene	230 µg/m³ (0.0043 ppm)
Tetrachloroethylene	250 µg/m³ (0.037 ppm)
1,2- Dichlorobenzene	500 µg/m³ (0.083 ppm)
Toluene	1,092 mcg/m³ (0.29 ppm)
1,4-dichlorobenzene	200 µg/m³ (0.033 ppm)
Styrene	100 ppm
Xylene	1,447 µg/m³ (0.333 ppm)



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**Table (12): Number of samples according to area:**

Building area (sqm) (served by ventilation and air conditioning system (MVAC))	Minimum sampling points
< 3,000	1 per 500 square meters
3,000 - <5,000	8
5,000 - <10,000	12
10,000 - <15,000	15
15,000 - <20,000	18
20,000 - <30,000	21
More than 30,000	1 per 1200 square meters

**For more requirements, please refer to the Technical Guide (119) for indoor air quality for a healthy life.**

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## 14. 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 Issuing Local Order No. (11) of 2003 Concerning Public Health and Safety of the Society in the Emirate of Dubai.
- Local Order No. 61 of 1991 regarding Environmental Protection Systems in the Emirate of Dubai.
- Technical Guidance Guide (44) on controlling Legionella bacteria in water systems Dubai Municipality Issue date: September 13, 2022.
- Technical Guidelines (17) for Quality of Un-bottled Drinking Water
- Technical Guidelines (70) for Issuing Smoking Areas Permits
- Technical Guidelines (81) on Private swimming pools safety.
- Technical Guidelines (34) For Approval of Swimming Pool Plans.
- Technical Instructions Guide (107) for storage requirements for consumer products.
- Technical Guidelines (119) for Technical Guidelines for Indoor Air Quality for Healthy Life.
- Dubai Building Code issued by Dubai Municipality 2021.
- Technical Requirements for No Objection for Practicing Health and Safety Activities.

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>▪ Email: <a href="mailto:ehcinspection@dm.gov.ae">ehcinspection@dm.gov.ae</a></li> <li>▪ ☎ Dubai Municipality - Call Center (24/7): 800900</li> </ul>

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