

## 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)

Version #	Date	Prepared/reviewed by	Modifications summary
2	15-1-2023	Labour Cities Control Section	<ul style="list-style-type: none"> <li>Addition of the individual space requirement of 3 square meters under the provisions of Annex No. 14.</li> </ul>
2.1	8-9-2023	Labour Cities Control Section	<ul style="list-style-type: none"> <li>Addition of the new Dubai Municipality logo</li> </ul>
3	9-5-2024	Labour Cities Control Section	<ul style="list-style-type: none"> <li>Addition of the new Government of Dubai logo</li> <li>Update of contact information</li> <li>Reclassification and renumbering of references</li> </ul>
4	3-1-2025	Labour Cities Control Section	Comprehensive update of the Guidelines' contents, including the requirements for the following: <ul style="list-style-type: none"> <li>The building</li> <li>Sleeping rooms</li> <li>Kitchens</li> <li>Laundry area</li> <li>Elevator safety</li> <li>Safety in swimming pool areas</li> <li>Water quality</li> <li>Indoor air quality</li> </ul>
5	30-09-2025	Labour Cities Control Section	Comprehensive update of the Guidelines' contents, including the requirements for the following: <ul style="list-style-type: none"> <li>Definitions And Meanings</li> <li>Control and inspection systems</li> <li>Individual kitchens</li> <li>Water quality</li> <li>Indoor air quality</li> </ul>

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## 1- Objective

- Identify the requirements that must be followed to ensure compliance with health and safety regulations and legislation.
- Raise awareness among labor accommodation operators about health and safety risks, and implement preventive measures and corrective actions to minimize such risks, with the aim of ensuring health and safety in labor accommodations
- To ensure the continuity of operations in line with applicable regulations.
- Enhance the awareness of labor accommodation operators to ensure compliance with the health and safety requirements mandated by inspection and regulatory authorities.
- Create a healthy and safe living environment to reduce accidents and injuries, while promoting the mental and physical well-being of workers, thereby contributing to increased productivity.

## 2- Scope (Application Range)

All permanent labor accommodations located within the geographical areas of the Emirate of Dubai.

## 3- Definitions And Meanings

Definition	Meaning
<b>Labour Accommodation</b>	Any building or group of buildings designated for labour accommodation.
<b>Public Health</b>	is the science and art of preventing diseases, prolonging life, and promoting health through organized community efforts.
<b>Health and Safety Department.</b>	The competent authority responsible for monitoring and ensuring compliance with health and safety standards and requirements stipulated in the laws, legislations, regulations, and guidelines applicable to buildings and institutions within the Emirate of Dubai.
<b>Level of compliance</b>	It is the level of compliance with health and safety standards and requirements achieved by labor accommodations to obtain a health and safety rating. The rating is determined based on the extent to which the accommodation meets the items listed in the inspection checklist, which is linked to the risk matrix and electronically

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	registered in the system designated for the inspection and monitoring of labor accommodations.
<b>Inspection Report</b>	An official document used by inspection personnel or their authorized representatives to record a clear violation in accordance with local orders, laws, and approved standards. It includes details such as the date and time of the violation, the name of the offender, evidence of the violation, and the measures taken in response. The report also specifies the location of the violation, the final action taken, the nature and severity of the risk, and the type of violation. It serves to implement corrective actions, collect fines if applicable, and, if necessary, support the Legal Affairs Department of Dubai Municipality in filing a case with the Public Prosecution.

## 4- Control & Inspection Systems

### 4-1 Types of Inspection Operations

- **Routine Inspection:** The inspection that is automatically assigned and scheduled through the Smart Inspection System, based on the accommodation classification and the risk level.
- **Follow-up Inspection:** The inspection that is assigned and scheduled to ensure that appropriate corrective actions are taken regarding the violations stated in the inspection report, within the specified timeframe according to the severity of the violations committed.
- **Inspection Based on a Management Order:** The inspection that is assigned and scheduled based on a directive issued by the Department Director, Section Manager, or their authorized representative.
- **Inspection Based on a Complaint:** The inspection that is assigned and scheduled for the purpose of responding to complaints received from individuals or the public through official approved channels, and for taking the necessary actions in accordance with applicable laws and regulations.
- **Sample Inspection:** A visit conducted by the Judicial Control Officer and accompanying personnel to collect random samples from accommodation for testing or study purposes.

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#### 4-2 Achieved Results and Classification

The committed violations affect the assessment of the labor accommodation's compliance with health and safety regulations. Following the final evaluation, an inspection report is issued that includes a compliance level record, starting with Category A, followed by Category B, then Category C. The non-compliance levels are ranked in descending order, with Category D, down to the lowest compliance level, Category F.

#### 4-3 Compliance Standards in Labor Accommodations.

The establishment shall be considered in violation if it breaches any of the regulations referred to in this guide. Fines shall also be imposed on the establishment in accordance with the provisions of Local Order No. 11 of 2003, its Executive Regulations, and their amendments.”.

#### 4-4 Objection and Appeal.

Dubai Municipality ensures the right to raise objections upon request from its clients within the period specified in the issued inspection reports. Objections must be submitted through all available official communication channels, along with supporting evidence.

#### 4-5 Suggestions, Feedback, Complaints, and Communication

Contact	To submit (Suggestions / Feedback / Complaints)
1. Email: <a href="mailto:labourcities@dm.gov.ae">labourcities@dm.gov.ae</a>	1. The unified communication platform between Dubai Government and its clients “04 Platform” <a href="https://04.gov.ae/">https://04.gov.ae/</a>
2. Dubai Municipality – Call Center (24/7): 800900	2. Dubai Municipality – Call Center (24/7): 800900

## 5- Building Regulations and General Requirements

### 5-1 Building Regulations

- 1- The building must be licensed by the competent building licensing authorities.
- 2- The use of any materials containing asbestos or any substances harmful to the environment or public health is strictly prohibited.

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- 3- Flooring must be made of waterproof, smooth, non-absorbent materials that are easy to clean and wash, non-slip, resistant to industrial detergents and cleaning acids, and must have a flat, crack- and hole-free surface.
- 4- All conditions and requirements applicable to residential buildings shall also apply to labor accommodation rooms, including ventilation, natural and artificial lighting, thermal insulation, electrical installations, health and environmental requirements, as well as all technical specifications related to residential rooms such as heights, areas, and dimensions.
- 5- A detailed signboard must be installed on the exterior of the labor accommodation building, clearly displaying the name and details of the company responsible, in an appropriate size.
- 6- Regular maintenance of all accommodation facilities must be carried out considering the designated rest times for workers.
- 7- The accommodation must include central services appropriate to the number of workers authorized to occupy the building, with adherence to the following:
  - Compliance with the designated use of facilities within the labor accommodation, and no changes shall be made without obtaining a permit from the competent building licensing authorities.
  - Ensuring that food preparation areas (kitchens and dining areas) always remain accessible to workers.
  - Full compliance with the Dubai Building Code issued by Dubai Municipality, or any guidelines issued by the competent building licensing authorities in the Emirate.
- 8- All residential rooms, kitchens, dining areas, and halls must be equipped with an air-conditioning system in accordance with the specifications outlined in the Technical Guidelines for Indoor Air Quality for a Healthy Life (DM-HSD-GU119-IAQ).

## 5-2 Administration of Labor Accommodation

A qualified and certified Health and Safety Officer must be provided within the labor accommodation, in accordance with the requirements outlined in the Certification Scheme for Health and Safety Officer in Laborer Accommodations (DM-HSD-GU131-CSLA2).

## 5-3 Documents and Records

- 1- A valid copy of the following contracts and documents must be provided:
  - Lease contract notarized with the relevant government authorities

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- Water tank cleaning contract with a company approved by Dubai Municipality, along with periodic cleaning reports.
  - Pest control contract with a company approved by Dubai Municipality, along with periodic pest control reports.
  - Air conditioning units cleaning contract and periodic maintenance reports.
  - Elevator maintenance contract (if applicable), along with certified safety and inspection certificates.
  - Firefighting systems and equipment maintenance contract and periodic maintenance reports.
  - Grease trap cleaning contract and periodic reports.
  - Common kitchen/catering services permit (if available), issued by the Food Safety Department of Dubai Municipality.
  - Any other maintenance or service contracts.
- 2- An updated list of all authorized staff working in the common kitchen/catering services.
  - 3- Valid occupational health certificates for all staff of common kitchen/catering services, Issued by Dubai Health.
  - 4- A certified lifeguard certificate if swimming pool is available within the labor accommodation.
  - 5- Health and Safety Officer Accreditation certificate for the concerned personnel, in accordance with the requirements of for Certification Scheme for Health and Safety Officer in Labor Accommodations.

## 6- Sleeping Rooms

- 1- A minimum of 3 square meters of space must be provided for each person inside the sleeping room.
- 2- The total number of workers is calculated based on the exact number of individuals per room.
- 3- Each room must accommodate no more than 8 to 10 workers, while strictly adhering to the required space per person.
- 4- Each worker must be provided with an individual sleeping space, even in the case of rotating shifts. Sharing of a sleeping space between workers is not permitted.
- 5- Each worker must be provided with a bed equipped with a comfortable mattress, pillow, blanket, and clean bedding.

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- 6- A 2-meter-high personal wardrobe with a lock must be provided for each worker.
- 7- The height of the bed must be no less than 30 cm above the floor.
- 8- The use of bunk beds is not preferred, but if used, there must be a minimum distance of 100 cm between beds on both sides, and at least 70 cm. between the upper and lower bunks.
- 9- Safety barriers on upper bunks (for bunk beds) shall not be removed.
- 10- Triple bunk beds are strictly prohibited.
- 11- Sufficient shoe racks (preferably metal, wall-mounted, and raised above the floor) must be provided at the entrance of each room so that workers can remove their shoes before entering the sleeping area.
- 12- Adequate ventilation, cooling, and lighting systems must be provided inside sleeping rooms.

## 7- Kitchens

### 7-1 Individual Cooking Kitchens

- Each residential unit shall be equipped with one or more kitchens
- Cooking stations, food preparation surfaces, sinks, and floors must be cleaned at least twice a day.
- A deep cleaning of individual cooking kitchen facilities must be carried out at least once every three months.
- Adequate storage must be provided for dry and refrigerated food items.
- Separate areas must be designated within the kitchen for raw meat and other food items, with each area equipped with a stainless-steel sink and preparation table to ensure food safety and prevent cross-contamination between different types of food.
- Handwashing sinks must be provided, equipped with both hot and cold water, liquid soap, and hand-drying facilities, according to the number of workers.
- A dishwashing sink with both hot and cold
- The kitchen shall be equipped with an appropriate drainage system and a ventilation outlet.
- Kitchen floors, ceilings, and walls shall be constructed of materials that are easy to clean.
- The kitchen and cooking facilities shall be maintained in a continuously clean condition.
- The kitchen shall be provided with effective pest control measures.

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## 7-2 Catering Services / Common Kitchen

An annual permit must be obtained from the relevant Dubai Municipality department to operate a catering service/central kitchen within the labor accommodation, and the following health requirements must be adhered to:

- 1- A register for kitchen staff must be maintained.
- 2- The kitchen must not open to the public street or sell materials.
- 3- No signage or boards for the shop are allowed.
- 4- The flooring must be ceramic, and the corner where the floor meets the walls should be at a right angle or rounded for easier cleaning.
- 5- Proper ventilation and lighting must be provided for all stages of work.
- 6- All staff must have valid health cards issued by the Dubai Health Authority.
- 7- Staff must wear appropriate uniforms and maintain cleanliness while working.
- 8- Kitchen staff must adhere to personal hygiene standards.
- 9- A storage room must be provided for dry, refrigerated, and frozen materials, according to the size of the kitchen operation.
- 10- A small utensil washing area must be equipped with a triple or double stainless-steel sink, with hot and cold water, and should be located close to the preparation area.
- 11- A large and deep sink for washing large utensils, with both hot and cold water, must be provided.
- 12- A vegetable preparation area must be provided, with a separate washing sink, a stainless-steel preparation table for washing vegetables, tools, and a separate fridge.
- 13- A meat preparation area must be provided, with a separate washing sink, a stainless-steel preparation table for meat, tools, and a separate fridge.
- 14- A fish preparation area must be provided, with a separate washing sink and a stainless-steel preparation table for fish, along with dedicated tools.
- 15- A hand-washing sink made of stainless steel must be provided in each preparation area, according to the number of workers, equipped with hot and cold water, liquid soap, and hand towels.
- 16- One stainless-steel table must be available for food preparation.
- 17- Electrical food heaters must be provided to keep food hot (above 65°C), and a separate unit for cold food storage (from 1°C to 4°C).

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- 18- Stainless steel or non-corrosive material shelves must be provided to store dry food materials, as well as shelves for drying cleaned utensils.
- 19- A cooking area with a canopy for the chimney must be provided to draw fumes, with the chimney raised at least 2 meters above the nearest building.
- 20- At least 3 cooling units must be provided to store different types of food.
- 21- Work areas must be arranged to avoid overlapping between different stages of food preparation.
- 22- Approved food packaging materials must be used, as per Dubai Municipality regulations.
- 23- Plastic bags should not be used for storing food.
- 24- Grease traps must be installed outside the kitchen and dining rooms, connected to the sewage system.
- 25- Pest and rodent control measures must be installed on doors, windows, and openings.
- 26- Proper methods for thawing frozen food must be followed.
- 27- Appropriate temperature measurement devices must be provided for refrigerators and freezers, along with a temperature log.
- 28- Food must be protected from contamination during preparation, storage, and transportation.

### 7-3 Kitchen Management

- 1- The kitchen must be managed by a licensed food service company or a team of professional chefs.
- 2- The kitchen must comply with the public health standards of the relevant authority.
- 3- A variety of food options must be provided, considering different cultures, dietary requirements, and the need for a balanced and healthy diet.
- 4- Free laundry service must be provided for kitchen staff, along with at least two sets of appropriate work uniforms.
- 5- Adequate storage facilities must be available for dry, chilled, and frozen foods.
- 6- There must be three separate food preparation areas (for meat, fish, and vegetables), each equipped with a double stainless-steel sink, separate cutting tools, a refrigerator, and a stainless-steel preparation table.
- 7- Stainless steel handwashing sinks (in proportion to the number of workers) must be provided, equipped with hot and cold water, liquid soap, and hand drying facilities.
- 8- Kitchen floors, ceilings, and walls must be made of non-absorbent, easy-to-clean materials.

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- 9- The kitchen and cooking facilities must be always kept clean.
- 10- The kitchen must be equipped with an insect control system.
- 11- All food served on site must comply with the food safety regulations stipulated in the Dubai Food Code.
- 12- Notices indicating meal times must be displayed at the entrances of the dining hall.

## 8- Dining Halls

- 1- The dining hall must be equipped with enough tables and chairs.
- 2- Chilled drinking water must be provided.
- 3- A handwashing station must be available (equipped with hot and cold water, liquid soap, and paper towels).
- 4- The dining hall must have the capacity to accommodate one-third of the total number of workers at a time.
- 5- Dining rooms must be provided with adequate lighting and ventilation.
- 6- Dining halls must be equipped with an air conditioning system in accordance with the specifications set by the approved municipal regulations.

## 9- Laundry Facilities

- 1- Laundry rooms must be located on the ground floor of the accommodation.
- 2- Walls and floors of the laundry rooms must be moisture resistant.
- 3- The laundry room must have adequate ventilation to eliminate moisture and reduce the buildup of bacteria and fungi, with proper natural or mechanical ventilation.
- 4- The facility must be equipped with all essential services such as hot and cold-water supply, ventilation, air conditioning, proper drainage, and sufficient lighting.
- 5- The laundry area must be separated from living and dining areas, and must be located independently, away from residential units, kitchens, and restrooms.
- 6- Washing clothes contaminated with hazardous materials, such as pesticides, is strictly prohibited in residential laundry rooms. Such items must be sent to a specialized laundry facility with all necessary precautionary measures in place.

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## 10- First Aid Room

Each labor accommodation must have at least one first aid room equipped with adequate furniture, supplies, and a cabinet containing first aid materials (first aid kit).

## 11- Sanitary Facilities

- 1- At least one toilet must be provided for every 8 people.
- 2- At least one shower facility must be provided for every 8 people.
- 3- At least one handwashing basin must be provided for every 8 persons.
- 4- At least one urinal must be provided for every 25 persons.
- 5- Both hot and cold water must be provided in the bathrooms.
- 6- Toilet and bathroom designs must include enough rust-resistant clothes and towel hooks.
- 7- No toilet or urinal shall be installed in a room used for purposes other than sanitation.
- 8- Floors and walls (up to a height of no less than 2 meters) must be tiled with ceramic material.
- 9- Bathroom floors must be made of non-slip, washable materials to ensure safety and ease of maintenance.
- 10- Bathrooms and toilets must be cleaned regularly using approved cleaning and disinfecting agents.
- 11- Proper ventilation and lighting must be provided.
- 12- Facilities must be supplied with running water.
- 13- Handwashing basins must be provided with liquid soap and hand drying tools.
- 14- Wastewater must be drained in a hygienic manner.
- 15- Toilets must ensure adequate privacy.

## 12- Public Health Requirements

### 12-1 Waste Disposal

- 1- Sealed, washable garbage containers must be provided in sufficient quantity.
- 2- Waste containers must be emptied regularly.

### 12-2 Public Health Pests

- 1- All effective measures and procedures must be taken to prevent the presence or breeding of public health pests such as insects and rodents.

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- 2- A specialized pest control company approved by Dubai Municipality must be contracted to carry out pest control services.
- 3- The number of visits must comply with the requirements set by Dubai Municipality in this regard.
- 4- Pest control must be carried out immediately upon the detection of insects, rodents, or any pests within the accommodation.

## 13- Public Safety

### 13-1 Safety in Public Facilities of the Accommodation

- 1- A valid Fire Safety Compliance Certificate must be obtained from the general command of Dubai civil defense.
- 2- Electrical sockets and connections must be in good condition, properly located, and safely covered.

### 13-2 Elevators Safety

- 1- A valid elevator safety certificate and maintenance report must be provided by a company accredited by the Emirates International Accreditation Center (EIAC).
- 2- Elevators must be used properly, and instructions must be followed.
- 3- Moving parts of the elevator drive system must be secured.

### 13-3 Safety in Storage Area

1. Adequate and appropriate lighting must be provided in the storage room.
2. The storage area must be kept clean.
3. Items must be stored properly, raised at least 20 cm above the floor, at least 50 cm below the ceiling, and 30 cm away from the walls.

### 13-4 Safety in Swimming Pools Area

Compliance with swimming pool safety requirements is mandatory, as outlined in the technical guidelines DM-HSD-GU81-PSPS2.

## 14- Water Quality

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The following guidelines must be followed to ensure water quality in labor accommodations:

- Technical Guidelines for the Safety of Emergency Water Systems DM-HSD-GU133-EWS1
- Technical Guidelines on Controlling Legionella Bacteria in Water Systems DM-HSD-GU44-LCWS2

Technical Guidelines on the Quality of Unbottled Drinking Water DM-HSD-GU17-DW1

## 15- Indoor Air Quality

Compliance with Technical Guidelines for Indoor Air Quality for a Healthy Life (DM-HSD-GU119-IAQ).

## 16- References

- Local Order No. (11) of 2003 concerning Public Health and Community Safety in the Emirate of Dubai.
- Administrative Decision No. (30) of 2007 issuing the Executive Regulations of Local Order No. (11) of 2003 regarding Public Health and Community Safety in the Emirate of Dubai.
- Administrative Decision No. (128) of 2007 concerning the Requirements for Establishing Workers' Accommodation Complexes.
- Administrative Decision No. (62) of 2008 amending Administrative Decision No. (30) of 2007, which issued the Executive Regulation of Local Order No. (11) of 2003 concerning public health and community safety in the Emirate of Dubai.
- Executive Council Resolution No. (12) of 2025 Concerning the Provision of Accommodation for Workers Employed at Establishments in the Emirate of Dubai
- Technical Guidelines for the Safety of Public Swimming Pools DM-HSD-GU81-PSPS2
- Technical Guidelines (46) on Occupational Health and Safety in Kitchens and Food Preparation Areas – DM-HSD-GU46-KFPA2
- Technical Guidelines for the Safety of Emergency Water Systems DM-HSD-GU133-EWS1
- Technical Guidelines on Controlling Legionella Bacteria in Water Systems DM-HSD-GU44-LCWS2

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	<b>Organization Unit:</b>	<b>Health &amp; Safety Department</b>	<b>الوحدة التنظيمية:</b>	
	<b>Document title:</b>	Technical Guidelines for Labour Accommodation Compliance	<b>اسم الوثيقة:</b>	
	<b>Doc Ref:</b>	DM-HSD-GU85-LAC2	<b>رمز الوثيقة:</b>	

- Technical Guidelines (17) on the Quality of Unbottled Drinking Water – DM-HSD-GU17-DW1
- Technical Guidelines for Indoor Air Quality for a Healthy Life (DM-HSD-GU119-IAQ).
- Cabinet Resolution No. (13) of 2009 regarding the Approval of the General Standards Manual for Collective Labor Accommodation and its Associated Services.
- Administrative Resolution No. (110) of 2020 Regulating the Provision of Services at Labour Accommodation
- Dubai Building Code
- Certification Scheme for Health and Safety Officer in Laborer Accommodations DM-HSD-GU131-CSLA2