

Provisional Guidelines Related to Food Safety Management in Dubai

Edition 2

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The provisional requirements apply for a duration of 3 months from March 2020 to June 2020.

The requirements are prepared by the Food Safety Department in consultation with the Health and Safety Department of Dubai Municipality. There will be changes in the requirements from time to time. Refer to the <https://foodwatch.dm.gov.ae> to download the latest requirements.

Food Safety Department, Dubai Municipality

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1 Scope

The guidelines will serve as a reference to the following businesses:

- All types of food establishments
- Suppliers of cleaning and disinfection solutions
- Food transportation and Delivery service providers (all modes including bikes, cards, trucks)
- Food safety training centres, Consultants and Certification bodies

2 Food Safety requirements

All food businesses must ensure compliance to Dubai Food Code at all times. The following additional requirements provided in the tables apply during the interim period.

	Instructions to All Food Establishments
Cleaning and Disinfection- General Areas	Mandatory cleaning and disinfection using <u>approved disinfectants</u> (biocides). Use the supplier management interface of Foodwatch to select suppliers of approved disinfectants and create Smart Contracts.
Cleaning and Disinfection of Hand Contact Surfaces	Mandatory frequent cleaning and disinfection using <u>approved disinfectants</u> (biocides). If the disinfectant is not listed, the supplier must be able to provide details of registration on Monteji.
Cleaning and Disinfection of High-Touch Areas	Mandatory frequent cleaning and disinfection using <u>approved disinfectants</u> (biocides), at least every half hour. Report disinfection using the Foodwatch Connect App (click here to see the demo to use the App).
Customer Facilities	Ensure hand-washing facilities are accessible, and is equipped with soap and running water at all times. Provide approved hand sanitizers in customer areas Door handles that are hand operated should be replaced with foot operated or be automated to prevent hand contact.
Social Distancing among Employees	Maintain social distancing (avoid close contact with visitors and guests). Reduce meeting in groups
Personal Habits and Hygiene	Maintain high levels of personal hygiene at all times. View the video to learn more Employees must avoid touching eyes, nose and mouth Avoid handshakes and close contact.

Health Status Reporting	<p>Employees must report any illness to the person in charge management.</p> <p>Specifically report symptoms such as fever and cough and seek medical care immediately.</p> <p>Employees must also report to the management if they are in contact with any ill person.</p>
Hand-washing	<p>Wash hands frequently, especially after any interaction with surfaces that could be contaminated.</p> <p>Wash hands after touching mouth, nose, or eyes.</p>
Protective Clothing	<p>Wear clean and suitable uniforms.</p> <p>Masks*, if used, must be used and disposed correctly.</p> <p>Disposable gloves, if used, must be used and disposed correctly after each use.</p> <p><i>*Follow the recommendations of the World Health Organization for face mask</i></p>
Food Delivery Vehicles	<p>Ensure that food delivery units are cleaned and disinfected after every delivery.</p> <p>Delivery person shall maintain adequate health precautions.</p> <p>There should be an approved disinfectant with the delivery person at all times.</p> <p>Delivery person should maintain social distancing, follow personal hygiene habits mentioned in table 1</p> <p>Single use gloves, if used, must be worn only when collecting cash and while handling payment devices.</p> <p>Ensure that vehicle providers are added to the supplier management interface of Foodwatch. Click here to learn more about managing transportation vehicles and delivery.</p>
Foodwatch App	<p>Foodwatch Connect App must be used to verify personal hygiene, report illness, verify cleaning and disinfection and report any delivery vehicles that are not registered with Dubai Municipality.</p>
Responsibilities of the Person in Charge (PIC)	<p>In addition to the food safety responsibilities, the PICs must ensure the following:</p> <p>Ensure that all employees are free of symptoms of illness such as fever and cough.</p>

	<p>Ensure that sufficient facilities are provided for cleaning and disinfection in all areas.</p> <p>Ensure that there is adequate supply of disinfectants and cleaning tools.</p> <p>Ensure that all emergency contact numbers are provided to the employees.</p> <p>Ensure that cleaning and disinfection processes are documented using the Foodwatch Connect App.</p>
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Table 1 below lists the practices that all food establishments must follow.

Table 2 below lists the practices the specific food retail businesses must implement in addition to the requirements listed in table 1:

	Restaurants/ Cafeteria/ Café/Coffee Shop	Hotels	Staff Canteen	Departmental Stores/Superma rket/ All Stores
Open Buffet	Suspended until further notice	Entry should be limited with prior reservation to ensure that the seating area is not crowded.	Food must be provided only to the staff. Ensure that entry is	NA

		<p>Dispense the food through service staff as much as possible.</p> <p>Replace the hand contact utensils such as serving spoons and frequently.</p>	<p>controlled to keep the numbers lower.</p> <p>Entry must not be allowed for visitors</p> <p>Dispense the food through service staff as much as possible.</p> <p>Replace the hand contact utensils such as serving spoons and frequently.</p>	
Self Service Counters	Self service areas must remain closed until further notice.	Ensure machines are handled by hotel staff.	Self service areas must remain closed until further notice.	Self service areas must remain closed until further notice.
Waiting Area	Waiting areas must remain closed until further notice.	NA	NA	NA
Dine-in Capacity (for public)	Dine-in capacity* must be limited to 20% of the original seating capacity.	Dine in capacity must be limited to 20% of the original capacity.	NA	Dine in capacity must be limited to 20% of the original capacity.
Seating Arrangements	<p>Ensure sufficient gap (2M) between tables. There should not be more than two chairs in a table for four.</p> <p>Provide approved hand sanitizers on all tables.</p>			

Utensils and Cutlery	<p>Disinfect all utensils and cutlery in a mechanical dishwasher machine which uses a combination of disinfectant and heat. The temperature of dishwashing process, surface contact time, and the dosage of the disinfectant shall be documented in consultation with the suppliers.</p> <p>Disposable cutleries and utensils must be used in facilities that do not have suitable dishwashing machine that meets the above conditions for disinfection.</p>
Guest Courtesy	<p>Provide guest courtesy information such as 'Keep away from public areas if ill', "Maintain social distancing" etc.</p>
Food Ordering	<p>Delivery orders should not exceed 50 in a single order.</p>
Juice and Water dispensers	<p>Juice dispensers must be operated by service staff as much as possible.</p> <p>Water dispensers must have disposable cups</p> <p>Dispensing equipment, especially the hand contact areas must be disinfected at least every half hour or more frequently during busy hours.</p>
Common Areas	<p>Do not allow people to gather in common areas.</p> <p>Provide approved hand sanitizers in common areas.</p> <p>Disinfect chairs, tables and other hand touch surfaces regularly.</p>

* If the total capacity is 100 customers, the number should be reduced to 20 at any point of time.

3 Food Safety Trainings

The Food Safety Department of Dubai Municipality has suspended the contact training sessions from 17 March 2020 until further notice. However, we encourage food businesses to use other modes of training to ensure that the food handlers, especially new employees, are trained on food safety before they are put to work. Online training trainings can be very useful to provide food handlers with essential information and Dubai Municipality has published free to use online training materials on the website <https://foodwatch.dm.gov.ae>. Click the 'Online Training' tab to find more details.

The Food safety department has published the online training materials to support food establishments to continue their food safety education. This will help food handlers and the management understand food safety precautions that must be taken to prevent foodborne illnesses.

Contact Details

For support regarding cleaning, disinfection, request for the Health and Safety Department after dialing 800900

For support regarding any food safety requirements, request the Food Safety Department after dialing 800900

Circulars

To download the circulars from the Health and Safety Department of Dubai Municipality, [click this link](#)