

REQUIREMENTS TO OBTAIN TRAKHEES-EHS APPROVAL

Project Details					
License Type		Service/Professional	Trading/Commercial	Industrial	Branch/Office
Location		Shop Nos.	Bldg. Ref.		
Applicant Name; Date & Time of Application					
Mob:		Fax	Email		
Activities					

New License Application and Renewal Requirements	Group Hotels & Resorts Activity	Includes: 5510 (01-05) Hotels; 5510-07 Floating Hotel; 5510-08 Resort; 7010-06 Hotel Apartments Rental; 9249-03 Amusement Park; and other similar activities
	Activity Description	DETAILS: [As mentioned activity-specific in DED definition of activities]
	Objective	Food & Beverage; Other Health, Relaxation and Entertainment services
	Requirements	1. Compliance with the Dubai World Community Regulations.
		2. Compliance with the UAE laws and regulations pertaining to the Activity including the regulations and requirements of Environment, Health & Safety and other relevant Authorities.
	3. Valid license as issued by the Trakhees / Department of Economic Development in Dubai.	
	4. (A) Five and Four Star rated Hotels by DTCM shall meet the HACCP Certification requirements and kitchen design must follow the same International Food Safety Standard. HACCP Certification must be targeted to be achieved within 6 months after the commencement of the operation. (B) For the rest of 3-1 Star Hotels, Hotel Apartments and Amusement Parks; it is highly encourage to adopt HACCP International Food Safety Standards, however the strong Good Hygienic Practices (GHP) and SSOP together with other Pre-requisites Programs for Food Safety is a must.	
	5. A. For New License Application: (a) License Application Form (b) NAMAD NOC (For Facility Use) (c) General Floor Lay-out Plan with Area Sizes (d) Passport Copies & Similar Documents (e) Lease Agreement with declared internal floor area size (f) Undertaking Letter (If required) (g) Shisha Checklist FHF 04h (for Shisha Application) B. License Renewal (a) EHS Clearance	

Minimum Total Internal Floor Area Requirements	Total Facility Net Area (Internal) For any Food Facility Inside the Premises	(1) Restaurant: 93 sq.m. (1, 000 sq.ft.); (2) Catering 65 sq.m. (700 sq.ft.); (3) Cafeteria 46.5 sq.m. (500 sq.ft.); (4) Coffee Shop 37.2 sq.m. (400 sq.ft.); (5) Kiosk 5.6-9.3 sq.m. (60-100 sq.ft.); (6) Central Commissary 232.26 sq.m. (2, 500 sq.ft.) (7) Other Shops 46.5 sq.m. (500 sq.ft.) (Non-Food)
	Kitchen/Food Preparation size	(1) Restaurant: 37.2 sq.m. or 40%, whichever is larger; (2) Catering 46.5 sq.m. or 75%, whichever is larger; (3) Cafeteria 18.6 sq.m. or 40% whichever is larger; (4) Coffee Shop 9.3 sq.m. or 25% whichever is larger (5) Kiosk area 75% (no cooking activity) (6) Central Commissary kitchen 174.20 sq.m. or 75% whichever is larger
Permissible Activities	Permissible activities shall only and strictly include the following:	
	<ol style="list-style-type: none"> 1. Cooking of Food intended for immediate consumption by customers (PHF). Permitted to cook under restaurant, catering, hotel license only. 2. Take away or home food delivery services for individual restaurants; or catering services if included in the licensed activity. 3. Outdoor dining area (for food service only)- if part of the approval. 4. Permitted to establish Clinic and other similar establishment to provide healthcare services; under appropriate license and DHA & EHS approvals. 5. Allowed to sell/serve Products for Non-Muslim (like pork) only with complete segregation; area signage and approval from EHS TRAKHEES. 6. For Sale Or Use of Other Goods/Products which are Imported/Manufactured Outside UAE: Approval from the following authority should be obtained if the products are to be stored, distributed or for local sale in Dubai and the rest of the Emirates: <ul style="list-style-type: none"> (a) e.i.: Medicines & Para pharmaceuticals, Medical Herbs, Medical, Surgical Articles Trading - Ministry of Health; (b) • e.i.: Personal care, baby requisites, Perfumes, Cosmetics, Soap & Hair Care Products - Clinic Section, Dubai Municipality (please contact DM through nmrafee@dm.gov.ae for the procedure/guidelines); (c) e.i.: Health Food & All Food items – Food Control Section, Dubai Municipality; (d) e.i.: Grain Products, Animal Feeds- Ministry of Environment & Waters; (e) e.i.: Toys & Games – Dubai Municipality (for testing & certification) & ESMA (Conformity Certification) 	
Non-Permissible Activities	Non-permissible activities shall include all activities not listed as permissible. Non-permissible activities shall include but shall not be limited to the following:	
	<ol style="list-style-type: none"> 1. Shisha practice will only be permitted for restaurants OR cafeteria with additional Coffee Shop activity & will meet the facility requirements as: (a) Restaurant + Coffee Shop OR Cafeteria + Coffee Shop: minimum area 140 sq.m.; kitchen 46.5 sq.m. or 40% whichever is larger; dining area 93 sq.m. with 2 halls (shisha & non-shisha); (b) Coffee Shop: minimum area 140 sq.m.; kitchen 46.5 sq.m. ; dining area 93 sq.m. with 1 hall only; 2. NO SHISHA practice is allowed outside these establishments; except establishments located within Hotel premises & with prior approval from EHS. 	

		<p>3. For Outside Dining Area (ODA), no fix or built structure will be allowed, only tables, chairs and acceptable type of umbrella- upon EHS approval</p> <p>4. NOT Permitted to Cook under Cafeteria and Coffee Shop License; only food preparation like sandwich, salads & beverages or re-heating allowed</p>
Facility Requirements for Fit-out/Modification Works	<i>Application for Modification Permit</i>	<p>1. TRAKHEES Modification Permit must be obtained by the client before carrying out any need for modification/fit-out works.</p>
		<p>2. Steps to Apply for TRAKHEES Modification Permit: (a) In 2 CD (with correct CD Label); include the: Covering letter + Projection Description with details of the proposed Fit-out/modifications with:</p> <p>(a) Valid License Copy (b) Cover letter from Contractor requesting NOC for proposed Modifications (c) Copy of Contractor's License (issued by Dubai, suitable for proposed activities to be done) (d) NOC from Owner, if modification is for tenant, (e) Signage Contractor License Copy (can be submitted separately at a later stage **) (f) Signage Details- Fixing Method, etc. **</p> <p>complete set of drawings in PDF format only; Covering letter from the company and submit to EHS TRAKHEES Dragon Mart Office</p>
		<p>3. Reply and modify according to the Drawing Review report provided by TRAKHEES to the drawings submitted for review in CD (for re-submission), until TRAKHEES Modification Permit has been issued (including CED, EHS and EHS Fire Approval); then client can start Modification Work.</p>
<i>Special Conditions</i>	Internal Height	<p>a- Ground floor: Minimum 3 meter. And in case of additional half mezzanine floor, it shall be 2.4 meter. Maximum 4 meter</p> <p>b- Full mezzanine: Minimum 2.6 meter. Maximum 3 meter.</p>
	Minimum Dimensions/ Areas	<p>1. Minimum floor area should comply with the Minimum Total Internal Floor (Net Area) Requirements mentioned above, however minimum dimension -2.4 meter</p> <p>2. Bath Room: Minimum Floor Area- 4.5 Sq. meter, minimum dimension- 1.8 meter</p> <p>3. Water closet minimum Floor Area : 2.0 meter and minimum dimension : 1.2 meter</p> <p>4. The required kitchen shall be constructed of fire resisting materials and comply with standards required by the Authority</p> <p>5. Walls shall be tiled to a height of 2.1meter above floor level with ceramic tiles. Internal walls shall be smooth, waterproof, resistant to fracture, light colored and readily cleanable</p> <p>6. Minimum door opening width 1.2 meter, as a part of the glass frontage. Office- 0.9 meter, Toiler-0.8 meter</p> <p>7. Internal corridor minimum width 1.2 meter</p> <p>8. Any additional door on the external face/elevation should match the existing one in design, color, finish etc</p>

	General Conditions	<ol style="list-style-type: none"> All works shall be within the leased area Existing structural elements such as column, beam, slab etc shall not be disturbed. The services may be suitable rerouted to comply with this condition. It is the responsibility of contractor to ensure that the modification works does not affect the main structural elements. Finishing floor/carpet levels inside office shall not be greater than the corridor level All Electrical works shall be carried out by DEWA approved contractor complying with DEWA regulations All existing services within the partition walls shall be properly terminated prior to demolition/removal of partitions The work should not be commenced without obtaining approval from TRAKHEES CED Furniture / equipment layout shall not affect fire escape route The modification shall be used/occupied only after obtaining the completion certificate from CED
	Special Conditions	<ol style="list-style-type: none"> Applicable community regulations and guidelines should be complied with. The facility should have provision for people with disability as per Authority related code. Restaurants and eating spaces should be as accessible as possible to a wheelchair user. In self service restaurants tray slides and counters should be mounted at a minimum height of 0.9 meter from the finished floor level. Food shelves should be mounted at a maximum height of 1.2 meter Cantilevered tables or tables with straight legs at each corner are preferable to central pedestals that might restrict wheelchair access.
	Food Storage (Store Room) and Other Areas	25% of the kitchen (Bain Marie, SS shelves, chiller, freezers, thawing chambers, temperature holding devices, etc.)*; with adequate loading & unloading area; Required with Staff lockers/cabinets
	Dining Area (Minimum)	For all Food Establishment: 0.93 sq.m. area per person; For shisha dining hall it will be 1.86 sq.m. area per person
	Hand Wash Area in kitchen (Minimum #)	3 for restaurant and catering 2 for cafeteria & coffee shop soap dispenser, liquid soap, hand drier/paper towel and foot-operated waste bin); w/ hot& cold water supply (with
	Minimum # of Wash Sink (at least Double Sink Type)	For Individual Food Establishments: 1 SS double sink per food type being prepared + Pot wash sink (# as required); w/ hot& cold water supply For Central Commissary Kitchen: 1 SS triple sink per food type being prepared + Pot wash sink (# as required); w/ hot& cold water supply
	Minimum # of W.C. (with Double-door)	No. of WC as needed based on the floor size area and # of staff/customers (location to be assessed during review)
	Stainless steel Preparation Tables	Minimum #: 2 (excluding chillers with SS table top)

Pipeline Connection (potable water)	No cross-connection to any non-potable pipeline; color-coding for identification highly desirable; with device preventing back-flow; Water tank design, location, cleaning must meet the EHS/DM requirements.
FOG: (Fat, Oil & Grease) Grease Trap Location (FOG Type)	FOG Type: Standard Location: Outside Capacity: Adequate; FOG Type: with Bacteria dosing Location: Can be inside Capacity: Adequate (to be assessed during review)
Waste Management	Must be adequate and proven sufficient, separate from community waste disposal system
General HVAC	1. HVAC (Heating, Ventilation and Air Conditioning) layout showing the type and location of the AC units (like supply diffusers, return diffusers, grills, Fan coil units, Split units, exhaust fans etc) shall be submitted. 2. Toilet/Pantry shall be provided with exhaust ventilation @ 10-12 air changes per hour. 3. If a split system is proposed to use, reference to the location of all indoor & out door units shall be clarified (Submit the photograph showing the same)
Specific HVAC	Kitchen HVAC for the rest of the area: Air inlet and outlet flow velocity (air balance schedule) must be calculated and specified to address problems of steam build-up/condensation. If Shisha Practice is approved- Air outlet from the Shisha area shall be ducted out & installed minimum 7.62 m. (25 ft.) away from the Air Inlet, Windows, Door or any other opening of the Building. Air outlet from Shisha area (Smoke Duct) shall be equipped with Activated Carbon filtration System in order to avoid odor nuisance to the nearby facilities and residence of the building & surrounding.
Shisha Preparation Minimum Area	4.64 sq.m. (50sq.ft.) (separate from food preparation area) with adequate ventilation- (if Shisha practice has been approved)
Insect-Killers & Pest Control	# of insect killer: depends on the type, capacity and covered area; Doors with Auto-closer device; Pest Control System & Management: Required
Electrical Load Schedule & Gas Cylinder Details	1. All electrical wiring in the premises should be done by DEWA approved licensed electrician / contractor. 2. Light Lay-out: Adequate intensity at Inspection Points (delivery, receiving area 550 Lux); the rest of the areas 220 Lux; with cover for areas where food is exposed (like preparation area, display, etc.). 3. The D.B reference number shall also be included in the layout. 4. An electrical load schedule specifying the proposed kilowatts required for each electrical appliance and the overall electrical load required shall be submitted. 5. Power layout showing the location and quantity of existing and proposed electrical utilities (Such lights, fans, floor mounted power sockets, telephone sockets, A/C's, small electrical equipments, etc.) shall be submitted. The routing of cable/wires shall be shown in the power layout. 6. Cross sectional view of the proposed partition with material specification shall be submitted. 7. Ceiling plan & flooring plan showing the type, material and size shall be submitted.

		8. Must be adequate as per the needed power supply as per proposed equipment/s with all its Safety requirements/ features met; 9. Gas Cylinder and piping connections must adequately satisfy the requirements as per Appendix 1 of EHS Food Safety Regulations & Standards, 2008
	Finishing Details	Floor/ Walls/ Ceiling: Washable, nonabsorbent, fire proof, light-coloured, smooth, non-toxic & durable
	ODA (Outdoor Dining Area)	Must comply as per EHS ODA Checklist, can be applied after client completes TRAKHEES Modification Completion Certificate & EHS Clearance
	EHS Fire Requirements	<p>AUTOMATIC DETECTION SYSTEM:</p> <ol style="list-style-type: none"> Smoke detectors shall be installed inside every partitioned area(s). All smoke detectors should be of optical type. The partition(s) for office cubicles shall be placed/ constructed so as not to block / obstruction any of the existing smoke detector. Additional detector(s) shall be installed where the coverage is under question and the area is unprotected due to partition. Additional Smoke detectors that need to be installed should be compatible with the existing system(s). Additional smoke detectors must be programmed to the existing main fire alarm panel and Test Certificate from the EHS Registered Fire Contractor should be submitted. Ceiling voids exceeding 800mm shall be installed with smoke detector. <p>FIRE PROTECTION SYSTEM</p> <ol style="list-style-type: none"> Fire point consisting 9 liters water type fire extinguisher and 5lbs capacity carbon dioxide type fire extinguisher shall be established at strategic points. If a Sprinkler system is installed in the building than all extended sprinkler piping network must be subjected to Hydraulic/pressure testing and certificates to that effect must be furnished for Fire Dept approval and records. The proposed partitions shall be placed/constructed so that they do not block or distort (i) any of the existing smoke detectors & (ii) the water spray discharge of sprinklers originally designed spray pattern Construction material of internal partition must comply with NFPA 500, most preferably with Gypsum Board of minimum 1 hour fire rating material. All cabins /store rooms, with full height partitions, must be installed with optical smoke detectors.
	Other Areas	Additional food or health activity will require additional 9.3 sq.m. (100 sq.ft.) per (minimum) added activity OR must comply with the EHS declared minimum facility size for that specific activity (like massage, barber shop, etc.); Shisha Practice will require additional sinks and HW basins within the shisha preparation area;
TRAKHEES Completion Certificate	Application for TRAKHEES- Modification Completion Certificate	<ol style="list-style-type: none"> Client must apply for TRAKHEES-Modification Completion Certificate Inspection as soon as modification work is about to complete as per the Approved Drawings. A minimum of 2 days before inspection can be scheduled; while client can operate from the day of inspection.

		<p>2. Steps to Apply for TRAKHEES-Modification Completion Certificate: (a) send an email to Modification Helpdesk the Contractor's Cover Letter/ Application for Obtaining Modification Completion Certificate; (Contractor must ensure all parties will be present at the time of inspection)</p> <p>(b) Confirmation from Inspection Helpdesk goes to client;</p> <p>The following documents must be made available at the time of Modification Completion Certificate Inspection at the facility:</p> <ul style="list-style-type: none"> • TRAKHEES Modification Permit • TRAKHEES Approved Drawings (As Built) • Test Certificates for Fire Protection & Fire Alarm Systems • Test Certificates for Gas Distribution system (from the Gas Installation Company- if Gas has been installed) <p>The following are required trainings and documents before starting the business operations (will be checked during Routine Inspection):</p> <ul style="list-style-type: none"> • Valid Basic Food Hygiene Training (to all food handlers) • Valid TRAKHEES Occupational Health Card (to all food handlers) • TRAKHEES Food Supplier Pass (for all food transport vehicles) • Fire Training and Basic First Aid Training Certificates from approved training companies; <p>* The Contractor must confirm to the Inspection helpdesk the provided Inspection Schedule; * Inspectors will conduct the inspection at the client's facility/location; * TRAKHEES will send report by email (with or without the Certificate)</p> <p>(c) Reply according to the Modification Inspection report provided by TRAKHEES (for re-submission), until TRAKHEES-Modification Completion Certificate has been issued (including CED, EHS and EHS Fire Approval).</p>
<p>TRAKHEES- EHS Operational Requirements</p>	<p>Applicable Operational Requirements</p>	<p>1. (a) Test certificates for fire protection and fire alarm system(s) shall be furnished, (b) Telephone No. 997/8833111 of Civil Defense must be located in Conspicuous locations all through the building; (c) Fire Extinguishers and fire alarm systems should be tested annually by an EHS registered third party and the valid Test Certificates shall be furnished prior to renewal of License. (d) Good housekeeping in Fire Safety perspective, at all times within the area.</p> <p>2. Smoking is not permitted inside the Facility. "No Smoking" signs/signboards should be displayed and no smoking policy should be strictly enforced, unless with prior approval from EHS & facility is compliant</p> <p>3. Company must adhere and commit towards high Food Safety / Healthcare Standards through proper food temperature control procedures, food sanitation, hygienic food practices and prevention of cross-contamination; conducting licensed health-related services by a trained or registered staff, as found required in the scope of their practice (GMP, GHP, SSOP, etc.); etc.</p> <p>4. A medical first aid box should be provided in the facility.</p>

	5. Appropriate Employee uniforms, Personal Protective Equipments (like hair net, hand gloves, etc.- as and when applicable) and good Personal Hygiene is a must at all times during operation.
	6. Company must document and demonstrate effective cleaning & sanitation program as well as Pest Control System & Waste Management.
	7. Company must have an effective training program for food safety and hygienic preparation.
Violation of the Guidelines	Any violation of these Guidelines will subject the Group Hotels & Resorts Activities to penalties as shall be imposed by the Authority. Persistent breach or repetitions may result in suspension and subsequently cancellation of a License.

Definitions:

For the purposes of these Guidelines, the following defined terms shall have the meaning assigned to them below:

Authority:	The Trakhees; EHS, CED
Community Manager	Nakheel (NAMAD)
Master Developer	Nakheel
License:	A Hotles/Resorts/Restaurant/ Catering/ Cafeteria/ Coffee Shop license in Dubai World Community issued by Trakhees.

ACKNOWLEDGEMENT & UNDERTAKING

I, (Client's Name)..... have read, fully understood and undertake to comply with all the above EHS conditions/requirements and assure that the operations carried out under JAFZA/TRAKHEES license will be within the scope of the approved activity/activities only. I accept that EHS has the absolute discretion to approve or reject any license application and correct any non-compliance with the above furnished details applicable to the license activity I am applying for.

Name of Company

Designation Date Signature

FOR EHS USE ONLY

EHS Department/Section			
EHS Approved Stamp	Approving EHS Officer		
	Date	Signature	

Environment, Health & Safety Division

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إدارة البيئة والصحة والسلامة

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