

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 Medical Services Activity	Includes: 8512-13 Dental Clinic; 8512-18 Polyclinic; 8512-01 General Clinic; 8513-04 Optical Center; Hospital; 5231-15 Pharmacy; 5231-11 Baby Care requisites Trading; 5231-10 Beauty and Personal Care requisites Trading, and others
	Activity Description	[DETAILS: As mentioned activity-specific in DED definition of activities]
	Objective	All Medical services (which may include health & similar products trading) 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.
	Requirements	4. 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) B. License Renewal (a) EHS Clearance
	Minimum Total Internal Floor (Net Area) Requirements	(1) Hospital- Must meet healthcare facility requirements from DHA/DOHMS (2) All Private Clinic- 65 sq.m. (700 sq.ft.) or larger (3) Pharmacy (or other similar shop)- 46.5 sq.m. (500 sq.ft.) or larger (4) Other Medical Facilities- 46.5 sq.m. (500 sq.ft.) or larger
	Permissible Activities	Permissible activities shall only and strictly include the following:

		<p>1. A General Clinic can be established for the following purposes (Schools, Hotels, Rural/Remote Areas; Construction Companies) and is a licensed health facility where one general practitioner or more is/are permanently available. It is specialized in examining patients, prescribing proper medicines and referring cases to specialist if necessary.</p> <p>2. A Poly Clinic is a health facility licensed where there is more than one doctor licensed permanently in different specialties under central management. It is specialized in examining patients and prescribing therapy on an out patient basis.</p> <p>3. A Pharmacy is a specialized facility licensed to sell and prepare registered drugs, pharmaceuticals, medical supplies and dispense herbal and medical drugs against medical prescription, according to the laws and regulations issued by competent authority of UAE (MOH). It is supervised by a licensed pharmacist who works permanently in the pharmacy. Pharmacy which plans to have 24-hr. Operation must meet the requirements as per DM Clinic & Medical Services existing guidelines.</p> <p>4. All Medical personnel (doctors, pharmacist, nurses, dentists, etc.) must have adequate license from DHA/DOHMS, as per their existing procedures as sponsored by the company or permitted otherwise by DHA/DOHMS to perform their respective scope of medical practice as per their degree qualifications and proven medical healthcare experience.</p> <p>5. All applied activity under Group Medical Services must have adequate Initial Approval Letter from SLD of DHA/DOHMS or other relevant Authorities for these activities.</p> <p>6. For Any Food Trading/ Canteen/ Coffee Shop or Kiosk within the premises- this activity can be permitted with appropriate valid license activity and meeting the EHS facility requirement as per the type of food-related services/trading activity applied</p>
	<p>Non-Permissible Activities</p>	<p>Non-permissible activities shall include all activities not listed as permissible. Non-permissible activities shall include but shall not be limited to the following:</p> <p>1. For All Imported or Local Packed/Processed Product: No packing, re-packing, co-packing, labeling and re-labeling activity (that would alter part or in full of the product's information relating but not limited to the expiration and production dates, name of manufacturer and country of origin, and ingredients list) should be carried out in the storage facility unless prior approval is taken from the relevant authority; both at the storage or point-of-sale areas.</p> <p>2. Any form of nuisance or any objectionable smell, unsanitary or unhygienic conditions as a result of the approved activity within and around the premises which may cause harm to the general public and pest harborage; leading to spread of any disease.</p>

		<p>3. For Sale Or Use of Other Products For 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:</p> <p>(a) e.i.: Medicines & Para pharmaceuticals, Medical Herbs, Medical, Surgical Articles Trading - Ministry of Health;</p> <p>(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);</p> <p>(c) e.i.: Health Food & All Food items – Food Control Section, Dubai Municipality;</p> <p>(d) e.i.: Grain Products, Animal Feeds- Ministry of Environment & Waters;</p> <p>(e) e.i.: Toys & Games – Dubai Municipality (for testing & certification) & ESMA (Conformity Certification)</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</p> <p>(b) Cover letter from Contractor requesting NOC for proposed Modifications</p> <p>(c) Copy of Contractor's License (issued by Dubai, suitable for proposed activities to be done)</p> <p>(d) NOC from Owner, if modification is for tenant,</p> <p>(e) Signage Contractor License Copy (can be submitted separately at a later stage **)</p> <p>(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>	Location	<p>All Clinics- in an independent apartment (commercial villa) or commercial flat/bldg. preferably in Ground floor (or above with lift)</p> <p>All Pharmacies- in a commercial bldg. (Ground Floor); with minimum 200 sq.m. distance apart from another Pharmacy</p> <p>All Group Medical facilities- must have access for disabled/physically-challenged individuals; separate access from public</p>
	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	<ol style="list-style-type: none"> 1. Minimum floor area should comply with DHA/DOHMS Requirements, however minimum dimension -2.5 meter 2. Water closet minimum Floor Area : 2.0 meter and minimum dimension : 1.2 meter 3. Minimum door opening width 1.2 meter, as a part of the glass frontage. Office- 0.9 meter, Toiler-0.8 meter 4. Internal corridor minimum width 1.2 meter 5. Any additional door on the external face/elevation should match the existing one in design, color, finish etc
	General Conditions	<ol style="list-style-type: none"> 1. All works shall be within the leased area 2. Existing structural elements such as column, beam, slab etc shall not be disturbed. The services may be suitable rerouted to comply with this condition. 3. It is the responsibility of contractor to ensure that the modification works does not affect the main structural elements. 4. Finishing floor/carpet levels inside office shall not be greater than the corridor level 5. All Electrical works shall be carried out by DEWA approved contractor complying with DEWA regulations 6. All existing services within the partition walls shall be properly terminated prior to demolition/removal of partitions 7. The work should not be commenced without obtaining approval from TRAKHEES CED 8. Furniture / equipment layout shall not affect fire escape route 9. The modification shall be used/occupied only after obtaining the completion certificate from CED
	Special Conditions	Applicable community regulations and guidelines should be complied with.
	Additional Requirements	<p>All Clinics-must have reception area; separate waiting area for gents & ladies; medical records file area; doors at least 90 cm wide; and for corridors at least 120 cm wide; treatment room not less than 7.5 sq.m.; Consultation Room not less than 12 sqm. (minimum); with Hand Wash Basin each doctor's room; All minimum medical equipments must be made available at all times</p> <p>For Pharmacy- Ceiling must not be less than 2.70 m high from the floor level; with storage area for stocks and controlled drugs/medicines (Bioref is a must for medicines which needs to be stored at +2 to +8 degree Celsius)</p> <p>All Optical Shop- Sight Test Room must be made available and be equipped with necessary devices needed to provide such services</p>

Additional Space Requirement per added activity	<p>For Clinic- any additional added activity (with relevant approvals from EHS and DHA/DOHMS) must have at least a minimum space of 9.3 sq.m. (100 sq.ft.) depending on its required function (to be assessed during EHS NOC BP)</p> <p>For Pharmacy- Partitioned medicine preparation area with basin and adequate potable water supply</p> <p>All Optical Shop- Adequate space and frame shelving (display area) must be provided to display the various optical lenses and frames</p>
Furniture & General Premises	In General: Must be clean, hygienic & well-maintained; For Clinic- Doctor's desk with 2 chairs; examination couch, wheel chairs, movable partitions
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); with Hand Wash facility
Height Limit (Minimum)	For Pharmacy- Ceiling must not be less than 2.70 m high from the floor level
Pipeline Connection (potable water)	No cross-connection to any non-potable pipeline; color-coding for identification highly desirable; with device preventing back-flow
Waste Management	Must meet the required waste segregation as per the type of waste, waste management system must be adequate and proven sufficient, separate from community waste disposal system, especially Medical Waste, expired medicines etc.; foot-operated waste bin to be used
HVAC for General Areas	<ol style="list-style-type: none"> 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 for Healthcare Units	Must comply as per existing HVAC requirements for healthcare facility type as mentioned under existing DHA/DOHMS guidelines
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	<ol style="list-style-type: none"> 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.- if applicable). 3. The D.B reference number shall also be included in the layout. 4. An electrical load schedule specifying the proposed kilowatts required for

	<p>each electrical appliance and the overall electrical load required shall be submitted.</p> <p>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.</p> <p>6. Cross sectional view of the proposed partition with material specification shall be submitted.</p> <p>7. Ceiling plan & flooring plan showing the type, material and size shall be submitted.</p> <p>8. Must be adequate as per the needed power supply as per proposed equipment/s with all its Safety requirements/ features met;</p> <p>9. Gas Cylinder and piping connections must adequately satisfy the requirements as per Appendix 1 of EHS Food Safety Regulations & Standards, 2008 (if available)</p>
Finishing Details	Floor/ Walls/ Ceiling: Washable, nonabsorbent, fire proof, light-coloured, smooth, non-toxic & durable
Equipment Details and Other Services	Must use clean linens at all times and sterilizer equipment available; For Hospitals & Clinics: Adequate spaces between each equipment, away from the walls; applicable primary and secondary structural barriers (shielding) must be provided; X-ray and other similar diagnostic imaging devices lay-out and final fit-outs (including facility barriers) must have prior approval from DHA/DOHMS; be subjected and pass the final assessments by the Radiology Unit of DHA/DOHMS; prior to its use during operation.
EHS Fire Requirements	AUTOMATIC DETECTION SYSTEM: 1. Smoke detectors shall be installed inside every partitioned area(s). All smoke detectors should be of optical type. 2. The partition(s) for office cubicles shall be placed/ constructed so as not to block / obstruction any of the existing smoke detector. 3. Additional detector(s) shall be installed where the coverage is under question and the area is unprotected due to partition. 4. Additional Smoke detectors that need to be installed should be compatible with the existing system(s).

		<p>EHS Fire Requirements</p> <p>Other Areas</p>	<p>5. 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.</p> <p>6. Ceiling voids exceeding 800mm shall be installed with smoke detector.</p> <p>FIRE PROTECTION SYSTEM</p> <p>1. Fire point consisting 9 liters water type fire extinguisher and 5lbs capacity carbon dioxide type fire extinguisher shall be established at strategic points.</p> <p>2. 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.</p> <p>3. 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</p> <p>4. Construction material of internal partition must comply with NFPA 500, most preferably with Gypsum Board of minimum 1 hour fire rating material.</p> <p>5. All cabins /store rooms, with full height partitions, must be installed with optical smoke detectors.</p> <p>additional activity will require additional 9.3 sq.m. (100 sq.ft.) per (minimum) added activity;</p>
<p>TRAKHEES Building Completion Certificate</p>	<p>Application for TRAKHEES-Modification Completion Certificate</p>		<p>1. 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> <p>2. Steps to Apply for TRAKHEES-Modification Completion Certificate:</p> <p>(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;</p> <p>* Inspectors will conduct the inspection at the client's facility/location;</p> <p>* TRAKHEES will send report by email (with or without the Certificate)</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).
TRAKHEES- EHS Operational Requirements	<i>Applicable Operational Requirements</i>	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.
		2. Smoking is not permitted inside the Facility. "No Smoking" signs/signboards should be displayed and no smoking policy should be strictly enforced.
		3. Company must adhere and commit towards high Food & Health Safety Standards through the highest healthcare services which can be provided to all patients or the general public in need of these type of services.
		4. A medical first aid box should be provided in the facility.
		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 and regular preventive maintenance schedule for all equipments (for medical devices and equipments); and the necessary calibration before and after its use, as and when applicable.
		8. Full facility and operational requirements of Group Medical Service must adhere to all existing applicable rules and regulations as per DHA/DOHMS.
		9. All Hospitals must develop and implement Quality Management System. All Group Medical Services- must have adequate filing system, necessary electronic Point-of-sale and relevant sources like International Pharmacopoeia; etc.
	<i>Violation of the Guidelines</i>	Any violation of these Guidelines will subject the Group Medical Services 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:	As Hospital/ Pharmacy/ Clinic, etc.; 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	