

REQUIREMENTS TO OBTAIN TRAKHEES-EHS APPROVAL

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

New License Application and Renewal Requirements	Group Convenience & Retail Store Activity	Includes: 5211-03 Grocery; 5122-01 Health Food Trading; 9309-02 Baker; 5122-15 Bread & Bakery Product Trading; 9309-20 Fruits & Vegetables Seller; 9309-19 Meat Seller; 9309-18 Fish Seller (Seafood); 5211-02 Supermarket; 5219-03 Department Store (or Hypermarket) Temporary Facilities (including Kiosks & Site Canteens) and other Food & Health trading																										
	Activity Description	[DETAILS: As mentioned activity-specific in DED definition of activities]																										
	Objective	Food & Health service, or food and health trading activity both at retail point of sale or wholesale; together with general household products																										
	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.																										
Requirements	3. Valid license as issued by the Trakhees / Department of Economic Development in Dubai.																											
	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">4. A. For New License Application:</td> <td style="width: 15%;">Attached:</td> <td style="width: 10%;">Yes</td> <td style="width: 15%;">NO</td> </tr> <tr> <td>(a) License Application Form</td> <td></td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> </tr> <tr> <td>(b) NAMAD NOC (For Facility Use)</td> <td></td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> </tr> <tr> <td>(c) General Floor Lay-out Plan with Area Sizes</td> <td></td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> </tr> <tr> <td>(d) Passport Copies & Similar Documents</td> <td></td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> </tr> <tr> <td>(e) Lease Agreement with declared internal floor area size</td> <td></td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> </tr> <tr> <td>(f) Undertaking Letter (If required)</td> <td></td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> </tr> </table>	4. A. For New License Application:	Attached:	Yes	NO	(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)		[]
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Minimum Total Internal Floor Area Requirements	<p>(1) Department Store: 650.3 sq.m (7, 000 sq.ft.);</p> <p>(2) Supermarket 185.8 sq.m (2,000 sq.f.t.);</p> <p>(3) Grocery 12 sq.m (130 sq.ft.);</p> <p>(4) Baker/Bakey (Stand Alone) 46.5 sq.m (500 sq.ft).</p> <p>(5) Meat/Fish/Fruits & Veg. Seller [stand alone shop] 46.5 sq.m (500sq.ft.)</p>																											

Total Facility

Net Area

			(6) Meat/Fish/Fruits & Veg. Seller [part of Supermarket] 23.2 sq.m (250sq.ft.) (7) Kiosk 5.6-9.3 sq.m. (60-100 sq.ft.) (8) Other Shop 46.5 sq.m (500 sq.ft.)
		Minimum Storage Area Size	(1) For Supermarket (inclusive) 46.5 sq.m or larger (2) For Department Store 130 sq.m. or larger (3) Stand-alone Shop (Sellers) 9.3 sq.m. or larger (4) For Kiosk & Other Shops- 20% of the area or larger
			Permissible activities shall only and strictly include the following:
			1. Cooking of Food intended for immediate consumption by customers (PHF) like roastery and baking can only be allowed as a license activity or with prior approval from EHS Food & Health.
			2. Take away or home food delivery services.
			3. Temporary Facility will be operating in less than 1 year, including but not limited to temporary structure under classification of Kiosk, Portacabin, Tent, Marquee, etc.
			4. Food supply activity as contracted by an establishment which is on a fixed period.
			5. For Health-related services within the Department Store premises (as a lessee): the owner operator of the said health establishment [e.i. salon, massage & relaxation center for leisure purposes; gym, etc.] must have approvals from relevant Local/Federal Authorities governing the scope of their practice and offered services, prior to the EHS approval & subsequent operations (which will adhere as well to their stipulated facility requirements)
		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:
			1. Shisha practice is not allowed for any licensed establishment under the Group Convenience And Retail Store Activities.
			2. Cooking of Food intended for immediate consumption by customers (PHF) is NOT allowed at any Temporary Site Canteen & Kiosk.
			3. 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.
			4. The use of inaccurate metric weighing scale or similar weight measuring devices which will not accurately perform during operational hours.
			5. 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.
		Non-Permissible Activities	

		<p>6. For Fruits & Vegetables Seller: (a). Sale of any fruit or vegetable products in unsuitable condition which denotes product deterioration (such as but not limited to change of color/appearance, foul smell, loose fruit meat; etc.) or from unapproved country sources for importation, and other prohibiting conditions to the act;</p> <p>7. For Meat Seller: (a) Game animal meat or poultry which has been slaughtered NOT as per Halal procedures or animal meat of an endangered species for selling; (b) Sale of any of any game animal meat & poultry product in unsuitable condition which denotes product deterioration (such as but not limited to change of color/appearance, foul smell, loose meat; etc.) or from unapproved Abattoir/Slaughter Facility areas, unapproved country sources for importation, and other prohibiting conditions to the act; (c) Any Pork meat/product or products intended for Non-Muslim; on sale without prior approval from EHS & relevant Authorities as well as the facility not complying with complete segregation and labeling requirements.</p> <p>8. For Fish & Seafood Seller: (a) Under-sized, non-edible or endangered seafood/fish species for selling; (b) Sale of any of any seafood/fish product in unsuitable condition which denotes product deterioration (such as but not limited to change of color/appearance, foul smell, loose fish meat; etc.) or from prohibited catching areas, unapproved sources, and other prohibiting conditions to the act;</p> <p>9. For Permitted Tobacco Sale: Cigarette and similar tobacco-based product sale is not permitted to persons under 20 years of Age.</p> <p>10. For Sale 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: (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)</p>
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Facility Requirements for Fit-out/Modification Works	Application for Modification Permit		<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: (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>
	Special Conditions	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 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 2. Water closet minimum Floor Area : 2.0 meter and minimum dimension : 1.2 meter 3. Bath Room: minimum Floor area- 4.5 sq. meter, minimum dimension 1.8 meter (Grocery) 4. The required kitchen shall be constructed of fire resisting materials and comply with standards required by the Authority (if applicable) 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 6. Minimum door opening width 1.2 meter, as a part of the glass frontage. Office- 0.9 meter, Toiler-0.8 meter 7. Internal corridor minimum width 1.2 meter 8. Any additional door on the external face/elevation should match the existing one in design, color, finish etc</p>
		General Conditions	<p>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</p>

			<p>works does not affect the main structural elements.</p> <ol style="list-style-type: none"> 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.
	Other Areas		Bain Marie, SS shelves, chiller, freezers, racking system, other temperature holding device, etc.; Required to have Staff lockers/cabinets and separate loading and unloading area (for receiving of goods and products)
	Dining Area (Minimum)		If applicable: 0.93 sq.m. area per person;
	Hand Wash Area in kitchen (Minimum #)		required as per activity types, area size and location (with soap dispenser, liquid soap, hand drier/paper towel and foot-operated waste bin); w/ hot& cold water supply
	Minimum # of Wash Sink (at least Double Sink Type)		1 SS double sink per food type being prepared in the supermarket, kiosk or temporary site facility (# as required & may need + Pot wash sink); 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 #- 1 (excluding chillers with SS table top) per food processing area or for stand-alone shops; more SS Table may be required as per the scope of activity (If applicable)
	Pipeline Connection (potable water)		No cross-connection to any non-potable pipeline; color-coding for identification highly desirable; with device preventing back-flow
	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		<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	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.
		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"> All electrical wiring in the premises should be done by DEWA approved licensed electrician / contractor. 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.). The D.B reference number shall also be included in the layout. An electrical load schedule specifying the proposed kilowatts required for each electrical appliance and the overall electrical load required shall be submitted. 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. Cross sectional view of the proposed partition with material specification shall be submitted. Ceiling plan & flooring plan showing the type, material and size shall be submitted. Must be adequate as per the needed power supply as per proposed equipment/s with all its Safety requirements/ features met; 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 and EHS Clearance
			<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.

		EHS Fire Requirements	<p>FIRE PROTECTION SYSTEM</p> <ol style="list-style-type: none"> 1. Fire point consisting 9 liters water type fire extinguisher and 5lbs capacity carbon dioxide type fire extinguisher shall be established at strategic points. 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. 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 4. Construction material of internal partition must comply with NFPA 500, most preferably with Gypsum Board of minimum 1 hour fire rating material. 5. All cabins /store rooms, with full height partitions, must be installed with optical smoke detectors.
		Other Areas	Additional food activity will require additional 9.3 Sq.M. (100 sq.ft.) per (minimum) added activity;
TRAKHEES Completion Certificate	Application for TRAKHEES-Modification Completion Certificate		<ol style="list-style-type: none"> 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. 2. Steps to Apply for TRAKHEES-Modification Completion Certificate: <ol style="list-style-type: none"> (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) (b) Confirmation from Inspection Helpdesk goes to client; <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; * 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>
TRAKHEES- EHS Operational Requirements	<i>Applicable Operational Requirements</i>	<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.</p>
		<p>3. Company must adhere and commit towards high Food & Health Safety Standards through proper food temperature control procedures, food sanitation, hygienic food practices and prevention of cross-contamination (5C, GHP, SSOP, GWP, etc).</p>
		<p>4. A medical first aid box should be provided in the facility.</p>
		<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.</p>
		<p>6. Company must document and demonstrate effective cleaning & sanitation program as well as Pest Control System & Waste Management.</p>
		<p>7. Company must have an effective training program for food safety and hygienic preparation.</p>
	<i>Violation of the Guidelines</i>	<p>Any violation of these Guidelines will subject the Group Convenience & Retail Store Activities to penalties as shall be imposed by the Authority. Persistent breach or repetitions may result in suspension and subsequently cancellation of a License.</p>

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 Department Store/ Supermarket/ Grocery/ Meat, Fish, Fruits & Vegetable Seller, etc.; license in Dubai World Community issued by Trakhees.

Environment, Health & Safety Division

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إدارة البيئة والصحة والسلامة

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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