

# TECHNICAL GUIDELINES MANUAL FOR FOOD ACTIVITIES FREE ZONES AUTHORITY OF AJMAN V. 1 | 2025



## Index

Index.....	3
1. Introduction.....	4
2. Definitions:.....	5
3. Scope of Application:.....	6
4. Economic Activities .....	6
5. Technical Approval for Food Establishment Licenses: .....	9
6. Technical Approval for Commencement:.....	9
7. Permits Related to Food Activity:.....	9
8. General Technical Guidelines for Food Activities:.....	10
9. Minimum Spaces Allowed for Food Activities Upon Licensing:.....	21
10. Technical Guidelines for Activities Related to Food Factories: .....	22
11. Technical Guidelines for Importing and Re-exporting Food Products: .....	26
12. Health Requirements for Food Packaging: .....	26
13. Health Requirements for A Restaurant Activity: .....	27
14. Technical Requirements for Preparing Shawarma:.....	29
15. Technical Requirements for Catering Services Activity:.....	30
16. Health Requirements for Mobile Cafeteria Restaurant Activity: .....	31
17. Health Requirements for Retail Trade of Food and Beverages: .....	33
18. Health Requirements for Vending Machine Activity: .....	35
19. Health Requirements Selling Health Materials and Natural Herbs Activity:.....	36
20. Health Requirements for Food Warehouses: .....	37
21. Health Requirements for the Activity of Transporting and Distributing Food: .....	39

## 1. Introduction

Aligned with the objectives of reference of the Ajman Free Zones Authority (FZA) to establish regulations, rules, laws, and instructions on business and activities issued by the FZA, this Technical Guideline Manual (TGM) for Food Activities has been prepared. It aims to achieve transparency and assist all stakeholders, in this regard, in identifying the procedures for controlling and inspecting these activities.

This TGM provides the requirements and standards upon which the issuance of licenses for related activities in the free zones of the FZA is based. It contributes to explaining such activities to decision-makers and business partners. It is also based on relevant legal references in addition to adopting flexibility and adaptation to new developments and requirements of the activities. It is annually updated according to data and developments.

Regulations, laws, and instructions on the specialized fields on which the technical requirements for food activities are based have been used. This TGM is also based on relevant periodic legal references in addition to adopting flexibility and adapting to the latest developments. Activity inspection requirements are annually updated according to reports and recommendations.

## 2. Definitions:

To implement this TGM, and unless the context requires otherwise, the following terms and phrases shall have the meanings assigned to them:

Term	Definition
FZA	Ajman Free Zones Authority
TGM	A guide setting out standards, requirements for food safety
Food	Any raw, primary, processed, or semi-processed substance or part thereof intended for human consumption by eating or drinking, including beverages, potable water, spices, chewing gums, and any substance that enters into the manufacture, preparation, and processing of food, and does not include cosmetics or tobacco.
Food Chain	All stages that food goes through, starting with feed, passing through primary production, until it reaches the consumer, including the stages of its manufacture, preparation, processing, packaging, wrapping, assembly, transportation, storage, distribution, provision, display, and sale
Food Safety	Ensuring that food does not cause harm to the consumer when handled or consumed according to its intended use.
Spoiled Food	Food that has undergone unintended changes in its visual or taste characteristics, such as appearance, texture, smell, taste, or flavor, making it unfit for human consumption or reducing the quality of its edibility.
Harmful Food	Food with hazards in its origin or that have hazards mixed with it at any stage of its handling, which makes it not conform to the legislation and technical regulations applicable in the UAE and adversely affects the health of the consumer.
Food Label	Any statement, mark, or any pictorial or descriptive item, whether written, printed, or labeled on the food packaging, as well as any document, whether embossed, stamped, marked, decorated, or accompanying information, included, attached, or associated with the food.
Control	A regulatory activity aimed at protecting consumer health, ensuring food safety during its circulations at any stage of the food chain, and its compliance with health and quality requirements and its accurate and clear labeling in accordance with the provisions of laws and decisions on food activities.
Food Safety Systems	Organized scientific methods that aim at pre-identifying, assessing, and taking measures to control sources of hazards to ensure food safety.
Reservation	The procedures and measures that must be taken to retrieve food in the event that they are in violation of the relevant provisions and requirements.
Traceability	A set of procedures and measures aimed at Traceability and following the movement of food during its circulations.
Recall	The procedures and measures that must be taken to retrieve food in the event that they are in violation of the relevant provisions and requirements.
Hazards	The possibility of negative effects on human health as a result of exposure to the source of the hazard in food at any stage of the food chain.

Term	Definition
<b>Risk Analysis</b>	Assessing the occurrence of negative effects and the severity of their impact on human health based on scientific grounds and developing the necessary measures to manage them.
<b>Risk Assessment</b>	Assessing the occurrence of negative effects and the severity of their impact on human health based on scientific grounds.
<b>Risk Management</b>	Estimating the main alternatives, taking into account risk assessment and other relevant factors to protect consumer health, encourage fair trade practices, and take preventive and regulatory options if necessary.
<b>Food Additive</b>	Any substance that is not food or part of its component per se, whether it has nutritional value, and is intentionally added to food for technical purposes.
<b>HACCP</b>	Hazard Analysis and Critical Control Points: A system responsible for food production and detecting hazards during food production, which is done through continuous monitoring of the production process, controlling all production steps, and drawing up laws to prevent any problems or hazards.
<b>Operation fitness certificate (OFC)</b>	A certificate of conformity that allows industrial establishments that have met the requirements within the activity given to them to start work.
<b>NO Objection certificate(NOC)</b>	A certificate issued to service/commercial establishments (if they exist in a warehouse, land, or shop, and some activities in offices according to the activity classification list) and relates to health, safety, and environment after fulfilling all the technical requirements for the activity to start work.
<b>HSE-Related Activities</b>	Activities that have a direct or indirect impact on the individuals and/or the environment and require an assessment of their compliance with standards and requirements to prevent or minimize these impacts.

### 3. Scope of Application:

- 3.1 The regulations collectively illustrated in this TGM embody the various permitted activities (on-site and off-site) and all specified guidelines and regulatory points to ensure food safety.
- 3.2 The requirements and standards stipulated in this TGM are derived from the UAE's applicable policies and laws that are approved by the FZA.
- 3.3 Ensuring the implementation of this TGM shall be the responsibility of the FZA, as represented by the competent departments.
- 3.4 The requirements and standards in this TGM shall apply to all establishments within the FZA, including the site, building, facilities, services, equipment, safety, and security. They vary according to the nature and size of the activity.

### 4. Economic Activities

Table (1):

#	Activity	#	Activity	#	Activity	#	Activity
1	Grocery	37	Wholesale trade of soft drinks and sodas	73	Sugar packaging	109	Manufacturing of sodas
2	Retail sale of snacks	38	Trade of nuts	74	Refining raw sugar	110	Manufacturing of potato chips
3	Retail sale of tea	39	Wholesale trade of nuts	75	Refining table salt	111	Manufacturing of fruit syrup
4	Selling fresh juices	40	Trade of nutritional supplements	76	Mixing and packaging tea	112	Manufacturing of tomato paste
5	Import and export of fruits, grains, and legumes	41	Wholesale trade of salt	77	Pearl cultivation	113	Manufacturing of tobacco rolls (cigarettes)
6	Retail sale of fresh fruits and vegetables	42	Trade of flavorings and flavor enhancers	78	Manufacturing of natural foods	114	Manufacturing of food product powders
7	Sale of ice cream	43	Import and export of foodstuff	79	Manufacturing of dry foods from grains	115	Manufacturing of sugar cubes
8	Sale of ice cream	44	Wholesale trade of healthy foodstuff	80	Dairy manufacturing	116	Manufacturing of meat products
9	Retail sale of soft drinks and sodas	45	Wholesale trade of healthy foodstuff	81	Biscuit manufacturing	117	Manufacturing of snack products
10	Wholesale trade of meat and fish processing machines	46	Wholesale trade of fresh foodstuff	82	Processing of potato	118	Restaurant management
11	Wholesale trade of frozen fish and seafood	47	Wholesale trade of fresh foodstuff	83	Manufacturing of processed tobacco	119	Food and dairy consulting
12	Trade of fresh fish and marine animals	48	Wholesale trade of organic foodstuff	84	Ice manufacturing	120	Grocery
13	Wholesale trade of fresh fish and marine animals	49	Wholesale trade of frozen foodstuff	85	Dry ice manufacturing	121	Meat refrigeration and freezing
14	Wholesale trade of dairy and its products	50	Wholesale trade of frozen foodstuff	86	Cheese manufacturing	122	Drying and packaging fruits and vegetables
15	Wholesale trade of coffee beans	51	Wholesale trade of canned and preserved foodstuff	87	Manufacturing of food gelatin	123	Processing fish and seafood
16	Wholesale trade of spices and herbs	52	Wholesale trade of canned and preserved foodstuff	88	Manufacturing of soup and broth	124	Preparation of pastries and baked goods

#	Activity	#	Activity	#	Activity	#	Activity
17	Import and export of eggs	53	Trade of foodstuff and beverages	89	Manufacturing of sugary sweets	125	Processing and packaging of grains and cereals
18	Wholesale trade of dates	54	Import and export of foodstuff and non-alcoholic beverages	90	Manufacturing of Arabic sweets	126	Preparation of sweets and traditional desserts
19	Wholesale trade of ice	55	Import and export of baby foodstuff	91	Manufacturing of cocoa and chocolate-based sweets	127	Roasting, salting, and packaging nuts
20	Wholesale trade of oriental sweets	56	Juice and refreshment kiosk	92	Manufacturing of plant-based milk	128	Canning fish and seafood
21	Wholesale trade of sweets and chocolate	57	Kiosk selling popular products and goods	93	Bread making	129	Canning and packaging vegetables
22	Trade of sweets and chocolate	58	Consumer store	94	Manufacturing and packaging vinegar	130	Canning and packaging fruits
23	Wholesale trade of bread and bakery products	59	Department store	95	Manufacturing of animal fats and oils	131	Catering services with ready-made meals (Meal preparation)
24	Shisha cafe	60	Consumer complex (supermarket)	96	Manufacturing of puffed corn	132	Rice peeling, whitening, and polishing
25	Wholesale trade of dried fruits and vegetables	61	Extracting, crushing, and sifting salt	97	Manufacturing of natural butter	133	Food supply services
26	Trade of dried fruits and vegetables	62	Production of dry foods from grains	98	Manufacturing and refining vegetable oils	134	Mixing and preparing flour
27	Wholesale trade of flour	63	Egg production	99	Manufacturing of vegetable ghee	135	Slaughtering animals and preparing their meat
28	Wholesale trade of fresh slaughtered poultry	64	Liquid egg production	100	Manufacturing of pastries and sweets	136	Slaughtering, preparing, and freezing poultry
29	Wholesale trade of sugar	65	Freezing fruits and vegetables	101	Cream manufacturing	137	Grilling and frying fish and marine animals
30	Wholesale trade of vegetable ghee and oils	66	Assembling water treatment systems and mixing related chemicals	102	Manufacturing of sour milk (yogurt)	138	Manufacturing of natural fruit syrup (concentrates)

#	Activity	#	Activity	#	Activity	#	Activity
31	Wholesale trade of honey and bee products	67	Processing instant coffee	103	Manufacturing of ice cream	139	Water collection, purification, and distribution
32	Wholesale trade of juices	68	Preparing instant tea	104	Manufacturing of jam	140	Cafeteria
33	Wholesale trade of fresh fruits and vegetables	69	Preparing sauces, fats, and spices	105	Manufacturing of soft drinks	141	Roastery
34	Wholesale trade of fresh meat	70	Water desalination, purification, and distribution (desalination plant)	106	Manufacturing of frozen pastries	142	Mill
35	Wholesale trade of fresh, chilled, or frozen meat	71	Coffee beans roasting, grinding, and packaging	107	Manufacturing of flavorings and flavor enhancers	143	Restaurant
36	Wholesale trade of ice cream	72	Packaging spices and herbs	108	Manufacturing of flavorings and flavor enhancers	144	Floating restaurant

## 5. Technical Approval for Food Establishment Licenses:

5.1 Upon licensing food establishments and activities, the establishment shall meet all activity requirements and obtain final approvals.

5.2 For activity commencement, the necessary requirements will be met so that the inspection will be passed.

## 6. Technical Approval for Commencement:

6.1 The client shall upload the following documents to obtain the following NOC:

- A site layout showing the distribution of equipment by a company specialized in preparing health plans and approved by the FZA.
- A permit for engineering amendments approved by the FZA.
- A pest control contract with a company approved by the FZA.
- A certificate of fulfilling fire safety requirements.

6.2 A site inspection shall be carried out to check the amendments, according to the approved plans. All activity supplies shall be made available.

6.3 In the event that the site meets all health requirements, final approval shall be issued in the form designated for the establishment to commence work.

## 7. Permits Related to Food Activity:

7.1 The food permit issued by the FZA allows establishments and individuals to carry out tasks and access specific sites according to the requirements and conditions related to the permit. It is not transferable between establishments or individuals.

7.2 All types of food permits are available on the FZA's official website: <https://www.FZA.ae>.

## 8. General Technical Guidelines for Food Activities:

### 8.1 Site:

- It shall not be exposed to sources of environmental pollution and industrial activities that pose a risk to food safety.
- It shall be far from waste collection, separation, and recycling sites.
- The external area of the establishment shall be clean, equipped with fixed materials, and free of waste accumulation or the presence of insects and rodents.

### 8.2 Building:

- The design of the food establishment shall fit the activity type.
- The building shall be complete. A completion certificate shall be taken out of the same.
- Sufficient space shall be available for the activities and their equipment according to their respective requirements.
- The building shall be sealed, insulated, and free of any openings or cracks to prevent the entry of dust, pests, and rodents.

### 8.3 Interior Design:

- The design shall be suitable for the type of activity and operations to ensure minimizing food risks.
- The interior space shall be suitable and sufficient for the type of operations and in accordance with the approved spaces for activities.
- Workflow shall be one way to prevent and avoid cross-contamination while receiving, storing, preparing, cooking, presenting, and serving.
- No open areas or areas not included in the interior design of the establishment shall be used in any type of operation.
- Preparation, cooking, and dining areas shall be completely separated from the toilets, chemical storage, and maintenance rooms.
- A detailed internal plan for all food activities shall be made available, according to the procedures approved by the FZA. All divisions, tools, and equipment listed in the plan shall be implemented in the establishment before commencing work.
- Any amendments to the internal divisions of the establishment require prior approval from the FZA.

### 8.4 Floors:

- The quality of the floors shall be appropriate for the type of activity and operations in each area.
- The floors and their adhesives shall be made of materials that are not harmful or pose a risk to the food.
- Unit gaps shall not exceed 1 millimeter when using ceramics or the like.
- Floors in dry areas such as dry stores, customer halls, and the like shall be solid/durable, non-absorbent to liquids, easy to clean, and shall prevent slipping.
- Floors in wet areas such as preparation and cooking areas, chemical stores, and the like, shall be solid/durable, smooth, do not allow the accumulation of waste and liquids, in light color, non-absorbent to liquids, withstand cleaning and disinfection operations, prevent slipping, have a suitable slope for internal drainage openings, and withstand the nature of operations in the facility.

#### 8.5 Walls:

- The quality of the walls shall be appropriate for the type of activity and operations in each area and easy to clean.
- The walls and their adhesives shall be made of materials that are not harmful or pose a risk to the food.
- Wallpaper, aluminum, or wooden panels are not allowed on the walls in food preparation areas.
- The walls in dry areas such as dry stores and the like shall be fixed, smooth, non-absorbent to liquids, easy to clean, and have no openings or protrusions to prevent the accumulation of waste and pests.
- The walls in wet areas such as preparation and cooking areas and the like shall be fixed, in light color, smooth, and non-absorbent to liquids, and withstand the nature of operations in the facility.
- The walls shall not react with the chemicals used in cleaning and disinfection operations.
- The walls shall be covered with ceramic, stainless steel, or materials with the same properties. The height of the ceramic or stainless steel on the walls shall not be less than two meters. The remaining part shall be painted with paint that has the same previous properties.

#### 8.6 Ceilings:

- The height of the establishment must be appropriate and in accordance with the type of activity to provide adequate ventilation, provided that it is not less than 3 meters.

- The surfaces of the establishment must be smooth, easy to clean, and made of a material that is not impermeable or absorbent to liquids. There shall be no protrusions or cavities on them.
- Suitable passages must be provided to access the space above the false ceiling to facilitate cleaning, maintenance, and detection of signs of pest infestation.
- Any connections above the false ceilings must be tightly sealed to prevent any leaks in food areas or provide a suitable environment for pests.
- If there are water connections above the false ceiling, they must be tightly sealed.

#### 8.7 Doors and Windows:

- Food preparation and serving areas must be adequately protected from the external environment.
- Doors and windows must be made of smooth, non-absorbent, easy-to-clean, and self-closing materials.
- In the event that there are windows, a mesh of appropriate size must be installed to prevent dust and pests. They shall open outwards to prevent dust and dirt.
- Adequate protection must be provided on all entries and exits of the establishment to prevent dust, dirt, and health pests using air curtains or other suitable means.

#### 8.8 Mezzanine and Stairs:

- The establishment must obtain prior approval from the FZA before starting implementation.
- They must be designed from solid metal or concrete materials. Use of wood is not permitted.
- They must be completely isolated from the area below. There shall be no openings that may affect food safety.
- The stairs must be outside the food preparation and cooking areas to avoid any food contamination.

#### 8.9 Lighting:

- Food establishments must have sufficient lighting, whether natural or artificial, to ensure controlling hazards on food.
- The lighting must be designed in a way that is easy to clean and maintain.
- All lighting units in food preparation and serving areas must be adequately protected to prevent the spread of glass in the event of breakage.
- The light intensity for each area must not be less than the following:

#### Table (2):

Light intensity / Lux	Site
110	Storage areas (refrigerated, dry, frozen)
220	Display, presentation, preparation, and personal hygiene areas
500	Food preparation, cooking, manufacturing, and packaging areas

#### 8.10 Ventilation:

- All establishment facilities must be adequately ventilated according to the nature of operations in each area.
- Food preparation, cooking, and dining areas must be within suitable temperatures for employees to prevent food contamination due to sweating.
- Fume collection duct hoods must be installed on all cooking equipment to collect and exhaust them outside, provided that they are equipped with cold air thrust valves to prevent the transfer of hot air to processing areas.
- A chimney shall be provided above the building at a suitable distance. It shall be equipped with a suitable suction device for the volume of work in the establishment.
- Ventilation systems must not allow pollutants to move from one area to another.
- Ventilation and fume extraction systems must be cleaned periodically, and supporting documents shall be provided upon request.

#### 8.11 Solid and Liquid Wastes:

- Sufficient drainage units must be provided for all establishment facilities, especially wet areas.
- Drainage units must be designed with a suitable slope that is effective in removing wastewater and easy to access for cleaning and have removable and cleanable covers.
- The grease trap must be properly connected to the internal drainage lines and equipped with backflow prevention devices. A periodic cleaning contract with specialized establishments approved by the FZA must be concluded.
- A safe and sound method for disposing of used oil must be provided along with supporting documentation.
- The sewage and solid waste disposal system must be in accordance with the technical and administrative requirements of the FZA.
- Sewage and solid waste must be disposed of in a way that does not affect food safety in the establishment.
- Sufficient solid waste collection containers must be provided and distributed appropriately inside the establishment. They shall be of the foot-operated type, with a suitable size according to the type of activity, away from food preparation and serving areas, and easy to clean and empty.
- If there is a waste collection room in the establishment, it must be outside the food areas. There must be no direct contact with it. It must be equipped with a liquid drainage

opening and a periodic cleaning and disinfection program to avoid attracting health pests.

- Large waste collection containers belonging to waste companies must be outside the establishment, away from food areas. Solid waste shall be disposed of in designated plastic closed bags, with periodic cleaning by the waste company.
- In the event of any blockage or backflow of sewage inside the establishment, the activity must be stopped immediately, and the necessary maintenance measures must be taken. An effective cleaning and disinfection program must be implemented before starting work again.

#### 8.12 Utility Connections:

- Water, fire, sewage, electricity, gas, and cooling lines must be fixed away from food preparation and processing areas to avoid food contamination.
- Connection lines must not pose any potential hazard to food. They must be designed appropriately to prevent the accumulation of waste and condensation of water vapor, easy to clean, and defined or marked in different colors according to type for easy identification and to avoid confusion.

#### 8.13 Pest Control:

- A health pest control contract shall be concluded with a specialized company approved by the FZA.
- All appropriate measures and means shall be taken to forbid and prevent the entry and breeding of pests in the establishment.
- The food safety officer in the establishment must follow up on the control operations with the approved company, receive periodic reports on the control work, and implement all recommendations for preventive measures.
- In the event of finding health pests inside the establishment, the pest control company must be contacted. In the event of food contamination with health pests, work must be stopped until all preventive measures are taken to ensure that food is not contaminated.

#### 8.14 Tools and Equipment:

- Tools and equipment used must be hygienically safe, and suitable for the type of activity. They must not alter the characteristics of the foodstuff in a way that affects food safety.
- They must be made of safe and hygienically suitable materials that do not affect the safety and quality of food.
- Equipment and tools must be made of materials resistant to breakage, cracking, denting, and bending.
- Surfaces in contact with food must be smooth to facilitate cleaning and sterilization.
- The materials used in the design and maintenance of equipment and tools must be non-toxic, non-absorbent, and not affected by food, cleaning agents, or any other substances

that stick to them. They must not carry any color, odor, taste, or contamination to food, and must retain their original properties upon repeated use.

- The equipment shall be movable and detachable to facilitate maintenance, cleaning, and sterilization.
- Tools and equipment used in the establishment shall be distinguished by appropriate color coding to separate various uses and prevent cross-contamination.
- The equipment shall be used according to its intended purpose and follow the manufacturer's instructions.
- Equipment used for cooking, cooling, freezing, and storage shall be designed so that food reaches the required temperatures in the required time to ensure food safety.
- The equipment that contains moving parts shall be designed in a way that prevents the transfer of lubricants to food or surfaces in contact with it. Food-grade lubricants must also be used.
- Tools and equipment shall be placed and stored in the establishment so that they are not exposed to any source of contamination, and can be cleaned, maintained, and drained of liquids.
- Any tools or equipment used to measure and monitor processes that affect food safety shall be calibrated. Approved establishments shall conduct internal and external calibration with a frequency that ensures food safety.

#### 8.15 Tools and Equipment Cleaning Area:

- A designated area for cleaning the tools and equipment used shall be made available in the establishment to ensure their suitability for use in food.
- A dedicated sink for cleaning tools and equipment shall be provided. It shall be equipped with sufficient quantities of hot water at a suitable temperature for cleaning and disinfection and provided with an identification plate (tool and equipment washing sink). It shall not be used for any food preparation purposes.
- Stainless steel shelves or food-grade materials shall be provided to store and dry tools and equipment before use.
- If a tool and equipment cleaning and disinfection machine is used, it must be separated from the preparation areas. The correct cleaning and disinfection methods must be followed according to the manufacturer's instructions.
- A designated place shall be made available to store cleaning and disinfection chemicals, provided that they do not pose a risk to food safety in the establishment.

#### 8.16 Storage Area:

- Sufficient space shall be made available to store the raw food materials used according to the activity of the establishment, ensuring their protection from contamination or the spread of health pests, and storing non-food items in an area separate from food areas.
- The storage of chemicals and maintenance tools shall be separated from food or tools used in preparation and presentation to avoid cross-contamination.
- Materials shall be stored on shelves, pallets, or racks made of durable and easy-to-clean materials. They shall be at least 15 cm above the ground and at least 20 cm away from walls to facilitate cleaning and inspection operations.

#### 8.17 Food Raw Materials:

- All food materials supplied to the establishment shall be of known origin and documented with receipts or similar documents.
- Receiving food shall be in designated areas in the food establishment. Receipt is not allowed in areas that may pose a risk to food.
- Food shall be inspected upon receipt and its safety and compliance with food safety standards shall be ensured by the food safety officer in the establishment.
- Food packages shall be labeled with a complete food label according to the approved specification.
- The unloading and receiving time for chilled and frozen foods shall not exceed 15 minutes.

#### 8.18 Water and Ice Sources:

- Adequate supplies of potable water shall be provided from a source approved by the FZA or from the public network of the Federal Electricity and Water Authority for cleaning and food preparation purposes.
- The establishment officer must ensure the suitability of the potable water used in accordance with the approved standards in this regard. If filter/desalination units are installed inside the establishment, the effectiveness of their operation and the safety of the water produced from them must be ensured in accordance with the approved standards, with easy disassembly and periodic maintenance according to the manufacturer's instructions.
- Adequate supplies of hot water shall be provided for all cleaning and cooking activities that take place in the food establishment.
- Potable water storage tanks shall be designed and built in a way that prevents contaminating water inside them, provided that they are in appropriately protected locations and are easily accessible. Water tanks must be equipped with appropriate and tight covers to prevent animals, birds, and other foreign materials from reaching them.
- The lines of non-potable water supplies shall be appropriately separated from potable water using different colors for the connecting pipes or any other suitable means.
- The water tanks shall be periodically kept clean by a specialized company approved by the FZA.

- Potable water coolers shall be regularly cleaned and sterilized using appropriate methods or through specialized companies.
- Ice shall be prepared from potable water and handled and stored under conditions that protect it from contamination.

#### 8.19 Establishment Responsibilities:

- Food safety systems shall be implemented based on the UAE regulation of risk analysis. Food safety and suitability for human consumption shall be ensured.
- The tasks of the competent employee in control shall be facilitated during the performance of his job.
- The documented records, as required from the establishment, shall be provided to reflect its adherence to the laws, regulations, and approved systems.
- All packaging materials shall be approved in accordance with the UAE specifications. Documents shall be provided.
- Employees of the establishment shall be trained and qualified in food health and safety in accordance with the approved standards.
- The FZA shall be informed of any incidents or foodstuff that pose a hazard to consumer health.
- The circulated food in the establishment shall be tracked in accordance with the system issued in this regard. Distribution and storage locations shall be identified, and their records shall be provided.
- Food shall be withdrawn if it is proven unsafe for human consumption or violates the provisions of this law and the regulations and systems issued pursuant to it, or standard specifications and technical regulations. The competent authorities shall be informed.

#### 8.20 Employees in Food Establishments:

- Occupational health certificates shall be taken out from the UAE-approved authorities, stating that the worker is free from communicable diseases.
- A record of accidents, illnesses, injuries to employees, sick leave, and medical reports on their fitness shall be provided before starting work.
- Employees shall stop working in the event of any of the following symptoms: fever, diarrhea, vomiting, yellow fever, skin infections and ulcers, deep wounds, ear discharge, eye and nose inflammation, and sore throat accompanied by fever. Any worker having any of such symptoms shall be hospitalized until full Recall and a medical report on his fitness shall be obtained to resume work.
- Wounds and scratches shall be covered using non-absorbent materials with a distinctive color in case they fall into food. Food shall be directly touched only by using gloves or appropriate tools that do not affect food safety.
- All employees in the establishment shall undergo appropriate training programs for food health and safety, personal hygiene, and reducing health risks related to food contamination.

- A food safety officer shall be provided for the establishment to follow up on food preparations, supervise health measures in the establishment, and ensure the effectiveness of the food safety system.
- A uniform shall be provided for all food employees so that the special uniform for the employees in preparation differs from that for the food providers, cleaning employees , and maintenance employees in the establishment.
- Protective equipment shall be used during food preparation and handling, such as head coverings, gloves, and mouth coverings. They must be made of materials that are not harmful to food and of a suitable type for single use. Otherwise, a suitable mechanism for cleaning and disinfection shall be provided.
- Employees shall adhere to personal hygiene before starting work and wear the establishment's clean and tidy uniform.
- It is forbidden to wear jewelry and watches during work.
- Preventive requirements shall be met by the employees in food establishments according to the hazard of each activity to employees .
- Good hygiene practices shall be followed in preparing and handling food. Any practices that harm food safety shall be avoided.
- Employees are forbidden from sleeping inside the manufacturing, handling, and food storage areas in the establishment.
- Necessary precautions shall be taken by visitors to prevent food contamination during manufacturing and handling.
- A first aid kit shall be made available in the establishment, including all requirements for first aid, provided that it is tightly closed and easily accessible.
- Employees ' rest areas and toilets shall be completely isolated from any preparation and preparation areas.
- A changing room shall be made available for the employees in food establishments that contain preparation and preparation areas, provided that it is separate from the preparation and preparation area, and equipped with metal cabinets to store employees ' belongings.
- The employees of the establishment shall be interested in applying good hygiene practices and avoiding any habits or practices that harm food safety, such as (smoking, touching food...etc.).

## 8.21 Handwashing Locations:

- A sufficient number of handwashing basins shall be made available for each preparation area according to the plan approved by the FZA.
- They shall be of an appropriate size, easily accessible, and equipped with sufficient quantities of water, liquid soap, and paper towels.
- They shall be easy to clean and maintain and equipped with an instructional sign containing handwashing instructions.
- The food safety officers shall train the food employees in the correct methods and times to wash their hands as follows:

1	Upon entering the establishment and before starting work	7	Upon carrying out maintenance
2	Upon entering restrooms	8	Upon touching the face, nose, ear, or body
3	Upon touching waste or unclean tools	9	Upon dealing with a sick person
4	Upon Handling raw uncooked food	10	Upon dealing with animals
5	Upon handling ready-to-eat food	11	Upon smoking and eating; upon coughing or sneezing
6	Upon implementing cleaning or disinfection programs	12	Upon handling money or any non-food activity

#### 8.22 Restrooms and Changing Rooms:

- Restrooms and changing rooms for employees shall be provided in sufficient numbers and located in a suitable location according to the site of the establishment and the type of activity.
- Restroom locations shall be suitable and easily accessible, and not connected or open directly to food or storage areas. The doors shall be self-closing, and equipped with a handwashing sink and its supplies. Adequate ventilation and lighting shall be provided.
- The changing room must be outside the food areas and must not open directly onto them. It must be equipped with metal lockers to store employees' personal belongings. Adequate lighting and ventilation shall be made available.

#### 8.23 Handling Complaints / Cases of Foodborne Illnesses:

- The establishment must report to the FZA any complaints or reports of individual or collective food poisoning received from customers or the relevant authorities.
- It is necessary to provide the relevant authorities with the necessary information for epidemiological investigation to take preventive measures to avoid any increase in the number of people infected with medical conditions.
- The establishment owner must train and educate employees on the causes of foodborne diseases and methods of controlling and preventing them while ensuring the effectiveness of these methods on an ongoing basis.

#### 8.24 Preparing and Selling Food for Non-Muslims in the Food Establishment:

- Starting the activity of selling or preparing food for non-Muslims in the establishment may be allowed only after obtaining a permit from the FZA.
- The preparation, display, and sale of food for non-Muslims must be strictly separated from other foods.
- Employees in areas for preparing, displaying, and selling food for non-Muslims must be separated from those handling other foods.
- Clear and indicative signs must be provided in both Arabic and English about the location of the sale, preparation, and presentation of food for non-Muslims in the establishment.
- In the event that the establishment requests a permit to sell meat, the following requirements must be met.
  - a) The activity must be a department store and its area must exceed 200 square meters.
  - b) The display area is at the end of the establishment, away from the main entrance.
  - c) All equipment dedicated to the display area shall be provided.

#### 8.25 Temperatures:

- The table below shows the permitted temperatures for storing and processing food.

Table (2):

Temperature (°C)	Storage Type
-18° C	Frozen
1-4° C	Refrigerated
25° C	Dry (room temperature)
<75° C	Heat

## 9. Minimum Spaces Allowed for Food Activities Upon Licensing:

Activity	Area (m <sup>2</sup> )	Activity	Area (m <sup>2</sup> )
Food factories	100	Display and sale of sweets and chocolate	20
Drinking water desalination and purification plants	100	Sale of packaged and unpackaged dates	20
Ice factories	100	Sale of honey and its products	20
Food laboratories	100	Sale of health materials and natural herbs	20
Automated bakeries	100	Sale of vegetables and fruits	20
Food packaging	100	Food warehouses	60
Food roasting and grinding	100	Sale of chilled meat	25
Catering and food services	100	Sale of chilled poultry and table eggs	20
Restaurants	60	Sale and cleaning of chilled fish	30
Fast food restaurant	40	Sale of dairy and cheese products	20
Traditional kitchen	80	Traditional bakery	20
Cafeteria and sale of snacks	40	Bakery and showroom	20

## 10. Technical Guidelines for Activities Related to Food Factories:

- 10.1 The UAE standard for health conditions in food factories and their employees and produced food shall be implemented.
- 10.2 The HACCP system on site shall be applied to approved activities, and a qualified food safety officer shall exist on the site.
- 10.3 The interior design of the building shall allow for easy maintenance, cleaning, and proper health monitoring at all stages.
- 10.4 Good practices shall be applied through:
  - Separating food manufacturing and handling areas from worker sanitary facilities and high-risk areas in the establishment.
  - Separating different operations within the establishment to avoid the occurrence or transfer of cross-contamination of food.
  - Separating management and employee offices from food manufacturing and handling areas.
  - Applying sanitary methods in a regular flow in production lines from the arrival of raw materials to the final product.
  - Following the requirements for tools and equipment mentioned in section (8.14).
  - Separating the entrance for employees and visitors from areas for receiving and supplying food to the establishment.

### 10.5 Self-Monitoring Program:

The establishment must provide a quality and safety monitoring team to carry out the following tasks:

- Ensure the application of health requirements in all establishment operations.
- Inspect and monitor raw and packaging materials to ensure their compliance with health standards.
- Organize the operation of devices and tools used in manufacturing.
- Inspect and monitor the final product.
- Control storage and handling operations for food products.
- Examine employees and train them on proper sanitary methods.
- Implement a periodic cleaning program for tools, equipment, and the establishment.

#### 10.6 Manufacturing Line and Area:

The following requirements must be met:

- The food manufacturing process must be appropriately streamlined and allow the product to flow in one direction to reduce contact and cross-contamination.
- The manufacturing process must be carried out at an appropriate speed to avoid product spoilage while controlling the specified product temperature during the manufacturing process.
- Raw materials must be inspected, sorted, and cleaned at the beginning of the manufacturing line in a suitable location.
- Modern technological methods must be used for the food manufacturing process.

#### 10.7 Packaging:

- The packaging process shall be carried out under appropriate sanitary conditions and shall be separated from manufacturing operations.
- Suitable packaging equipment for the type of product and packaging units shall be provided.
- Packaging materials shall not contain any materials that lead to changes in the food resulting in affecting its safety and intended use.
- Packaging materials shall be non-absorbent, tasteless, and odorless, and provide the necessary protection for the product.
- The final product shall be numbered and coded appropriately to identify the date and time of manufacture.
- The temperature of the packaging area shall be appropriate to the specified product temperature.

#### 10.8 Wastewater Management:

- The requirements for tools and equipment in Section (8.11) shall be fulfilled.

#### 10.9 Final Product Storage:

- The necessary protection against spoilage or damage to packages shall be provided.
- Final product storage shall be under conditions that prevent contamination or microbial growth.
- The necessary temperatures and humidity levels shall be provided to preserve the final product.
- The possibility of conducting the required periodic inspection of the product shall be provided to ensure its fitness.
- Appropriate methods shall be introduced to resist rodents and insects.
- A thermometer shall be provided in refrigerated and frozen stores to allow reading from the outside.

- Different food groups shall be separated, with the final product separated from raw materials.
- Freezing and cooling rooms shall be designed and lined with rust-resistant surfaces, and their floors must be non-slip.
- The product storage shall be organized and appropriate units shall be provided to distribute the cooling power around all food items consistently and continuously.
- Appropriate good lighting and necessary protection shall be provided inside the warehouses.
- Backup generators shall be provided to operate automatically in the event of a power outage to refrigeration or freezing warehouses.
- Safety requirements and guidelines shall be provided at the storage site.

#### 10.10 Sanitary Facilities:

- Changing rooms and lockers shall be made available for employees to keep their clothes.
- Employees shall have bathrooms equipped with hot and cold water in sufficient quantities, and it shall include appropriate cleaning materials. Such bathrooms shall not open directly onto food handling and manufacturing areas.
- Suitable toilets with the following specifications shall be provided.
  - a) Sufficient number (one toilet for every 10 individuals).
  - b) Easy to dispose of waste in a sanitary manner.
  - c) Equipped with heating, cooling, ventilation, lighting, and hand-drying facilities.
  - d) Doors equipped with self-opening and closing features.
  - e) They do not open directly onto food handling areas.
  - f) Awareness guidelines sign boards shall be made available.

#### 10.11 Cleaning Program for Equipment and Production Facilities:

- An effective program shall be developed for periodic cleaning and disinfection operations for tools, equipment, and facilities according to the nature of the establishment's work and activity.
- A qualified team shall be assigned for cleaning and disinfection operations. It shall be trained and be familiar with the program requirements and cleaning and disinfection methods.
- High-risk sites, equipment, and materials shall be given more importance in the program, and they shall be cleaned more frequently.
- Appropriate cleaning and disinfection machines shall be provided according to the establishment's activity and size of work.
- If a (self-cleaning and disinfection) system is available, all manufacturer's instructions shall be adhered to. Those in charge of it shall be trained by the manufacturer, which shall provide an approved procedure for the same.
- The chemicals used for cleaning and disinfection shall be suitable and approved.

- Potable water shall be used in cleaning and disinfection operations for tools, equipment, and facilities.
- It is necessary to store cleaning materials and equipment in closed rooms used only for this purpose, and away from food handling and manufacturing sites.

#### 10.12 Laboratory Monitoring (Internal Food Analysis Laboratory):

- A specific laboratory shall be set up in the factory (according to the requirements of good practices for laboratory management and operation) to conduct the necessary fundamental tests to ensure product safety.
- A qualified laboratory analysis technician with experience in the establishment's activity shall exist.
- Periodic samples of the production shall be taken by official authorities for analysis to ensure product safety and compliance with standard specifications.
- Quality systems shall be applied to all food manufacturing establishments, such as the HACCP and the documented by a consulting company approved by the FZA.

#### 10.13 The Factory Final Approval Requirements:

- The detailed internal plan shall be approved by the FZA.
- The establishment shall be fully equipped according to the approved plan. All tools and equipment shall be made available for work, with water, electricity, and sewage services available inside the establishment.
- A food safety officer shall be provided at the establishment.
- A contract for cleaning and disinfecting drinking water tanks with a specialized company approved by the FZA shall be provided.
- Potable water shall be suitable for use (in case of using water in food manufacturing) by providing laboratory reports.
- A pest control contract with a company approved by the FZA shall be provided, and the prevention plan shall be implemented for the establishment.
- Food products (nutritional labels) shall be approved.
- The start of initial production immediately after the completion of the equipment at the establishment shall be approved.
- The UAE standard specifications for the produced materials shall be adhered to.

## 11. Technical Guidelines for Importing and Re-exporting Food Products:

- 11.1 Importing and exporting food is an important and vital element in the UAE's economy. It requires effective systems that can control and manage this large volume of trade exchanges and maintain the health, safety, and quality of traded, imported, and exported food.
- 11.2 The organizations within the jurisdiction of the FZA are required to register in the Food Import and Export Program of Ajman Municipality & Planning Department via ([www.am.gov.ae](http://www.am.gov.ae)) to obtain the following services:
- Request to import a food product.
  - Register and approve a food product.
  - Request an export certificate for a food product prepared for export.
  - Request an inspection of a product for distribution in the local market.
  - Laboratory examination for a food product.

## 12. Health Requirements for Food Packaging:

- 12.1 These requirements are specific to establishments that repack food from large packages into small packages of different weights. Only automated packaging of food is allowed.
- 12.2 The general health conditions for food establishments shall be applied according to the type and nature of the approved activity and the requirements of food manufacturing establishments.
- 12.3 The space must be appropriate to the volume of work, taking into account the availability of the following facilities:
- A warehouse for receiving and storing food that is fit for the type and nature of the food.
  - A warehouse for packaging and packaging materials commensurate with the type and nature of the food.
  - Food packaging hall.
  - Personal hygiene equipment for employees .
  - A store for storing raw food materials and packages, while adhering to the health requirements for food stores.
- 12.4 The following health requirements must be available in the packaging hall:
- Packaging tools, equipment, and packages shall be made of food-grade materials, stainless steel, and non-reactive with food.
  - Pay attention to cleaning and sterilizing tools, equipment, and packages continuously before and after packaging, and provide automated cleaning methods if required.
  - Provide stainless steel tables if needed in the packaging process.

- Provide adequate ventilation inside the packaging hall commensurate with the type and nature of the food.
- Adhere to the standard specifications for the approved food label.
- It is required that food products be packaged automatically, taking into account the separation and packaging of food with different characteristics from each other.
- It is forbidden to add any substance to the material to be packaged except with the prior approval of the FZA.
- It is strictly forbidden to change the production and expiry date shown on the original packaging.
- Provide packaging materials specific to food, provided that they conform to the approved specifications.
- Provide personal hygiene equipment for employees , such as changing rooms, toilets, hand washing basins, and restrooms.

### 13. Health Requirements for A Restaurant Activity:

13.1 The general health conditions for food establishments shall be applied according to the type and nature of the approved activity.

13.2 Good health practices shall apply in accordance with the Federal Law on Food Safety.

13.3 Restaurant Facilities:

- Food storage area (frozen - refrigerated - dry) equipped with a receiving area.
- Area for food preparation and processing.
- Cooking area.
- Area for washing and cleaning tools and equipment.
- Service area (storing prepared food before serving).
- Dining hall for customers.

13.4 Health requirements for different areas of the restaurant shall be implemented.

13.5 Spaces of different areas of the restaurant shall be commensurate with the volume of work.

13.6 A food receiving area equipped with a deep double stainless steel sink and a table shall be allocated to large restaurants and catering kitchens.

13.7 Health Requirements at Preparation Site:

- Its area shall be commensurate with the volume of work. Its location shall be specified between the warehouses and the cooking site.
- It shall be equipped with a source of potable water for cooking and preparation work.
- Sufficient deep stainless steel tables and sinks shall be made available and separated from vegetables, meat, and foods that do not need to be cooked.
- Color coding must be available on cutting tables or boards and sinks to prevent cross-contamination.

- Sufficient refrigerators must be made available to store food after preparation.
- It must be equipped with a hand washing basin along with the necessary health requirements.
- Sufficient food-grade shelves or cabinets must be made available to store the tools and equipment used.
- In large restaurants, the preparation site shall be divided into different areas according to the risk of each food item.

### 13.8 Health Requirements in Cooking Area:

- Adequate ventilation shall be provided in the cooking area using appropriate means and sanitary methods for this. It shall be equipped with:
  - a) Hoods on all heat sources in the kitchen to collect and exhaust black smoke outside.
  - b) A chimney with a suitable diameter and a height higher than any adjacent building by two meters, and equipped with oil filters, or a suitable treatment unit to dispose of cooking byproducts in a healthy manner in accordance with environmental standards in this regard.
  - c) Self-closing exhaust fans or fixed with a stainless steel mesh.
- It shall be equipped with stainless steel shelves and stainless utensils for storing spices and other materials with tightly closed lids.
- It shall be equipped with a double stainless steel sink of a suitable size for washing dishes.
- It shall be equipped with stainless steel shelves to store utensils and equipment on them after cleaning.
- It shall be equipped with an independent site allocated for storing chemicals, provided that it is away from food.
- It shall be equipped with a source of hot and cold water for washing.
- It shall be equipped with a cabin or containers to store hot food prepared for consumption at a temperature not less than 75°C, in addition to food display refrigerators that are presented chilled that require storage at 1-4°C, such as salads and appetizers.

### 13.9 Dining Hall:

- Its area shall be commensurate with the volume of work. Tables shall be distributed appropriately.
- In the event of any decorating work in the hall, it must be healthy and does not contribute to the accumulation of dust or dirt.

### 13.10 Requirements for Serving Food in Buffet:

- A location in the hall shall be allocated for this purpose, away from entrances, exits, and toilets, and provide appropriate protection from flying insects.
- Means shall be provided to keep hot prepared food at a temperature not less than 75° C and cold food at a temperature not exceeding 4° C throughout the display period.

- The temperatures of the food provided shall be periodically monitored according to the food safety system applied in the establishment.
- Appropriate tools shall be used in presenting and displaying food on the buffet with continuous supervision by the establishment's employees to ensure cleanliness and maintain the appropriate temperature.

## 14. Technical Requirements for Preparing Shawarma:

### 14.1 General Requirements:

- The UAE specification for health requirements for preparing and handling shawarma shall be adhered to.
- Products shall be free from oxidation, foreign substances, and undesirable odors or tastes.
- Shawarma shall be prepared from one type of meat at a consistent storage temperature, whether chilled or frozen.
- Meat shall be stored during and after marinating at a temperature not exceeding 4° C.
- All vegetables used must be fresh and fit for consumption.

### 14.2 Shawarma Preparation and Processing Area:

- If ready-made shawarma is received, documents proving its validity and safety for use, while adhering to the appropriate storage and transportation conditions must be available.
- Sufficient space must be available commensurate with the type of activity and workload.
- The processes of preparing and processing raw meat shall be appropriately separated from food prepared for direct consumption.
- A meat cleaning area shall be provided and equipped with a sink and a table of appropriate size for preparation and processing operations, with shelves for storing tools, equipment, and necessary materials.
- Vertical refrigeration units at a temperature not exceeding 4° C for defrosting shall be provided.
- Meat shall be stored after marinating for no more than 3 days.
- Marinating and processing operations shall be carried out away from the preparation and processing of any other food in the establishment to avoid cross-contamination.
- The diameter of the shawarma must not exceed 40 cm, and the weight of the skewer shall not exceed 60 kilograms, with a height not exceeding the upper and lower limits of the cooking heat source.
- Marinating and preparation processes shall be conducted using only tools and equipment designated for this purpose. It is necessary to maintain color coding to avoid cross-contamination.
- The temperature of the shawarma preparation and processing area must not exceed 20° C.
- Marinated meat shall not be stored at chilled temperature.

- The preparation of vegetables and side dishes must be away from the meat area.

#### 14.3 Cooking Area:

- The shawarma machine shall be placed in a suitable location separate from the preparation area and the necessary equipment shall be provided.
- It is forbidden to place the cooking device and other tools outside the scope of the establishment.
- The cooking device shall be designed to ensure the distribution of temperature on the meat and reach 75° C.
- The cooking device shall be equipped with a bottom strainer to filter fat and water from the meat.
- The cooking device shall be equipped with a surface grill to re-cook and grill the meat after slicing to ensure that the heat is distributed throughout the meat.
- Shawarma shall be cut into thin slices after the cooking process is completed. Slicing in excess of demand is not permitted.
- A refrigerator to store side dishes and vegetables shall be provided next to the grilling machine, and the temperature shall not exceed 4° C.
- A separate table shall be provided to process and prepare sandwiches.
- Tongs and spoons shall be used when preparing sandwiches. Any direct handling with hands is prohibited.
- Meals shall be prepared directly. Pre-preparation is not permitted.
- It is forbidden to store or keep meat after cooking or leftovers from the shawarma machine for another time or any other meal.
- Sandwiches must be wrapped in sanitary packaging that is clean and does not transfer any harmful or undesirable substances to food.
- The slicing tools shall be cleaned well after sharpening to avoid any impurities or foreign substances in the product.
- Adequate ventilation and protected adequate lighting must be available within the shawarma machine area.

### 15. Technical Requirements for Catering Services Activity:

- 15.1 The general health conditions for food establishments shall be applied according to the type and nature of the approved activity. These establishments work to provide food catering services to residential complexes, parties, weddings, banquets... etc.
- 15.2 The establishment must be divided by providing a detailed internal plan to be approved by the FZA, provided that the following locations are reflected:
- An area for receiving and storing raw materials according to the nature of each material.
  - Food preparation and processing area.
  - Cooking and preparation area.
  - Cooling and packaging area.

- Storage and distribution area.
- Area for cleaning tools and equipment.
- Personal hygiene equipment for employees (changing rooms - toilets - hand washing basins - employees ' rest rooms).
- Management and quality team office.

### 15.3 Packaging:

- The packaging process must take place in a cool atmosphere away from manufacturing operations.
- Packaging materials must be made of food-grade and usable materials and protect the final product from any external sources of contamination.
- Food label data for the food meal must be provided according to the approved standard specifications.

### 15.4 Storage:

- Packaged products shall be stored in a sound manner, taking into account the storage temperature according to Table (3).
- The general and special health conditions for food warehouses must be met.
- A sound product rotation system shall be followed to prevent the existence of any expired products in the warehouses.

### 15.5 Sanitation:

- An effective sanitation program that includes the means, devices, and equipment necessary to clean and disinfect tools, utensils, and equipment in the establishment shall exist.
- Instructional labels for general hygiene rules shall be placed across the laboratory.

### 15.6 HACCP System Application:

- All food catering establishments must apply HACCP through a food consulting company approved by the FZA.

## 16. Health Requirements for Mobile Cafeteria Restaurant Activity:

- 16.1 This permit is granted only to vehicles that are stationary in open public areas, and the location must be approved by the FZA.
- 16.2 The vehicle must be situated away from direct and indirect environmental pollutants.
- 16.3 The general health conditions for food establishments shall be applied according to the type and nature of the approved activity.

- 16.4 The vehicle must be specifically designed to work in preparing and processing food and must be approved by the relevant authorities.
- 16.5 The vehicle's exhaust outlet must be away from the service area and the entry and exit of food provided that the vehicle is eco-friendly.
- 16.6 The interior space of the vehicle must be commensurate with the type and size of the activity and the food menu for the activity.
- 16.7 All necessary equipment for the following operations shall be provided: Storing food (refrigerated - frozen - dry), processing and preparation area, cooking area, and service area, provided that they are divided appropriately to prevent cross-contamination.
- 16.8 The walls and ceilings shall be made of materials that are easy to clean, anti-absorption, fireproof, light in color, smooth, and do not involve any harmful materials to food, cracks, or openings.
- 16.9 The floors shall be made of materials that are easy to clean, suitable for food, and designed with a suitable slope for drainage openings to facilitate the cleaning process.
- 16.10 The vehicle shall have a suitable sewage system equipped with special devices to prevent the return of sewage to the vehicle. The final collection tank shall be outside the vehicle in an appropriate size for the activity. It shall be easy to clean and empty.
- 16.11 All tools and equipment used in the vehicle must be made of stainless steel.
- 16.12 A safe and approved source of potable water shall be provided for preparation and cooking in quantities appropriate to the volume of work. Suitable and tight storage shall be provided according to the approved specifications in this regard.
- 16.13 A fixed source of electrical energy shall be provided for the vehicle while ensuring the safety of all electrical connections. It must be approved by the relevant authorities.
- 16.14 If an electric generator is used, the generator and fuel tank must be away from the food handling area.
- 16.15 Adequate ventilation shall exist inside the vehicle during operation and stoppage.
- 16.16 Suitable and adequately protected lighting shall exist.
- 16.17 Appropriate and sufficient storage equipment must be available for chilled, frozen, and dry food. It shall be commensurate with the volume of work at the site according to the health requirements for food storage.
- 16.18 A thermometer must be provided from the outside to measure the refrigeration and freezing storage equipment.
- 16.19 A suitable deep sink must be available. It must be equipped with hot and cold water to wash and clean tools and equipment, and equipped with shelves for drying.

- 16.20 A sink must be available to wash and clean vegetables and fruits. It must be equipped with a special preparation table with appropriate separation to prevent cross-contamination.
- 16.21 It is recommended that all meat be available from approved establishments to avoid preparation on-site. In the case of approval for preparation in the vehicle, a sink must be available to wash and clean meat. It must be equipped with a special and appropriately separated table to prevent cross-contamination.
- 16.22 Sufficient stainless steel tables must be available for preparation and processing according to the nature of the work and the type of activity.

## 17. Health Requirements for Retail Trade of Food and Beverages:

- 17.1 The space must be commensurate with the volume of work. The area of the establishment shall be at least 20 square meters.
- 17.2 This activity must be specialized in only selling packaged and approved food in the UAE.
- 17.3 Approval must be obtained from the FZA in the event of carrying out any slicing or preparation operations inside the site, such as selling hot and cold drinks, butcher shops, selling fresh fish, slicing fish, and other similar activities.
- 17.4 Shelves made of stainless materials must be available at a height of not less than 20 cm to display packaged food items, taking into account not overcrowding and separating liquid food from dry food and food from non-food items.
- 17.5 Special pallets shall be provided to display promotional food items in the corridors or designated areas. They shall not be displayed directly on the floors. They shall be separated from non-food areas.
- 17.6 The materials displayed in the establishment must be arranged in terms of separating food materials from other materials.
- 17.7 A separate place shall be allocated for detergents, disinfectants, and sanitary materials. They shall not be displayed on the floor of the shop or in the corridors.
- 17.8 Appropriate ventilation must exist in the center, in general, and the display areas so that the display temperature does not exceed 25° C.
- 17.9 Sufficient refrigerated and frozen food display refrigerators must be available on-site. They must be equipped with an external thermometer to measure the temperature while avoiding overcrowding storage beyond the permissible limit and completely separating food prepared for consumption from raw food.
- 17.10 Areas and display refrigerators shall be periodically cleaned under an effective cleaning program in the establishment.
- 17.11 Displayed food products shall be periodically inspected. Invalid or spoiled products shall be withdrawn from display areas, provided that they are gathered in special areas.

- 17.12 Any product without a food label approved by the relevant authorities shall not be displayed.
- 17.13 Refrigerators shall be continuously operated for refrigeration and freezing to maintain food safety.
- 17.14 An effective pest control program shall be implemented at the establishment by contracting with the establishments approved by the FZA.
- 17.15 A product rotation policy shall be effectively adopted to avoid providing expired food to customers. Safe and valid products shall be ensured.

## 18. Health Requirements for Vending Machine Activity:

- 18.1 Food vending machines are allowed to be placed only by licensed establishments and only after obtaining prior approval from the FZA.
- 18.2 A label shall be put on each machine bearing the name of the entity that owns the machine, the address, phone number, and the license or permit number issued to it by the FZA.
- 18.3 The space designated for the machine must be away from environmental pollutants and areas where waste is gathered or health insects and pests are sheltered.
- 18.4 If the machine is supplied with prepared food such as sandwiches, hot or cold drinks, etc., food must be sourced from an establishment approved for the activity of food catering services. The machine must be designed for this purpose within the appropriate storage conditions for food. The machine shall be equipped with an external thermometer and a program to record temperatures. It shall shut down immediately in the event of temperature fluctuations or power outages to ensure food safety.
- 18.5 A supply contract, including all food safety requirements and operating instructions for the machine, shall be concluded to ensure food safety.
- 18.6 The nature and condition of the food must be compatible with the machine used to maintain the safety of the materials during the display period.
- 18.7 A periodic program must be provided to inspect materials and devices according to the nature of the material in order to monitor the safety of food and ensure the operation and effectiveness of the devices.
- 18.8 An effective cleaning and disinfection program must be periodically available for each part of the machine according to the type of machine and the food displayed.
- 18.9 All displayed products must bear their food label as stipulated in the standard specification.
- 18.10 Food transport vehicles must comply with the requirements for food transportation and distribution vehicles and be approved by the FZA.

## 19. Health Requirements Selling Health Materials and Natural Herbs Activity:

- 19.1 The activity is permitted only for retail sales. No repackaging or changes to the original product status are permitted.
- 19.2 Display shelves must be made of stainless steel with a height of (20 cm) from the floor.
- 19.3 Appropriate lighting and ventilation must be available in the establishment and warehouse. Dry display temperature shall not exceed 25°C.
- 19.4 Sanitization must be maintained inside the establishment. Suitable containers for solid waste must exist inside the establishment.
- 19.5 Complete (identifying) nutritional cards shall be made available according to the prescribed standard specification for all materials displayed inside the establishment. It is not allowed to display any product without a clear and complete nutritional card.
- 19.6 Products must be displayed in their original packaging or in tanks or containers made of stainless steel or any other sanitary materials that are raised from the floor by a distance of not less than 30 cm (and are divided into sections with lids of the same type of steel or material to place herbs in them, taking into account cleaning them periodically).
- 19.7 Appropriate stainless packaging tools must be used. Packaging by hand is prohibited.
- 19.8 A pest control contract must be concluded with a company approved by the FZA.
- 19.9 All health materials and herbs must conform to the approved standard specifications and be free of insects. The production and expiry date, the name of the UAE of origin, and the complete data of the food label must be recorded on their original packaging.
- 19.10 It is strictly forbidden to place medical claims on the displayed packages or at the entrance to the shop.

## 20. Health Requirements for Food Warehouses:

### 20.1 General Requirements:

- Backup generators shall be provided to operate automatically, in the event of a power outage, in refrigeration-freezing warehouses.
- Closed corridors shall be available between refrigerated warehouses and loading platforms, provided that their temperature does not exceed (10°C). The loading platforms shall be equipped with effective protection systems and raised above ground level to facilitate loading and unloading operations for containers.
- Special work clothes and gloves shall be provided for employees and visitors to refrigerated and frozen warehouses.
- Ready-to-eat food must be stored in a sound manner that prevents contamination.
- Food must be kept covered to avoid contamination and to prevent freezer burn during storage.
- Separate storage of food with pungent odors from other food must be done.
- A designated location must be provided to isolate products unfit for consumption, provided that a guiding panel is placed, the materials unfit for consumption are disposed of according to the approved procedures, and a special record of these materials shall be maintained.
- The approved engineering requirements of the FZA for periodic warehouse maintenance must be adhered to.
- Guiding signs shall be placed on the floor of the storage rooms indicating the path of loading and unloading operations.
- An integrated storage system shall be provided to ensure that there are no expired products.
- Electric mechanical conveyors shall be used to transport or load materials inside warehouses.

### 20.2 Refrigerated and Frozen Warehouses:

- Freezing and refrigeration equipment must be specially designed, insulated, and rust-resistant.
- Their floors must be non-slip, insulated, do not expose food to damage or contamination, and are easy to clean.
- Appropriate refrigeration units and fans must be available to distribute the cooling power consistently and continuously.
- Adequate and protected lighting must be provided in refrigeration and freezing equipment to facilitate inspection of packaging, unloading, cleaning, and control operations.
- Refrigeration and freezing equipment shall be opened only when necessary. The door shall be closed well after completing the required work.

- Frozen food shall not be re-frozen after it has thawed, even partially. The FZA shall be informed of cases that do not meet specifications.
- Refrigerators shall be continuously operated for refrigeration and freezing to maintain food safety.
- The doors of refrigeration rooms must have locks that open from the outside and inside.
- Refrigeration and freezing warehouses must be equipped with high-efficiency devices and thermometers with the ability to read the results from outside the room. They shall be calibrated periodically.
- All entrances and exits shall be supplied with plastic curtains to prevent temperature leakage.
- The capacity of refrigeration and freezing equipment must be commensurate with the materials to be stored, taking into account the separation between food items from each other, such as allocating a refrigerator to store meat and poultry, a refrigerator to store fish, and another to store vegetables and fruits, etc.
- Frozen food must be placed inside refrigerators on plastic or stainless steel bases with a height of at least 30 cm and in regular rows, so that these rows do not rise to the ceiling to ensure that the cooling power reaches all stored food, with sufficient spaces left between the rows and the refrigerator walls to facilitate the process of entering and exiting goods.
- Frozen food must be stored at a temperature not exceeding  $-18^{\circ}\text{C}$  and chilled food at a temperature not exceeding  $+4^{\circ}\text{C}$ .
- An electronic emergency system connected to temperature indicators must be available in case of exceeding the permissible limits.
- Food shall be arranged inside the refrigerator in an organized manner so that it is not overcrowded to ensure that the cooling reaches the food sufficiently.
- The different types of food shall be separated inside the warehouse.
- In case of storing meat for non-Muslims or its derivatives, a prior permit must be obtained from the relevant authorities. An independent store must be provided. The conditions for complete separation between it and other products shall be adhered to. All of its tools and equipment and distribution vehicles shall be separated.

### 20.3 Requirements for Canned and Dry Food Warehouse:

- The temperature must not exceed  $25^{\circ}\text{C}$  and the humidity must not exceed 60% for stored food.
- Food shall be arranged inside the refrigerator in an organized manner so that it is not overcrowded to ensure that ventilation reaches the food sufficiently.
- Food must be placed on plastic or stainless steel bases with a height of at least 30 cm and in regular rows, so that these rows do not rise to the ceiling to ensure that appropriate ventilation reaches all stored food, with sufficient spaces left between the rows and the warehouse walls to facilitate the process of entering and exiting goods.
- Dry food must be stored in warehouses separate from liquid food.
- Floors must be covered with fixed, smooth, easy-to-clean materials.

- External doors must be equipped with a solid and tight-weave wire mesh. Any openings in the warehouse doors must be closed to prevent insects from entering.
- Appropriate ventilation must be available in the warehouse according to the type of food, provided that the air inside the establishment is renewed using appropriate methods.
- A thermometer and a humidity meter that works effectively and in a suitable place that is easy to read must be placed in the warehouse.
- A designated location must be provided to isolate products unfit for consumption, provided that a guiding panel is placed, the materials unfit for consumption are disposed of according to the approved procedures, and a special record of these materials shall be maintained.
- It is prohibited to use warehouses for any purposes other than food, such as using them for sleeping, housing, cooking, or storing employees' clothes.
- Chemicals, detergents, or disinfectants must not be stored with food in the same warehouse.

## 21. Health Requirements for the Activity of Transporting and Distributing Food:

### 21.1 General Requirements:

- The necessary permits for distribution vehicles shall be taken out from the FZA.
- Occupational health certificate for employees shall be obtained.
- A calibration certificate for temperature monitoring devices for refrigerated, frozen, or hot food vehicles shall be obtained to ensure effective food preservation.
- An effective cleaning and disinfection system for the vehicle and food storage area shall be made available according to the type of authorized food.
- The type of food authorized in the accreditation certificate only shall be adhered to. It is not permitted to mix food with any other materials

### 21.2 Dry Food Transport Vehicles:

- They must be licensed by competent authorities in the UAE.
- The walls and floor must be made of aluminum or any insulating material that can be cleaned.
- All doors must be insulated from the external environment.
- Adequate and protected lighting shall be provided for the vehicle.
- The rear glass of the vehicle shall be insulated and painted in a light color.

### 21.3 Refrigerated and Frozen Food Transport Vehicles:

- The walls and floor must be made of aluminum or any insulating material that can be cleaned.
- A rubber frame shall be installed on the doors to prevent refrigeration leakage.
- A refrigeration unit with a thermometer shall be provided and periodically calibrated.
- Adequate and protected lighting shall be provided.

- Plastic curtains shall be provided on the doors to ensure no refrigeration leaks when opened.
- Plastic boxes or shelves shall be provided to place food on.
- Records of loading and unloading times shall be maintained in the vehicle.