



Information Sheet 1

Principles of PIC responsibility

The areas for which a PIC is responsible can be summarised using the acronym **CATCHES**:

- Cross-contamination prevention
- Active managerial control
- Time and temperature control
- Cleaning and disinfection
- Hygiene and health
- Emergency control
- Source safety.





Information Sheet 1 continued

Area	Examples of typical PIC activities
Cross-contamination prevention	<p>Ensure effective:</p> <ul style="list-style-type: none"> ■ separation of raw and ready-to-eat food during delivery, storage, preparation, display and service ■ protection of food- and hand-contact surfaces from contamination and cross-contamination ■ cleaning and disinfection of the premises and equipment ■ training and supervision of staff (personal hygiene and food handling) ■ waste management ■ pest control ■ supervision and control of visitors and non-food-handling staff.
Active managerial control	<ul style="list-style-type: none"> ■ Ensure effective supervision of staff. ■ Train food-handling staff (induction, ongoing and refresher training). ■ Ensure ongoing compliance with Dubai Municipality food safety rules and regulations. ■ Monitor, record and verify practices when necessary to ensure compliance. ■ Ensure the effectiveness of food safety management systems. ■ Manage the design and maintenance of the premises. ■ Ensure only Dubai Municipality approved contractors are employed.
Time and temperature control	<ul style="list-style-type: none"> ■ Manage time and temperature controls during delivery, storage, preparation, cooking, cooling, hot/cold holding and transportation of food. ■ Ensure the monitoring and recording of temperatures and times. ■ Ensure there is sufficient equipment and space for cold storage (refrigerators and freezers). ■ Monitor date/time markings and implement stock control procedures.
Cleaning and disinfection	<ul style="list-style-type: none"> ■ Develop procedures and schedules covering the implementation, monitoring and verification of cleaning and disinfection in the premises. ■ Ensure the use of Dubai Municipality approved chemicals/chemical suppliers. ■ Ensure the safe storage and proper maintenance of cleaning and disinfection equipment and products. ■ Ensure staff are trained in the safe use of chemicals.
Hygiene and health	<ul style="list-style-type: none"> ■ Implement employee health policies, including the exclusion of ill food handlers and the proper use of first-aid equipment. ■ Ensure that staff carry out correct hand washing and use gloves where necessary. ■ Influence employee behaviour by setting a good example and providing training. ■ Monitor employee behaviour and correct poor standards. ■ Ensure all food handlers have appropriate clean protective clothing that is worn and used correctly. ■ Report incidences of food-borne illness to Dubai Municipality.
Emergency control	<ul style="list-style-type: none"> ■ Follow the Dubai Municipality complaints procedure and report high-priority complaints. ■ Implement product recalls where necessary. ■ Recognise the symptoms of food-borne illness and be able to deal with an outbreak. ■ Prepare an emergency management plan.
Source safety	<ul style="list-style-type: none"> ■ Ensure that only Dubai Municipality approved suppliers are used. ■ Manage the transportation and delivery of food (for example use of approved vehicles).



Information Sheet 2

The differences between food poisoning and food-borne disease

	Food poisoning	Food-borne disease
Incubation period	The incubation period (or onset time) for food poisoning can be a matter of hours, for example <i>Bacillus cereus</i> is 1–5 hours and <i>Staphylococcus aureus</i> is 1–7 hours.	The incubation period for food-borne disease is often much longer than for food poisoning and is typically 1–11 days. The incubation period for Listeriosis may be as long as 70 days.
Infective dose	The infective doses for food poisoning organisms are usually high, for example approximately 100,000 organisms per gram of food for <i>Salmonella</i> or 1,000,000 organisms per gram of food for <i>Clostridium perfringens</i> .	The infective dose for food-borne disease is smaller than that for food poisoning, for example around 500 organisms per gram of food for <i>Campylobacter jejuni</i> and less than 100 for <i>E. coli</i> O157.
Multiplication of pathogenic organisms	Food poisoning bacteria multiply in food, producing large numbers.	Food merely acts as a vehicle for the pathogens that cause food-borne disease. They multiply in the person who has eaten the food.
Vehicles of spread	Food poisoning bacteria need food in order to multiply to sufficient levels to cause illness.	Food-borne disease may be spread by items other than food.
Symptoms	The symptoms of food poisoning are usually diarrhoea and vomiting.	Food-borne disease may produce more complex symptoms. The infective organisms of food-borne diseases may enter the blood stream.



Information Sheet 3

Haram products

A leaflet available from Dubai Municipality's Food Control Department contains a list of common names for haram products that may not be obvious. For pork, these include:

- animal fat: animal fat from an unspecified source
- bacon: salted pork cut from the back or side
- bath chap: pork from the lower cheek, on the bone
- belly: pork cut from the underside of the animal
- brawn: marinated pork
- bone broth: soup containing meat of unspecified origin
- fish ham: a Japanese fish sausage made with pork fat
- gel: gelatinous material of unspecified origin
- gammon: smoked pork thigh
- ham: pork thigh meat
- haslet: a herbed pork meatloaf
- lard: pork fat
- lardine: margarine made with pork fat
- margarine: vegetable oil with 10 per cent added animal fat of unspecified source
- pepsin: an enzyme extracted from an animal's – especially pig's – stomach
- pepperoni – sausage made from unspecified meat
- rasher: a slice of bacon
- renin: an enzyme extracted from calves' and pigs' stomachs
- saveloy: pork frankfurter sausages.

Haram alcohol products include:

- wine
- champagne
- brandy
- burgundy
- whiskey
- gin
- scotch
- beer
- rum
- bordeaux
- malt
- liqueur
- vodka
- mescal
- marc
- maraschino
- alcohol
- vin rouge
- vin blanc.



Information Sheet 4

Steps for safe hand washing



1. Wet hands thoroughly under comfortably hot running water at between 45°C and 50°C.



4. Hands should be thoroughly rinsed under comfortably hot running water (45–50°C).



2. Apply a small amount of antibacterial liquid soap and work hands together to create a lather.



5. Hands should be dried on either a disposable paper towel or other clean single-use disposable cloth.



3. Wash front and back of hands and rub them together vigorously. All parts of hands and wrists should be washed. This should take approximately 15–20 seconds. Careful attention should be paid to fingertips, between fingers and palms of the hands.



6. If taps are not foot, elbow or sensor operated, they should be turned off using a clean paper towel. The towel should be disposed of in a designated foot-operated bin.



Information Sheet 5

Common food-borne illnesses

Micro-organism	Common sources	Usual symptoms	Usual onset time	Return to work
<i>Campylobacter jejuni</i> (causes Campylobacter enteritis)	Animals, raw meat and poultry, offal, untreated water and untreated milk	Abdominal pain, diarrhoea, fever and headache	2–5 days	Free from vomiting and diarrhoea for 48 hours once any treatment has ceased
<i>Salmonella</i> species (e.g. <i>enteritidis</i> or <i>typhimurium</i>)	Intestines of animals and humans, raw meat and poultry, meat products, eggs and milk	Abdominal pain, diarrhoea, vomiting, fever and headache	12–36 hours	Free from vomiting and diarrhoea for 48 hours once any treatment has ceased
<i>Escherichia coli</i> (<i>E. coli</i> O157)	Raw meat, minced meat/burgers, raw milk, salads and fruits	Acute abdominal pain, bloody diarrhoea, kidney failure in children (life threatening)	1–6 days	48 hours after the symptoms have cleared and two negative faecal samples taken 48 hours apart
<i>Staphylococcus aureus</i>	People – on their skin, nose, throat and hair; septic cuts and wounds, boils and lesions Food – raw milk, cream and cheese	Acute vomiting, abdominal pain and diarrhoea	1–7 hours	Free from vomiting and diarrhoea for 48 hours once any treatment has ceased
<i>Listeria monocytogenes</i> (causes Listeriosis)	Soil and vegetation, cook/chill products, soft cheeses and pates, prepared salads	Fever, septicaemia, meningitis, abortion	3–70 days	No specific criteria available
<i>Clostridium perfringens</i>	Raw or undercooked meat, soil and root vegetables; meat stored incorrectly after cooking (spore former)	Abdominal pain and diarrhoea	12–18 hours	Free from vomiting and diarrhoea for 48 hours once any treatment has ceased
<i>Clostridium botulinum</i> (causes Botulism)	Canned and vacuum-packed meat and fish, bottled vegetables and herbs in oil (spore former)	Fatigue, headache and diarrhoea; possible damage to the nervous system, slurred speech and sight impairment	12–36 hours	No specific criteria available
<i>Salmonella typhi</i> (causes Typhoid)	Contaminated water, shellfish, faeces of infected people, vegetables and salads	Progressive fever, headache, profuse diarrhoea and 'rose spots' (risk of death within 8 days if anti-toxin not given)	7–21 days	Six negative faecal samples
<i>Salmonella paratyphi</i> (causes Paratyphoid)		As above but milder		
<i>Bacillus cereus</i>	Cooked rice and rice dishes, soy sauce and cornflour (spore former)	Nausea, vomiting, abdominal pain and sometimes diarrhoea	1–5 hours	Free from vomiting and diarrhoea for 48 hours once any treatment has ceased
<i>Shigella sonnei</i> (causes Bacillary dysentery)	Faeces of infected people, contaminated water, shellfish, raw vegetables and salads	Diarrhoea (could be bloody), fever, stomach cramps and vomiting	1–7 days	Free from vomiting and diarrhoea for 48 hours once any treatment has ceased



Information Sheet 6

Sample customer complaint form

This form should be completed by the customer or by the PIC in the presence of the customer.

Date/time complaint reported _____

Name of PIC _____

Complainant's details

Name: _____

Address: _____

Telephone: _____ Email: _____

Establishment details

Name: _____

Address: _____

Telephone: _____ Email: _____

Product details

Date of purchase: _____

Name/code: _____

Brand: _____

Manufacturer/distributor: _____

Incident details

Date of incident: _____

Short description of the complaint _____



Information Sheet 6 continued

High priority, e.g.:

- displaying expired or spoiled food item
- facility refused to declare ingredients of food when requested
- sick employee found handling open food
- evidence of label tampering
- evidence of pest infestation in premises
- selling contaminated ready-to-eat food.

Action

Call 800-900 and report the complaint to Dubai Municipality.

Medium priority, e.g.:

- visible foreign bodies such as plastic pieces in a manufactured closed packaged food item
- visible insects in raw, dried food like whole cereals and pulses
- food items displayed uncovered and unprotected from external contaminants
- employee or premises not clean
- food handler's behaviour unhygienic (spitting, coughing and smoking etc. in the food area).

Action

If the management response is not prompt, please call 800-900 and report the complaint to Dubai Municipality.

Low priority, i.e. complaints that are quality related but have no impact on food safety, e.g.:

- sale of spoiled or damaged whole fruits and vegetables
- minor damage to packaging or low-risk food.

Action

If the management response is not prompt, please call 800-900 and report the complaint to Dubai Municipality.

Customer signature _____ Date _____

PIC signature _____ Date _____



Information Sheet 7

Inspection checklist

Infection control

1. All food handlers shall have valid occupational health cards and the cards available for inspection.

- 1.1 Food handlers are working with valid health cards.
- 1.2 Health cards are available for inspection.

2. Employees shall be free from illness and shall not work with open injuries such as cuts, sores or wounds. If used, wound dressings shall be clean and waterproof.

- 2.1 Food handlers shall not work if sick with an illness that can be transmitted through food, such as Salmonellosis, viral Hepatitis or any other illness that could be transmitted through food or close contact.
- 2.2 Food handlers shall not work with open wounds, cuts, sores or any exposed injuries and when there is any discharge from eyes, nose or mouth.
- 2.3 The management should have and implement an exclusion and restriction policy for ill employees.
- 2.4 A system for reporting sickness should be implemented, and any sickness among employees shall be recorded.
- 2.5 Food handlers shall not work with dirty and unacceptable wound dressings.
- 2.6 If restricted from certain operations, adequate measures should be taken to ensure that the sick employee does not prepare food or handle food-contact equipment.

Personal hygiene

3. Employees shall be clean, well groomed and wear appropriate protective clothing.

- 3.1 Food handlers should wear uniforms, preferably light coloured.
- 3.2 Food handlers should wear hair restraints/caps when working in areas where open food is handled.
- 3.3 Food handlers should wear protective clothing suitable for the food premises.
- 3.4 Uniforms and protective clothing should not be worn outside the food premises or inside the toilet facilities.
- 3.5 Employee hygiene must be checked daily and non-compliances should be recorded.

4. Employees shall follow good hygiene practices, including proper hand washing.

- 4.1 Hand washing is particularly important:
 - upon beginning a work shift and after breaks
 - after visiting the toilet
 - after handling or putting on a dressing
 - after dealing with an ill person
 - after coming into contact with faecal material or vomit from animals or people
 - after cleaning, especially toilets or drains
 - after handling food waste or outer packaging (e.g. boxes)
 - between touching raw and ready-to-eat foods.

- 4.2 Food handlers should not smoke, chew tobacco, chew gum, eat or spit in the food premises, unless in a designated area that is completely separated from food handling and storage areas.

5. Where necessary, food handlers shall use proper utensils and methods to avoid direct bare hand contact with ready-to-eat food.

- 5.1 Food handlers should avoid direct bare hand contact with ready-to-eat food, ice and beverages that do not receive heat treatment before consumption. Gloves or tongs, spoons or other utensils can be used to avoid bare hand contact.
- 5.2 Hand contact may be permitted under exceptional circumstances when the business can prove that high standards of personal hygiene, especially hand washing, are followed.

Staff facilities

6. Employees shall have easy access to facilities such as toilets and changing rooms. Such facilities shall be well maintained, properly ventilated and clean.

- 6.1 Employees should have easy access to toilets, changing rooms and personal lockers.
- 6.2 Personal belongings of staff should be kept in safe lockers.
- 6.3 Such non-food areas should always be well maintained, clean and adequately ventilated.



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Building and premises hygiene

7. The building, facilities and premises shall be in good physical repair, with interiors protected from external contaminants and the surrounding area clean and pest free, to minimise the risk of contamination.

- 7.1 Food premises and physical structures including floors, walls and ceilings shall be clean and well maintained.
- 7.2 The surrounding area should be free from waste food, garbage, filth, scrap, redundant equipment etc., which may attract or harbour rodents or other pests, animals and birds.
- 7.3 Buildings should be well maintained with no cracks and crevices in the walls, ceilings or floors.
- 7.4 Doors, windows and vents leading to outside shall close without any gaps (tight fitting) and shall be screened adequately when open to prevent external contaminants and the entry of pests.
- 7.5 Exhaust vents should be closable, and closed when not in use.
- 7.6 Air curtains and plastic screens, or a combination of two, must be used to prevent the entry of pests.

Food equipment design, layout and maintenance

8. Sufficient equipment, utensils and tools shall be available depending on the type and extent of the process.

- 8.1 Suitable equipment should be available depending on the process. For example,
 - *baine marie*/hot boxes, if hot food is held
 - refrigerators/display chillers, if food is held cold
 - cooling equipment such as blast chillers, if cooked foods are cooled (unless alternative methods can be used for rapid cooling).

- 8.2 There should be sufficient equipment and storage containers to smoothly handle the volume of food produced.
- 8.3 Metal detectors are required in factories/bakeries where end products could contain metal fragments.

9. Equipment and utensils shall be well designed, constructed of cleanable materials, suitable for their intended use and properly installed.

- 9.1 Equipment and its parts and utensils such as cooking and storage containers should be made of non-toxic materials.
- 9.2 Equipment should not have parts that are inaccessible for cleaning.

- 9.3 Food-contact surfaces should be smooth and easily cleanable.
- 9.4 Non-portable equipment that is placed on a table or counter must be sealed to the table or counter, or elevated on legs.
- 9.5 Floor-mounted equipment must be sealed to the floor or installed on a raised platform of smooth masonry, meeting requirements of floor clearances, or elevated on legs with at least 4" to 6" (approximately 10 to 15 cm) clearance from the floor.
- 9.6 Sufficient space should be provided for easy cleaning of the area surrounding the equipment.
- 9.7 Soft wood should not be used as food-contact material.

10. Equipment and utensils shall be well maintained, cleaned after use and stored in suitable, designated areas.

- 10.1 Equipment and utensils used for storage and preparation should be clean and well maintained.
- 10.2 Food equipment, utensils or tools shall be stored securely in a clean place while not in use.
- 10.3 Dirty or hazardous substances shall not be placed on the equipment or other food-contact surfaces.
- 10.4 Dirty equipment and tools such as mops, brooms etc. should be stored in designated areas away from food.
- 10.5 Insect killers should be placed in a suitable location (not over food).
- 10.6 Separate cleaning tools and equipment shall be used for toilets.

11. Measuring devices such as tip-sensitive thermometers, scales etc. shall be suitable, adequate, appropriately located, and in good working order, accurate and calibrated.

- 11.1 Thermometers should be accurate, and validated, for example in melting ice, at least monthly and if dropped or damaged.
- 11.2 Weighing scales that are used to measure food additives where weight could have an impact on safety should be calibrated annually.
- 11.3 pH meters, chemical analysers etc. should be used when the process demands regular testing.



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12. Hand-washing facilities shall be conveniently located, well maintained, clean and provided with sufficient flow of running water, liquid soap and drying towels.

- 12.1 Hand-washing stations shall be easily accessible during work.
- 12.2 Hand-washing stations should be clean and well maintained and not used for any other purpose.
- 12.3 Running water, liquid soap and drying towels should be provided.

Cleaning and disinfection

13. All food- and hand-contact surfaces shall be clean and properly washed, disinfected and rinsed after any activity that could have contaminated the surface.

- 13.1 Food-contact surfaces, including cutting boards, working surfaces, tables if directly used for food preparation, equipment such as mixers, slicing machines and thermometers, crockery, storage containers and utensils such as knives, should be cleaned using an approved cleaning and disinfection agent.
- 13.2 Hand-contact surfaces, including door, refrigerator, oven and drawer handles, should be cleaned and disinfected.

14. Cleaning, disinfection and rinsing shall be carried out properly at the recommended water temperature, chemical concentration and contact time.

Protection from contamination

15. Hazardous substances, lubricants and chemicals such as cleaning materials and pesticides shall be approved for the intended use, properly labelled and stored securely in a way that prevents contamination of food and food-contact surfaces.

- 15.1 Use approved chemicals as per the recommendation from the supplier.
- 15.2 Store materials in a safe manner away from food when necessary.
- 15.3 Chemicals should be stored in enclosed areas or cupboards that can be locked.
- 15.4 Hazardous substances should not be stored close to food or food-contact surfaces.
- 15.5 Material safety data sheets (MSDS) of all chemicals should be maintained and available.

16. Air quality and ventilation shall be adequate to prevent contamination, to keep food areas reasonably free of odour and condensation and to provide a comfortable working environment.

- 16.1 Air should be free of odour and free from contaminants.
- 16.2 There should not be condensation in food rooms.
- 16.3 Room temperature should not exceed 30°C (or cause sweating).
- 16.4 Humidity should be controlled in dry stores where food is stored for a long time.

Lighting

17. Suitable and sufficient lighting shall be provided where necessary.

- 17.1 Food preparation areas should be well lit so that hazards can be spotted and work carried out properly.

Pest control

18. The facility shall be free from insects, rodents, birds and other pests and animals.

- 18.1 There should not be any signs of pest infestation.
- 18.2 Integrated pest management principles are followed where necessary.

19. Pest control operations shall be carried out by an approved pest control company and pesticides shall be used in a proper manner.

- 19.1 Pest control activities should be carried out by authorised people.

Standards and specifications

20. Foods that are past their expiration period, returned or recalled and/or deemed unfit for sale or consumption shall be clearly identified and stored separately from foods intended for consumption.

- 20.1 Expired or unfit foods shall be restricted from use or sale. Such foods shall be clearly labelled as 'unfit' and stored in a way to prevent contamination of food intended for consumption.

21. All food items on display, sale or in use shall comply with the relevant standards and specifications.

- 21.1 Food should not contain microbial, physical or chemical contaminants above the legal limit.
- 21.2 Unapproved additives should not be used.
- 21.3 Approved additives should not exceed the legal limits.
- 21.4 Defrosted and refrozen foods should be labelled.



Information Sheet 7 continued

22. Where appropriate, foods shall meet the relevant labelling requirements.

- 22.1 Labelling should be as per the standard.
- 22.2 All pre-packaged foods should be labelled.
- 22.3 All food that is stored shall have a date code or time code (whichever is relevant).
- 22.4 Foods that are prepared and served immediately or held for direct service to customers do not require a label.
- 22.5 Allergens should be identified and communicated to consumers when necessary through labels and signage.
- 22.6 Non-halal foods should be identified on service.

Temperature control

23. Foods shall be cooked to a required minimum internal temperature of 75°C for 30 seconds or using an equivalent temperature and time combination.

- 23.1 All foods that are sold as 'cooked' should be cooked to a minimum of 75°C for 30 seconds or equivalent.
- 23.2 Cooking can be done below the legal limit when specified by the customer, for example rare steak.
- 23.3 Ethnic foods that are traditionally served raw, such as sushi and kebba naya, shall be exempt from the minimum cooking requirements. Other controls to ensure safety shall apply.

24. Hot food items shall be held at or above 60°C.

25. Hot food items that have been cooked and refrigerated shall be held for service after being reheated rapidly to 75°C for 30 seconds.

26. Food shall be cooled by an approved method whereby the internal product temperature is reduced from 60°C to 5°C as quickly as possible but ideally within 2 hours.

27. Cold food items shall be held at or below 5°C except during preparation.

- 27.1 High-risk foods should be defrosted under refrigeration and the product temperature should not exceed 5°C in the warmest portion of the food.

28. Frozen high-risk foods shall be defrosted properly under temperature control and the warmest portion of the food shall not exceed 5°C. Raw frozen foods shall be defrosted properly and, once defrosted, be used or sold as per approved procedures.

- 28.1 All raw frozen foods should be completely defrosted before cooking.

- 28.2 Defrosting should be done as per recommended procedures.

- 28.3 Defrosted food should not be refrozen without special approval.

- 28.4 If defrosting is followed immediately with cooking, the defrosting method is not very significant to food safety.

- 28.5 Defrosted food should be labelled as 'defrosted/ defrosted food'.

Protection of food

29. Food shall be obtained from approved sources with proper records and inspected upon arrival.

- 29.1 Food shall be obtained from suppliers who are inspected by the respective food control authorities.
- 29.2 Prior approval should be obtained before retail outlets buy high-risk ready-to-eat foods from other Emirates.
- 29.3 Foods should be delivered in a designated receiving area. Received foods should be inspected and documented (i.e. temperature, shelf life validity, packaging material, infestation etc.).

30. Fruits and vegetables shall be washed prior to serving.

31. Food shall be protected from the risk of contamination during preparation, storage and transportation.

- 31.1 Food should be kept covered.
- 31.2 Food should be transported properly in approved vehicles.
- 31.3 Food-contact surfaces should be protected from contamination after cleaning and before use.
- 31.4 Food should not be placed directly on the floor.
- 31.5 Foods shall be stored at an elevation of 20cm, away from walls, in a cool, dry and ventilated place with relative humidity of 65 per cent.
- 31.6 Raw materials are separated from cooked and ready-to-eat foods.
- 31.7 The flow pattern of food items and employees has been established to avoid cross-contamination.
- 31.8 Lights and other fixtures should be shatter proof.
- 31.9 Soft wood should not be used in the kitchen.



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32. Non-food materials that come into contact with food such as packaging, storage containers, wraps, covers etc. shall be non-toxic and made of approved food-grade materials.

- 32.1 Materials have to be used as per their intended use.
- 32.2 Hot and cold food containers/packaging should be identified and used appropriately.

33. Water that is consumed, used for ice production or used in contact with food shall be obtained from approved sources, potable and filtered when necessary.

- 33.1 Water should be potable.
- 33.2 Plumbing accessories and water tanks should be well maintained.
- 33.3 Cross-connection with drainage systems should be prevented.
- 33.4 The ice used in direct contact with food should be produced from purified water, bought from an approved supplier, and handled and stored in a way to avoid contamination.

Water supply and plumbing

34. The water supply system, including pipes, fixtures, water dispensers and water tanks, shall be clean and in good repair.

- 34.1 Filters should be cleaned and replaced on time.
- 34.2 Cleaning and maintenance dates should be recorded.
- 34.3 Fixtures should be maintained.

Sewage and waste disposal

35. Drainage and sewage systems shall be appropriately designed and in good working order.

- 35.1 Drainage should not be broken.
- 35.2 There should not be any blockage or overflowing sewage.

36. Waste containers or receptacles shall be suitably designed, adequate in number, frequently emptied and clean. External containers shall be insect and rodent proof.

- 36.1 Waste containers in food preparation areas should have foot-operated lids.

Training

37. All employees shall successfully complete relevant food hygiene training programmes and be able to demonstrate their knowledge and skills at work.

- 37.1 All food handlers should have valid training certificates.

37.2 Food handlers should be able to demonstrate the training that they obtained at work.

37.3 On-the-job training should be provided when necessary.

37.4 There should be a trained and certified Person in Charge (PIC).

Management control

38. The Person in Charge (PIC) shall be present and actively manage and supervise the operations.

- 38.1 The PIC must be present during inspections.
- 38.2 Effective internal checks should be carried out daily/weekly/monthly depending on the type of checks (cleanliness checks/food storage checks/cross-contamination prevention checks/delivery of high-risk food checks).

39. The establishment shall effectively implement a food safety management programme (for example HACCP/ISO2200/MenuSafe or any programmes approved by Dubai Municipality).

Document and record keeping

40. Relevant documents and records shall be maintained. The documents shall be up to date and available for inspection.

Required information, documents and records are up to date and available for inspection, including:

- 40.1 a contract with an approved water tank cleaning company
- 40.2 calibration records for measuring devices
- 40.3 a contract with an approved pest control company
- 40.4 food transportation records (according to the approved standards)
- 40.5 food source/approved supplier
- 40.6 a pest control programme
- 40.7 a recall programme
- 40.8 temperature records of equipment
- 40.9 internal audit reports
- 40.10 HACCP documents.
- 40.11 A written cleaning and sanitation programme is available and implemented correctly to ensure food safety. The programme includes a list of equipment, utensils, floors, walls, ceilings etc.
- 40.12 A written programme of preventive maintenance is available. The programme includes the frequency of maintenance, replacement parts, methods of monitoring, verification and records.



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Traceability

- 41. Where applicable, product traceability and recall procedures shall be followed. This is applicable to manufacturing/distribution.**

Administration

- 42. The establishment shall have a valid trade licence, relevant business activity, permits and authorisations to operate.**

42.1 The establishment has a valid trade licence for the type of operation.

42.2 The business activity is as listed in the licence.

Permits from the Food Control Department are required for:

42.3 handling non-halal foods, such as pork

42.4 Ramadan tent

42.5 vehicle permit

42.6 outdoor catering

42.7 school canteen supply

42.8 mass catering

42.9 special promotion of food

42.10 temporary food event

42.11 repacking permit

42.12 selling water in grocery store

42.13 preparation and sale of raw/partially cooked ready-to-eat foods

42.14 contract filling with other companies

42.15 distribution permit for vendors of food manufacturing industries.

- 43. The establishment shall comply with the orders, memos and instructions from Dubai Municipality.**

43.1 The establishment shall implement policies of Dubai Municipality.

43.2 The establishment shall follow memos, circulars and instructions.

43.3 The establishment shall follow written instructions from officials of the Food Control Department.

43.4 The establishment shall report complaints/occurrences of suspected food-borne illness to the Food Control Department.

43.5 The establishment shall notify suspected food poisoning incidents within one day or immediately depending on the instruction by the Food Control Department.

43.6 The establishment shall provide documents as requested by the food inspection officer during inspection or follow up as hard copy or by email.

- 44. The work of the authorised officer of the Food Control Department shall not be obstructed or interfered with.**

44.1 The establishment shall comply with an officer's instruction.

44.2 The establishment shall not stop or prevent an authorised officer from entering the food business at any time.

44.3 The establishment shall not prevent the collection of food samples.

- 45. The establishment shall have the relevant permissions for preparing or selling pork products or any other non-Muslim food. Non-Muslim foods shall be sold/prepared/displayed/handled as per the requirements.**

45.1 Permission is obtained for sale/display/preparation of such food.

45.2 There is clear separation at all times from other foods.

45.3 There is clear and legible labelling in Arabic and English.

45.4 There is separation during transportation.

- 46. Prior approval shall be taken from the Food Control Department before constructing new food establishments and modifying existing ones. Process flow shall be suitable to prevent contamination of food.**

46.1 Establishments are suitably located.

46.2 The layout shall be approved by the Food Control Department.

46.3 Establishments shall follow the layout requirements.

46.4 Establishments shall obtain approvals before making changes.

46.5 The process flow should minimise the risk of contamination.

46.6 Areas that are likely to be contaminated, such as raw meat/poultry/egg/vegetable and fish preparation areas, should be separated from areas where ready-to-eat food is handled.

46.7 There should be a separate staff entrance in the manufacturing sector.

46.8 Toilets should not open directly into food preparation areas.



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- 46.9 A double door and intervening ventilated space is required when toilets are adjacent to food rooms.
- 46.10 Floors and walls are made of materials that are approved by Dubai Municipality.
- 46.11 Materials should not absorb water and should be easily cleanable.
- 46.12 Doors and windows should be made of materials that are easily cleanable.
- 46.13 Non-food areas, such as toilets, changing rooms and chemical and equipment storage areas, shall be adequately separated from food areas.

Other violations

- 47. Establishments must not provide misleading or incorrect information in order to use or sell food unfit for food consumption as fit.
- 48. Establishments must not mix good and bad quality food products or remove/add food ingredients in a way that affects the quality or safety of the food.
- 49. Establishments must not cause food poisoning outbreaks or the spread of food-borne diseases.
- 50. Establishments must not slaughter livestock or poultry (for the purpose of selling them) at locations that are not approved by Dubai Municipality.
- 51. Establishments must not sell or distribute foods that are contaminated with pork products or non-Muslim foods.
- 52. Sewage must not be overflowing (contamination of preparation area).