



# DUBAI AVIATION CITY CORPORATION OHSE CODE OF PRACTICES



DATE: 28.10.2019

DACC CODE OF PRACTICE – FOOD SAFETY & HYGIENE  
REQUIREMENTS



FOOD SAFETY & HYGIENE REQUIREMENTS  
DACC (DUBAI SOUTH) Code of Practice  
Document Reference No.: DACC.DS.OPS.OHSE.FSH.01.FS

## 1. INTRODUCTION

This Code of Practice (CoP) is mandatory to all food establishments which Imports/Exports, Sells, Offers for Sale or Distributes free of charge, packages, prepares, displays, serves, manufactures, processes, or distributes food within the DACC - DUBAI AVIATION CITY CORPORATION (DUBAI SOUTH) jurisdiction. This CoP is designed to incorporate requirements set by UAE and Dubai Regulatory authorities. If requirements of this document conflict with requirements set by another regulatory authority, food establishments are required to follow the more stringent requirement.

The purpose of this Code of Practice is to provide a set of model requirements to help food establishments achieve a higher degree of compliance with the food regulations, and attain a higher standard of food safety through adoption of good practices.

In certain situations Food Establishments may introduce the Processes, materials and methods other than those specified in this Code, in that case Food Operators have the opportunity to provide sound, and scientific evidence to the Food Control Department and DACC - DUBAI AVIATION CITY CORPORATION (DUBAI SOUTH) OHSE Department that clearly demonstrate that those processes, materials and methods comply with the regulatory objectives.

### 1.1 OBJECTIVES

DACC - DUBAI AVIATION CITY CORPORATION (DUBAI SOUTH) identifies the inherent dangers associated with inadequate preparation, handling and storage of food which can lead to ill-health amongst exposed individuals. The ultimate objective of the Code is to provide high level of protection to human life and health and to protect the interests of the consumers by safeguarding them from fraudulent or deceptive practices, adulteration and any other practices that may cause illness or injury to the consumers and food handlers.

The Vital objective of the Code is to ensure the safety of foods that would offer high level of public health protection. In addition, there are a number of other expected outcomes:

- a) Better knowledge of safe food handling practices by all stakeholders;
- b) Improved consistency in the interpretation and application of food industry regulations by all stakeholders;
- c) Establishment of minimum health and food safety practices;
- d) Better communication among all sectors of the industry and government concerning critical requirements in food safety, and a greater commitment to finding cooperative approaches to handling risks; and
- e) Improved information concerning best practices to compliment industry-driven inspection, auditing and educational programs.



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## 1.2 SUBMISSIONS AND APPROVALS

- a) All food establishments within DUBAI SOUTH Jurisdiction must have a valid trade license and approvals from the concerned government authorities Such as DACC - DUBAI AVIATION CITY CORPORATION Land Planning & Zoning Department, OHSE Department, Sewage and Drainage Session (ASEM), Dubai Food Control Department, Dubai Civil Defense and other relevant regulatory authorities as applicable; prior to start of construction, major renovation and operations.
- b) Food Establishments operating within DACC - DUBAI AVIATION CITY CORPORATION (DUBAI SOUTH) Jurisdiction shall obtain Operational Fitness certificate and OHSE "No Objection certificate" from DACC - DUBAI AVIATION CITY CORPORATION (DUBAI SOUTH) annually.
- c) The business activity on the trade license of food establishments shall be related to food, and the license must clearly state the exact activity the establishment is involved in.
- d) Food establishments shall not carry out any other activity other than the business activity (or activities) listed in the trade license.

## 1.3 ROLES AND RESPONSIBILITIES

### *Food Business Operator: –*

- a) The food business operator is responsible for ensuring that the legal requirements are met.
- b) Establish Food Safety Program and ensure the implementation.
- c) Food Business operators shall ensure that all Person In charge and Food handlers have valid license and certifications issued by food control department, Dubai. Provide Continuous Training and monitor Person in charge, Food handlers to ensure that the relevant authority's requirements are met.
- d) Provide suitable facilities, equipment and materials to enable effective measures to achieve a higher degree of compliance with the food regulations.
- e) Shall not allow food handlers to work with any kind of food if they have contaminated illness such as a cold sore, infected cuts, colds, skin conditions or nose and throat infections, diarrhea, Jaundice etc. They should not return to work until they have been symptom free for at least 48 hours.
- f) Notify Food Control Department and DACC - DUBAI AVIATION CITY CORPORATION (DUBAI SOUTH) OHSE when a food related injury, illness, Food borne outbreak and food recall has occurred.



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**Person In-Charge (PIC):–**

- a) The PIC should be competent and have appropriate knowledge on food safety risks associated with the type of business.
- b) Person In charge shall hold a valid certificate (Level 1, 2 or 3) issued by Food Control Department of Dubai based on the business type.
- c) On behalf of Food Business operator PIC should ensure that the establishment maintains policies and procedures for all employees to follow in order to assure the production, sale, and/or dispensing of safe food products.
- d) The PIC should provide effective supervision in implementing safe food practices; conduct regular inspection of the food premises, address potential food and Occupational risks, and, where necessary, take appropriate corrective action.
- e) The PIC should maintain measures of accountability for meeting food safety responsibilities.

**Food Handlers: -**

- a) Food Handlers must follow any safety instructions issued by an employer, regulatory authorities and conduct their duties in such a way so that they do not affect the health and safety of themselves, colleagues, customers or their employers.
- b) Food Handler shall hold a valid Occupational Health Card issued by Dubai Health Authority, Dubai.
- c) At work they must; Properly use and look after any cooking utensils and personal protective equipment, Not to engage in horseplay which would put others at risk, Keep to a minimum any contact with ready-to-eat food, Have high standards of personal hygiene, Regularly wash hands, Follow all safety instructions, Clean up as they go along.
- d) A food handler must inform "Person in Charge" or Food Business Operator if; They suspect they may have accidentally contaminated food, If they have, or are carrying a disease that might be transmitted through food, They are ill, They see something that will contaminate food.

**2.0 TRAINING AND AWARENESS**

- a) Food business operators shall ensure that OHSE training complies with the requirements of:
  - (i) **DACC - DUBAI AVIATION CITY CORPORATION (DUBAI SOUTH) OHSERF - Regulations 6 – Competence Management, Training and Awareness;**



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- b) Food Business operator shall ensure that all relevant employees and Contractors receive appropriate training and are competent to perform their duties, include but is not limited to;
  - (i) How to recognize and report hazards;
  - (ii) Requirements of DACC - DUBAI AVIATION CITY CORPORATION (DUBAI SOUTH) *CoP - DS.OPS.OHSE.FSH.01.FS Food Safety and hygiene, Food Code of Food Control Department, Dubai 2013, The General Hygiene requirements of Food establishments 2015.*
  - (iii) How to raise an alarm during an emergency or contact medical services in the event of severe burn ,cut or other medical emergencies;
  - (iv) How to identify, care for and use the correct personal protective equipment required for a job or task and the appropriate procedures to take care of equipment/cutting tools and utensils;
  - (v) Procedures to prevent Cross contamination;
  - (vi) Procedure on how to appropriately store and prepare food to prevent food borne illnesses;
  - (vii) Procedures to maintain best practices whilst food serving, displaying and in the dining hall.
  - (viii) Safety procedures to follow in food preparation areas to prevent incidents, illnesses and injuries;
  - (ix) Process for identifying disposing of food that exceeded its shelf life.
- c) Food Business operators shall ensure the Person in Charge (PIC) of the Food establishment must undergone training and obtain certificate from food control department, Dubai, based on the business type.
- d) Food Business operators must provide Continuous professional training for the Food handlers in related to food safety ,Occupational Safety, Personal Hygiene etc and they shall obtain Occupational Health Card from the relevant authority.
- e) Food Business operators shall maintain a record of the required training that contains the following:
  - (i) Company, name and company employee ID number/ DACC - DUBAI AVIATION CITY CORPORATION (DUBAI SOUTH) ID Pass;
  - (ii) Topic / subject of training;
  - (iii) Training provider;
  - (iv) Date of training;
  - (v) Person conducting the training; and
  - (vi) Next refreshing training date.

### 3.0 REQUIREMENTS

- a) Location of food establishment must be protected from conditions which might lead to contamination include excessive dust, foul odors, smoke, pest infestations, airborne microbial and chemical contaminants, and other similar conditions.





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- b) During the Design, construction, renovation and operational stages, Food Establishments should implement the requirements mentioned in Food Control Department, Dubai - Food Safety Code and General Hygiene requirements of food establishments, DACC - DUBAI AVIATION CITY CORPORATION (DUBAI SOUTH) Food safety and hygiene CoP and; undertake a review on associated risk based on the Hazard Analysis and Critical Control Points (HACCP) Principles and ensure the implementation.
- c) Food handling activities should only be carried out within the area as delineated in the approved layout plan. No food related activity, such as washing of equipment and utensils, food preparation and cooking of food, and storage of utensils, equipment and food, should extend to any place beyond the approved area.
- d) Floors, walls, ceilings should be constructed in way that is appropriate for the safe operation of Food Establishments; Materials used for the construction should be Light colored, impervious, easily cleanable, Non-slip, Fire proof, Non-toxic, Prevent the stagnation of Liquid, Prevent accumulation of dirt.
- e) Design and construction of Drainage system of food establishment shall eliminate the accumulation of waste water and prevent entry and growth of pests.
- f) Equipment and utensils used at food Establishment must be food grade, inert, easily cleaned and disinfected prior to use.
- g) Equipment or instruments used for measuring or monitoring products or processes that could have an impact on product safety or legality should be calibrated or standardized to a standard recognized by the Food Control Department of Dubai.
- h) Food establishment should be supplied with sufficient natural or artificial light to ensure the safe and sanitary production of food, and facilitate cleaning of the premises, the minimum lighting intensities should be;

Activity	Level of Light (Lux)
Food and Equipment storage areas	110 - 150
Dish Washing ,Hand washing and Toilet Areas	200-300
All Food Preparation surfaces, areas, display units	500

- i) Lighting fixtures should be shattering proof or be shielded with shatter-proof coverings in areas where they are exposed to food, equipment, utensils, linens or unwrapped packing materials.
- j) Food Establishment should be provided with adequate mechanical or mixed mode ventilation to ensure good indoor air quality.
- k) Food establishments require adequate storage facilities for all items required for operation, including food, food ingredients, equipment, and non-food materials such as utensils, linens,



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single-service and single-use articles, packaging, and chemical agents. During storage, food items shall be protected from contamination such as water leakage, pest infestation or any other insanitary condition.

- l) Food establishment shall ensure that water used for drinking, cooking and utensils/equipment's cleaning must be of good standard all the time.
- m) Sewage disposal systems shall meet all the requirements of the Concerned Government departments and shall be done in a hygienic manner.
- n) Food Establishments which have the greasy and oil discharges shall provide grease traps to effectively remove greasy materials before discharge to the sewer system; Grease traps should, whenever possible, be located outside the premises and grease traps must be properly maintained and maintenance contract and records must be available; and Kitchen hood cleaning shall be executed periodically and Kitchen hood must be protected with wet chemical agent and fusible link detectors in accordance with NFPA 17A.
- o) Backflow prevention devices should be installed whenever required for the Plumbing system conveying water and waste to prevent the backflow through cross connections.
- p) Overhead utility lines should be suspended away from work areas or areas of open food to minimize the potential for contamination.
- q) Adequate number of hand wash stations shall be provided.
- r) Adequate, suitable, Clean and conveniently located toilet facilities and dressing room should be provided; must be completely enclosed and separated from the food preparation and storage areas.
- s) Food establishments including Mobile vendors, stall, catering trucks, vending machines require prior approval from the relevant departments and shall meet the relevant provisions of the Food control department of Dubai and DACC - DUBAI AVIATION CITY CORPORATION (DUBAI SOUTH) Food safety and Hygiene CoP.
- t) Food establishments must take all practicable measures to process only safe and suitable food and; food and food ingredients received at a food establishment shall be obtained from sources that are approved by food control department of Dubai .Approved food sources are establishments that are licensed to operate in the United Arab Emirates and are inspected by the respective emirate's/country's Food Control Agency and relevant records should be maintained.
- u) High risk food should be kept at or below 5°C, or at or above 63°C during delivery; to prevent growth of pathogenic bacteria and for frozen food a temperature of -18°C or less is preferred and; If the temperature of hot food on display cannot be kept above 63°C (for example, if specialist equipment is not available) it shall be disposed of immediately if the food cannot be served within 2 hours.



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- v) The maximum storage time for foods prepared in the kitchen and stored in the chiller below 5°C, is 3 days and; for dishes that are prepared in the kitchen it is necessary to use stickers, or similar methods, to label the food with an expiry date.
  - w) High risk cold foods that are intended for immediate consumption shall not be stored displayed or held for service at temperatures between 5°C and 63°C for a period of more than 4 hours including the time of preparation. The food item should be discarded after that time.
  - x) To minimize the loss of the organoleptic properties and nutritional quality of the food, it is recommended that cooked foods should be kept at or above 63°C for not more than 4 hours
  - y) Food establishments should be able to identify the food that they have in the premises in order to facilitate tracing products in the event of a recall or a food incident. The information can be obtained from an invoice, receipt or the packaging of the food when necessary and such documents should be retained for a particular duration not less than the shelf life of the product.
  - z) Food additives that are banned by the Food Control Department of Dubai shall not be used and; all additives shall be used at a concentration recommended in the relevant product standard. In the absence of a standard, scientific validation is necessary.
  - aa) Raw and Ready-to-eat-foods must be kept Separate, freshly cleaned and disinfected food contact surfaces ( including preparation tables, cutting boards and knives) should be used and Raw foods such as Fruits and vegetables that are consumed raw should be cleaned and disinfected using a chemical disinfectant or any other process approved by the Food control Department of Dubai.
  - bb) Raw foods of animal origin and food mixtures containing raw foods of animal origin shall be cooked until core temperature is at least 75°C or to a time and temperature that would give an equivalent pathogen reduction. The nature of the product must be taken into consideration when defining the equivalent time and temperature requirements.
  - cc) Food establishment must establish policies and procedures for preventing food and ingredient contamination such as Microbial contamination, Physical and chemical Contamination, Cross Contaminations.
  - dd) Materials used for wrapping and packaging food shall be Food grade ,that is non-toxic and not pose a threat to the safety and suitability of food under the specified conditions of storage and use
  - ee) Only Potable water should be used in food handling operations and; An adequate supply of potable water with appropriate facilities for its storage, distribution and temperature control, shall be available at all times to all areas and equipment including ice makers and drinking water taps; Potable water test must be conducted periodically and records to be maintained.





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ff) Food must be transported in vehicles approved by the Food Control Department and Road Transport Authority; Transport of food shall be carried out in such a way to prevent any contamination of the food, to maintain its integrity and at the appropriate temperatures. Food transport vehicles, including reusable containers, shall be kept clean and maintained in good repair and conditions to protect food from contamination. The interior of food transport vehicle shall be adequately insulated with a lined interior that provides a smooth, continuous, easily cleanable waterproof surface.

gg) Food intended for disposal should be kept separate and labeled so that it is not accidentally sold or used.

hh) Cleaning for the food establishment and Maintenance schedule for Mechanical, electrical (include Portable and heavy appliances), Plumbing, civil structure should be implemented and Log to be maintained.

Food Establishments shall initiate pest control activities, and these activities shall be done by specialist licensed pest control agencies that can carry out pest inspection and subsequent control work. Agencies must only use approved chemicals and methods; records to be maintained.

ii) Disposal of sewage and solid waste shall be done in a hygienic manner which does not expose the food premises or food products to potential contamination.

jj) Food establishment should follow the requirements for the separation of various solid-waste streams as outlined by the concerned department of Dubai Municipality. Solid waste containers within the food establishment should be:

- I. Sufficient in number and accessible;
- II. Designed to minimize both the attraction of pests, and the potential for airborne contamination;
- III. Identified as to their contents;
- IV. Have functional foot operated lids, if closed containers are used.
- V. Garbage storage rooms and containers should be emptied, cleaned and disinfected as often as necessary.

kk) Solid waste containers/receptacles located outside the premises should be:

- I. Equipped with covers and closed when not in use;
- II. Maintained in a manner that does not attract pests;
- III. Located away for the entrance of the food establishment;
- IV. Preferably stored in a pest proof structure.

ll) For Liquefied Petroleum Gas (LPG) Cylinders and Installations NFPA 54, NFPA 58 and Dubai Civil Defense Requirements should be followed; all LPG Cylinders installations shall be located on outdoors and on the ground levels of the building and applicable safety devices such as gas control taps, gas shut off valve, gas detectors etc. shall be installed.

mm) All food establishments shall employ at least one full time, on-site Person in Charge (PIC) certified in food safety and; all food service establishments where high-risk, ready to eat or raw foods are prepared shall have at least one PIC certified in food safety present in the establishment during all shifts of food establishment operation. The PIC should be



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responsible for and should actively oversee all food establishment operations that could have an impact on the safety of the food.

- nn) All food handlers whom are managing food related services shall require Occupational Health card from relevant department; must be trained to a level of food hygiene training appropriate to the type of work they undertake and; Food handlers should be 'fit for work' at all times. This means that they should not be suffering from, or carrying, an illness or disease that could spread harmful bacteria onto food and cause food borne disease. Visitors should follow the same hygiene as food handlers.
- oo) Food establishments should not import, sell, consign or deliver any pre-packed food item if the package on the food does not bear a label containing all the information required by Food Control Department. Commercially manufactured pre-packaged food items sold as individual units should bear or have embossed or impressed on the label or elsewhere of the package, a date mark with the production and expiration dates, in the manner specified and approved by the Food Control Department of Dubai.
- pp) The food establishment is responsible for determining the shelf-life of food products under defined conditions, which should take into account reasonably foreseen conditions of distribution, storage and use.
- qq) Food service establishments such as restaurants and cafeteria shall have product menu printed both in Arabic and English. Foods with allergens or Non-Halal ingredients shall be clearly identified in the menu and provide all information about the product when requested by the customer.
- rr) Food establishments which are dealing with Non- Halal food shall follow the requirements in *Food safety 2013 and Halal food Guidelines - Code RD-DP34-7101 (IC), 2017*.
- ss) Occupational safety hazards related to food establishments must be identified and control measures shall be implemented.
- tt) Food handlers shall always wash and, where necessary disinfect their hands, including the start of food handling activities, immediately after using the toilet and after handling raw food or any contaminated material; Food handlers shall wear suitable and clean protective Clothing/equipment's such as hair/beard net, long sleeved jacket, Apron , Disposable hand gloves and shoes and ; Food handlers shall refrain from behaviors' that may result in contamination of food such as wearing of jewelers, smoking, spitting, chewing, eating, sneezing, coughing over uncovered food or any other related behavior
- uu) All Food establishments, unless there is a waiver from food control department or DACC - DUBAI AVIATION CITY CORPORATION (DUBAI SOUTH) OHSE, should ensure that the food safety program is audited by a third party food safety auditor approved by Dubai Accreditation center or qualified internal auditor at an auditing frequency applicable to the food establishment.
- vv) Food establishments shall ensure the availability of Material Safety Data Sheet (MSDS) and employees are provided with appropriate training of MSDS for all substances suspected of being harmful to health.



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#### 4.0 RECORD KEEPING

The following documents shall be maintained in all food establishments if relevant to their activity;

- a) Food Inspection book.
- b) Copy of the trade license and approval/No Objection Certificates from relevant authorities.
- c) Layout of the food establishment that has been approved by DACC - DUBAI AVIATION CITY CORPORATION (DUBAI SOUTH) and Food Control Department of Dubai.
- d) Occupational health cards for the food handlers issued by relevant authority.
- e) Certification of successful completion of food safety training
- f) Certificate of Person in Charge.
- g) Fire systems Maintenance contract and Dubai Civil Defense attestation of Contract and records of maintenance.
- h) Original contract with a pest control company and record of visits.
- i) Grease trap cleaning contract and records of maintenance.
- j) Cleaning Program.
- k) Supplier/Source details.
- l) Time and temperature records for:
  - (i) Receiving and storage of high risk foods;
  - (ii) Verification of cooking temperature;
  - (iii) Verification of hot and cold holding temperature;
  - (iv) Time control records when 'time' is used as a control.
- m) Appropriate internal or external calibration records for those equipment or measuring devices in which the accuracy of the measurements could affect food safety
- n) Sick food handler reports and employee sick leave records.
- o) Copies of food transportation vehicle permits.
- p) A copy of water tank cleaning contract and potable water test records.
- q) Complaint record.
- r) Recall form
- s) Accident /incident/First aid record.
- t) Periodic preventive maintenance records for Electrical (include portable and heavy appliances), Plumbing, Mechanical and Civil structure.
- u) Kitchen Hood Cleaning Contract and record of maintenance.

#### 5.0 REFERENCES

NO.	DOCUMENT NAME	DOCUMENT NO.
1.	Risk Management	DS-OHSERF – Regulation 2
2.	Leadership, Roles, Responsibility and Self-Regulation	DS-OHSERF – Regulation 5
3.	Competence Management, Training and Awareness	DS-OHSERF – Regulation 6
4.	Communication, Consultation and Participation	DS-OHSERF – Regulation 7
5.	Emergency Management	DS-OHSERF – Regulation 10
6.	Incident Management, Monitoring, Investigation and Reporting	DS-OHSERF – Regulation 12
7.	Personal Protective Equipment	DS.OPS.OHSE.OST.10.PP
8.	Industrial Compressed Gas Cylinders	DS.OPS.OHSE.OST.08.IC



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9.	Occupational Health Screening and Medical Surveillance	CoP - DACC.DS.OPS.OHSE.WRH.03.MS
10.	Waste Management	CoP - DACC.DS.OPS.OHSE.ENV.03.WM
11.	OHSE Inspection for Issuance of OHSE-NOC for Operation Fitness Certificate (OFC)	CoP - DACC.DS.OPS.OHSE.OPA.01.OF
12.	Guidelines on Cleanliness	CoP - DACC.DS.OPS.OHSE.OST.07.CL
13.	Protection / Protection and Development of the Environment	Federal Law No. (24) of 1999
14.	Labor Law and its Amendments	Federal Law No. (8) of 1980
15.	Determination of Preventive Methods and Measures for the Protection of Workers from the Risks of Work	Ministerial Order No. (32), of 1982
16.	Regarding the Level of Medical Attention the Employer is Obligated to Provide to his Workers	Ministerial Decision No. 37/2 of 1982
17.	Defining Works that are Hazardous or in which it is Permissible to Reduce the Legally Decided Working Hours	Ministerial Resolution No. 4/1 of 1981
18.	Environment Protection Regulations in Dubai	Local Order No. 61/1991
19.	Concerning Public Health and Safety of the Society in the Emirate of Dubai	Local Order No. 11 of 2003
20.	Concerning the Prevention of Communicable diseases	Federal Law No. (27) of 1981
21.	Guidelines on Occupational Safety and Health Management Systems	ILO-OHS 2001
22.	Dubai Food Control Department- Food Code	2013
23.	Dubai Food Control Department – Halal Food Guidelines	2017
24.	Gulf Standardization Organization – Packaging and labeling requirements for UAE	2018
25.	World Health Organization – Five keys to safe food Manual	2006
26.	Import and Re-Export Requirements for Food Stuff	2013
27.	UAE Life and Safety Code of Practice 2017	2017
	National Fire Protection Association (NFPA)	2017