

Provisional Guidelines for Food Establishments in Dubai

Edition 6

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The provisional requirements are applicable until further notice.

Section 1 and 2 of the document outlines the requirements from the Food Safety Department and the Health and Safety Department of Dubai Municipality based on the circular dated 22 January, 2021

Section 3, 4 and 5 of the document provides recommendations for management specific to COVID-19 have been prepared based on the requirements of Dubai Health Authority, Ministry of Health and Prevention in the UAE, and the World Health Organization. Best practice recommendations should be adhered to by food businesses to ensure safety of staff as well as consumers.

There will be changes in the requirements from time to time. Refer to the <https://foodwatch.dm.gov.ae> to download the latest requirements.

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1 Scope

The guidelines will serve as a reference to the following businesses:

- All types of food establishments
- Suppliers of cleaning and disinfection solutions
- Food transportation and delivery service providers (all modes including bikes, cards, trucks)
- Service providers to food industry such as the training centers, consultants, auditors, manpower suppliers, cleaning and disinfection supply and service providers, pest management services, waste management services and maintenance service providers

2 Requirements from Dubai Municipality

All food businesses must ensure compliance to Dubai Food Code at all times. The following additional requirements provided in the tables apply during the interim period. Section 3, 4 and 5 of this document provides more detailed information.

2.1 Summary of main practices that all food establishments must follow

Table 1

	Instructions to Food Establishments
Cleaning and Disinfection- General Areas	Mandatory cleaning and disinfection using <u>approved disinfectants*</u> (biocides). Use the supplier management interface of Foodwatch to select suppliers of approved disinfectants and create Smart Contracts with your suppliers.
Cleaning and Disinfection of Hand Contact Surfaces	Mandatory frequent cleaning and disinfection using <u>approved disinfectants*</u> (biocides). <i>*If the disinfectant provided by the supplier is not listed in the approved list, the supplier should be required to provide details of registration on Monteji.</i>
Cleaning and Disinfection of High-Touch Areas	Mandatory frequent cleaning and disinfection using <u>approved disinfectants*</u> (biocides), at least every half hour. Report disinfection using the Foodwatch Connect App (click here to see the demo to use the App).
Customer Facilities	Ensure hand-washing facilities are accessible and is equipped with soap and running water at all times. Provide approved hand sanitizers in customer areas. Door handles that are hand operated should preferably be replaced with foot operated or be automated to prevent hand contact.
Social Distancing among Employees/contractors/Customers	Maintain social distancing of 2 Meters at all times (avoid close contact between staff, customers and visitors).

Customer Courtesy, Health Requirements and Signage	<p>Customers shall not be allowed entry if they show signs and symptoms of flu such as cough or fever. Measures must be in place to check the body temperature before the guests are allowed entry in to the food establishment. Businesses within a mall or a shopping centre need not check the temperature if the customer has been checked at the entrance of the mall.</p> <p>All food businesses must place Customer Advisory Poster at the customer entry points.</p> <p>Consumer advisory poster must be printed in the exact dimensions specified by Dubai Municipality (Height 60 cm x Width 40 cm).</p> <p>In supermarkets and larger stores where visibility of the poster could be low, roll-up banners should be used.</p> <p>Download poster and rollup</p>
Personal Habits and Hygiene	<p>Maintain high levels of personal hygiene at all times.</p> <p>Employees must avoid touching eyes, nose and mouth</p> <p>Avoid handshakes and close contact.</p> <p>More information in Section 4</p>
Health Status Reporting	<p>Employees must report any illness to the person in charge immediately. Seek medical care immediately. Reportable symptoms include fever, cough, shortness of breath and body ache. More information in Section 4</p> <p>Employees must also report to the management if they are in contact with any ill person.</p> <p>If an employee is confirmed positive with COVID-19 infection, follow the requirements listed in Section 3</p>
Hand-washing	<p>Wash hands frequently, especially after any interaction with surfaces that could be contaminated.</p> <p>Wash hands after touching mouth, nose, or eyes.</p> <p>Ensure hand-washing is done with soap for at least 20 seconds</p> <p>More information in Section 4</p>
Protective Clothing	<p>Wear clean and suitable uniforms.</p> <p>Face masks must be used properly at all times at work and disposed correctly.</p> <p>Disposable hand gloves must be use at all times and replaced appropriately.</p>

	More information in Section 4
Food Delivery Vehicles and Personnel	<p>Delivery person shall maintain adequate health precautions listed in Section 4.</p> <p>Delivery person should maintain social distancing, follow personal hygiene habits mentioned under section 4 and stay 2 meters away from the individuals to whom the food is delivered.</p> <p>Single use gloves must be worn when delivering food, collecting cash and while handling payment devices. There should be an approved disinfectant with the delivery person at all times.</p> <p>Gloves must be replaced after each delivery and hands must be washed with soap before and after each delivery. If there are multiple deliveries in a single trip, use approved hand sanitizers between two deliveries.</p> <p>Ensure that vehicle providers are added to the supplier management interface of Foodwatch. Click here to learn more about managing transportation vehicles and delivery.</p> <p>Ensure that food delivery units, bags and associated materials are cleaned and disinfected after every delivery.</p>
Foodwatch App	Foodwatch Connect App must be used to verify personal hygiene, report illness, verify cleaning and disinfection and report any delivery vehicles that are not registered with Dubai Municipality.
Responsibilities of the Person in Charge (PIC)	<p>In addition to the food safety responsibilities, the PICs must ensure that the requirements listed in this document are met at all times, including but not limited to:</p> <ul style="list-style-type: none"> -Ensuring that all employees at work are free of symptoms of illness such as fever and cough at the start of work and the status recorded in the daily roster. Anyone with even mild cough or low-grade fever (37.3 C or more), cough or shortness of breath should be asked to stay home. Seek medical care immediately. Refer to section 4 of this document for more details. -Ensuring that sufficient facilities are provided for cleaning and disinfection in all areas. <p>Ensuring that there is adequate supply of PPE (gloves, masks), disinfectants and cleaning tools at all times.</p> <p>Ensuring that all emergency contact numbers are provided to the employees.</p> <p>Ensuring that cleaning and disinfection processes are documented using the Foodwatch Connect App.</p>

2.2 Summary of main practices that all food retail establishments must follow

Table 2 below lists the practices the specific food retail businesses must implement in addition to the requirements listed in Table 1. Food service establishments must follow these requirements until further notice.

Table 2

	Restaurants/ Cafeteria/ Café/Coffee Shop	Hotels	Staff Canteen	Departmental Stores/Superma rket/ All Stores
Dine-in	Permitted with social distancing measures.	Permitted with social distancing measures.	Permitted with social distancing measures.	NA
Open Buffet	To remain closed until further notice. Counters serviced by restaurant staff can operate with social distancing rules for customers.	To remain closed until further notice. Counters serviced by service staff can operate with social distancing rules for customers.	Food must be provided only to the staff with entry controlled to keep the numbers lower. No entry for visitors Dispense the food through service staff as much as possible. Replace the hand contact utensils such as serving spoons frequently.	NA
Self Service Counters	Self service areas must remain closed until further notice.	Ensure self service equipment are handled by hotel staff.	Self service areas must remain closed until further notice.	Self service areas must remain closed until further notice.

Waiting Area	Waiting areas must remain closed until further notice.	NA	NA	NA
Delivery and Pick Up	Home delivery of foods can be done with adequate precautions listed in Table 1. Drive-through are allowed to operate with adequate precautions. Customers can pick up food from restaurants if the health and social distancing measures are strictly followed.			
Beverage dispensers	Dispensers must be operated by service staff as much as possible. Use disposable cups. Dispensing equipment, especially the hand contact areas must be disinfected at least every half hour or more frequently during busy hours.			
Common Areas	Do not allow people to gather in common areas. Provide approved hand sanitizers in common areas. Disinfect chairs, tables and other hand touch surfaces regularly.			
Communication with employees and customers	Communicate with employees both formally and informally about protective and preventive measures as listed in section 4 of this document.			

2.3 Requirements for Dine-in Facilities

The following additional requirements apply to establishments that provide dine-in facilities to customers.

Table 3

Dine-in Timing	Timing: Dine-in timings have to be in accordance with the timings of the National Sterilization program.
Dine-in Capacity	<p>Maximum Capacity:</p> <p>There are no restrictions on the seating capacity. However, there should be a table to table distance of 3 Meters.</p> <p>Physical barriers or separators cannot be used instead of distancing measures. Table to table distance must be 3 meters even with separators.</p> <p>Social distancing</p> <p>Social distancing requirements of 2 meters between any two customers must be met unless the customers are from the same family and same household.</p>
Serving Utensils and Cutlery	<p>Food should preferably be served on disposable, individually wrapped plastic utensils / dishes / packages only, along with disposable cutlery.</p> <p>In food establishments where there are facilities to mechanically wash and disinfect utensils, use of disposable cutlery is not mandatory. The temperature of dishwashing process, surface contact time, and the dosage of the disinfectant shall meet the requirements specified by the equipment and disinfectant suppliers with documented evidence that the process is effective to give the desirable pathogen reduction.</p>
Guest Courtesy and Signage	<p>All food businesses must place Customer Advisory Poster at the customer entry points.</p> <p>Consumer advisory poster must be printed in the exact dimensions specified by Dubai Municipality (Height 60 cm x Width 40 cm).</p> <p>In supermarkets and larger stores where visibility of the poster could be low, roll-up banners should be used. Download poster and rollup</p>

3 Management of COVID-19 Positive Employee

If an employee is COVID-19 positive at work:

- Contact the Dubai Health Authority (DHA) and follow the instructions from DHA for the management of the ill person.
- After contacting DHA, contact the Response Team in Food Safety Department via the hotline number 800900.
- Move the ill employee away from work and other employees to prevent transmission to others. If possible, find an isolated office space that is well ventilated with closable doors. Make arrangements to shift the employee out of the work area as soon as possible.
- While they wait for medical advice or to be sent home, they should avoid any contact with other employees. They should avoid touching people, surfaces, and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket and then dispose of the tissue in a bin with a lid. If they do not have any tissues available, they should cough and sneeze into the crook of their elbow. If they need to go to the bathroom while waiting for medical assistance, they should use a separate bathroom, if available.
- Close the access to the specific food as non food areas that the employee was in contact with and follow the protocols for cleaning and disinfection. Contact the cleaning and disinfection companies that have been specifically approved by Dubai Municipality to disinfect the premises that have confirmed cases of COVID-19. All surfaces that the infected employee has come into contact with must be cleaned, including all surfaces and objects visibly contaminated with body fluids/respiratory secretions, and all potentially contaminated high-contact areas such as toilets, door handles, and telephones. Surface disinfectants should be used at recommended concentration for cleaning purposes. All staff should wash their hands thoroughly for 20 seconds with soap and water after any contact with someone who is unwell with symptoms consistent with coronavirus infection.
- Identify any other employee who has been in close contact with the ill person at work and instruct them to be on home quarantine. It will be necessary to notify all close contacts of the infected employee so they too can take measures to minimize further risk of spread. Examples of contacts in the food industry could include any employee who was in face-to-face or physical (i.e. touching) contact; any employee who was within 1 meter with the confirmed case; anyone who has cleaned up any body fluids without adequate PPE (e.g. gloves, overalls, protective clothing); employees in the

same working team or work group as the confirmed case, and any employee living in the same household as a confirmed case.

- Staff who have not had close contact with the original confirmed case should continue taking the usual precautions and attend work as usual. Organizing employees into small teams or workgroups will help to minimize disruption to workforce in the event of an employee reporting sick with symptoms of COVID-19.

If an employee is COVID-19 positive while staying in the accommodation facility provided by the employer,

- Contact the Dubai Health Authority, seek medical advice, and follow their instructions.
- After contacting DHA, contact the Response Team in Food Safety Department via the hotline number 800900.
- Move anyone else sharing the accommodation space who can be considered as a close contact and instruct them to go on quarantine.
- Identify any other employee who has been in close contact with the ill person at work and instruct them to be on home quarantine for 14 days (from the last day of contact with the ill person).
- Initiate the cleaning and disinfection protocol of the living space once the ill person is moved to the hospital.

3.1.1 Return to work policy

A return to work policy for staff who have been infected and recovered from COVID-19 should be in place. Consult the Dubai Health Authority before the staff is put back to work place.

4 Best Practices

The Food Safety Department has listed the best practices to operate food establishments and associated services to safeguard people working in these establishments and the consumers. These practices will serve as a useful reference to establish your standard operating procedures.

- a. Statements were '**shall**' or '**must**' are used in this section (3) are **mandatory requirements** and establishments must adhere to those requirements.
- b. Establishments must contact Dubai Health Authority (DHA) for any information pertaining to the management of personnel with suspected or confirmed infection, and for management of quarantined personnel.
- c. Establishments must contact the Health and Safety Department of Dubai Municipality for any information pertaining to health and safety measures that have to be undertaken to safeguard public facilities, including business and food premises. This include but are not limited to concerns about cleaning and disinfection protocols within the business or at employee accommodation, list of approved disinfectants, and movement of personnel to work.
- d. Practices listed in this section may be subject to changes or modification and it will be the discretion of the authority involved with your establishment to provide timely recommendations depending on the circumstances.

4.1 Managing Employee Health

Food and related establishments must ensure that measures are in place to ensure employee health. There should be both :

- preventive measures to ensure that ill employees are not at work, and
- protective measures in place to ensure that there is no transmission if any employee is ill.

The Prerequisite Programs that underpin the food safety management system as defined in the Food Code includes managing employee/staff sickness in food premises. Included in these requirements are instruction for reporting staff sickness and policies for return to work when staff recover from illness. Staff must be trained in the use of and comply with these guidelines and to report illness at the earliest opportunity to prevent the transmission of COVID-19 to fellow staff. Staff management practices (e.g. reporting illness and exclusion of ill workers) will make it unlikely that a staff member will become unwell in the workplace with

symptoms of COVID-19. However, it is necessary to develop a plan of action to manage staff members with symptoms and quarantine direct contacts. It is also very likely that employees will report illness by telephone. Every employee need to be aware that they should not report to work with symptoms of COVID-19 but notify such illness by telephone.

4.1.1 Implement workplace controls to reduce transmission among employees

Following measures must be implemented in workplace to reduce the chances of employees getting ill.

Employer's responsibilities:

- a. Pre-screen employees at the beginning of the shift (e.g., take temperature and assess symptoms prior to starting work). Ensure that the checks are documented using Foodwatch Connect App.
- b. Disinfect and clean workspaces and equipment, and consider more frequent cleaning of high touch surfaces. Confirm that cleaning and disinfection has been done using the Foodwatch Connect App.
- c. Provide sufficient protective gear to employees and train them on how to use protective gear. If there are work areas where the use of masks or gloves are restricted due to the nature of work or safety concerns, employees must be provided alternative measures of protection.
- d. Limit direct interaction between employees' clients and customers as much as possible. Ensure that there are measures in place to ensure adequate social distancing at work.
- e. Identify employees who are above 50 years old, and employees who have any underlying health conditions such as hypertension, diabetes, respiratory diseases and immunity linked diseases. Special care must be taken to ensure that they are not exposed to any possible risk of exposure.
- f. Display posters promoting respiratory hygiene, good personal hygiene practices and precautions to be taken by employees and customers. Combine this with other communication measures such as offering guidance during online as well as contact meetings, web interactions etc.

Follow the recommendations of the World Health Organization for *workplace safety*.

Employee's responsibilities:

- a. Regularly self-monitor (e.g., take temperature and assess symptoms of COVID-19 such as fever, cough and shortness of breath. These symptoms may appear 2-14 days after exposure (based on the incubation period of MERS-CoV viruses).
- b. Employees feeling unwell with symptoms associated with COVID-19 must not report to work and seek medical advice immediately.
- c. Wear a mask and gloves at all times, and remember to wash hands frequently and change gloves.
- d. Practice social distancing and stay at least 2 Metres from other people at all times.
- e. Employees who were in close contact with an ill person at work, at home or accommodation or during commute must report the incident to the employer to ensure quarantine.

4.1.2 Implement controls to reduce transmission among employees in accommodation

Employers must:

- a. Pre-screen employees for symptoms before and after they enter the accommodation and require any employee to report any symptoms immediately to the person in charge.
- b. Clean and disinfect living space and facilities, and consider more frequent cleaning of high touch surfaces.
- c. Ensure employees limit mobility, wear masks, practice social distancing, and wash hands frequently.
- d. Ensure that employees follow the protection instructions during commute to work.
- e. Employees who were in close contact with an ill person at work, at home or accommodation, or during commute must be required to report the incident to the employer to ensure quarantine.

4.2 Personal Hygiene Recommendations for Employees

Employees should be trained to adhere to the following personal hygiene practices:

- Emphasize effective hand hygiene including washing hands for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing nose, coughing, or sneezing.
- Always wash hands with soap and water. If soap and water are not readily available, then use an alcohol-based hand sanitizer with at least 60% alcohol and avoid working with unwrapped or exposed foods.
- Avoid touching eyes, nose, and mouth.
- Use gloves to avoid direct bare hand contact with ready-to-eat foods.
- Before preparing or eating food, always wash hands with soap and water for 20 seconds for general food safety.
- Cover cough or sneeze with a tissue, then throw the tissue in the trash and wash hands after.
- Avoid close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing.

4.3 Proper use of disposable hand gloves

The COVID-19 virus can contaminate disposable gloves in the same way it gets onto food handler's hands. Removal of disposable gloves can lead to contamination of hands and wearing disposable gloves can give a false sense of security and may result in staff not washing hands as frequently as required. Food handlers should be aware that wearing gloves can allow bacteria to build up on the surface of the hands, so handwashing is extremely important when gloves are removed to avoid subsequent contamination of food. Following are the practice recommendations for use of gloves:

- Gloves when used by food handlers must be changed frequently and hands must be washed between glove changes and when gloves are removed.
- Gloves must be changed after carrying out non-food related activities, such as opening/closing doors by hand, and emptying bins.
- Food handlers should avoid touching their mouth and eyes when wearing gloves.

- Disposable gloves should not be used in the food work environment as a substitute for handwashing. Handwashing is a greater protective barrier to infection than wearing disposable gloves. Food businesses need to ensure that adequate sanitary facilities are provided and ensure that food workers thoroughly and frequently wash their hands. Normal soap and warm running water is adequate for handwashing. Hand sanitizers can be used as an additional measure but should not replace handwashing.

4.4 Physical distancing in the work environment

Physical distancing is very important to help slow the spread of COVID-19. This is achieved by minimizing contact between potentially infected individuals and healthy individuals. All food establishments should follow physical distancing guidance as far as reasonably possible. Maintain at least 1.5 Meters distance between fellow employees at work. Where the food production environment makes it difficult to do so, employers need to consider what measures to put in place to protect employees. Examples of practical measures to adhere to physical distancing guidance in the food-processing environment are to:

- stagger workstations on either side of processing lines so that food workers are not facing one another;
- provide PPE such as face masks, hair nets, disposable gloves and clean overalls for staff. The use of PPE would be routine in high-risk areas of food premises that produce ready-to-eat and cooked foods.
- space out workstations
- limit the number of staff in a food preparation area at any one time and working space to ensure social distancing measures are followed
- organize staff into working groups or teams to facilitate reduced interaction between groups. Use digital tools for interaction as much as possible.

4.5 Practices for persons involved in transport and delivery of food ingredients and food products to food establishments

The primary focus of any additional hygiene and sanitation measures implemented by food businesses is on keeping the COVID-19 virus out of their businesses. The virus will enter business premises only when an infected person enters or contaminated products or items are brought into the premises. Drivers delivering

to food premises should be aware of the potential risks involved in contact transmission of COVID-19. The virus can be picked up if drivers touch a contaminated surface or shake hands with an infected person with contaminated hands. Surfaces most likely contaminated with the virus include frequent touch surfaces such as steering wheels, door handles, mobile devices, etc. This is why hand hygiene, in conjunction with physical distancing, is of paramount importance and why contact surface sanitation is critical to avoid cross-contamination. Persons involved in transport and delivery must meet the following additional requirements apart from the ones listed under section 4.1, 4.2, 4.3 and 4.4.

- Drivers and other staff delivering to food premises should not leave their vehicles during delivery unless they take adequate precautions listed below.
- Drivers should be supplied with an alcohol-based hand sanitizer, a disinfectant, and paper towels. Drivers should use a hand sanitizer before passing food and delivery documents to food premises staff.
- Drivers should have PPE such as masks and gloves at all times and follow physical distancing when picking up deliveries and passing deliveries to customers, maintain a high degree of personal cleanliness, and wear clean protective clothing.
- Drivers need to be aware of the need to ensure that all transport containers are kept clean and frequently disinfected, foods protected from contamination, and separated from other goods that may cause contamination.
- Food handling and delivery personnel shall wash hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, after blowing their nose, coughing or sneezing, or after touching high touch surfaces, e.g., doorknobs, and doorbells. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

5 Frequently Asked Questions

5.1 Is COVID-19 foodborne or can you catch COVID-19 from eating food?

There is currently no evidence that COVID-19 is transmitted through eating food or food packaging (Ref 1, 2). The virus spreads mainly from person-to-person. This includes between people who are in close contact with one another (within about 1.5 Mts), and through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

Unlike foodborne gastrointestinal (GI) viruses like norovirus and hepatitis A that often make people ill through contaminated food, SARS-CoV-2, which causes COVID-19, is a virus that causes respiratory illness. Although it is unlikely that the virus will be transmitted through contaminated food, good food safety practices are always recommended to minimize the risk of foodborne illnesses. Always critical to follow the 4 key steps of food safety—clean, separate, cook, and chill – to prevent foodborne illness.

5.2 Who is at risk and who must go on quarantine?

One is at a higher risk of being infected with COVID-19 if, within the past 14 days, he or she have had close contact with someone who has a confirmed or suspected case of COVID-19.

WHO recommends that close contacts with laboratory-confirmed COVID-19 be quarantined for 14 days from the last time they were exposed to the patient.

5.3 Who is a "close contact"?

For the purpose of implementing quarantine, a close contact is defined as a person(who is not ill) who is involved in any of the following from 2 days before and up to 14 days after the onset of symptoms in a COVID-19 positive person(the ill person):

- Having face-to-face contact with a person with COVID-19 within 2 meter and for >15 without consistent and appropriate use of recommended personal protective equipment;
- Close contacts in this setting of employee accommodation is limited to roommates, all individuals who share the same bathroom with the positive case.
-

- Staying in the same closed environment as a COVID-19 patient (including sharing a small and closed workplace, household or being at the same gathering) for any amount of time without consistent and appropriate use of recommended personal protective equipment;
- Travelling in close proximity with (that is, within 2 m separation from) a COVID-19 patient in any kind of conveyance without consistent and appropriate use of recommended personal protective equipment;
- Being in direct contact with secretions from a sick person with COVID-19 (e.g., being coughed on, sharing utensils, etc.
- Providing direct care for patients with COVID-19 disease without consistent and appropriate use of recommended personal protective equipment;
- and other situations, as indicated by Dubai Health Authority

In the case of asymptomatic cases, the contacts from the date of collection of sample must be considered as a close contact.

If someone have not been in close contact with a sick person with COVID-19, they are at low risk for infection. Such individuals can continue to go to work but should monitor their health for 14 days since the contact and stay away from others if they get sick.

5.4 What should I do if someone come in close contact with someone with COVID-19 while they were ill, but is not sick?

If an individual comes in close contact with an ill person, they should monitor their health for fever, cough and shortness of breath during the 14 days after the last day the individual was in close contact with the sick person with COVID-19. During this time, the person shall be in quarantine even is the test reports are negative.

5.5 What if an individual is exposed to someone with COVID-19 who is not a close contact?

Those who are not considered close contacts typically will not need to take any additional actions. Based on guidance from health authorities, only those persons who are considered close contacts will be instructed to be on quarantine for 14 days.

5.6 What if and individual was exposed to someone who is on quarantine who does not have symptoms?

If this individual on quarantine is not showing any symptoms, you do not need to take additional measures.

If the quarantined person is later a confirmed or suspected case of COVID-19, the exposed individual should go on home quarantine for 14 days from the date of the last contact with the ill person.

5.7 If a person is tested positive, what protocols should be followed by the management of the food establishment?

- If a person is tested positive, the management of the food establishment must contact the Dubai Health Authority first and take care of the ill person.
- The management of the food business must also initiate actions and precautionary measures to prevent further spread as outlined in Section 3 of this document.
- Contact the Response Team of the Food Safety Department via the hotline number 800900 and mail the details of the actions taken to foodpoisoning@dm.gov.ae. The details in the email should include the following:

Name of the Establishment	Details of the Ill Person	Location Details	Specify the details of the work place and the nature of work	Did his/her job involve close contact with other employees?	Did he/she have close contact with any one at accommodation
	Name: Mobile Number: Job title	Work Place Address: Makani No: GPS Coordinates: Accommodation Address: Makani No: GPS Coordinates:	<i>Eg: The person was working as a food handler in the bakery area of the supermarket</i>		

Name of the employees and other individuals with close contact	Details	Location Details	Did the contact work with the ill person for a long time? (More than 15 minutes without PPE)	Specify the details of the work place and the nature of work	Specify the details of the accommodation if there are close contacts at accommodation
	Name: Mobile Number: Job title	Work Place Address: Makani No: GPS Coordinates: Accommodation Address: Makani No: GPS Coordinates:			

Include people who were together during work as well as commute (eg., in the same transportation vehicle)

5.8 If an employee in a food establishment is tested positive, should the establishment be closed?

Mandatory closure is not necessary for all food establishments. Food establishment need to follow protocols from the Health and Safety Department of Dubai Municipality, which may vary depending on the type of facility and the amount of community spread of COVID-19 in a given area. These decisions will be based on public health risk of person-to-person transmission – not based on food safety.

5.9 What should be done if a close contact has been in quarantine but has not been tested until 14 days?

Contact the Dubai Health Authority and check whether the testing process can be accelerated. Even though there are no restrictions currently on returning to work, there could be changes in the future.

5.10 How can you use Foodwatch Connect App to verify employee health and confirm cleaning and disinfection measures?

Dubai Municipality requires all food establishments to check employee health at the start of work. To confirm, open the Foodwatch Connect App . [Click for video demo](#).



6 Food Safety Trainings

6.1 Contact Training

Training centers can conduct contact trainings with the following measures in place:

- a. Trainings must be conducted in training rooms dedicated for the purpose of trainings or meetings. Restaurant dining area, common office space, food or non-food areas shall not be used for training or assessment.
- b. Number of trainees should not exceed 10. There should be at least 8 square meters air space in the training room for each trainee. Air space can be calculated by dividing total training area in square meters by the total number of trainees.
- c. There should be at least 2 meters distance between any two individuals at all times. PPE requirements must be met at all times.
- d. Trainers and trainees shall not be:
 - suffering from any symptoms of respiratory illness
 - a 'close contact' of any COVID-19 positive or suspected individual.
- e. Follow the relevant 'Best Practices' listed in this document.
- f. Use the Foodwatch platform for management and certification of trainees.

6.2 Trainer Guided E-Learning

Trainers can offer trainer led e-learning programs (using Microsoft Teams, Google Meet or Zoom meeting) and conduct onsite assessments for certification. When such trainings are offered, the meeting invitation link must be shared to the designated officer of the Food Safety Department.

6.3 Free Learning Materials

Dubai Municipality encourages food businesses to use free online training materials on the website <https://foodwatch.dm.gov.ae>. Click the 'Online Training' tab to find more details.

The Food safety department has published the online training materials to support food establishments to continue their food safety education. This will help food handlers and the management understand food safety precautions that must be taken to prevent foodborne illnesses.

[Click here for further information from the WHO on COVID-19.](#)

Circulars

To download the circulars from the Health and Safety Department of Dubai Municipality, [click here](#)

Contact Details

For support regarding cleaning, disinfection, request for the Health and Safety Department after dialing 800900

For support regarding any food safety requirements, request the Food Safety Department after dialing 800900

For permit related questions, mail to foodpermits@dm.gov.ae

To contact the Foodwatch team, call +971 4 2230457, or, mail to support@foodwatch.ae

