

## Food /Food Related Permits and Approvals Services

This page identifies and outlines the services for a food and food related permit /approvals application under the jurisdiction of the Dubai Municipality where the permits or approvals issued requires the existence of an active license. The permit must be applicable to the activities of the business license.

### **Please take note of the following:**

- The food permits, approvals that have to be applied through the FoodWatch platform are to be conducted by authorized users only. Do not access the system using any other usernames other than your own.
- Only the primary Person in Charge of Food establishments (PIC) and Technical Experts (TE) can apply for Food Permits and approvals.
- Permit(s)-approval(s) will be withdrawn without prior notice if there is any depreciation in the Food Inspection Grade or if there are any critical food safety or regulatory violations.

### **The following permits, approvals are addressed in this document:**

1. Food Activity at Events
2. Food Trucks
3. Kiosk Permit
4. Vending Machine
5. Non-Halal Food Activity
6. Food Promotion Permit
7. Temporary Permit for Changes Related to Food Label/Packages

8. School Supply Permit
9. Approval of Food and Nutrition Safety Internal Trainer
10. Approval of Consultancy/Training Companies
11. Common kitchen in Labor Accommodation
12. Trader (Licensed Home Businesses)
13. Approval of Water Tank Cleaning companies
14. Approval of seafood industries for exporting to EU countries.

## 1. Food Activity at Events

Please note that the application **MUST** be filed at least 3 working days before the event starts.

### Pre-requisites and Requirements

#### Registration:

- Food business participating in the event, Event Location and Event Organizer must be registered on FoodWatch platform.
- Food events must only be held at events approved by the Department of Tourism and Commerce Marketing (DTCM). A copy of the organizer's event permit shall be uploaded.
- If the food is pre-prepared and supplied to the event, the supplier must be registered on FoodWatch platform, and the supplier must have outdoor catering listed as their business activity.

#### Facilities and Compliance:

- The food facility and the suppliers where applicable, shall have adequate and licensed facilities to source, transport, store, prepare and display food safely as per Dubai's Food Code.

- Layout and floor plan of the food preparation area must be suitable to prevent contamination of food.  
Depending on the nature of activity, there shall be sufficient facilities to prepare, store and display food.
- Only licensed food establishments with a food inspection grade of A, B or C with no critical or major violations can obtain the permit.
- Food establishments from the Emirates other than Dubai must provide a copy of the trade license along with the NOC from the concerned food control authority in the Emirate. Additional documentation may be required by the Permit Officers

For a Home-Based Businesses, when the food event or supply is managed by a home-based business, prior inspection and approval from the Food Inspection Team will be required in order to produce and supply food.

### Who Can Apply

Primary PICs or Technical Experts from food entities registered on FoodWatch can apply via the Smart Permit Interface. Please ensure that the PIC/Technical expert is linked to the food entity, as this is a must.

### Service Steps

<https://foodwatch.dm.gov.ae/PortalTraining/SmartPermits.mp4>

### Service Channel

FoodWatch

### Common Reason of Rejection

- Event location or event organizer is not registered on FoodWatch.
- The organizer did not provide the event permit from DTCM.
- The food establishment or the food supplier does not meet the requirements of the Food Code.

- Food inspection grade is D or F, or have critical or major violations in the last inspection report that have not been rectified.
- Application is filed on the same day of the event.

### Fees

160 AED

### Working Days of issuance permit

1 working day

### Validity of Permit

Valid until the end of the event.

### Renewal process

The permit cannot be renewed. A new application has to be filed every time.

## 2. Food Trucks

Application for event based MUST be filed at least 3 working days before the event starts.

Non-mobile food truck permits are issued annually for trucks that are in the same site throughout the year.

For Non-event food trucks, Business License should be issued and facilities located in Dubai.

A, Non-Objection Certificate (NOC) is required from the Landlord, then approval is required from Dubai Municipality Planning department as well as the Drainage department (where is applicable). Accordingly, the Layout Assessment can be conducted by the permit officers at Al Kifaf center, where the Layout Assessment approval is required prior to construction and operations.

Food Trucks that are not event based are required to have a registered trade license for the specific location and activity. If there is an existing license and a food truck is to be obtained, then a branch license is to be issued. See Prerequisites and requirements below for further information.

### Pre-requisites and Requirements

For Non-Mobile Food Trucks, there should be a formal space contract with the owner of the approved location and this must be Uploaded when apply for this permit.

For Mobile Food Trucks, when the food truck permit is for an event, the requirements listed under 'Food Activity at Events' must be met. Kindly see the above permit for further information.

### Registration:

- Food Truck must be registered on FoodWatch.
- If the food is supplied by a different food business entity, both the truck and the entity that supplies the food must be registered separately.
- When the Food Truck is a part of a larger food business entity, the truck should be registered on FoodWatch as a sub-entity under the main business entity.

### Facilities and Compliance:

- The food truck shall have adequate and licensed facilities to prepare and/or display food safely as per Dubai's Food Code.
- List of foods, food handlers, preparation area, equipment and layout data must be available of FoodWatch database.
- Only licensed food establishments in Dubai with a food inspection grade of A, B or C, with no critical or major violations, can obtain the permit to supply or manage a food truck.

### Who Can Apply

Primary PICs or Technical Experts from food entities registered on FoodWatch can apply via Smart Permit Interface. Please ensure that the PIC/Technical expert is linked to the food entity, as this is a must.

### Service Steps

<https://foodwatch.dm.gov.ae/PortalTraining/SmartPermits.mp4>

### Service Channel

FoodWatch

### Common Reason of Rejection

- Location is not registered or cannot be traced on FoodWatch (In such cases, search the FoodWatch database with license number provided by the entity that hosts the event).
- Food inspection grade of the supplier of food is D or F, or has major or critical violations.
- Space contract is unavailable.
- Event permit from DTCM is unavailable.

### Fees

160 AED

### Working Days of issuance permit

1 working day

### Validity of Permit

- Depending on the leasing contract and Maximum of 1 year for a permanent location.
- Valid for the duration of the event, if the permission is event specific.

### Renewal process

Follow the application process.

### 3. Kiosk Permit

Kiosks that are not event based are required to have a registered trade license for the specific location and activity. If there is an existing license and a kiosk is to be obtained, then a branch license is to be issued. See Prerequisites and requirements below for further information.

#### Prerequisites and Requirements

For event-based kiosks, where the application for the permit is required for participating at a specific event, the kiosk application must meet all the requirements of the 'Food activity at events.'

For Non-event Kiosks, a Non-Objection Certificate (NOC) is required from the Landlord. If it is not within a food facility or mall, then approval is required from Dubai Municipality Planning department as well as the Drainage department. For those kiosks located within a food facility, shopping center or closed premises, there should be a formal contract with the space/site owner where the contract must be uploaded upon request. Accordingly, the Layout Assessment can be conducted by the permit officers at Al Kifaf center, where the Layout Assessment approval is required prior to construction and operations.

#### Registration:

- For the non-event kiosk, the business should register as an entity on FoodWatch. Even if the non-event kiosk is of a branch entity, the kiosk is still to register on FoodWatch as a separate entity from the parent company entity.
- The food supplier providing food to the kiosk should be registered on FoodWatch.
- The Event or Activity site where the kiosk will be placed must be a registered location on FoodWatch.

#### Facilities and Compliance:

- The kiosk shall have adequate, licensed facilities to prepare and/or display food safely as per Dubai's Food Code. This is imperative to the Layout Assessment. The workflow should also be of adequate food safe standards.

- Only licensed food establishments in Dubai with a food inspection grade of A, B or C with no major or critical violations can obtain the permit to operate a kiosk.

### Who Can Apply

For Event Based Kiosks, a primary PIC or Technical Expert(s) from food entities registered on FoodWatch can apply via Smart Permit Interface. Please ensure that the PIC/Technical expert is linked to the food entity, as this is a must.

For Non-Event Kiosks, a company representative is required to visit Al Kifaf center to submit the necessary layout documents.

### Service Steps

<https://foodwatch.dm.gov.ae/PortalTraining/SmartPermits.mp4>

### Service Channel

FoodWatch and Al Kifaf center for Non-Event Kiosks.

### Common Reason of Rejection

- Location is not registered or specified
- Food inspection grade of the supplier of food is D or F, or has major or critical violations.
- Documents are not complete or do not comply with the Layout Assessment requirement(s).

### Fees

- 200 AED for permit fees.
- For Non-Event Based Kiosks: Free of Charge for Layout Assessment.

### Working Days of issuance permit

1 working day



### Validity of Permit

- Depending on the leasing contract and Maximum of 1 year

### Renewal process

Follow the application process.

## 4. Vending Machine

### Pre-requisites and Requirements

#### Registration:

- The food supplier providing food to the vending machine should be registered on FoodWatch.
- The site where the vending machine will be placed must be a registered location on FoodWatch.

#### Facilities and Compliance:

- The food facility that prepares food for the vending machine shall have adequate, licensed facilities to prepare, store, transport and display food safely as per Dubai's Food Code.
- Only licensed food establishments in Dubai with Selling Products & Services by Automatic Vending Machines activity and a food inspection grade of A, B or C can obtain the permit to operate a kiosk.

### Who Can Apply

- Primary PICs or Technical Experts from food entities registered on FoodWatch can apply via Smart Permit Interface. Please ensure that the PIC/Technical expert is linked to the food entity, as this is a must.

### Service Steps

<https://foodwatch.dm.gov.ae/PortalTraining/SmartPermits.mp4>

### Service Channel

FoodWatch

### Common Reason of Rejection

- Location is not registered.
- Food inspection grade of the supplier of food is D or F

### Fees

200 AED

### Working Days of issuance permit

1 working day

### Validity of Permit

Depending on the leasing contract and Maximum of 1 year

### Renewal process

Follow the application process.

## 5. Non-Halal Food Activity

### Pre-requisites and Requirements

#### Registration:

Food establishment applying for the permit must be registered on FoodWatch.

#### Facilities and Compliance:

- The following businesses can apply for the permit within their facilities:
  - 5 Star hotels with sufficient facilities.
  - Individual Departmental Stores or supermarkets with a minimum are of 7000 SqFt can apply for the permit.
  - Food trading establishment with warehouse in Dubai.

- Only licensed food establishments in Dubai with a food inspection grade of A, B or C with no major or critical violations linked to space/layout/practices can obtain the permit.
- All relevant Food Code requirements and circulars should be met.

### Who Can Apply

Primary PICs or Technical Experts from food entities registered on FoodWatch can apply via Smart Permit Interface. Please ensure that the PIC/Technical expert is linked to the food entity, as this is a must.

### Service Steps

<https://foodwatch.dm.gov.ae/PortalTraining/SmartPermits.mp4>

### Service Channel

FoodWatch

### Common Reason of Rejection

- The establishment's inspection Grade is D and below.
- The establishment does not comply with the non-halal food requirements.

### Fees

200 AED

### Working Days of issuance permit

1 working day

### Validity of Permit

1 year

### Renewal process

Follow the application process.

## 6. Food Promotion Permit

Application MUST be filed at least 3 working days before the promotion starts

This permit applicable inside licensed department stores and supermarket in Dubai only .

## Pre-requisites and Requirements

### Registration:

- Entity that is carrying out the promotion must be registered on FoodWatch.
- Location where the promotion is carried out must be registered on FoodWatch.
- Food Item must be registered in ZAD/FIRS and must be listed in the Food List of the Entity under 'Additional information.' On Foodwatch

### Facilities and Compliance:

Only licensed food establishments with a normal release report along with proof documents for imported food items and NOC from the concerned authority if the food items produced in UAE.

## Who Can Apply

Primary PICs or Technical Experts from food entities registered on FoodWatch can apply via Smart Permit Interface. Please ensure that the PIC/Technical expert is linked to the food entity, as this is a must.

## Service Steps

<https://foodwatch.dm.gov.ae/PortalTraining/SmartPermits.mp4>

## Service Channel

FoodWatch

## Common Reason of Rejection

- Location is not registered in FoodWatch.
- Food Item is not in the system.

- Food Item which is classified under the Status of Prohibit Sale.
- Food promotional activity is conducted in an open area.

### Fees

7 AED per Product

### Working Days of issuance permit

1 working day

### Validity of Permit

Based on the food items shelf life and Max. for 3 months

### Renewal process

Follow the application process.

## 7. Temporary Permit for Changes Related to Food Label/Packages

Business License should have facilities located in Dubai

### Pre-requisites and Requirements

#### Registration:

- The Food entity requesting for change label/packages permit must be a registered entity on FoodWatch and the licensed warehouse must be located in Dubai.
- Food Item must be registered in FIRS.
- Approved Food label assessment.
- Official NOC from the manufacturer where is applicable.

#### Facilities and Compliance:

The food items must be listed in the FoodWatch 'Food Database.'

### Who Can Apply

Primary PICs or Technical Experts from food entities registered on Foodwatch can apply via Smart Permit Interface. Please ensure that the PIC/Technical expert is linked to the food entity, as this is a must.

### Service Steps

<https://foodwatch.dm.gov.ae/PortalTraining/SmartPermits.mp4>

### Service Channel

FoodWatch

### Common Reason of Rejection

- Food Item is not in the system.
- If the food items Status is Normal Release.
- Location is not located in Dubai , or not registered in FoodWatch.

### Fees

200 AED per application maximum of 5 items.

### Working Days of issuance permit

1 working day

### Validity of Permit

Permit issued per consignment

### Renewal process

Follow the application process.

## 8. School supply Permit

Business License must be issued and operated in the emirate of Dubai.

### Pre-requisites and Requirements

#### Registration:

- Food entity that supplies food to the school, or manages the catering in the school, must be registered on FoodWatch.
- The school where the food is supplied must be registered on FoodWatch.

#### Facilities and Compliance:

- Only licensed food establishments in Dubai with a food inspection grade of A, B or C with no critical or major violations can obtain the permit.
- The food facility and the suppliers where applicable, shall have adequate and licensed facilities to source, transport, store, prepare and display food safely as per Dubai's Food Code.
- Nutrition values of all the foods that are supplied to schools must be evaluated and approve it (approved food menu)
- NOC or agreement between the catering establishment and the school.

#### Who Can Apply

Primary PICs or Technical Experts from food entities registered on FoodWatch can apply via Smart Permit Interface. Please ensure that the PIC/Technical expert is linked to the food entity, as this is a must.

#### Service Steps

<https://foodwatch.dm.gov.ae/PortalTraining/SmartPermits.mp4>

#### Service Channel

FoodWatch

#### Common Reason of Rejection

- The school is not registered in FoodWatch.
- The inspection Grade is D below.

#### Fees

200 AED

#### Working Days of issuance permit

1 working day

#### Validity of Permit

During one school year

#### Renewal process

Follow the application process.

### 9. Approval of Food and Nutrition Safety Internal Trainer

#### Pre-requisites and Requirements

##### Registration:

Technical Expert's employed by the entity must have a complete profile registered on FoodWatch platform prior to filing the application.

##### Facilities and Compliance:

- The trainer must have relevant experience in the food industry and meet the competency criteria set by the Food Safety Department
- PIC trainers must meet the requirements of the PIC certification program.
- New trainers should go through a formal assessment of knowledge on food safety requirements in Dubai prior to filing the application for approval.

#### Who Can Apply

Technical Expert(s) have to complete their profile registration on FoodWatch after the assessment

#### Service Steps



<https://foodwatch.dm.gov.ae/PortalTraining/SmartPermits.mp4>

### Service Channel

Foodwatch

### Common Reason of Rejection

- Incomplete profile data in FoodWatch.
- Technical expert profile do not comply with the DM Training Requirements.

### Fees

1000 AED

### Working Days of issuance Approval

5 working days

### Validity of approval

1 year

### Renewal process

Follow the application process.

## 10. Approval of Consultancy/Training Companies

### Pre-requisites and Requirements

#### Facilities and Compliance:

- Technical Experts involved in training and consultancy must have the approval from the Food Safety Department before the application is filed.

- Relevant requirements of the Food Safety Department should be met DM Training Requirements for Food Safety in Dubai.

### Who Can Apply

Primary PICs or Technical Experts from Dubai's licensed training companies registered on FoodWatch can apply via Smart Permit Interface.

### Service Steps

Hyperlink

### Service Channel

FoodWatch

### Common Reason of Rejection

Technical expert(s) profile do not comply with the DM Training Requirements.  
Incomplete profile data of the Technical Expert.

### Fees

1600 AED

### Working Days of issuance Approval

5 working days

### Validity of approval

1 year

### Renewal process

Follow the application process.

## 11. Common kitchen inside Labor Accommodation

### Pre-requisites and Requirements

#### Registration:

Food entity that supplies food to the Labor Accommodation or manages the catering in the Labor Accommodation must be registered on FoodWatch.

#### Facilities and Compliance:

- The food facility shall have adequate. licensed facilities to source, transport, store, prepare and display food safely as per Dubai's Food Code.
- Only licensed food establishments in Dubai with a food inspection grade of A, B or C with no critical or major violations can obtain the permit.

### Who Can Apply

Primary PICs or Technical Experts from food entities registered on Foodwatch can apply via Smart Permit Interface. Please ensure that the PIC/Technical expert is linked to the food entity, as this is a must.

### Service Steps

Hyperlink

### Service Channel

DM website

### Common Reason of Rejection

- Location is not registered or specified.
- The food establishment or the food supplier does not meet the requirements of the Food Code.
- Food inspection grade is D or F.

#### Fees

200 AED

#### Working Days of issuance permit

3 working day

#### Validity of Permit

1 year

#### Renewal process

Follow the application process.

## 12. Trader (Licensed Home Businesses)

#### Pre-requisites and Requirements

##### Registration:

Register as a Trader on FoodWatch

##### Facilities and Compliance:

- Valid license applicable for Dubai home businesses only, issued by the DED.
- Food items must be listed on FoodWatch.
- The food facility shall have adequate, licensed facilities to source, transport, store, prepare and display food safely as per Dubai's Food Code.
- Owner name and Contact Details.
- Inspection report from DM Inspection section

When the food event or supply is managed by a home-based business, a prior approval from the Food permit section

### Who Can Apply

Owners of licensed home-based business in Dubai that prepare sweets, light, traditional foods.

### Service Steps

Please send the request via email to the following address: FoodPermits@dm.gov.ae

### Service Channel

Please send the request via email to the following address: FoodPermits@dm.gov.ae

### Common Reason of Rejection

The food establishment or the food supplier does not meet the requirements of the Food Code Inspection Report failing the inspection.

### Fees

200 AED

### Working Days of issuance permit

1 Working Day

### Validity of Permit

1 year

### Renewal Process

Follow the application process.

## 13. Approval of Water Tank Cleaning Companies

Only Business licensed establishments in Dubai with tanks, containers and crates Cleaning Services activity

## Pre-requisites and Requirements

### Registration:

Registration of the Cleaning Company on FoodWatch.

### Facilities and Compliance:

- List the cleaning staff under 'Food Handlers' and supervisory staff under 'Technical Contacts.'
- Submit a Water Tank Cleaning Manual (soft copy) with the list of staff, their health status, list of disinfectants and approvals, cleaning procedures, and any other specific requirements from the Food Safety Department.

## Who Can Apply

A company representative or Public Relation Officer (PRO).

## Service Steps

Please send the request via email to the following address :FoodPermits@dm.gov.ae

## Service Channel

Please send the request via email to the following address :FoodPermits@dm.gov.ae

## Common Reason of Rejection

The establishment or the supplier does not meet the compliance requirements.

## Fees

2000

## Working Days of issuance Approval

5 working days

### Validity of Permit

1 year

### Renewal process

Follow the application process.

## 14. Approval of sea food industries for exporting to EU countries.

### Pre-requisites and Requirements

#### Facilities and Compliance:

Only Business industrial Licensed and have facilities located in Dubai

- Updated inspection report for seafood industries provided by the Food Inspection Section of Dubai Municipality.
- The previous certificate for renewal from the Ministry of Climate Change and Environment.

### Who Can Apply

PRO or company representative from the Approved Food Establishments

### Service Steps

Please send the request via email to the following address: [FoodPermits@dm.gov.ae](mailto:FoodPermits@dm.gov.ae)

### Service Channel

Please send the request via email to the following address: [FoodPermits@dm.gov.ae](mailto:FoodPermits@dm.gov.ae)

### Common Reason of Rejection

- Unsatisfactory Food inspection Report.

### Fees

1000 AED

### Working Days of issuance Approval

5 working days

### Validity of Permit

1 year

### Renewal process

Follow the application process.