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DUBAI MUNICIPALITY

FOOD WATCH

@DubaiMunicipality
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www.dm.gov.ae

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What is Foodwatch Platform?

Foodwatch is a cutting-edge digital platform for food safety and nutrition anchored in Dubai Municipality's vision of making Dubai the healthiest, happiest and the most sustainable city.

The platform will connect all stakeholders, products and processes in a unique and trusted digital network and make life better for everyone. When it reaches optimum utilization, Foodwatch will fundamentally facilitate trust among parties and decrease transaction costs by reducing duplication, reconciliation, and record-keeping tasks.

The Platform

Dubai Municipality developed the Foodwatch platform to facilitate data exchange between authorities, food businesses, service providers and consumers by utilizing digital monitoring techniques, data analytics and customized applications. Foodwatch will function as a fully immersive smart food safety management system.

- The platform will offer **full traceability of foods** with validated ingredients and nutritional information.
- Smart contracts, **services and customized applications** will deliver every user a unique experience based on their requirements.
- **Digitalized exchange of data** will enable delivery of real-time assurance based on predictive insight, from what went wrong to what is likely to go wrong.
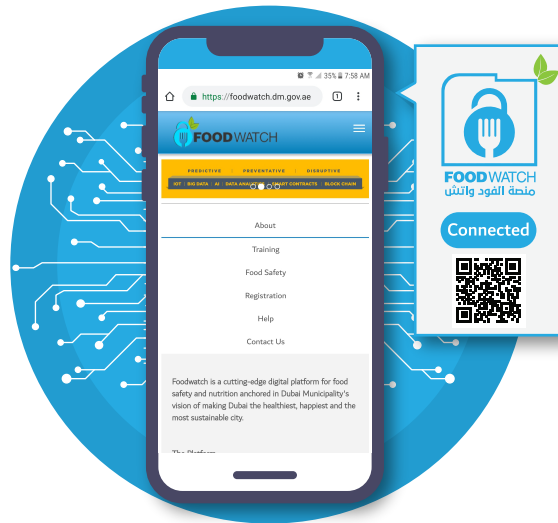
What can a Person in Charge use the Foodwatch Platform for?

The Person in Charge (PIC) of a food establishment can use the Foodwatch platform for performing the following tasks :

▶ For verification of food suppliers, their location, Inspection Grades and Business Activities.

▶ For tracing food products, their source, ingredients and nutrition value.

▶ For approval and verification of food vehicle permits upon delivery.

▶ For notification of pest incidence to Pest Contractors and follow up on their service.

▶ For managing training qualification and certification online.

▶ For managing application of permits online.

▶ For managing relevant digital records for Food Safety Management System.

How can you verify the details of food suppliers and service providers on Foodwatch?

All establishments that are registered on Foodwatch get a unique QR Code that can be shared with others. You can get the information about the establishment by simply scanning the QR code.

You can also search the details of the food establishment via

https://foodwatch.dm.gov.ae/

How can a Person in Charge of a food establishment use Foodwatch to manage Food Safety?

The Food Safety Department of Dubai Municipality requires every food establishment to have a Person in Charge who is trained and certified on Food Safety.

The PIC has to actively manage food safety by verifying:

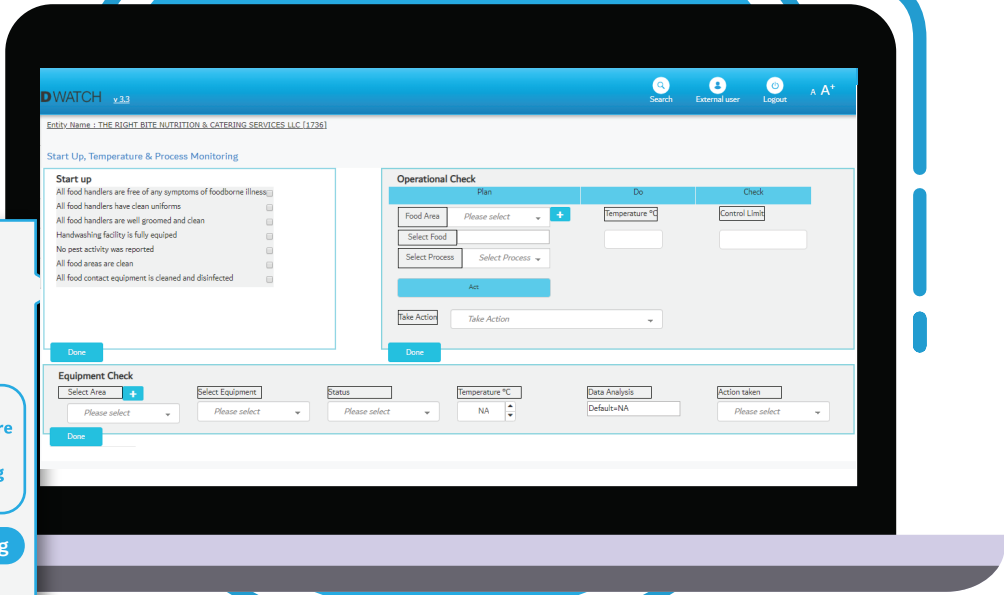Facility design and maintenance when necessary.

- Equipment selection, preventive maintenance and calibration.
- Cleaning and Disinfection procedures.
- Supplier verification and food sourcing.
- Employee health and hygiene checks, exclusion of ill employees, handwashing etc.
- Training of staff to ensure that they are competent.
- Maintain records and documents related to training, temperature control, equipment
- use, cleaning, disinfection, pest incidence etc.

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How can a Person in Charge of a food establishment use Foodwatch to manage Food Safety?

Foodwatch will help you to verify these processes online. This includes :

▶ Creating a digital description of all preparation areas and using it for monitoring cleaning and disinfection.

▶ Creating the list of food equipment used in your facility and monitoring the performance, cleaning etc.

▶ Conducting hygiene checks, pest issues and reporting directly to the pest contractors.

▶ Reporting ill employees.

▶ Creating digital list of foods that are sold in your facility and verifying their temperature.

▶ Verification of process temperatures online and recording corrective action.

Inspection

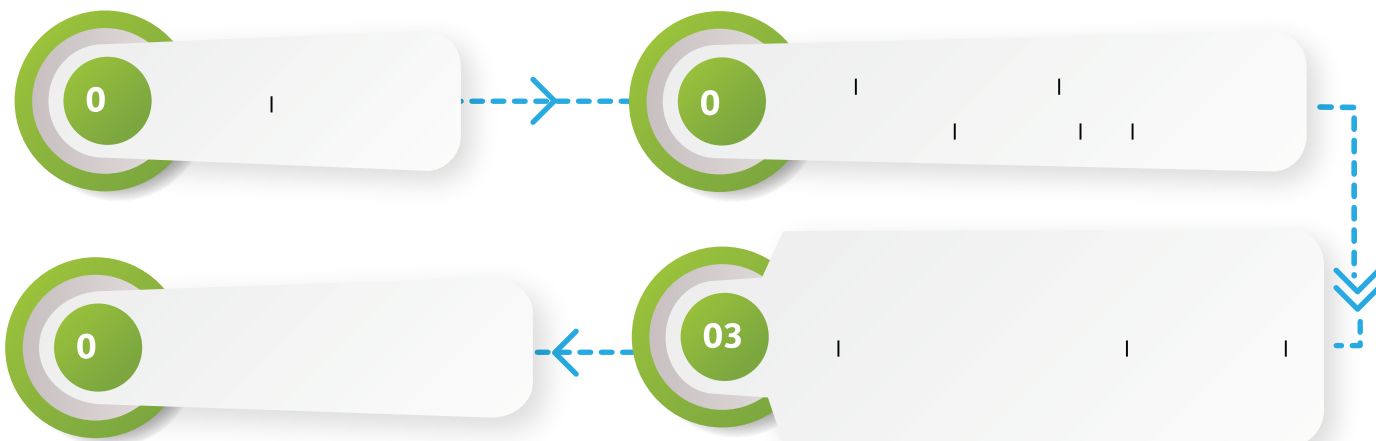**Startup, Temperature & Process Monitoring**

Vehicle Monitoring

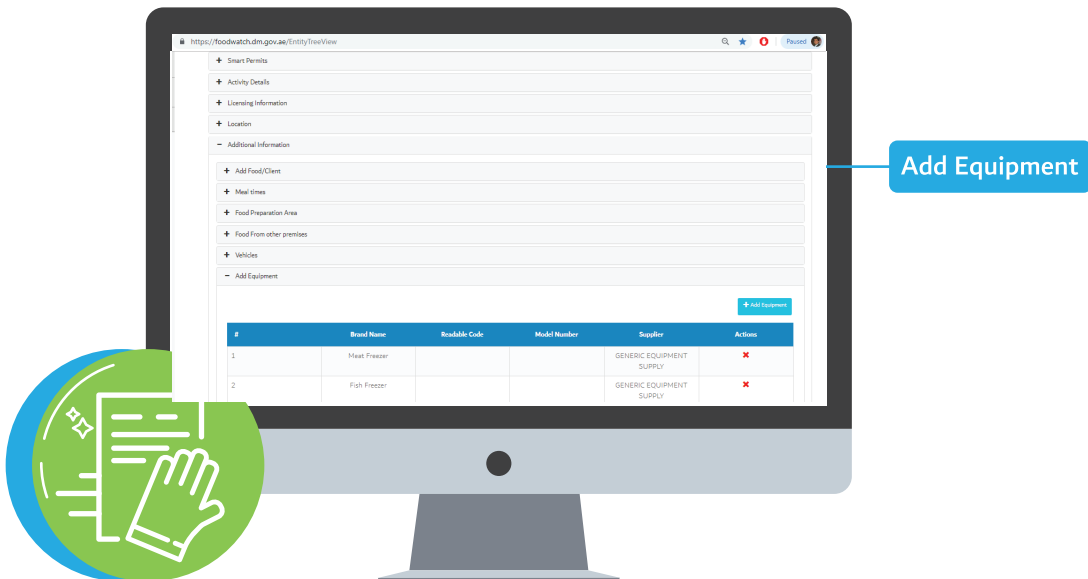# How can a food establishment check safety of food delivery vehicles?

The PIC of an establishment can use the Foodwatch platform to verify the authenticity of the food vehicles and report any vehicle that is not approved for Dubai Municipality.

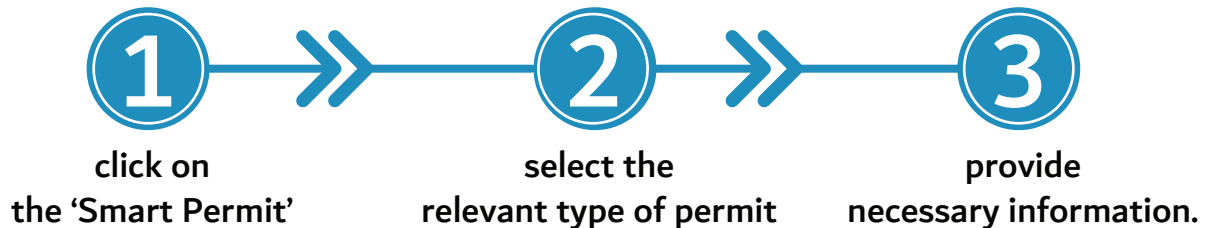# How can a PIC enter monitoring data regarding cleaning, disinfection and maintenance of food equipment?

The PIC can add any equipment they use in the facility by clicking **'Add Equipment'** feature that appears under **'Additional Information'**

If your equipment supplier has already added a specific equipment with the model number, you can pick the exact equipment from the database.

Add Equipment

How can the PIC request for permits through Foodwatch?

1 **click on
the 'Smart Permit'**

2 **select the
relevant type of permit**

3 **provide
necessary information.**

Note that permits are issued based on 'real-time' evaluation and the status of license, inspection grade etc are accounted for in the rules.

How can a PIC find an authentic Training Centre on Foodwatch?

▶ **Foodwatch allows controlled selection of trainers.**

1 login as a **PIC**

2 Select **reference people**

3 Select **Entity - Food handler information**

4 select **add food handler**

5 Add the details of the food handler and request training