



**DUBAI MUNICIPALITY**  
Food Control Department

## **Minimum Requirements for Registration of Food and Beverage Suppliers**





# **Minimum Requirments for Registration of Food and Beverage Suppliers**

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## ◆ Introduction

This minimum requirement aims to set the necessary hygiene considerations for all food and drinks suppliers in accordance with the pre-requisite programs set out in the HACCP guidelines of the Food Control Department.

This document will also provide guidelines for suppliers in complying with the requirements for handling, storing, transporting and processing of food stuff to be supplied to their customers.

This will act as a supplementary requirement to the HACCP guidelines which deal specifically with food suppliers. Food suppliers in this minimum requirement are categorized into three types:

- Type A: Food establishment involved in food importation, processing/manufacturing/repacking and retail selling/distributing. Lg. Food Factories, re-packers, food processors etc.
- Type B: Food establishment involved in food importation, storage, selling/distributing. Lg. Food traders, food importers etc.
- Type C: Food establishment involved in retail buying, storage and display selling/distribution. Ex. grocery stores, department stores, meat shops/butcheries.

Specific requirements for such categories were stated in this document and implementation of such requirements shall be the responsibility of the food establishment and no food suppliers will be approved without complying with these requirements.

This minimum requirement shall apply to all food establishments who may wish to be approved as a supplier of food and beverage in the Emirate of



Dubai. In case, the company's food facility is located outside of Dubai, an inspection must be conducted by the concerned authority in the Emirate to verify that the requirement set out in this document is satisfactorily complied with. No supplier can be approved without meeting the requirements of this document.

## ◆ Minimum Requirements for Pre-requisite Programs

### A. Company's Management Policy

The management shall be committed;

- To produce safe food for the customer and the commitment shall be properly demonstrated and communicated at all levels of the organization.
- To provide adequate resources and personnel necessary for the effective implementation of the food safety and hygiene condition of the food establishment including the transport, sale, and display of the food being supplied to the customers.

### B. Premises and Equipment

The food establishment shall comply with the pre-requisite programs for construction and equipment set out in DM-HACCP Guidelines for Food Manufacturing Premises Section 7.2 and DM-HACCP Guidelines for Retail Operators Section 7.2.

As a supplementary requirement, the food establishment who intends to be approved by DM-FCD as FOOD AND BEVERAGE SUPPLIER shall provide adequate resources for transporting, handling and displaying to be supplied to the buyer. Suitable food transportation units such as food transport/

delivery vehicles, containers, boxes, bins, trays, trolleys or any food contact receptacles shall be adequately provided by the supplier in order to convey the food, hygienically and safely.

Suitable food transportation units shall comply with the hygiene requirements to protect food from possible sources of contamination including dust and fumes, to protect food from damage, and to provide a suitable environment to effectively control the growth and multiplication of pathogenic or spoilage microorganism or their toxins. It shall

- Be designed and constructed from materials which will not contaminate the food (inert, non-toxic, or at least compatible with the transported food and which does not leach or transfer substances to the food or adversely affect the food). Stainless steel and surface coated with food grade epoxy resins are most suitable.
- Be effectively cleaned and disinfected
- Permit effective separation of different food items (meat, poultry, fruit/vegetables, dairy, seafood and dry goods) or food items from non-food items.
- Provide good system for maintaining the temperature, humidity, atmosphere and other conditions necessary for effective control of the growth of microorganisms and for effectively controlling the deterioration of the food items.
- Provide temperature monitoring devices or allow fast and accurate temperature checking activity.



## C. Maintenance and General Cleaning

The food establishment shall comply with the pre-requisite programs for maintenance and general cleanliness set out in HACCP Guidelines for Food Manufacturing Premises Section 7.3 and HACCP Guidelines for Retail Operators Section 7.3.

- Maintenance program shall cover the maintenance of food transportation units such as delivery vans to maintain the hygienic condition of food being transported to the supplier.
- Vehicle preventive maintenance or inspection shall be carried out every six months to check the overall condition of the vehicle and subsequent corrective action must be done if any adverse condition will be observed especially conditions that would hinder the vehicle unfit for food transportation such as damages to the internal surface including leakages from the refrigerating unit, rubber seals/locks, temperature control devices and protective covering/insulation.
- Records of the vehicle preventive maintenance shall be maintained and shall be presented to DM-FCD during the approval process.
- Calibration for the cooling units at the transportation vehicles or temperature controlled facilities shall be conducted at least once a year.
- Cleaning program shall cover the food transportation units before and after each use.
- Cleaning and disinfecting procedures shall be developed to effectively clean the vehicles and containers in accordance with the HACCP guidelines of DM-FCD (6 steps).



- Cleaning and disinfecting shall be done properly using approved chemicals to remove the residues, objectionable odors or any contaminants from previous cargo/load, with proper rinsing to eliminate cleaning chemical residues.
- Cleaning and disinfection records shall be maintained by the delivery personnel to be presented for inspection either by buyer or by DM-FCD inspectors.
- Frequency of cleaning shall be at least before and after loading or after each change of food items being loaded.
- Food transportation units shall be clearly designated or marked for food use only and shall be used only for that purpose.

#### **D. Pest Control**

The food establishment shall comply with the pre-requisite programs for Pest Control set out in HACCP Guidelines for Food Manufacturing Premises Section 7.4 and HACCP Guidelines for Retail Operators Section 7.4.

- Pest control program shall cover the loading docks/areas, storage areas and food vehicles. Loading areas must be protected from pest intrusion such as birds, flies and other crawling and flying insects.
- Food items intended for loading into food vehicles shall be loaded as soon as possible to avoid exposing them to external environment to avoid deterioration or temperature changes and subsequent attraction to pest.
- Food vehicles shall be physically inspected prior to loading for any signs of pest activity or any possible causes of pest intrusion such





as holes or leakage of the vehicle that would be a possible entrance or harborage of pest.

- Food items to be loaded into the food vehicles shall be inspected by the supplier for any signs of pest. Infected products shall be immediately sorted and discarded to avoid contaminating the other food items and the food vehicle. Records should be maintained.

## **E. Personal Hygiene Requirements**

The food establishment shall comply with the pre-requisite programs for personal hygiene set out in HACCP Guidelines for Food Manufacturing Premises Section 7.5 and HACCP Guidelines for Retail Operators Section 7.5.

- All delivery personnel, drivers, labors, checkers and salesmen shall have valid occupational health cards to ensure that no person with communicable disease is handling the food items.
- Copies of health cards must be carried by each person to be presented to DM-FCD during registration.
- Health cards shall also be presented to the receiving customer for evaluation if the need arises. The customer has the right to reject the food items being delivered if the delivery personnel have no valid occupational health card.
- It shall be the responsibility of the supplier to provide the delivery personnel with clean uniforms at all times including gloves, close toed shoes, head covers and aprons or any protective gears that is necessary to prevent the contamination of food by the delivery personnel during all stages of food handling.

- Personnel who were diagnosed to have communicable disease shall ask for medical clearance before reporting for work or engaging in any food handling or delivery activities.
- Basic food hygiene training must be given to all delivery personnel on a yearly basis.
- Training shall give emphasis on the awareness of the personnel on the nature of foods that are being handled or transported and the possible extra precautionary measures that may be required.
- Certificates must be presented to DM-FCD during registration.

## **E. Temperature Control**

The food establishment shall comply with the pre-requisite programs for Temperature Control set out in HACCP Guidelines for Food Manufacturing Premises Section 7.8 and HACCP Guidelines for Retail Operators Section 7.8, in addition to DM Transportation Guidelines for 2006.

## **G. Product Recall**

The food establishment shall comply with the pre-requisite programs for Product Recall set out in HACCP Guidelines for Food Manufacturing Premises Section 7.9 and HACCP Guidelines for Retail Operators Section 7.9, in addition to DM Transportation Guidelines for 2006.

- The food establishment shall implement an effective system that will facilitate fast and accurate recall procedures.
- The procedure shall include the complete records of the date of shipment, lot identification number, and quantity.
- In any case, the contact numbers of the delivery personnel must be readily available for ease in tracking and tracing the product or food delivery vehicle.



- Whenever possible, the supplier should provide a list of buyers and the corresponding contact numbers of the person in charge for safe and fast segregation of the affected/suspected product for recall.
- Segregating damaged products shall not exceed two hours from the time the probable cause of food safety violations is positively identified.
- The efficiency of product recall must be verified at least annually and records of such verification activities must be maintained.

#### **H. Sampling and Laboratory Analysis**

- The food establishment shall submit the food items to be supplied for laboratory analysis to an approved laboratory at least annually to validate the supplier's health certificate from foreign or local suppliers.
- Any unsatisfactory result of chemical or microbiological test shall be investigated and proper corrective action must be taken to prevent further risk to the consumer such as segregation of affected food items, disposition according to Dubai Municipality Food Control Department Supervision and taking appropriate legal actions against the supplier.
- All test results must be maintained until all business transactions are still on and test results must be presented to the buyer whenever necessary or as needed for HACCP validation purposes.

#### **I. Approved Food and Beverage Supplier**

The food establishment shall comply with the pre-requisite programs for approved food and beverage suppliers set out in HACCP Guidelines for Food Manufacturing Premises Section 7.6 and HACCP Guidelines for Retail Operators Section 7.6

Whenever possible, the food establishment shall maintain a copy of all health certificates for each raw material and ingredient bought either from foreign or local supplier.

- Copies of these health certificates shall be given to all buyers of food items supplied in the Emirate of Dubai.
- In the absence of health certificates, a guarantee letter or a certificate of analysis must be given to the buyer to assure the buyer that the food items were produced in safe and hygienic manner which complies with the Dubai Municipality Food Control Department.
- A food and beverage supplier can only be approved to supply food in the Emirate of Dubai if it complies with the provisions of this requirement and gets a minimum of Grade C in the latest routine inspection which covers the GMP/GHP requirement set out in the food inspection system of Dubai Municipality-Food Control Department or any other concerned authority. Note that this requirement also applies to all food suppliers outside of Dubai who may want to register as approved food and beverages supplier in the emirate of Dubai.

#### **J. Internal and External Audit**

The food establishment shall comply with the pre-requisite programs for internal and external audits set out in HACCP Guidelines for Food Manufacturing Premises Section 7.8 and HACCP Guidelines for Retail Operators Section 7.8.

- The food establishment shall do the internal audit of the system to ensure the hygiene and safety condition of foods being supplied.



- A qualified person shall conduct the internal audit at least every 6 months and results of the audit shall be maintained.
- Internal audits shall include the distribution system from the discharging, loading, delivery and turnover of food items to the buyer.
- Corrective actions during the audit shall be done immediately and records shall be maintained to prove due diligence.

## ◆ Food Flow Requirements

- 1- Food items must be handled properly in accordance with good hygiene regulations of Dubai Municipality Food Control Department at all stages of the food chain.
- 2- Food temperature must be maintained by providing appropriate control measures to maintain the integrity of the cold chain.
- 3- Monitoring of the food flow must be under the supervision of a competent individual capable of formulating appropriate corrective action especially if there is non conformance.
- 4- The requirements for each food establishment will depend on the nature of the activity which will differ if the company is a food manufacturer, trader/importer and retail food distributor and the activity can be a mix up of the following;
  - Receiving
  - Unloading
  - Storage
  - Manufacturing/Repacking



- Loading
- Transportation/Delivery
- Turnover of Food Items to the Buyer

### Receiving

- 1- Received food items shall be properly inspected to determine compliance to agreed specifications by a competent person who knows about the product and the hazards involved in such products.
- 2- Inspection activities shall be focused but not limited to the following criteria;
  - Organoleptic condition of food items (presence of abnormal color, odor and damages/deformities)
  - Condition of the packaging (Presence of damages, pest activities, wetness, labeling, tight seals/closure, cleanliness)
  - Production and expiry dates
  - Temperature of food items
  - Temperature of food delivery vehicles
  - Condition of the food vehicle (general cleanliness, presence/absence of moisture, foreign materials, odors, free from wall, floor and ceiling defects/damages, tight fitting doors with rubber gaskets)

- Documentation traceable to the food items being received such as HACCP certificate, Certificate of Analysis, Health Certificate and/or Guarantee Letter.
- 3- The food establishment shall designate an area for non-conforming products at the time of receiving.
- 4- The non-conforming product area shall be properly controlled and secluded whenever possible to prevent inadvertent use.
- 5- Non conforming products shall be properly labelled or identified with the reason for the nonconformance or rejection, product disposition, date and time of rejection.
- 6- Stock inventory/monitoring must be done regularly and the area must be inspected daily and cleaned regularly to avoid pest infestation.
- 7- In the event of rejection that would warrant disposal of the food items, DM-FCD shall be informed immediately for proper guidance and requirements.

### **Unloading/Loading**

- 1- Food items to be loaded/unloaded from the container must be safely and hygienically handled to minimize product deterioration and contamination.
- 2- Proper care must be taken when de-vanning of the food items to prevent falling or any untoward accident that will render the product unfit for human consumption.
- 3- In any case, the loading/unloading procedure/operation shall

not exceed two hours to avoid exposing the food at abnormal temperature within the temperature danger zone.

4- Following are the methods to be employed when loading/unloading:

- Persons in charge of loading/unloading shall have valid occupational health cards and strict personal hygiene checks shall be carried out at least once a week for each person to ensure that high personal hygiene practices are maintained.
- Loading/Unloading areas and activities shall be protected from contamination from dust, pest infestation/bird nests and foreign matters.
- Random inspection of food items must also be done while loading/unloading to check the condition of food items.
- Delivery vehicles must be checked for signs of leakage, pest infestation and cleanliness of the van. Vehicles with poor hygiene condition shall be noted and the buyer shall have the right to reject any food items if the condition of the delivery vehicle was found to be unsatisfactory.
- Whenever possible, food transport vehicle must be designated for a certain food item only to avoid cross contamination.

## Storage

- Good storage or warehousing practices shall be implemented to ensure satisfactory hygiene condition of the food storage areas.
- Temperature controlled areas must be provided for high risk food



items which could maintain the temperature of chilled food items to 1 - 5 C and frozen foods to -18C or lower.

- Dry items must be stored in areas with Relative Humidity of 60 percent and at room temperature not exceeding 25 degrees Centigrade.
- Proper stock rotation (FIFO) shall be observed at all times and all expired items shall be segregated, recorded and placed in the non-conforming product area immediately.
- Proper stock inventory of the expired food items must be done regularly to prevent inadvertent use. The documented quantity of all expired items must be equal to the actual count of the stock in the non-conforming products area. Expired items must be discarded or disposed immediately whenever possible, within 72 hours after the date of notification.
- Proper storage practices shall be observed such as proper spacing of the food items from the floor, wall and ceiling for proper air circulation. No food items shall be placed near the inlet air flow to ensure proper cooling.
- Cleaning and disinfection of temperature controlled areas shall be done on a regular basis at least twice per month or as needed to maintain the hygienic condition of food storage areas.
- Proper segregation of food items must be done to separate the food items to prevent cross contamination (Fish and seafood, meat products, dairy products, dry items, fruits and vegetables, pork products and poultry products).



## Manufacturing/Repacking

- Food products shall be manufactured or handled under strict good manufacturing practices and good hygiene practice.
- In any case, the food hygiene and safety regulation of DM-FCD shall be strictly implemented. Some of these are outlined in the HACCP Guidelines for Food Manufacturing Premises, in the HACCP Guidelines for Retail Premises
- Applicable international regulations shall be followed if there are no technical guidelines from DM-FCD but must be properly verified by consulting DM-FCD.
- Procedure for handling corrective actions for the findings noted during routine inspection of DM-FCD must be established to correct the violation as soon as possible.

## Transportation/Delivery

The food establishment shall comply with the Transportation Guidelines of DM FCD for 2006.

- Food items shall be hygienically and safely transported and delivered to the buyer using approved food transportation vehicles by DM-FCD.
- Approved food transport vehicles shall be inspected, cleaned/disinfected daily and must be pre-cooled before loading to verify the efficiency of the cooling unit. Slow pre-cooling is tantamount to defects in the cooling units, leakage of the refrigerant or in the rubber gasket seal of the vehicle door.



- Pre-cooling shall reach the minimum required temperature for the storage of the food item to be loaded into the vehicle.
- Pre-cooling time and temperature shall be recorded and shall be made available for inspection at all times either by the DM-FCD inspector or any buyer's representative.
- Monitoring of vehicle temperature shall be done on an hourly basis and records shall be maintained by the person in charge of the delivery.
- Any abnormal temperature fluctuations that would render the food product unfit for consumption shall be recorded and the cause of such fluctuations must be rectified.
- In all cases, chilled food items must be transported at a temperature range of 5 degrees or below and frozen food items must be transported at a temperature range of -18 degrees or below.
- Dry food items must be hygienically transported in closed or covered transportation vehicles to avoid dust contamination and high temperature during summer season.
- Whenever possible, reserved vehicles must be provided to transfer the food in case of breakdown or accidents.
- Any food items which were exposed to the temperature danger zone from 5-65 degrees Centigrade for two hours shall be discarded immediately.
- All food items must be properly turned over to the buyer.



- The supplier shall bear the responsibility of providing the pertinent documents to prove that the product is safe and hygienic such as the HACCP certificate, Health Certificate, Certificate of Analysis (COA), guarantee letter, temperature records during delivery/transport, cleaning records, health cards of delivery personnel etc.

### ◆ DM-FCD Internal Procedure for Registration of F&B Suppliers

#### A. Application

The food establishment who may wish to apply as food supplier in the Emirate of Dubai shall file an application to DM-FCD by filling up an application form and by submitting the following requirements for approval;

- Copy of Company Trade License
- Establishment Contact Details (Address, contact numbers, email and contact persons)
- Detailed Location Maps of all warehouses, storage area or cold stores.
- Business Activities as per License
- Details and specification of DM-FCD approved food transportation vehicles (plate number, capacity, specification of temperature monitoring device, cleaning program... etc)
- Valid occupational health cards of all delivery personnel (drivers, labors, salesmen, helpers etc. at least three months before the date of expiry.
- HACCP or ISO certification (if any) includes the details of Consultancy and Certification Company.

- Basic Food Hygiene training records of all delivery personnel
- Details of the qualified person responsible such as Hygiene Officer, QA personnel, HACCP team leader, etc.
- List of food items to be supplied in the Emirate of Dubai
- List of customers/buyers in the Emirate of Dubai (top ten in terms of volume or weight)
- Latest Inspection Report from DM-FCD or any other concerned authority.
- Copy of the approved labels of food items supplied in Dubai.

For food establishment outside of Dubai, an inspection must be done by the concerned authority in the factory/warehouse to determine compliance to DM-FCD requirements using the checklist in the new food inspection system. Note that all requirements set out in the pre-requisite program of HACCP guidelines for food manufacturing companies and/or retail operators must be complied with. No food establishment shall be allowed to supply any food and beverage in the Emirate of Dubai without complying with DM-FCD regulations.

## **B. Procedure for Registration**

- DM-FCD will review the documents submitted by the food establishment to determine compliance to this requirement. An approval letter will be given to the food establishment stating the approval to supply food items, the identification of the vehicle to be used for delivery, the names of delivery personnel, the type of food allowed to be supplied in the Emirate of Dubai.

- The letter will be signed by the Head of Food Control Department. Any change by the food establishment which would require amendment in the details written in the approval letter shall be notified to DM-FCD such as change in the food items supplied, food vehicle details, delivery personnel etc.

◆ **Approval shall be presented to the buyer whenever necessary for inspection.**

- The validity of approval letter shall be for one year only. All approval letters shall be renewed on a yearly basis including the approval of food vehicles. Refresher food hygiene and safety training, renewal of occupational health cards for the delivery personnel must be done on a yearly basis.
- DM-FCD reserves the right to cancel the approval if the company failed to maintain the hygiene condition of the premises. Subsequent closure of the premises might be imposed on the premises.
- Approved food and beverage suppliers' list shall be maintained by DM-FCD and be made available for public references.





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provides the essence of success and comfort of living

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