



Guidelines:

Health requirements for

Pet Shops

PCFC- Entity (Business Unit) Name	:	Trakhees – Department of Planning & Development
Department Name	:	Environment, Health & Safety (EHS)
Section Name	:	Public Health & Safety
Document Reference Number	:	PCFC-TRK-EHS-PHS-G17
Revision Number	:	02
Revision Date	:	November 2023
Classification	:	Public



1. Purpose

- To ensure commitment of all Pet Shops to the public health requirement, as set by PCFC-EHS.
- To ensure the implementation of an 'Unified Health Requirements Program', in all Pet Shops in the jurisdiction of PCFC – Ports, Customs & Free zone Corporation, Dubai.

2. Scope

The Health requirements are applicable to all Pet Shops operating in the area of Jurisdiction of PCFC (Ports, Customs & Free zone Corporation), Dubai

3. Details of Implementation

3.1 Documents:

- 3.1.1 A valid professional trade license issued from Trakhees - Licensing Division /JAFZA should be available and the commercial name should reflect the service provided by the center.
- 3.1.2 Updated Official staff list.
- 3.1.3 EHS file (hard copy/ soft copy) with all the required documents should be available for verification during inspection.
- 3.1.4 Pest control system must be implemented in the premises and the records must be kept updated.
- 3.1.5 Only those activities permitted in the license are allowed to be performed in the facility.
- 3.1.6 The facility should be approved by Trakhees Dept. of Planning & Development (i.e. CED).
Modification Completion Certificate (MCC) / Activity Verification Certificate (NOC AV)



should be obtained from Trakhees - CED and EHS respectively) and shall be available in the facility.

3.1.7 Relevant approval document from Dubai Municipality Veterinary Section / Ministry of Climate Change & Environment shall be made available.

3.2 Staff:

3.2.1 Applicable staff should obtain valid Occupational Health Certificate issued from DHA.

3.2.2 Personal hygiene of the staff should be maintained.

3.2.3 Clean uniforms should be worn during working hours.

3.3 Premises:

3.3.1. The facility must be in a good condition in terms of construction.

3.3.2. Sufficient area must be provided considering the extent of operation in terms of furniture, machineries installation and occupancy.

3.3.3. Sign board must be put at the entrance of the shop.

3.3.4. Facility must be provided with sterilization equipment and disinfectants for grooming tools (if applicable).

3.3.5. Suitable ventilation & sufficient lighting should be available.

3.3.6 Floor, walls, ceiling must be kept clean, well maintained & in good repair.

3.3.7 The walls should be painted with suitable and smooth paint, not rough and the floor should be made of easy to clean material such as ceramic tiles.

3.3.8 Hand wash basin should be available and provided with liquid hand soap and tissue/ hand dryer.



3.4 The centre / facility should provide the following:

- 3.4.1 Separate covered waste bin should be provided for collection of animal waste.
- 3.4.2 Covered waste bin with liner for general waste collection also shall be available.
- 3.4.3 First aid box with valid contents must be provided, and staff should be trained to deal with minor incidents.
- 3.4.4 Commitment towards general cleaning throughout the premises. The facility should implement effective cleaning and disinfection in all areas to ensure hygiene. Daily cleaning checklist for the entire premises should be provided. Detergents and disinfectants must be stored separately.
- 3.4.5 No smoking sign should be displayed in the entrance.
- 3.4.6 Emergency contact number of person shall be displayed conspicuously in case of emergency.
- 3.4.7 Plastic laundry basket (preferably net type) for collection of soiled towels/ aprons/ uniforms should be provided.