

Guidelines – Health requirements for Pet Shops

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1. Purpose:

- To ensure the implementation of uniform Health requirements in all Pet Shops in the Trakhees jurisdiction of Dubai

2. Scope:

The health requirement is applicable to all Pet Shops within the jurisdiction of Trakhees in the Emirate of Dubai, UAE.

3. Responsibility:

- Director, Inspection Department
- Manager, Retail & Commercial
- Senior Officer, Retail & Commercial
- Officers, Retail & Commercial

4. Details of implementation:

4.1 Documents:

- 4.1.1 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 centre.
- 4.1.2 Updated staff list.
- 4.1.3 EPHS file as per (Health Circular No.4) to compile and include all the required documents for verification during inspection.
- 4.1.4 Pest control system must be implemented in the premises and the records must be kept updated.
- 4.1.5 Only those activities permitted in the license are allowed to be performed in the facility.
- 4.1.6 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 Retail & Commercial section respectively) and shall be available in the facility.
- 4.1.7 Relevant approval document from Dubai Municipality Veterinary Section / Ministry of Environment & Water (MOEW) shall be made available.

4.2 Staff:

- 4.2.1 Assigned staff should obtain valid Occupational Health Card issued from Trakhees (044364652/044364639) within the first month of starting the work the in the premise. In case of renewal, the card must be renewed within one month after the expiry date.
- 4.2.2 Personal hygiene of the staff should be maintained.
- 4.2.3 Clean uniforms should be worn during working hours.



4.3 Premises:

- 4.3.1. The facility must be in a good condition in terms of construction.
- 4.3.2. Sign board must be put at the entrance of the shop.
- 4.3.3. Size for the shop must be as per requirements set forth by Trakhees Permit Section.
- 4.3.4. Suitable ventilation & sufficient lighting should be available.
- 4.3.5. Floor, walls, ceiling must be kept clean, well maintained & in good repair.
- 4.3.6. 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.
- 4.3.7. Hand wash basin should be available and provided with liquid hand soap and tissue/ hand dryer.

4.4 The center should provide the following:

- 4.4.1. Separate covered waste bin should be provided for collection of animal waste.
- 4.4.2. Covered waste bin with liner for general waste collection also shall be available.
- 4.4.3. First aid box with valid contents must be provided, and staff should be trained to deal with minor incidents.
- 4.4.4. 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.
- 4.4.5. No smoking sign should be displayed in the entrance.
- 4.4.6. Emergency contact number of person shall be displayed conspicuously in case of emergency.
- 4.4.7. Plastic laundry basket (preferably net type) for collection of soiled towels/ aprons/ uniforms should be provided.