

## Client Procedure for requesting Communicable Disease Isolation (CDI)

PCFC- Entity (Business Unit) Name : Trakhees – Department of Planning & Development

Department Name : Environment, Health & Safety (EHS)

Section Name : Public Health & Safety

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## 1. Purpose

As a part of implementing safety in preventing outbreaks of any communicable diseases in Jebel Ali Free Zone (including National Industries Park (NIP), Trakhees EHS supports to offer isolation facility for the patients with communicable disease.

## 2. Scope

This procedure allows and approves an employee/Staff of any company within Jebel Ali Free Zone including NIP residing in any JAFZA accommodation to use the isolation ward to recover from communicable disease.

## 3. Definitions and Abbreviations

- |          |   |
|----------|---|
| 3.1 PCFC | Ports, Customs and Free Zone Corporation. |
| 3.2 EHS  | Environment, Health & Safety Department   |

## 4. Procedure



For quick procedural info, please refer to the [Workflow](#) on last page.  
For a more detailed approach, please read below.

### 4.1. Prerequisites / Required documents:

#### 4.1.1 Ensure below documents are ready for upload:

- Medical certificate/ Report of patient
- Emirates ID/ JAFZA ID

- 4.1.2 Review and approval fee (120 AED including KD & Innovation) is required to be paid in full prior to EHS' review of application. Therefore, client is required to top-up their prepaid account to enable submission to proceed.

#### 4.2. Approval & Isolation Process:

- 4.2.1 Client has to log in through Trakhees portal (<https://online.trakhees.ae/>) and submit an online request for 'Communicable Disease Isolation' (CDI), as provided under 'EHS customer service' option by updating and uploading with required information and documents.

(Website Path: EHS → EHS Customer Service → CDI (Communicable Disease Isolation))

- 4.2.2 Trakhees EHS shall review the online request and on satisfactory compliance approval shall be provided. Otherwise more info required shall be sent to client for further response through portal prior to proceed with approval.
- 4.2.3 Upon approval NOC will be emailed to the client, and copied to IMDAAD Operations team. The patient shall report to respective camp boss of accommodation for isolation.
- 4.2.4 Camp Boss shall be responsible for ensuring the patient's isolation.

## 5. Process Measurements

No.	Process	Target
5.1	Review & Issue of the NOC, after payment completed by Applicant*  <i>*(from the date of Applicant's notification towards the settlement of the payment)</i>	2 Working days

## 6. Service Fees

No.	Service	Fees (AED)*
6.1	NOC for Communicable Disease Isolation (CDI)	AED 120

\*The above fees might be subjective to 5% VAT.

\* 10 AED Innovation fees and 10 AED for knowledge fees are included here for each service.

## 7. Documents/ Forms

N/A

## 8. Applicable References and Regulations

- Free Zone Rules – 9<sup>th</sup> Edition 2023

## 9. Contacts

### Trakhees – EHS Department:

Email: [EHS.Health@pcfc.ae](mailto:EHS.Health@pcfc.ae)

Tel.: 04-8068801 (Office Hours 7:30am to 3:30pm)

## 10. Workflow

