

Guidelines & Protocols for Reopening

Kindly note -

- All businesses must take the necessary measures and precautions to be in compliance with the guidelines & protocols detailed in this document, prior to re-opening and continue to do so on resuming their operations. **Once the reopening is announced, businesses can reopen after they have complied with the guidelines & protocols and ready to receive customers/resume operations.**
- All businesses must be on standby for official announcements on the date of re-opening and timings (to be announced shortly)
- Dubai Municipality, Dubai Economy (Commercial Compliance and Consumer Protection Sector), Dubai Chamber and other relevant government departments will reach out to provide additional guidelines and instructions as and when required.
- For any further enquires, you can contact Dubai Chamber - Customercare@dubaichamber.com and Dubai Economy – Info@dubaided.gov.ae



Wholesale and Retail Trade

Social Distance Risk

H	M	L
---	---	---

Importance to Economy

H	M	L
---	---	---

Opening Stage

1	2	3	4
---	---	---	---

Activities included in the sector

Shopping Malls, High-Street, Souqs, Wholesale

Activities Excluded in the sector

- Family Entertainment
- Changing rooms
- Prayer Rooms
- Cinemas
- Kids play areas
- gyms and fitness clubs

Dubai Health Authority Feedback

Confirmed

Dubai Municipality Feedback

- DM related circulars and guidelines are ready to publish once decision made
- DM assessment and monitoring program will be conducted before opening and after
- Non-compliance may result in the issuance of a violation notice or fines or closure as per the enforced regulations

Operating Hours



Consumer Visiting Hours



Capacity Level (Staffing)



RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Owner	Retailer	Consumer	Gov
Health and Hygiene					
1. 24 hr. mall sanitization	<ul style="list-style-type: none"> Clean all the common areas of the mall premises included toilets cleaned after each use & entrance areas sterilized 	CR	CM	CM	R
2. Entrance health checks	<ul style="list-style-type: none"> Ensure that anyone entering the mall including staff, visitors, contractors all undergo mandated temperature screening & checks 	CR	CM	CM	R
3. Provision of masks & hand sanitizers	<ul style="list-style-type: none"> All visitors are mandated to wear masks at all times in the mall from entry. Non compliance will lead to denial to enter mall. Hand sanitizers to be installed around malls, next to cashiers, etc. Regulate purchase of masks by Malls 	CR	CM	CM	R
4. Mandatory isolation rooms	<ul style="list-style-type: none"> Have a small dedicated area on site to isolate potential positive cases 	CR	CM	CM	R
5. Standard Operating Procedures for mall operators & retailers	<ul style="list-style-type: none"> Have dedicated set procedures for stakeholders to maintain compliance in event of having to deal with positive cases on site and crowd management 	CM	CM	CM	R
6. COVID 19 health & prevention staff education	<ul style="list-style-type: none"> Educate staff on maintaining personal health safety & premise hygiene 	CM	CM	CM	S
7. No trial of clothes, Sanitization for each item after each trial , no testing allowed for personal care, retailers are not allowed to implement 'No Return Policy' for sale of personal items	<ul style="list-style-type: none"> Changing rooms will remain closed Fashion, accessories & wearable apparel trial pose transmission risk. Sanitation measures for personal items must be performed after each customer trial to ensure safety while maintaining consumer rights 	CM	CM	CM	R



Wholesale and Retail Trade

Social Distance Risk



Importance to Economy



Opening Stage



Activities included in the sector

Shopping Malls, High-Street, Souqs, Wholesale

Activities Excluded in the sector

- Family Entertainment
- Changing rooms
- Prayer Rooms
- Cinemas
- Kids Play Areas
- gyms and fitness clubs

Dubai Health Authority Feedback

Confirmed

Dubai Municipality Feedback

- DM related circulars and guidelines are ready to publish once decision made
- DM assessment and monitoring program will be conducted before opening and after
- Non-compliance may result in the issuance of a violation notice or fines or closure as per the enforced regulations

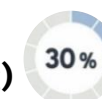
Operating Hours



Consumer Visiting Hours



Capacity Level (Staffing)



RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Owner	Retailer	Consumer	Gov
Health and Hygiene					
8. Promote smart payments as preferred method	<ul style="list-style-type: none"> Awareness for customers to pay through smart payments (credit cards/ debit cards over cash) Cash payments are still valid and not to be rejected 	CM	CM	CM	S
9. Availability of cleaning staff	<ul style="list-style-type: none"> Ensure availability of dedicated cleaners in restrooms to sanitize the toilets per usage Ensure availability of dedicated cleaners to regularly sanitize all entrances, elevators, and escalators (or any other facilities/surfaces that are prone to high frequency of contacts) 	CR	CM	CM	R
10. Supply chain and storage quarantine practices	<ul style="list-style-type: none"> Designate a dedicated place to ensure hygiene implemented across the supply chain and storage i.e. from the point where items/clothes are entered into the mall or retail store 	CM	CR	S	R
11. Electronic doors	<ul style="list-style-type: none"> Ensure dedicating electric doors rather than manual doors at entrances to reduce contacts and contamination Dedicated separate doors for entry and exit 	CR	CM	CM	S
12. Gold & jewelry sanitization measures	<ul style="list-style-type: none"> Shoppers must wear mask while trying items. Jewelry items tried by customers to be sanitized properly or quarantined in case sanitization is not possible due to fear of damaging the jewelry. 	S	CR	CM	R
13. Cleaning Measures for F&B Outlets (In case of Dine-in)	<ul style="list-style-type: none"> Ensure using disposable, individually wrapped plastic utensils / dishes / packages only Cleaning of surfaces (tables, chairs) with 75% alcohol after each customer's use/leave 	CR	CM	CM	R
Social Distancing					
1. Physical distancing of 2 meters	<ul style="list-style-type: none"> Ensure the 2 meters distancing measure is maintained in all common areas, at cash counters, service desks & customer service Not applicable to family members No more than 30% of elevators capacity 	CR	CM	CM	R



Wholesale and Retail Trade

Social Distance Risk

H	M	L
---	---	---

Importance to Economy

H	M	L
---	---	---

Opening Stage

1	2	3	4
---	---	---	---

Activities included in the sector

Shopping Malls, High-Street, Souqs, Wholesale

Activities Excluded in the sector

- Family Entertainment
- Changing rooms
- Prayer Rooms
- Cinemas
- Kids Play Areas
- gyms and fitness clubs

Dubai Health Authority Feedback

Confirmed

Dubai Municipality Feedback

- DM related circulars and guidelines are ready to publish once decision made
- DM assessment and monitoring program will be conducted before opening and after
- Non-compliance may result in the issuance of a violation notice or fines or closure as per the enforced regulations

Operating Hours



Consumer Visiting Hours



Capacity Level (Staffing)



RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Owner	Retailer	Consumer	Gov
Social Distancing					
2. Mall & store occupancy ceiling	<ul style="list-style-type: none"> Maintain occupancy ceiling to 30% of common areas and gross leasable areas mention on stickers on shop front the number of visitors allowed in the store at the same time (per sq meter) by calculating 2meters away from each angle F&B (incase of dine-in) outlets reduce seating arrangements to 30% and maintain placing seating and tables 6+ ft apart for all customers Stores (& F&B dine-in) to hang red tag at front door indicating maximum number of allowed customers inside. To be calculated based on 4 feet per customer 75% of the mall parking to be closed 	CR	CM	CM	R
3. Entertainment and attractions to be kept closed	<ul style="list-style-type: none"> Closure of all entertainment & tourist attractions (e.g. Dubai Fountain) to restrict crowding No entertainment activities of any kind to be performed Remove public seating 	CR	CM	CM	R
4. Mall Etiquette	<ul style="list-style-type: none"> Clear communication that visitors are allowed to visit the mall for a maximum of 3 hours Maintain discipline and adult supervision of their children at all times Clear communication on caps of visitors 	CM	CM	CM	CR
Regulations and Policies					
1. Mall opening dates & timings	<ul style="list-style-type: none"> Ensure the mall adheres to government guidelines 	CR	CM	CM	R
2. Communication policy	<ul style="list-style-type: none"> Ensure signages & notices are placed at regular intervals with high visibility and clear instructions using mall microphones to remind mall visitors of precaution measures 	CR	CM	CM	CR

Wholesale and Retail Trade

Social Distance Risk



Importance to Economy



Opening Stage



Activities included in the sector

Shopping Malls, High-Street, Souqs, Wholesale

Activities Excluded in the sector

- Family Entertainment
- Changing rooms
- Prayer Rooms
- Cinemas
- Kids Play Areas
- gyms and fitness clubs

Dubai Health Authority Feedback

Confirmed

Dubai Municipality Feedback

- DM related circulars and guidelines are ready to publish once decision made
- DM assessment and monitoring program will be conducted before opening and after
- Non-compliance may result in the issuance of a violation notice or fines or closure as per the enforced regulations

Operating Hours



Consumer Visiting Hours



Capacity Level (Staffing)



RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Owner	Retailer	Consumer	Gov
Regulations and Policies					
3. Regulate occupancy rent	<ul style="list-style-type: none"> Mall management is encouraged to make retailers pay rental for lease areas in mall based on pro-rata charge for number of hours the store stays opened instead of full day rental If retailers have to renew their lease, there should be no increase on rent after renewal 	CR	CM	CM	R
4. Mall entry points	<ul style="list-style-type: none"> Malls must open all entry points to avoid crowding at entrances since visitors must do health checks which could lead to long queues Limiting visitors entrance to selected doors is not allowed Elderly above 60 years old and children between the age 3-12 years old are not permitted to enter 	CM	CM	CM	R
5. Prohibit sales & promotional activities	<ul style="list-style-type: none"> Neither mall management nor retailers are allowed to hold sales & promotions during stage 1 of reopening malls to avoid crowd management within a store 	CR	CR	CM	R
6. Suspend valet parking services	<ul style="list-style-type: none"> Ensure valet parking is not provided to visitors during this period 	CR	CM	CM	R
7. Food court and F&B outlets distancing compliance	<ul style="list-style-type: none"> Ensure F&B can host 30% of the capacity with 2m distance between tables including the food courts to enable physical distancing 	CR	CR	CM	R

Digital and Technology

1. Thermal temp scanning	<ul style="list-style-type: none"> Ensure thermal scanners/ cameras are used for health checks to monitor potential infected cases Only applicable to malls and not high-street and souqs 	CM	CM	CM	S
2. Unified Communication Campaigns	<ul style="list-style-type: none"> Mass Communication to population to comply with all measures 	CR	CM	CN	S



Transport and Logistics

Social Distance Risk

H	M	L
---	---	---

Importance to Economy

H	M	L
---	---	---

Opening Stage

1	2	3	4
---	---	---	---

Activities included in the sector

Metro, Buses, Taxis

Activities Excluded in the sector

- Water transport
- Car sharing (Udrive and Ekar)
- Trams
- Limo Services

RTA Communication Plan

- Officially announce the re-opening of public transportation and other services in the city in coordination with Dubai Media Office
- Distribute general guidelines posters and adhering social distance in all public transportation modes and stations
- Increase awareness campaigns through social media
- Utilize existing smart electronic screens to spread the awareness messages
- Encourage the usage of digital payment methods
- Remind passengers to maintain social distancing in stations and trains
- Propose solidarity enhancement program “lets works together to preserve Dubai’s health”

Operating Hours



RESTRICTIONS AND PROTOCOLS

Actions	Implementation Plan
METRO	
1. Continue applying and enforcing social distancing measures	<p>Re-opening the Red Line in the first phase and includes the following:</p> <ul style="list-style-type: none"> • Operating hours from 7:00AM to 7:00PM • Operate all stations in the Red Line (except stations within restricted areas) • Activate the waiting time (3 minutes) during the peak hours, and reassess after a week based on the demand and directions from relevant entities <p>Followed by opening the Green line and includes the following:</p> <ul style="list-style-type: none"> • Operating hours from 7:00AM to 7:00PM • Operate all stations in the Green Line (except stations within restricted areas) • Activate the waiting time (3 minutes) during the peak hours, and reassess after a week based on the demand and directions from relevant entities <p>Extending the operating hours to normal levels (20 hours per day) based on direction from the government during full recovery</p> <p>Success Factors:</p> <ul style="list-style-type: none"> • Provide support by transportation security for applying social distancing • Restricting service operating hours in conjunction with closing hours • Provide support from relevant entities (Dubai Police or others) related to security or permits in the restricted areas <p>Reopen within a maximum period of one week</p>
2. Develop permanent crowd management procedures on the entrances of public transportation stations	
3. Impose mandatory procedures for employees and passengers to wear masks	
4. Continue sterilization practices and activities	
5. Add stickers on floors and seats and dedicate entry and exit doors	
6. Limit and restrict the usage of elevators to one or maximum two person	
7. Close escalators to reduce passenger flow to the train platform	



Transport and Logistics

Social Distance Risk

H	M	L
---	---	---

Importance to Economy

H	M	L
---	---	---

Opening Stage

1	2	3	4
---	---	---	---

Activities included in the sector

Metro, Buses, Taxis

Activities Excluded in the sector

- Water transport
- Car sharing (Udrive and Ekar)
- Trams
- Limo Services

RTA Communication Plan

- Officially announce the re-opening of public transportation and other services in the city in coordination with Dubai Media Office
- Distribute general guidelines posters and adhering social distance in all public transportation modes and stations
- Increase awareness campaigns through social media
- Utilize existing smart electronic screens to spread the awareness messages
- Encourage the usage of digital payment methods
- Remind passengers to maintain social distancing in the stations and trains
- Propose solidarity enhancement program “lets works together to preserve Dubai’s health”

Operating Hours



RESTRICTIONS AND PROTOCOLS

Actions	Implementation Plan
BUSES	
<p>1. Continue to close the air-conditioned passenger waiting areas to ensure no crowding in places of limited size</p> <p>2. Continue applying and enforcing social distancing measures and continue to put stickers on the floors and some bus seats to ensure the application of social spacing inside the buses.</p> <p>3. Develop permanent crowd management procedures on the entrances of public transportation stations</p> <p>4. Impose mandatory procedures to employees and passengers to wear masks</p> <p>5. Continue sterilization practices and activities</p>	<ul style="list-style-type: none"> • Increase number of operating lines • Reopen all bus lines across the city • Adjust service time as needed • Provide backup buses to support crowded stations • Modify (bus waiting time / bus type) according to the needs and number of passengers at service stations. • Direct the bus control center to provide more support to the inspectors and change the itinerary as needed. • Change the bus routes to avoid restricted areas without prior coordination <p>Success Factors:</p> <ul style="list-style-type: none"> • Provide support by transportation security for applying social distancing • Affective application of command and control standards and commitment to implementation plans. • Provide support from relevant entities (Dubai Police or others) related to security or permits in the restricted areas <p>Reopen within a maximum period of 2-4 weeks</p>
<p>6. Encourage passengers to use Taxis</p>	



Construction

Social Distance Risk

H	M	L
---	---	---

Importance to Economy

H	M	L
---	---	---

Opening Stage

1 Exempted

Activities included in the sector

Construction of buildings, civil engineering, specialized construction activities

Activities Excluded in the sector

- N/A

Dubai Health Authority Feedback

TBD

Dubai Municipality Feedback

- DM Related circulars and guidelines to be followed
- DM Assessment monitoring program will be conducted
- Non-compliance may result in the issuance of a violation notice or fines or closure as per the enforced regulations

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Staffing) (bus trips)



RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Owner	Company	Employee	Gov
1. Construction workers stay at site	<ul style="list-style-type: none"> All workers to stay inside the site during the working duration, they are not allowed to move out the construction site Measure the temperature of the workers as soon as they disembark All workers to wear personal protective equipment (muzzles , gloves and glasses) Avoid overcrowding inside working area, lifts, hoists, offices and rest areas Distribution of workers rest times Provide full protective set for the store keeper Providing tools and materials sterilization clearance in sufficient and various locations on site 	CR	CR	CM	R
2. Delivery of materials	<ul style="list-style-type: none"> Driver of delivery truck should not leave driver cabin during offloading without wearing personal protective equipment All materials to be offloaded by construction workers 	CR	CR	CM	R
3. Removal waste material	<ul style="list-style-type: none"> Provide sufficient number of waste bins Driver of delivery truck should not leave driver cabin during offloading without wearing personal protective equipment All waste to be loaded by construction workers 	CR	CR	CM	R
4. Symptoms found on worker	<ul style="list-style-type: none"> Authorities to be informed as soon as any of the workers on site show symptoms Isolate suspected workers until authorities arrival 	CR	CR	CM	R
5. Visitors	<ul style="list-style-type: none"> Measure the temperature for all visitors before entering the site Provide personal protective equipment (muzzles , gloves and glasses) 	CR	CR	CM	R



Manufacturing

Social Distance Risk

H	M	L
---	---	---

Importance to Economy

H	M	L
---	---	---

Opening Stage

¹ Exempted

Activities included in the sector

All manufacturing activities

Activities Excluded in the sector

- N/A

Dubai Health Authority Feedback

TBD

Dubai Municipality Feedback

- DM Related circulars and guidelines to be followed
- DM Assessment monitoring program will be conducted
- Non-compliance may result in the issuance of a violation notice or fines or closure as per the enforced regulations

Operating Hours

N/A

Consumer Visiting Hours

N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Owner	Supplier	Consumer	Gov
1. 24 hr. Factor Sanitization	<ul style="list-style-type: none"> • Factories need to maintain every 2 - 3 hours sanitization in all common areas, lunch rooms- common table surfaces are wiped after each person use • For accommodation camp, sanitization performed by 3rd party regularly to ensure work safety and reduce spread of contamination • Need for Government support to help small to medium factories/companies that need help to afford constant sanitization measures 	CR	CR	CM	R
2. Entrance health checks	<ul style="list-style-type: none"> • Temperature check done regularly (twice a day) • Ill workers and those showing symptoms should not come to work 	CR	CR	CM	R
3. Provision of Hand Sanitizers & Masks	<ul style="list-style-type: none"> • Most factories are already practicing using gloves & masks with hand sanitizer set up everywhere 	CR	CR	CM	R
4. COVID 19 health & prevention staff education	<ul style="list-style-type: none"> • Need to develop in house company videos in all native languages <ul style="list-style-type: none"> – educate on all steps to take from entry to exit in the factory – provide measures to take even on personal level – keeping away from children until hand hygiene is done and take extra personal hygiene precautions 	CR	CR	CM	R



Manufacturing

Social Distance Risk

H	M	L
---	---	---

Importance to Economy

H	M	L
---	---	---

Opening Stage

1 Exempted

Activities included in the sector

All manufacturing activities

Activities Excluded in the sector

- N/A

Dubai Health Authority Feedback

TBD

Dubai Municipality Feedback

- DM Related circulars and guidelines to be followed
- DM Assessment monitoring program will be conducted
- Non-compliance may result in the issuance of a violation notice or fines or closure as per the enforced regulations

Operating Hours

N/A

Consumer Visiting Hours

N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Owner	Supplier	Consumer	Gov
5. Quarantine measures for supplies and storage of goods	<ul style="list-style-type: none"> • Sterilize boxes after removing stretch wrapping brought into factory premises. • Isolate and sanitize finished goods, as appropriate • Not have crowded delivery outpost at one time • Delivery of goods in shifts • The retail outlet must maintain responsibility for hygiene to schedule delivery & pick up 	CR	CR	CM	R
6. Physical Distancing Measures	<ul style="list-style-type: none"> • Increased transport busses for workers to and from factory to ensure 1 worker per row so enabling social distancing (2m) 	CR	CR	CM	R
7. Working in Shifts	<ul style="list-style-type: none"> • Most factories are working at 24 hour full production capacity – but divided into day & night shift, managerial staff work one shift, while head office/admin work at 30% capacity • Increased focus on production on essential products like milk powder – any event of infection could reduce worker capacity & impact production 	CR	CR	CM	R
8. Scenario plan on discovering a positive case	<ul style="list-style-type: none"> • Factories have prepared second accommodation to isolate for person, HR helps manage the whole process for individual, travelling employees are also 14 day quarantined • Companies want advisory on availability of a Government funded facility to rent in order to house potentially affected staff temporarily during 14 day quarantine • One central point of contact to report incidents 	CR	CR	CM	R



Offices and office buildings restrictions

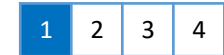
Social Distance Risk



Importance to Economy



Opening Stage



Activities included in the sector

All types of offices

Activities Excluded in the sector

- N/A

Dubai Health Authority Feedback

TBD

Dubai Municipality Feedback

- DM Related circulars and guidelines to be followed
- DM Assessment monitoring program will be conducted
- Non-compliance may result in the issuance of a violation notice or fines or closure as per the enforced regulations

Operating Hours



Consumer Visiting Hours

N/A

Capacity Level (Staffing)



RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Owner	Company	Employee	Gov
1. 24 hr. office sanitization	<ul style="list-style-type: none"> Clean all the common areas of the building/office premises including toilets cleaned after each use & entrance areas sterilized Pantries are closed Provide single use and disposables for employees 	CR	CR	CM	R
2. Entrance health checks	<ul style="list-style-type: none"> Ensure that anyone entering the building/office including staff and visitors all undergo temperature screening & checks Ill employees and those showing signs are prohibited from coming to work 	CR	CR	CM	R
3. Provision of masks & hand sanitizers	<ul style="list-style-type: none"> All employees/visitors are mandated to wear masks at all times in the building/office from entry. Non compliance will lead to denial of entry to building/office Hand sanitizers to be installed Purchase of masks and sanitization to managed by building management/companies 	CR	CR	CM	R
4. Physical Distancing of 2 meters	<ul style="list-style-type: none"> Ensure the 2 meter distancing measure is maintained in all common areas, elevators, service desks, customer service, etc. People permitted in elevators no more than 30% capacity 	CR	CR	CM	R
5. Companies Occupancy Ceiling (30% in office, 70% work from home)	<ul style="list-style-type: none"> Maintain occupancy ceiling to 30% of common areas and within office premises Ensure no high risk individuals are present at work 	CR	CR	CM	R
6. Offices working Hours	<ul style="list-style-type: none"> Building and office hours not to exceed 8 hours daily Minimize meetings and ensure no more than 5 people in a meeting with 2 m social distancing maintained No gatherings permitted 	CR	CM	CM	R
7. Suspend valet parking services	<ul style="list-style-type: none"> Ensure valet parking is not provided to employees / visitors during this period 	CR	CM	CM	R
8. Communication	<ul style="list-style-type: none"> All restrictions must be communicated to employees and visitors Isolation room to be provided for suspect cases 	CR	CM	CM	R

Social Welfare Services

Social Distance Risk

H	M	L
---	---	---

Importance to Economy

H	M	L
---	---	---

Opening Stage

1	2	3	4
---	---	---	---

Activities included in the sector

Elderly & PWD Care Homes, Rehabilitation and Autism Centers, Women & Children Shelters, Day Care Centers, Juvenile Centers

Activities Excluded in the sector

- Elderly Clubs
- PWD Clubs
- Counselling & Social Services (these can be done remotely)

Dubai Health Authority Feedback

TBD

Dubai Municipality Feedback

Operating Hours



Consumer Visiting Hours

N/A

Capacity Level (Staffing)



RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Owner	Retailer	Consumer	Gov
1. 24 hr. office sanitization	<ul style="list-style-type: none"> • Clean all the common areas of the building/office premises including toilets cleaned after each use & entrance areas sterilized • Pantries are closed (with exception to those facilities with residential care) • Provide single use and disposables for employees 	CR	CR	CM	R
2. Entrance health checks	<ul style="list-style-type: none"> • Ensure that anyone entering the facility including staff and visitors all undergo temperature screening & checks • New admissions to any of the centers need to be tested and quarantined 	CR	CR	CM	R
3. Provision of masks & hand sanitizers	<ul style="list-style-type: none"> • All employees/visitors are mandated to wear masks at all times in the facility from entry. Non compliance will lead to denial of entry to facility • Hand sanitizers to be installed • Purchase of masks and sanitization to managed by building management/companies • Limited visitation to close family for elderly & PWD centers 	CR	CR	CM	R
4. Physical Distancing of 2 meters	<ul style="list-style-type: none"> • Ensure the 2 meter distancing measure is maintained in all common areas, elevators, service desks, customer service, etc. 	CR	CR	CM	R
5. Companies Occupancy Ceiling (30% in office, 70% work from home)	<ul style="list-style-type: none"> • Maintain occupancy ceiling to 30% of common areas and within office premises (including day care centers) • Ensure no high risk individuals are present at work • Prioritize remote working to working parents 	CR	CR	CM	R
6. Offices working Hours	<ul style="list-style-type: none"> • Building and office hours not to exceed 8 hours daily • Minimize meetings and ensure no more than 5 people in a meeting with 2 m social distancing maintained • No gatherings permitted 	CR	CM	CM	R
7. Suspend valet parking services	<ul style="list-style-type: none"> • Ensure valet parking is not provided to employees / visitors during this period 	CR	CM	CM	R
8. Communication	<ul style="list-style-type: none"> • All restrictions must be communicated to employees and visitors • Isolation room to be provided for suspect cases 	CR	CM	CM	R

RESTRICTIONS AND PROTOCOLS

Actions	Short Description	Government (Media)
1. No gatherings of more than 10 people are allowed	<ul style="list-style-type: none"> No gatherings of over 10 people in private places, include no weddings, funerals, etc Social distancing should be implemented during gatherings of less than 10 people and physical contact such as handshaking, hugging, etc is not allowed Highly advised that gatherings are few and are restricted to extended family members or very close friends during futoor/suhoor 	<p>Endorse these actions through a strong communication plan and campaigns through Dubai Media Office and relevant social entities</p>
2. Donating food	<ul style="list-style-type: none"> No food should be donated or given directly to any person outside the household, except mass donations under direct supervision of charity and government entities Donations should be done through authorized charity bodies only 	
3. Receiving food	<ul style="list-style-type: none"> It is not advised to share food within family members living in different houses to minimize transmission risk, however, when receiving food from family or friends the food items should be carefully transferred to home containers 	
4. Prayers during Ramadan	<ul style="list-style-type: none"> Gathering for prayers is not allowed Group prayers among immediate household members is conditional that they live in the same house 	
5. Visiting high risk individuals	<ul style="list-style-type: none"> Visiting high risk individuals (such as elderly, individuals with chronic diseases, etc) if not in the same household should be avoided for their own safety and visiting same family members living in different houses is advised to be limited and restricted to the essential and as per need 	
6. Household help	<ul style="list-style-type: none"> Household help should be instructed not meet with individuals outside the household Household help should be instructed not accept food or items from unknown origin Household help should be given the right protective gear when dealing with individuals outside the household Household help should be given the right instructions for receiving packages (such as wiping the package or the food container, wearing gloves, etc) It is advisable to reduce household movement to the minimum and arrange for them to stay in the family house instead of their accommodation in case of taking care of elderly and infants 	
7. Leaving the house	<ul style="list-style-type: none"> Leaving the house is advised for necessities only Family visitation and one outdoor activity can be performed as per the set parameters When outside the house avoid touching any surfaces and immediately sanitize hands after doing so Avoid touching face until hands are properly washed with soap and water Elderly and high-risk individuals with chronic diseases are encouraged to stay home and avoid public places 	
8. Transportation (public or private)	<ul style="list-style-type: none"> Mask should be worn when leaving the house It is advised to have sanitizers readily available and to use frequently in case of movement whether in private or public transportation 	
9. What to do in case of symptoms presenting themselves	<ul style="list-style-type: none"> If a family member exhibits symptoms they should immediately self isolate and contact the DHA hotline All members of the family should especially the elderly and vulnerable should stay away from sick individual 	

Thank you for your cooperation.

Stay Safe!