

NATIONAL DISINFECTION PROGRAMME

(NDP) GUIDELINES

WHAT DUBAI'S BUSINESS COMMUNITY NEEDS TO KNOW?

PREPARED BY
DUBAI CHAMBER

غرفة دبي
DUBAI CHAMBER

INTRODUCTION

The objective of these guidelines is to provide companies and businesses in Dubai with comprehensive information from a credible source, detailing everything they need to know to run their businesses as seamlessly as possible during the National Disinfection Programme (NDP), in addition to transparently and accurately highlighting how the programme would affect their businesses, working hours, and staff movement.

These guidelines encourage individuals and organisations to abide by the government's regulations, which seek to enhance public safety and limit the spread of the novel Coronavirus (COVID-19). All government entities - both local and federal - have been undertaking tremendous efforts to help this programme achieve its objectives, and support individuals and businesses to get back to their normal lives.

FAQS ABOUT NDP

1 What is the UAE NDP?

The National Disinfection Programme (NDP) is a continuous sterilisation of all public utilities, public transport, and metro services. It was announced by the Ministry of Health and Prevention and the Ministry of Interior on March 26, 2020. The programme completely restricts movement for traffic and the public, exempting only the vital business sectors.

The programme is part of an integrated nation-wide plan that aims, first and foremost, to stop the spread of the virus, as well as to educate the public about the right measures they need to follow to keep themselves safe. It emphasises the UAE's commitment to its people and its dedication to handling this difficult situation effectively and efficiently, minimising its impact on both individuals and businesses.

2 What does that mean?

Government authorities in the UAE are taking all necessary measures to make sure the entire community is aware of the programme, its goals to minimise the rate of infection, and its measures that take into consideration people's basic needs and ensure all essential services continue to be provided for individuals and that business continuity is maintained - especially for vital sectors.

Individuals are not allowed to leave their homes, except for essential day-to-day needs (groceries, medical help, etc.), or if they work in the vital sectors that are exempt from these restrictions.

3 What schedule will the programme follow during Ramadan?

The Ministry of Health and Prevention, the Ministry of Interior, and the National Emergency, Crisis and Disasters Management Authority have decided to ease precautionary procedures for citizens and residents during the Holy Month of Ramadan,











re-structuring the programme's schedule as follows:

- ▶ Disinfection procedures run from 10:00 pm until 6:00 am every day. Social welfare services
- ▶ Food outlets, Co-Ops, grocery stores, supermarkets, and pharmacies are allowed to operate 24 hours a day
- ▶ Traders dealing with meat, fish, fruit & vegetables, roasteries, mills, nuts, sweets and confectionary, coffee and tea are allowed to work from 6:00 am until 10:00 pm

4 What are the new precautionary measures for companies in Dubai's business reactivation plan?

The Dubai Economic Department plan included the activities listed in the economic sector with no exceptions. It outlined eight new precautions for companies and administrative offices to implement in phase one of reopening economic life in the emirate.

These included:

-  Six working hours in total, no visitors are allowed to come to the workplace
-  Working with 30% of the total workforce at a time
-  Limiting meetings to a maximum of five people in one meeting, while maintaining social distance
-  Sterilising offices 24 hours a day, including cleaning all common areas in the building after every use, including bathrooms, entrances, and coffee and beverage areas, all the while providing all necessary sanitation tools to employees
-  Examining employees before they enter the office, checking their temperature and any symptoms, isolating the those potentially ill or exhibiting any symptoms
-  Providing masks and gloves for employees to wear at all times, while also using sanitizers
-  Keeping a safe social distance of at least two metres between employees in the office, shared spaces, and lifts
-  Continuing with remote work for 70% of employees, particularly the ones suffering from chronic diseases, or have a high risk of infection
-  Suspending valet parking services for both employees and visitors
-  Allocating an isolation room for suspected cases

5 What are the vital sectors that are exempt from restrictions during the programme?

The sectors providing services necessary for meeting the community's essential needs and ensuring business continuity are exempt from restrictions.

These include:

-  Medical staff and workers in the healthcare sector
-  Workers in hospitals, clinics, and pharmacies
-  Food retail outlets, such as Co-ops, supermarkets, grocery stores, and grocery delivery services, in addition to restaurants and cafes, which will only be open for delivery services
-  Supply Chain sector, including services, commodities, construction materials, and warehouses
-  Workers in the energy sector: Water, electricity, petrol stations, and cooling services
-  Telecommunications
-  Ports and airports sector, as well as shipping companies and airlines
-  Government and private entities involved in the efforts to fight the spread of the Coronavirus pandemic
-  Public transport sector, such as taxis and buses
-  Municipality services sector including sanitation, waste, and public and private cleaning services
-  Construction sector with identified regulations for permits from Dubai Municipality and the Permanent Committee of Labour Affairs.
-  Customs services sector and border crossings
-  Public and private security services
-  Media

All abovementioned sectors are allowed to operate as usual.

6 I work in a vital sector that is exempt from restrictions, what should I do to go to work?

Employees working in vital sectors are permitted to leave their homes and go to work at any time of the day. They should always have proof of identification and work ID, as well as a letter from their organisation stating they are on a work-related mission, which documents the movement to and from work.

7 What are the support sectors that need to work from 8:00 am to 2:00 pm?

These include:

- ▶ Banking and financial services, exchange centres
- ▶ Social welfare services
- ▶ Laundry services for authorised outlets
- ▶ Maintenance services

The working hours are from 8:00 am to 2:00 pm and only 30% of the total workforce are allowed to be at the office at any given time. Thus, the companies that are part of these sectors have opted for the rotation system among their teams, dividing them into alternating shifts to meet this requirement.

8 What sectors are permitted to work from 6:00 am to 10:00 pm?

These sectors include traders supplying meat, fish, fruit & vegetables, roasteries, mills, nuts, sweets and confectionary, coffee and tea; in the addition to the food related outlets are allowed to work in Dubai starting 6:00 am to 10:00 pm. They must adhere to precautionary measures, such as sterilising and social distancing, and apply for the necessary permits on the official website: <https://dxbpermit.gov.ae>

Dubai Economic Department decision to restrict movement exempted several supporting sectors that provide

the following services:

- ▶ Building maintenance and spare parts, AC and cooling system maintenance and equipment. These sectors are exempt from restrictions on working hours and can operate 24 hours a day in case of emergency

9 Are Government Transaction Centres permitted to resume operations?

- ▶ They can operate from 9:00 am to 3:00 pm
- ▶ Attending employee should not account for more than 30% of staff, while the remaining continue to provide services to customers remotely. The centre should not exceed 30% of its capacity
- ▶ They must adhere to the guidelines on sanitation, social distancing, and wearing masks

10 What precautions have been taken with regards to re-opening shopping malls during this period? When are the operating hours?

The precautionary measurements taken during the first phase of reopening the shopping malls

include:

- ▶ Closing 75% of parking spots in shopping malls and suspending valet parking services
- ▶ Shoppers can stay at malls for a total of 3 hours or less
- ▶ Working hours are from 12:00 pm to 10:00 pm
- ▶ Shared areas at malls must only be occupied at 30% of their capacity
- ▶ Notices must be put up on shopfronts showing the number of visitors who are allowed to enter at the any given time according to the store's space. Social distancing should be practised, where patrons maintain a minimum distance of 2 metres from one another
- ▶ Banning entertainment events and activities at tourist attractions to avoid crowds
- ▶ Continuously disinfecting inside the shopping malls and stores, checking shoppers' temperature at the entrance, and ensure everyone wears protective masks
- ▶ Using sterilizing materials to ensure the highest level of safety for the visitors and employees
- ▶ All shopping malls must be equipped with isolation rooms to handle any suspected cases
- ▶ People over 60 years old and children aged three to 12 are not to be admitted at shopping malls for their own safety
- ▶ Purchased items cannot be returned or exchanged at any store or outlet, unless the product has a defect
- ▶ Encouraging e-payment and smart payment solutions and avoiding cash

11 What special precautions have been taken for restaurants at shopping malls?

Regulations for restaurants mostly focus on the dining areas,

which must be arranged as follows:

- ▶ Working at 30% of total capacity, where a maximum of four people can sit on one table
- ▶ Maintaining a safe two-metre distance between tables

12 What special precautions have been taken for restaurants at shopping malls?

The plan issued by Dubai Economy clarified

the following:

- ▶ All entertainment venues and tourist destinations inside shopping malls (for example, Dubai Fountain) will remain closed to avoid crowds
- ▶ Performances and entertainment shows in shopping malls will continue to be banned
- ▶ Shared seating areas in shopping malls will be removed to ensure people do not sit too close to one another
- ▶ Shoppers are only allowed to be at the malls for a maximum period of three hours
- ▶ Families and adults must supervise children and follow instructions regarding the maximum number of visitors permitted

The plan calls on management in each shopping mall to use internal speakers to remind shoppers to follow these regulations during the first phase, and to raise their awareness about these precautions, and the importance of following government instructions.

13 I work in a vital sector; how can I avoid fines if I'm detected by radar cameras on my way to work?

Employees working in vital sectors such as healthcare, supermarkets, food deliveries, utilities, telecoms, and media can leave their homes, but are required to carry their ID at all times to be checked by police. Meanwhile, those in support services, such as banking and financial services, social welfare, laundries, and maintenance are allowed to commute only from 8:00 am to 2:00 pm.

14 Is there any possibility the programme will be extended?

As mentioned earlier, the programme is currently running until April 18, 2020, as announced by the relevant authorities.

Please refer periodically to the announcements issued by the relevant government entities, as they are the only credible source of information when it comes to updates regarding the programme.

15 Where can I get the permit?

The permit can be obtained with a simple procedure from a dedicated website launched for this service:



www.dxbpermit.gov.ae/permits

For any enquiries about the permit, you can: call the hotline



800-PERMIT (800 737 648)