

**Rule No. 2 OF 2016**  
**Violations Schedule Related to the Hygiene and Maintenance Standards for**  
**Properties and Public Areas**

**Dubai Healthcare City Authority - Regulatory**

**Effective 01 December 2016**

RU/RL/003/01

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## PURPOSE

After perusal of the Dubai Healthcare City Authority (DHCA) Regulations referred to herein we do hereby issue rules and provisions pertaining to the violations related to the hygiene and maintenance standards for Properties and Public Areas within Dubai Healthcare City.

DHCR will be the implementing authority for this Rule.

This Rule shall be read together with:

- a) DHCA Law No. 9 of 2011
- b) DHCR Standard of violations management- Enforcement
- c) DHCR Policy and Procedure of violations management- Inspection
- d) DHCA Rules and Regulations defined in this document

## REGULATIONS

Regulations set out the governance framework under which registered companies, Licensees function in DHCC. All Licensees must comply with the relevant Regulations and applicable Rules, Policies, Standards and Guidelines.

DHCA Regulations are

- Governing Regulation No. 1 of 2013
- Healthcare Professionals Regulation No. 2 of 2013
- Complementary and Alternative Medicine Professionals Regulation No. 3 of 2013
- Healthcare Operators Regulation No. 4 of 2013
- Education Regulation No. 5 of 2013
- Research Regulation No. 6 of 2013
- Health Data Protection Regulation No. 7 of 2013
- Company Regulation No. 8 of 2013
- Commercial Services Licensing Regulation No. 9 of 2013

## ARTICLE (1)

### Definitions and Interpretations

1.1. Capitalized and abbreviation words in this Rule shall have the meaning indicated below:

Activity	means a business activity permitted to operate in DHCC
AED	means United Arab Emirates Dirhams
Authority	means Dubai Healthcare City Authority (DHCA)
DHCC	Dubai Healthcare City
DHCR	Dubai Healthcare City Authority Regulator
Free Zone	means Dubai Healthcare City Free Zone being regulated by the Dubai Healthcare City Authority.
Licensing Regulations	means the Dubai Healthcare City Commercial Services Licensing Regulations No. 9 of 2013
Licensee	means the holder of the free zone limited liability company registered and licensed under Dubai Healthcare City Authority.
UAE	means the United Arab Emirates
Property	means facilities, buildings, structures or plots within the boundaries of the Free Zone owned by investors or forming part of the DHCC master community
Public Areas	means areas, facilities or amenities beyond the boundaries of privately owned plots and areas that are open and accessible to people .
Rule	This rule No. 2 of 2016

1.2. This Rule shall take effect on the date of its issuance.

- 1.3. Wherever in this Rule an obligation or duty is placed on a Licensee or otherwise a Licensee is authorized to do any act, then unless it is otherwise provided, such obligation, duty or act may be carried out by the Directors, Owners, Operators or Licensee.
- 1.4. References in this Rule to time periods are to be construed in accordance with the Gregorian calendar. Whenever in this Rule reference a period of time, such period will include every calendar day, except that:
- 1.5. When the last day of the period falls on a Friday or a Saturday, the period will end instead on the following Sunday; and
- 1.6. When the last day of the period falls on a UAE or Dubai public holiday, the period will end instead on the next day that is not a UAE or Dubai public holiday.
- 1.7. Unless the context otherwise requires, any reference in this Rule to a “person” includes a reference to a natural person, and to a corporate body, limited liability company, association or partnership and to the legal or personal representatives, legal successors and lawful assigns of any such person.
- 1.8. In the event of any inconsistency in this Rule or between this Rule and any other applicable law or regulation (whether issued by the Authority or otherwise), the Authority will determine the correct interpretation and each Licensee shall be so bound.
- 1.9. Any word(s) used in this Rule however not defined in the Definition shall have the meaning as contemplated under each respective Rules or Regulations

## ARTICLE (2

### Hygiene and Maintenance Standards in DHCC

- 2.1. All entities or persons (including but not limited to owners, contractors and operators) residing, working or operating within the Free Zone must comply with any health and safety policies, standards and guidelines issued by the master developer of DHCC and DHCR from time to time.
- 2.2. Property owners and or operators are responsible for the maintenance and upkeep of the Property, and shall ensure that all needed facilities management services are provided to Property by licensed and qualified service providers.
- 2.3. All entities or persons (including but not limited to owners, contractors and operators) residing, working or operating within the Free Zone must comply with the DHCC community rules and the guidelines issued by DHCA, DHCR or the master developer to regulate the use of the Public Areas in DHCC.
- 2.4. All incidents and accidents which occur at a Licensee's premises and which result in a person needing medical attention must be reported to the Authority within 24hours of the date of the incident/ accident.

### **ARTICLE (3)**

#### **Inspection**

- 3.1. DHCR requires inspection of the Properties within DHCC from time to time to ensure compliance with Free Zone Rules, Regulations, guidelines and requirements. DHCR reserves the right to enter the Property at any time without prior notice.
- 3.2. In case of serious violations or repeated incidents which may place people at risk of harm, the Authority may order the Property to be closed, and all work or operations associated with such risk shall be stopped immediately until the corrective action is completed by the parties concerned.

### **ARTICLE (4)**

#### **Violations**

- 4.1 All entities or persons (including but not limited to owners, contractors and operators) residing, working or operating within the Free Zone committing any of the violations stipulated in Appendix 1 shall be subject to the penalties stated therein.
- 4.2 Any violation concerning Hygiene and Maintenance Standards in DHCC which is not listed in Appendix 1 shall be reviewed and may impose penalty at the discretion of DHCR.

## Appendix – 1: Violations Schedule Related to the Hygiene and Maintenance Standards for Properties and Public Areas in Dubai Healthcare City

Violations Schedule					
Sr. No	Violations	1st Warning	Fine 1 (Aed)	Fine 2 (Aed)	Fine 3 (Aed)
1	Tampering with fire detection & protection systems	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
2	Working without a valid or incomplete fit out permit- Clinical	5,000.00			
	Working without a valid or incomplete fit out permit- Non Clinical	2,000.00			
3	Tampering or misuse of Life & Safety or MEP Equipment	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00
4	Noncompliance to isolation / de-isolation process	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
5	Usage of untested or unsafe tools/equipment during construction	Verbal / Improvement notice	500.00	1,000.00	2,000.00
6	Improper electrical connections & use of substandard electrical equipment	Verbal / Improvement notice	500.00	1,000.00	2,000.00
7	Storing flammable material near ignition sources	Verbal / Improvement notice	500.00	1,000.00	2,000.00
8	Disposing hazardous waste in general waste	5,000.00			
9	Failure to adhere with Fit Out Permit / Checklist requirements	Verbal / Improvement notice	500.00	1,000.00	2,000.00
10	Failure to secure fire detection and protection system (false alarm, leakage etc.)	Verbal / Improvement notice	500.00	1,000.00	2,000.00
11	Obstructing walk ways and access to emergency equipment	Verbal / Improvement notice	500.00	1,000.00	2,000.00
12	Working without valid access pass from the Property owner	Verbal / Improvement notice	500.00	1,000.00	2,000.00



13	Failure to maintain the acceptable standards of housekeeping and trash management; building/facility maintenance	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
14	Damage/misuse of recreational facilities, shared and public areas within DHCC	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
16	Damage/misuse of shared amenities and infrastructure components within DHCC	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00
17	Damage/misuse of landscaping, plants, pavements and sidewalks within DHCC	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00
18	Placing the public and /or employees at risk due to failure to adhere to health, safety and environment (HSE) management requirement.	5,000.00			
19	Violation of signage rules and approvals	5,000.00			
20	Vandalism/Causing damage to DHCC infrastructure and assets (In addition to liability of repairs)	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00
21	Drainage system not connected / blocked /leaking	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
22	Disposal of sewage water by any mean whatsoever in open areas or places not allocated therefore by DHCR or any other concerned authority.	100,000.00			
23	Failure to take the necessary procedures to prevent leakage or sewage water flow from buildings or prevent them from falling from sewage tankers on the roads.	10,000.00			
24	Failure to conduct periodic maintenance for lifts and other major machinery	5,000.00			
25	Failure to place safety signage or implement safety standards in hazardous areas or shared swimming pools within the property.	-	1,000.00	2,000.00	4,000.00
26	Cancel or change of using the waste room in the building, building complexes to any other activity that impedes the original use thereof in full or in part.	-	5,000.00	10,000.00	15,000.00
27	Activities causing noise and nuisance to neighbors or adjacent properties (in exception to noise caused by permitted construction works between 7am and 8pm).	Verbal / Improvement notice	500.00	1,000.00	2,000.00
28	Stagnation of water from leakages and spillages	Verbal / Improvement notice	500.00	1,000.00	2,000.00
29	Storage of hazardous materials, containers in non-standard containments and undesignated areas	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00

30	Disposal of clinical waste in sewer system	5,000.00			
31	Unsecured medical / hazardous waste containers / rooms	Verbal / Improvement notice	500.00	1,000.00	2,000.00
32	Visual impact ( Inappropriate Storage, Dish antennas, handing of linen, unauthorized external Installation, Poor facade condition, Design of temporary structures), and violation to DHCC master community rules	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
33	Disposing of general wastes in places not designated for such purpose.	-	1,000.00	2,000.00	4,000.00
34	Disposal of general wastes or organic wastes in public water	-	5,000.00	10,000.00	15,000.00
35	Disposal of used oils in public sewage networks or septic tanks or by spilling it on pavements or roads or in places not designated for such purpose.	-	10,000.00	15,000.00	20,000.00
36	Poor maintenance of garden and landscaping or overall aesthetics of the Property.	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
37	Leaving, storing, putting or hanging any goods, materials or any other things in public places or balconies in a way deforming the general appearance in the City and its brilliant features, buildings facades and balconies.	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
39	Failure to report accidents which occur at the Licensee's premises and which result in a person needing medical attention must be reported to the Authority within the required timeframe.	5,000.00			