



GUIDELINES TO REGISTER ON FOODWATCH

DUBAI'S DIGITAL PLATFORM FOR FOOD SAFETY AND NUTRITION

March 1, 2018

OVERVIEW

Foodwatch is a secure, online platform from Dubai Municipality for storing, managing and distributing all information and services related to food safety and nutrition. One can access the platform through an internet connection from anywhere at any time. The platform will connect Dubai Municipality and all stakeholders, products and processes in a unique and trusted network. By utilizing digital monitoring techniques, data analytics and customized applications, the platform will offer full traceability of foods with validated ingredient and nutritional information. Smart contracts, services and customized applications combined with e-verification will enable every businesses to move away from a resource consuming paper-based system to digital, data driven predictive and preventative system.

SHARED VALUE MODEL

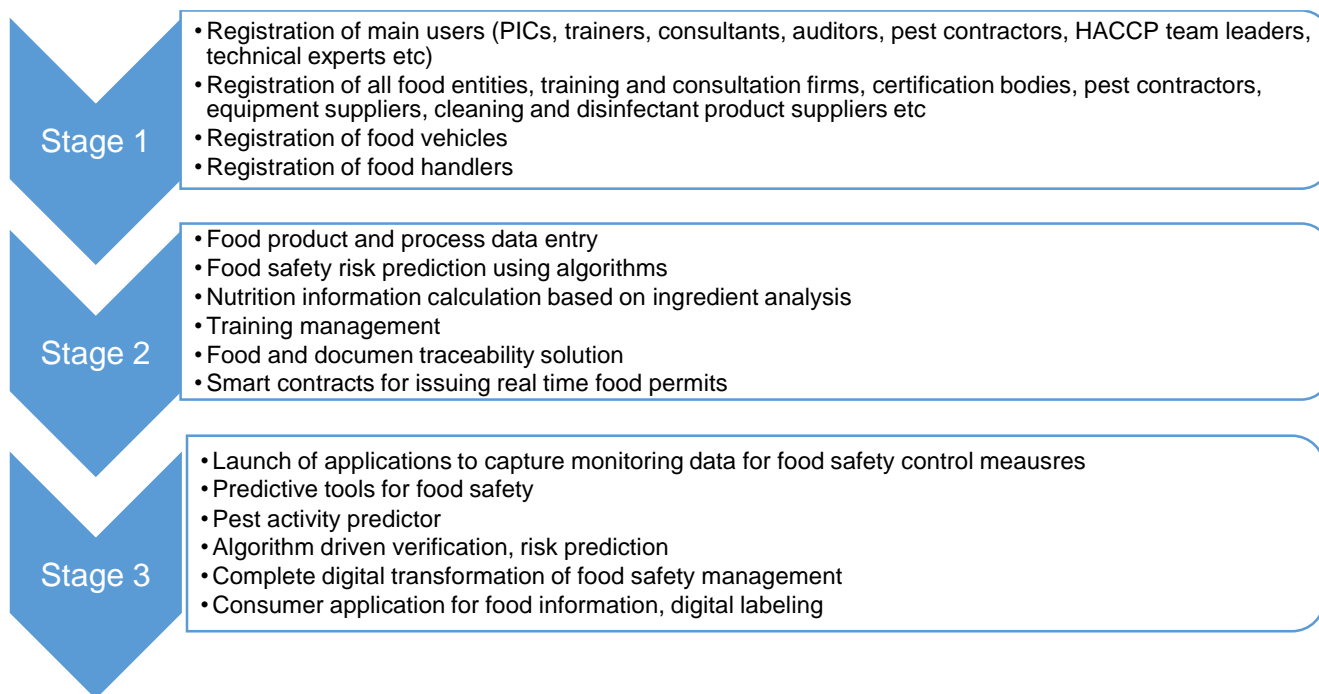
Foodwatch adopted a shared value model where everyone in the food supply chain is empowered with a swift authentication gateway with the costs shared. Users can verify authenticity of people, product, processes, and services online removing the need to carryout supplier visits, document verification and record keeping that could be time consuming and resource challenging. Food businesses will not have to go through piles of paper-work to find out what foods in the supply chain are risky.

Food businesses and service providers in Dubai shall register and subscribe to the Food Safety and Nutrition Information system after paying an annual fee of AED1500.



PROJECT IMPLEMENTATION

The first phase of the Foodwatch project will be implemented in three stages over twelve months starting from February 2018.



The later phases of the Foodwatch project would involve the use of IoT devices for tracking and tracing food, temperature monitoring etc. A more detailed document about the specific features and applications in project can be obtained by mailing to bkthulasi@dm.gov.ae

The data collection process will begin in February 2018.

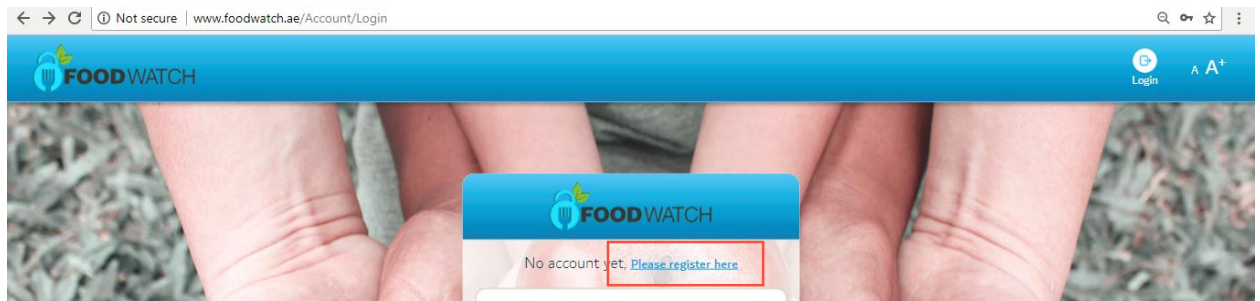


1. Here is how you can register on Foodwatch

Before being able to operate Foodwatch on behalf of your organization, begin by making sure that you have access to the system. You can register yourself using the 'self-register' feature available on the platform. **Please read this document fully before you start the process.**

You will require your Emirates id and the details of the business (group and subgroup) provided in the annex before you start the registration process online. Follow the below steps once you have the details ready:

Step 1: Go to the website www.foodwatch.ae and click on 'Please register here' link to create an account.



Step 2: Provide your personal details

- full name, email id and password
- Date of birth
- Gender
- Nationality
- Emirates id Number
- Mobile number in the format 00971 554042495
- Preferred language: Language you prefer to use on Foodwatch (English or Arabic)
- Secondary language: Select the language alternative (you can select any)
- Language skills: list with all the languages you know, and how well you know how to read, write and speak those

The screenshot shows a 'Create User' form with a progress indicator at the top showing three steps: 1 (active), 2, and 3. Below the progress indicator, the text 'Step 1 - Account' is displayed. The form contains two input fields: 'Account Name: *' with the value 'Ahmed Ibrahim' and 'Account Email: *' with the value 'aibrahim@dm.gov.ae'.

Step 3: Provide information about the type of organization and your user role:

- Select the group your entity belongs to as per the list in annex 1
- Select the sub-group as per the annex 1
-

Step 4: Select user type based on Annex 2

For user types 'Primary PIC and Secondary PIC':

- Enter the food safety experience start date which is the date you got certified as a PIC (as on the certificate) when prompted for PIC Profile
- If you are not a certified PIC, mark the date as (0/00/0000) and continue

Create User

1 2 3 4

Step 5 - PIC Profile

Food Safety Experience StartDate
20/03/2018

Next

For user type 'Technical Contact'

- Select your designation provided for the permit
- Put the start date that is on the permit provided by DM. If there is no date provided in your permit, put the date you are registering as the 'start date' and '31/12/2018' as the end date
- If there is a letter of permit from Dubai Municipality, add as an image. If not, leave the field blank.
- Dates you provide will be validated by Dubai Municipality and Smart Permits will be issued.

Create User

1 2 3 4

Step 5 - Technical Profile

Designation
--Select--

Add DM approval letter
Upload

Choose DM approval start-stop time
Start date
End date

Training qualification :

Next

For user type 'Technical Expert'

- Select the type of expertise from the dropdown list and provide date of approval.
- If there is no date of expiration on your approval, use '1/12/2018'
- Attach your approval letter from DM as an image
- Complete your degree qualification details
- DO NOT ENTER ANY DATA on Technical Expert Qualifications, and Personal Certification details. These are for DM use in the future.
- Add process familiarity and cuisine familiarity. This will be counted in to your expertise.
- You will be contacted by the Foodwatch team for further information if further details are required.

The screenshot shows a web form titled "Step 5 - Technical Expert". On the left, there is a section for "Expert Type" with a dropdown menu that is currently open, displaying a list of expert roles. Below this is a text input field for "Add Image Description" and an "Add" button. On the right, there is a "Degree" section with several dropdown menus and text input fields: "Select Degree*", "Subject*", "Year Of Completion*", "University*", "Select Country*", "Add Major", and "Major*". Each dropdown menu has a "--Select--" option. There are also "Browse" and "Add Major" buttons.

Figure 1 Select Expert type from the dropdown menu

Step 5 - Technical Expert

Expert Type*
--Select--

Date of Approval*
Date of Approval

Date of Expiration*
Expiration date

Legal Permit Reference

Permit Type*
--Select--

Add Document*
Browse

Add Image Description
Add

Degree

Select Degree*
--Select--

Subject*
Subject

Year Of Completion*
Year of Completion

University*
University

Select Country*
--Select--

Add Major

Major*
--Select--
Add Major

Add Degree

Figure 2: Provide details of your degree

Technical Expert Qualification

Select Qualification Type*
--Select--

Course Title*
Course Title

Number Of Hours*
Number of Hours

University*
University

Training Provider*
--Select--

Certification Provider*
--Select--

Year Of completion*
Year of Completion

Add

Personal Certification

Certification Title*
Course Title

Training Provider*
--Select--

Certification Provider*
--Select--

Year Of completion*
Year of Completion

Certification valid until*
valid Until

Add

Figure 3 DO NOT ENTER DATA IN THESE FIELDS

Add User Experience

Organisation Name*

Course Title

Industry Type*

--Select--

Role*

--Select--

Responsibility*

--Select--

No of Years*

No Of Years

From*

From Date

To*

TO Date

Add

Figure 4: Add industry experience

Add Food Process Familiarity

Food Process Type*

--Select--

Competence*

--Select--

Add

Add Cuisine Process Familiarity

Cuisine Process Type*

--Select--

Competence*

--Select--

Add

Add Images

Upload Images*

Browse

Image Description

Upload Images

Add User Technical Expert Audio

Upload Audio*

Choose File No file chosen

Audio Description

Upload Audio

Figure 5: Provide your details about your familiarity with cuisines

Once you complete the self-registration, wait for the approval from Dubai Municipality. You will receive an email confirmation of registration after your details verified.



2. Registration of Organizations (Entities)

Entities including food establishments, service providers and equipment and product suppliers must register on Foodwatch. You can contact the FoodWatch registration team for registration:

Mail to support@foodwatch.ae or call +971 4 2230457

Annex 1:

Group and Subgroups of users

Subgroup	Group
Awarding Body	Technical Service Providers
Pest Control Company	Technical Service Providers
Water Tank Cleaning Company	Technical Service Providers
Vehicle Approval Company	Technical Service Providers
Duct Cleaning Company	Technical Service Providers
Fire Safety Company	Technical Service Providers
Grease Trap Cleaning Company	Technical Service Providers
Waste Management Company	Technical Service Providers
Cleaning Supply Providing Company	Technical Service Providers
Manpower Providing Company	Technical Service Providers
Food Equipment Supplier Providing Company	Technical Service Providers
Food Transport Service Providing Company (logistics)	Technical Service Providers
Food Chemical Supplies Providing Company	Technical Service Providers
Kitchen Layout Designing Company	Technical Service Providers
Food Safety Consultancy	Technical Service Providers
Training Centre	Technical Service Providers
Certification Body	Technical Service Providers
Testing Services	Technical Service Providers
Calibration Services	Technical Service Providers
Food Equipment Supplier	Technical Service Providers
Food Vehicle Supplier	Technical Service Providers
Nutrition Linked Services	Technical Service Providers
Food Service Business	Food Establishments
Food Manufacturing	Food Establishments
Food Trading	Food Establishments
Supermarkets and Departmental Store	Food Establishments
Food Trucks	Food Establishments
Food Event	Food Establishments
Kitchen Equipment Supplier	Equipment and Material Suppliers
Cleaning and Disinfection Solutions	Equipment and Material Suppliers
Refrigeration Equipment Supplier	Equipment and Material Suppliers
Drainage and Floor Solutions	Equipment and Material Suppliers
Pest Management Equipment	Equipment and Material Suppliers
Pesticide Suppliers	Equipment and Material Suppliers



Annex 2:

User Types

Primary PIC	<ul style="list-style-type: none">• Owner or manager of Food Establishments who will access the Foodwatch platform and will be responsible for data provided. The person must regularly access the system and will be responsible for the data provided.• The person must be the 'decision maker' when food safety related decisions are taken and only one person in an organisation can be a Primary PIC.• This is not applicable to technical service providers and equipment suppliers
Secondary PIC	<ul style="list-style-type: none">• The person of managerial or supervisory capacity who is managing the food safety work at the operational level in a Food Establishment• This person must have a formal PIC training and certification• More than one PIC's can be added to an entity. However, each PIC must register separately.• This is not applicable to technical service providers and equipment suppliers
Technical Expert	<ul style="list-style-type: none">• Trainers, consultants, auditors, inspectors, food safety managers, quality assurance personnel, HACCP team leaders are required to register as a technical expert• Laboratory managers• Technical experts have to provide detailed information about their expertise. However, this page can be updated after initial registration.
Technical Contact	<ul style="list-style-type: none">• Pest control contractors• Water tank cleaning contractors• Chemical suppliers• Food sample collectors in laboratories• Personnel involved in vehicle testing