

Guidelines for Cosmetic, Perfume & Personal Care Products in Dubai



بلدية دبي
DUBAI MUNICIPALITY

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Guidelines for Cosmetic, Perfume & Personal Care Products, in Dubai

A. INTRODUCTION

The Cosmetic, Perfume & Personal Care Products Safety Team (CST) at Dubai Municipality (DM), Consumer Products Safety Section (CPSS) prepared this guideline in based on Emirates of Dubai Local Order No. 11-2003 and directive list 2006 and in accordance with the European Union Regulation 1223/2009 EEC. The program regarding Cosmetic, Perfume & Personal Care Products ensures that better protection for consumer health is maintained. Several steps are needed to be taken by the importers, suppliers, distributors, retailers, consumers and/or any concerned party so that safety of the Cosmetic, Perfume & Personal Care Products is revealed and the approval of the labeling of the products is retained. In general, the Cosmetic, Perfume & Personal Care Products put on the market within Dubai Community must Be safe to human health when applied under normal or reasonably foreseeable conditions of use, taking into account, in particular, of the product's presentation, its labeling, any instructions for its use and disposal as well as any other indication or information provided by the manufacturer or authorized agent or by any other person responsible for placing the product on the Dubai Community market.

A.1 Objective

The foremost objective of Cosmetic, Perfume & Personal Care Products safety procedures is to implement an efficient regulatory control system without compromising consumer safety as well as to promote public awareness of the importance of the implemented safety procedures of Cosmetic, Perfume & Personal Care Products.

A.2 Terms & Definition

- **Emirate** : The Emirate of Dubai
- **DM**: Dubai Municipality
- **CPSS**: Consumer Products Safety Section

- **CPSO:** Consumer Products Safety Officer
- **CPSAO:** Consumer Products Safety Assistant Officer
- **Establishment:** Any building(s) or area(s), fixed or mobile, in which Cosmetic, Perfume & Personal Care Products, is handled (displayed or stored).
- **Importer/ Manufacturer:** means any natural or legal person who manufactures, makes or assembles a Cosmetic, Perfume & Personal Care Products or enclosing or packing of the product in any container in a form suitable for administration or application, and the labeling of the container or has a product designed or manufactured, and markets that Cosmetic, Perfume & Personal Care Products under his name or trademark a person or persons (including an association or partnership) who, under their own name, or under a trade name, design , or other name, word or mark controlled by them, import, manufactures and/or sell Cosmetic, Perfume & Personal Care Products. This includes importers or retailers and manufactures who control the products in question.
- **Contract Manufacturer:** Means any natural or legal person who manufactures, makes or assembles a Cosmetic, Perfume & Personal Care Products or enclosing or packing of the product in any container in a form suitable for administration or application on the order of another person who has been issued a license under the Regulations.
- **Distributor :**means any natural or legal person in the supply chain, other than the manufacturer or the importer, who makes a Cosmetic, Perfume & Personal Care Products available on the Community market;
- **Label:** any tag, brand, mark, pictorial or other descriptive matter, written, printed, stenciled, marked, embossed or impressed on, or attached to, a container of Cosmetic, Perfume & Personal Care Products.
- **Outer Label :** A label on or affixed to the outside package of a Cosmetic, Perfume & Personal Care Products. The outer label is often described as the carton label (i.e., a label on a box containing a bottle of a Cosmetic, Perfume & Personal Care Products).
- **Inner Label :**A label on or affixed to the immediate container of a Cosmetic, Perfume & Personal Care Products.
- **Claim:** any message or representation, which is not mandatory under the local regulations, including pictorial, graphic or symbolic representation, in any form, which

states, suggests or implies that a Cosmetic, Perfume & Personal Care Products has particular characteristics

- **Medical Claim:** claim that Cosmetic, Perfume & Personal Care Products or any of its ingredient can prevent cure diagnose or elevate disease or its symptoms.
- **Advertisement:** Promoting the Cosmetic, Perfume & Personal Care Products for the purpose of selling or dispersing it directly or indirectly, whether it is printed, or in audio or visual form or otherwise
- **Sample :** Original piece of product in which will be presented in the Local market
- **Ingredient:** An ingredient means any substance that is one of the components of a Cosmetic, Perfume & Personal Care Products and includes coloring agents, botanicals, fragrance and flavors, but does not include substances that are used in the preparation of the Cosmetic, Perfume & Personal Care Products but that are not present in the final product as a result of the chemical process.
- **Substance:** A chemical element and its compounds in the natural state or obtained by any manufacturing process, including any additive necessary to preserve its stability and any impurity deriving from the process used but excluding any solvent which may be separated without affecting the stability of the substance or changing its composition.
- **Undesirable effect:** means an adverse reaction for human health attributable to the normal or reasonably foreseeable use of a Cosmetic, Perfume & Personal Care Products.
- **Serious Undesirable effect :** means an undesirable effect which results in temporary or permanent functional incapacity, disability, hospitalisation, congenital anomalies or an immediate vital risk or death
- **INCI Name:** The INCI names refers to the International Nomenclature for Cosmetic, Perfume & Personal Care Products Ingredient name assigned to an ingredient in the International Cosmetic, Perfume & Personal Care Products Ingredient (ICI) Dictionary and Handbook.
- **INN Name:** This abbreviation refers to the International non-proprietary name recommended by the World Health Organization. It is listed where applicable.
- **Ph. Eur. Name:** This abbreviation refers to the name in the European pharmacopoeia. It is listed where applicable.

- **CAS Number:** This abbreviation refers to the code number developed by the Chemical Abstracts Service. The CAS number is a worldwide code enabling identification of chemical substances. It is listed when available.
- **EINECS/ELINCS Number:** This refers to the numerical code provided either under the European inventory of existing commercial chemical substances (EINECS) for existing chemicals or under the European List of Notified Chemical Substances (ELINCS) for new chemicals. It is listed where applicable.
- **Chemical/IUPAC Name:** This field covers the chemical name and the IUPAC (International Union of Pure and Applied Chemistry) name. It covers EINECS names, which make use of the IUPAC nomenclature, or CAS names, which clearly offer a suitable identification of the ingredient. Both items have been combined to avoid duplication.
- **Borderline Products:** The status of many products on the borderline between medicines and Cosmetics & Personal Care products shall be referred to the Consumer Products Committee at DM. Medicinal products may not be placed on the UAE market without a marketing authorization or product license from the acquiescent local health authority example Ministry of Health (MOH), Ministry Of Water And Environment (MOWE)
- **Withdrawal** means any measure aimed at preventing the making available on the market of a cosmetic product in the supply chain;
- **Recall** means any measure aimed at achieving the return of a cosmetic product that has already been made available to the end user

B. GENERAL ASPECTS OF COSMETIC, PERFUME & PERSONAL CARE PRODUCTS

B.1 Definition of Cosmetic, Perfume & Personal Care Products

A Cosmetic, Perfume & Personal Care Products shall mean any substance or preparation intended to be placed in contact with the various external parts of the human body (epidermis, hair system, nails, lips and external genital organs) or with the teeth and the mucous membranes of the oral cavity with a view exclusively or mainly to cleaning them, perfuming them, changing their appearance and/or correcting body odors and/or protecting them or keeping them in good condition

B.2 Functions for Cosmetic, Perfume & Personal Care Products

- To clean
- To perfume
- To change the appearance
- To protect
- To keep in good condition
- To correct body odors

B.3 The Field of Application of Cosmetic, Perfume & Personal Care Products

- The epidermis
- The hair system
- The nails
- The lips
- The external genital organs
- The teeth
- The mucous membranes of the oral cavity

B.4 Illustrative List of Cosmetic, Perfume & Personal Care Products

The following list is not exhaustive but is provided by way of example:

- Creams, emulsions, lotions, gels and oils for the skin (hands, face, feet, etc.)
- Face masks (with the exception of peeling products)
- Tinted bases (liquids, pastes, powders)
- Make-up powders, after-bath powders, hygienic powders, etc.
- Toilet soaps, deodorant soaps, etc.
- Perfumes, toilet waters and eau de Cologne
- Bath and shower preparations (salts, foams, oils, gels, etc.)
- Depilatories
- Deodorants and anti-perspirants
- Hair care products:
 - ✓ Hair tints and bleaches
 - ✓ Product for waving, straightening and fixing
 - ✓ Setting products
 - ✓ Cleansing products (lotions, powders, shampoos)
 - ✓ Conditioning products (lotions, creams, oils)
 - ✓ Hairdressing products (lotions, lacquers, brilliantines)
- Shaving products (creams, foams, lotions)
- Products for making up and removing make-up from the face and eyes
- Products intended for application to the lips
- Products for care of the teeth and mouth
- Products for nail care and make-up
- Products for external intimate hygiene
- Sunbathing products
- Products for tanning without sun
- Skin-whitening products
- Anti-wrinkle products

C. GENERAL GUIDELINES

It is necessary to emphasize that no Cosmetic, Perfume & Personal Care Products shall be manufactured, imported, exported, advertised, sold or distributed in Emirate of Dubai unless it has been registered in accordance with CPSS current regulations.

C.1 Guide for Registration Regulation

C.1.a What Is Registration?

Since consumer safety is the primary principle of Cosmetic, Perfume & Personal Care Products registration, its process allows the CPSS to gather adequate information to assess the safety of Cosmetic, Perfume & Personal Care Products. It is necessary to emphasize that no cosmetic product shall be manufactured, imported, exported, advertised, sold or distributed in Dubai unless it has been registered in accordance with DM regulation.

C.1.b The Registration Regulation

According to the Local Order 11 for 2003 and the Directive List 2006 The Dubai Municipality regulates the manufacture, sale and importation of Cosmetic, Perfume & Personal Care Products by requiring that all Cosmetic, Perfume & Personal Care Products to be registered prior to placing in Dubai market; as well by requiring the individuals running the activities related to Cosmetic, Perfume & Personal Care Products to be licensed at any Appropriate Authority in the UAE .

C.1.c Who Should Apply for Registration

Individuals who import or locally manufacture Cosmetic, Perfume & Personal Care Products, or have products imported or manufactured on their behalf are responsible for applying to the CPSS to have their products registered. The following should make an application for registration of a Cosmetic, Perfume & Personal Care Products:

- For an imported Cosmetic, Perfume & Personal Care Products, each importer shall be the responsible Party for the Safety of specific Cosmetic, Perfume & Personal Care Products he places on the market.
- The importer may, by written mandate, designate a person established within the Community as the responsible person who shall accept in writing.

- The distributor shall be the responsible Party where he places a Cosmetic, Perfume & Personal Care Products on the market under his name or trademark or modifies a product already placed on the market in such a way that compliance with the applicable requirements may be affected

C.1.c.i. Local Importer/ Manufacturer

Local Importer/ Manufacturer in Dubai are advised to contact the CPSS for proper registration of Cosmetic, Perfume & Personal Care Products. Agents of local manufacturers are to take the necessary steps to ensure that Cosmetic, Perfume & Personal Care Products intended for the Local market are registered before the manufactured products are placed into Dubai market.

- ✓ the making or assembling of product
- ✓ the enclosing or packing of the product in any container in a form suitable for administration or application, and the labeling of the container; and
- ✓ the carrying out of any process in the course of any of the foregoing activities

C.1.c.ii. Distributor

The Distributor who is responsible for all matters pertaining to the registration of the product is advised to contact the CPSS at DM for registration.

C.1.c.iii. Foreign Manufactures Importers

The importer who is responsible for all matters pertaining to the registration of the product is advised to contact the CPSS at DM for registration.

C.1.c.iv. Local Agents Of Foreign Manufacturers

The Local Agent who is responsible for all matters pertaining to the registration of the product is advised to contact the CPSS at DM for registration .

All / any of the above concern Bodies are to take the necessary steps to ensure that Cosmetic, Perfume & Personal Care Products intended for the local market are registered before consignments of such products are imported in to Dubai. In the event of any violation in this regard, the consignment of the unregistered product would Be Subjected to Rejection Or according to the CPSS team evaluation.

C.1.d Criteria of Applicant

Applicant for product registration must be a company incorporated in UAE , or having a warehouse in UAE and having a trade license in UAE indicating activities related to Cosmetic, Perfume & Personal Care Products.

C.1.e Responsibility of Applicant

- ✓ The applicant shall be responsible for the product, its safety, performance, and all information supplied in support of his application for registration of the product.
- ✓ A Cosmetic, Perfume & Personal Care Products placed on the market must not cause damage to human health when applied under normal or reasonably foreseeable conditions of use, taking account, in particular, of the product's presentation, its labeling, instructions for its use and disposal, warning statements as well as any other indication or information provided by the manufacturer or his authorized agent or by any other person responsible for placing the product on the market.
- ✓ The provision of such warnings shall not, in any event, exempt any person from compliance with the other requirements laid down in this Guideline.

C.1.f Multiple sources

- ✓ Products with the same formulation and same name but sourced from different manufacturing sites will be registered separately.

C.2 How to Start Registration Process

C.2.a Assessment Phase

- ✓ The applicants should apply for assessment for their products by providing the CPSS with their products database where it should include as well the applicant details (Company Name, P.O. Box, Tel, Fax, Email, Representative Name, Mobile No) & product details to the following email address: **Dr. Anas Khalifa** aakhalifa@dm.gov.ae (Tel:+971503429348)
This forms the basis on which the CPSS assesses a product prior to registration.
- ✓ CPSS will send the “Application Form for Cosmetic, Perfume & Personal Care Products Assessment” as a soft copy to the same e-mail address (Applicant Official Email) the database was received
- ✓ The applicant fill the “Application Form for Cosmetic, Perfume & Personal Care Products Assessment” according to the following instructions:
 - Within the application form, the following aspects should be filled with details and numbers: Serial Number, Product name, Brand, Country of Origin, Batch Number & Bar Code. e.g. Bar Code: 1234567, Country of Origin: UAE, ...etc.
 - Within the application form the aspects: Product Picture, will be filled by attaching product picture (any soft format e.g. JPG,BMP,TIF.etc.) or product Art Work attached to the application.
 - Within the application form the aspects: Manufacturer Detail, Production Date, Expiry Date, Period After Opening, Storage Condition, Ingredients, Health Warnings, Instruction of Use, Size/Weight, Medical Claims & Inconsistent Illustrations should be filled with (YES) if the information is available on the product or with (X) if the information is not available on the product.
 - Within the application form the aspects: Shelf-life & Remarks will remain unfilled as it will be filled by CPSS Team **ONLY**.
 - The applicant makes sure that the applied products carry a numbering sticker the same as corresponding number in the application form
- ✓ After filling the form, the applicant should send the filled soft copy of the “Application Form for Cosmetic, Perfume & Personal Care Products

Assessment” to the following email address: **Dr. Anas Khalifa**
aakhalifa@dm.gov.ae (Tel:+971503429348)

- ✓ The applicant submits sample (Original Piece) of each product that was applied for assessment along with the a original hard copy of required documents (Free Sale Certificate, Ingredient Report, Analysis Report, Laboratory Test Report) to CPSS Office.
- ✓ CPSS reviews the Product requirements and issues Cosmetic, Perfume & Personal Care Product Assessment Report that contains product description and details along with remarks for modifying according to the current specification. (**the Assessment Certificate is valid for two years from the date of Issuance**).
- ✓ CPSS Team contacts the applicant via email when finalized for collecting the “Cosmetic, Perfume & Personal Care Products Assessment” Certificate.
- ✓ At the time of collecting the Certificate, an amount of 10 Dhs for each product that has been applied for should be paid.

C.2.b Registration Phase

- ✓ After clearing the assessment Phase without any Remarks then the applicant are eligible to proceed to Registration phase.
- ✓ The applicants should apply for Registration of their products by Sending a request email to the following email address : **Dr. Anas Khalifa**
aakhalifa@dm.gov.ae (Tel:+971503429348)
- ✓ CPSS will sends the application Form of "Registration Of Consumer Product” as a soft copy to the same e-mail address (Applicant Official Email).
- ✓ After filling the form, the applicant should sends the filled soft copy of the application Form of "Registration Of Consumer Product” to the following email address: **Dr. Anas Khalifa** aakhalifa@dm.gov.ae
(Tel:+971503429348)
- ✓ CPSS review ,study and investigate the submitted documents (Free Sale Certificate, Ingredient Report, Analysis Report, Laboratory Test Report) .

- ✓ CPSS Will issue "**Consumer Products Registration Notice**" for the totally compliant product

C.3 Necessary Documents to Accompany Application Forms

C.3.a Free Sales Certificate (FSC) (CVL)

- A Free Sales Certificate is a document to indicate that the product is freely sold in that country The certificate must be issued from the country of origin and issued by the governmental authorities or recognized bodies. The (FCS) should be original and current at the time of submission.
- This certificate has to be authenticated from the competent authority at the country of origin.
- If the Brand to be marketed in Dubai is different from the one on the FSC, a legalized confirmation letter from Brand owner is required.

C.3.b Analysis Report (Physical property)

- The document must be obtained from the Brand Owner Or Manufacturer of the product.
- This document provides all the necessary data regarding physical properties of the products (PH, Appearance , Microbiology Count).
- This document should be stamped & Signed by quality control Officer or manufacturing management.

C.3.c Ingredients Report (Chemical propriety):

- The document must be obtained from the Brand Owner Or Manufacturer of the product.
- This document provides the formulation which lists the category or and function of ingredients and their concentration or range of concentration in the Cosmetic, Perfume & Personal Care Product and gives relevant quantitative and qualitative information, the ingredients should be listed and named according to recognized the International Nomenclature of Cosmetic Ingredients (INCI).
- An INCI name may cover several chemical entities. For cosmetic colorants, the colour index (CI) number or the name listed has to be used for ingredient labelling, as indicated of the Cosmetic, Perfume & Personal Care Products

Guideline. The CI number therefore becomes the INCI name for these ingredients.

- Ex. *Ethanol*: Alcohols are another cosmetic raw material with specialized nomenclature requirements. Chemists unfamiliar with the INCI system might presume that ethanol would be one of the easiest ingredients to name. which is wrong! Because the ethanol employed in most cosmetic products contains some form of denaturant, naming requires specialization. In fact, the International Cosmetic Ingredient Dictionary does not show “ethanol” per se. Instead, it displays a list of “specially denatured alcohols” (SDA), each with an abbreviation to specify the denaturant. Ethanol denatured with t-butyl alcohol and sucrose octaacetate is SDA 40-A, but ethanol with methyl alcohol is SDA 3-A.
- This document must be stamped & Signed by quality control Officer or manufacturing management.

C.3.d Source of Hyaluronic acid, Sodium Hyaluronate:

- This document is required in the presence of any Hyaluronate in the formulation
- This document must be obtained from the Manufacturing Company of the product and should indicate the source and processing methods of Hyaluronate.
- This document must be obtained from the Brand Owner Or Manufacturer-of the product and should be stamped & Signed by quality control Officer or manufacturing management.

C.3.e Radiation Certificate:

- This document is required for product claiming sun protection at any level.
- This document must be obtained from the Brand Owner Or Manufacturer of the product and should show the testing methods and result regarding the UVA and UVB test.
- This document should be stamped & Signed by quality control Officer or manufacturing management.

Note:

Other Certificates may be asked to be submitted by the applicant to CPSS according to the Product Status.

C.3.f Organic Certificate:

In case the manufacturer or the product claim to be Organic to any citrine extend , grade or percentage, a certificate declaring the source and grade of an ingredient which is being processed or incorporated in the formulation of the product from a competent body at the country of manufacturing or source of the raw material.

C.3.g Purity or Grade of the ingredients:

In case the manufacturer or the product claim a presence of pure ingredient ,a certificate declaring the purity or grade of an ingredient which is being processed or incorporated in the formulation of the product.

C.3.h Laboratory Test Report:

According to Public Health and Safety Department Circular Dated 15-Feb-2010 and to verify the safety or quality of the products ,test report (accredited laboratory either in the Country of Origin or from Dubai Central Laboratory) to detect the presence of certain toxic heavy metals* (ex. Mercury, Zinc, Arsenic, Lead, Chromium, Cadmium) preservatives , Allergens for perfume, Fluoride , 1,4 Dioxane and Diethylene glycol (DEG) and microbiology .Other tests might be required at any time of application ,Companies are required to submit samples of cosmetics & Personal Care products for laboratory testing . The expenses incurred in the testing will be borne by the companies.

C.3.i Good manufacturing Practice:

Applicants wanting to register cosmetic products manufactured Locally or overseas must provide acceptable evidence that the product is manufactured to a standard Good Manufacturing Practice (GMP) for Cosmetic.

Note:*

The presence of traces of the Band substances shall be permissible provided that such presence is technically unavoidable in good manufacturing practice (GMP)

C.3.j Privacy markings:

All information submitted to the CPSS will be treated as ‘commercial-in-confidence’ whether or not it is Marked as such by the applicant.

C.4 Amendments or Change in Registration Particulars

After a product has been approved, any subsequent amendment in particulars of the application relating to the product, must be notified and approved by CPSS. Companies must inform the CPSS whenever a change affecting the information on a label is made. Some examples of this include (but are not limited to):

- ✓ modification to the cosmetic formulation;
- ✓ change of product name;
- ✓ discontinuation of sale;
- ✓ new company name, address, or contact information;
- ✓ Brand name;
- ✓ Product types;
- ✓ Intended use.

C.5 Adverse Event Reporting

A company must report all serious adverse events to the CPSS whenever there is reasonable suspicion or evidence to suggest that the Cosmetic, Perfume & Personal Care Products might be the cause of the reaction

C.6 Product withdrawal

Means any measure aimed at preventing the making available on the market of a Cosmetic, Perfume & Personal Care Products in the supply chain.

C.7 Product Recall

When deemed necessary, the CPSS may direct that a Cosmetic, Perfume & Personal Care Product be withheld, suspended or withdrawn from sale and supply of the market by any means or any measure aimed at achieving the return of a Cosmetic, Perfume & Personal Care Product that has already been made available to the end user.

C.8 Penalty

Individuals who contravene any of the provisions of the guidelines and regulations will be charged with violation of Local Order 11 / 2003 and its amended Directives Order or Administrative List. (See Annex III)

- CPSS Inspectors are designated to monitor compliance and to enforce the relevant laws and regulations pertaining to cosmetics & Personal Care products.
- The powers of inspectors entitled and authorized him/her to withdraw the Cosmetic , Perfume & Personal cares Products when found to be unsafe due to a prohibited ingredient, microbiological hazard, lack of adequate labeling or unhygienic manufacturing conditions or any other specific hazard he/she might insight
- CPSS / CPSS Inspectors contacts the manufacturer or distributor , discusses what action can be taken to fix the problem.
- Actions may include voluntary removal, recall, or seizure.
- Failure to comply may result in prosecution.
- Inspector may examine and take samples of any Cosmetic , Perfume & Personal cares Products sold ,marketed ,distributed and/or imported into Dubai .

D. GUIDELINES FOR COSMETIC, PERFUME & PERSONAL CARE PRODUCTS LABELING

This guide provides an overview of the mandatory requirements for Cosmetic, Perfume & Personal Care Products labeling. It aims to increase concerned individual understanding of the coverage and application of the mandatory standard. The guide is of a general nature and there may be important qualifications or exceptions to the mandatory standard that it does not cover. Therefore concerned individuals should always seek professional advice to ensure their products comply with the mandatory requirements and are responsible for ensuring that their Cosmetic, Perfume & Personal Care Products meet the mandatory information standard.

D.1 Labeling of the Product

Compliance with the information standard is mandatory. All concerned individuals including manufacturers, importers, suppliers, wholesalers, distributors and retailers are obliged to ensure their products comply with the mandatory information standard.

D.2 Objectives

This is to identify ingredients to which public may be allergic or which may cause an adverse reaction as well as to compare diverse Cosmetic, Perfume & Personal Care Products.

D.3 Coverage of the Mandatory Standard

The mandatory information standard applies to Cosmetic, Perfume & Personal Care Products manufactured in or imported into Dubai from November 2006 onwards.

D.4 Requirements of Labeling Mandatory Standard

The mandatory information standard requires the product ingredients be listed on the container or the product itself, if not packed in a container. It is expected that the information would be available at the time products are at the point of entry. Where the container or the product is of a size, shape or nature that prevents ingredient labeling by any of the above methods, the mandatory information standard requires that the information be shown in a way that allows consumers to be informed. This may be achieved, for example, by using swing tags, leaflets, brochures, etc.

The followings are the required components that must be declared in clear English or Arabic language:

1. Brand name of the product
2. Product name (Product Identity)
3. Manufacturer detail
4. Country of origin
5. Ingredients
6. Size or Weight of the product
7. Production & Expiry dates or/ Period After Opening (PAO)
8. Storage conditions; unless it is clear from the product name or presentation
9. Instructions of use; unless it is clear from the product name or presentation
10. Health warning notes; unless it is clear from the product name or presentation
11. Code Industrial number of product (Bar-Code) & Batch number
12. Medical claims not allowed
13. Pictures, illustration which are inconsistent with the prevailing social customs and values shall not be used as well any religious phrase.

Figure. 1



Based on these conditions, the health inspector/officer from CPSS will withdraw any Cosmetic, Perfume & Personal Care Products that does not comply with the specifications mentioned above and issue fines to the violated premises.

The intention of the Regulations is to have ingredients clearly visible and in an obvious location such that consumers can read them at the point of sale.

- ✓ The label must be prominently and conspicuously displayed on the product at the point of sale. Labels or labeling statements shall appear on the outer packaging of the Cosmetic, Perfume & Personal Care Product or, where there is no outer packaging, on the immediate packaging of Cosmetic, Perfume & Personal Care Product. Where the size, shape or nature of the container or package does not permit all the required information to be specified on the container or package, the use of leaflets, pamphlets, hang tags, display panels etc are allowed. However, the name of the Cosmetic, Perfume & Personal Care Product and the batch reference must be displayed on the container or immediate package. The information required by the Regulations takes precedence and is of greater priority than voluntary information listed on the product label.
- ✓ Coloring agents should be listed as CI numbers, or color names. For example: CI 42090 (Blue 1).
- ✓ The nomenclature used should be based on the most recent edition of the International Cosmetic, Perfume & Personal Care Products Ingredient Dictionary, Chemical Abstracts Service, British Pharmacopoeia and United States Pharmacopoeia, or any other approved standard references. Botanicals and extract of botanicals should be identified by its genus and species.
- ✓ Ingredients must be listed in decreasing order of predominance in their concentration by weight. Descending order of concentration does not necessarily apply to fragrance agents, flavoring agents or coloring agents (unless the company wishes to state them in decreasing order of concentration). Coloring agents should be listed at the very end of the list if all the coloring agents will be listed using the “±” sign or “may contain” provision.

- ✓ Ingredients at a concentration less than 1%, and coloring agents may be listed in random order after the ingredients present at greater than 1%. Flavoring and fragrance agents in products at levels greater than 1% may be listed as “aroma” and “perfume” at the end of the ingredient list, or can be placed in descending order of concentration.
- ❖ ***Bulk and Loose Cosmetic, Perfume & Personal Care Products***

A Cosmetic, Perfume & Personal Care Products that has no outside package (or no packaging altogether) and whose size, shape or texture, makes it impractical for a tag, tape or card to be affixed to the container, may list the ingredients on a leaflet that must accompany the product at the point of sale. An example of such a product is bath beads, and other bulk or loose products.
- ❖ ***Small Containers***

Examples of small containers are those for lipstick, eye liner, lip balm, or anything that may be too small to list all the ingredients in the product on the packaging. Small containers should have a tag, tape or card **affixed** to it which lists the ingredients if they are not on the outer label. **Tear-away tags** or leaflets accompanying the product at point of sale are not acceptable.
- ❖ ***Testers***

Product testers, which allow the public to try the product prior to purchase, do not need to supply ingredient lists. Testers usually appear in close vicinity to the Cosmetic, Perfume & Personal Care Products that is available for sale. The ingredient list would appear on the label of the product for sale, thus allowing the public to review the ingredients prior to testing the product.
- ❖ ***Hotel Amenities***

Hotel amenities that meet the definition of a Cosmetic, Perfume & Personal Care Product are subject to all requirements under the *Cosmetic, Perfume & Personal Care Product Regulations*. There are no special provisions for hotel amenities, therefore they must adhere to the ingredient labeling requirements as described in this guide.
- ❖ ***Gift Sets and Kits***

Gift sets and kits that contain multiple Cosmetic, Perfume & Personal Care Products need to list the ingredients of all the Cosmetic, Perfume & Personal Care Products comprising the kit on the outer packaging such that they are available to the consumer at the time of purchase of the product. Gift baskets that have multiple products and are wrapped decoratively (i.e. with cellophane), may have a card affixed to them, since this would be considered an ornamental container.

- **CPSS shall adopt the Cosmetic Ingredient Listings of the European Regulation(EC) 1223/2009.**
- **CPSS shall prohibit the marketing of Cosmetic, Perfume & Personal Care Products containing:**
 - a) substances listed in(EC) Regulation 1223/2009 Annex II;
 - b) substances listed in the first part of (EC) Regulation 1223/2009 Annex III, beyond the limits and outside the conditions laid down;
 - c) coloring agents other than those listed in (EC) Regulation 1223/2009 Annex IV, Part 1 with the exception of
 - d) Cosmetic, Perfume & Personal Care Products containing coloring agents intended solely to color hair
 - e) coloring agents listed in (EC) Regulation 1223/2009 Annex IV, Part 1 used outside the conditions laid down, with the exception of Cosmetic, Perfume & Personal Care Products containing coloring agents intended solely to color hair; preservatives other than those listed in Annex VI, Part 1;
 - f) preservatives listed in (EC) Regulation 1223/2009 Annex VI, Part 1 beyond the limits and outside the conditions laid down therein, unless other concentrations are used for specific purposes apparent from the presentation of the product;
 - g) UV filters other than those listed in (EC) Regulation 1223/2009 Annex VII, Part 1;
 - h) UV filters listed in (EC) Regulation 1223/2009 Annex VII, Part 1 beyond the limits and outside the conditions laid down therein.

*The presence of traces of the substances listed in Annex II shall be allowed provided that such presence is technically unavoidable in good manufacturing practice (GMP) .

E. COSMETIC, PERFUME & PERSONAL CARE PRODUCTS SERVICES

E.1 Assessment Service

E.1.a Service Description

This service is provided to Licensed Companies in Dubai (with Cosmetic, Perfume & Personal Care Products related activities) in which the applicant requests for product Assessment service and the applicant should provide the CPSS with their products database. This forms the basis on which the CPSS assesses a product label prior to registration.

E.1.b Fees

The value of the fees is Dhs 10.00 per product been applied for assessment plus Dhs 10.00 knowledge fees for each payment order higher than Dhs 40.00 based on Local Order No. (11-2003).

E.1.c Requirements (Documents & Samples)

- View page 13 and 14

E.1.d Procedure steps

- View pages 11 and 12

E.2 Product Registration Service

E.2.a Service Description

This service is provided to Licensed Companies in Dubai (with Cosmetic, Perfume & Personal Care Products related activities) in which the applicant requests for product registration after he gets the Assessment letter that bears no remarks.

E.2.b Fees

There is no charge for this service.

E.2.c Requirements (Documents & Samples)

- View page 13 and 14

E.2.d Procedure steps

- View pages 11 and 12

E.3 Request for Releasing the Cosmetic, Perfume & Personal Care Products Shipments Arriving in Dubai Ports

E.3.a Service Description

This service is provided to Licensed Companies in Dubai (with Cosmetic, Perfume & Personal Care Products related activities) which have warehouses in the Emirate of Dubai and are already registered their products and are concerned in releasing the shipments arriving Dubai under the supervision of DM.

E.3.b Fees

The value of the fees is Dhs 50.00 per consignment plus Dhs 10.00 knowledge fees based on Local Order No. (11-2003). A deposit is determined by CPSS if necessary which can be reimbursed after recovery of all cases (Annex 1).

E.3.c Requirements (Documents & Samples)

- Trade License, Bill of Entry, Packing List & Invoice (Original copy)
- Random samples of items in the packing list should be submitted
- Copy of product assessment letter or Consumer Products Registration Notice (if available)

E.3.d Procedure steps

- As Cosmetic, Perfume & Personal Care Products consignment reaches entry port; the importer delivers samples and documents related to consignments to CPSO/ CPSAO for evaluation.
- If the CPSO/ CPSAO notices a mark (***) , this means the company is black listed, and it has consignments that are prohibited and not yet released.

- The consignment is blocked till the above case is solved.
- In case of compliance with requirements, CPSO/ CPSAO evaluate the samples, the results are either:
 - The products are complied and as per the physical evaluation of the product
 - The samples are fit and no need for lab test, so release action will be taken, and release letter is prepared electronically.
 - In case the samples seem fit but laboratory testing is required for confirmation, the consignment is released as Differed Inspection Pattern (DIP) through the system to the Company's warehouse with a deposit payment (Annex 1) and not to be sold prior to lab results declaration in which if:
 1. The product is passed and Assessment/ Consumer Products Registration Notice is available; so the consignment is transferred into the normal release action.
 2. The product is passed but Assessment/ Consumer Products Registration Notice is not available; so the consignment is transferred into release with warning action.
 3. The product fails and consignment is rejected and advised for destruction or re-export.
 - The samples do not match DM requirements and are rejected, and rejection letter is prepared electronically and CPSO/ CPSAO prepares a prohibit sale letter and submits it to the importer for the reason of re-export or destruction.
 - In case the company does not submit the documents which prove the re-export of the rejected consignment, the CPSO/ CPSAO places the company's name in the black list, and a mark (***) is added to it in the system..

E.4 Request for Re-export of Cosmetic, Perfume & Personal Care Products

E.4.a Service Description

This service is provided to Licensed Companies in Dubai (with Cosmetic, Perfume & Personal Care Products related activities) which have warehouses in the Emirate of Dubai and are wish to re-export the healthy supplement products through Dubai ports.

E.4.b Fees

The value of the fees is Dhs 50.00 per consignment plus Dhs 10.00 knowledge fees based on Local Order No. (11-2003). A deposit is determined by CPSS which can be reimbursed after re-export of the goods is completed (Annex 1).

E.4.c Requirements (Documents & Samples)

- Bill of Entry, Packing List & Invoice (Original copy)
- Application Form of Undertaking for Re-Export
- Samples of item in the packing list should be submitted

E.4.d Procedure steps

- Re-export request is submitted to CPSS as an undertaking form which is filled by the agent and up to 90 days limit is given for re-export.
- Submission of shipment documents to CPSS is needed where the random samples from the shipment plus the documents are evaluated by CPSO/ CPSAO.
- Physical examination is made to consignments samples and all remarks are entered electronically.
- In case of incompliance or presence of banned item, rejection action will be issued.
- In case of compliance to requirements a deposit payment orders are issued based on the consignment value in which all deposit and inspection payments are held at the cashier counter and a receipt of 2 copies is issued.
- Temporarily Re-export report will be issued by CPSAO/ CPSO.

- The company receives the consignment from the port and re-exports it within the given limit, or applies for an extension time after getting the approval form the CPSS.
- After the given limit is due, the company provides the following documents to CPSS:
 - Exit Certificate issued by Customs Department.
 - Cargo Export Manifest
 - Original receipt of deposit payment
- Then CPSS will issue the followings:
 - Final Re-export Report and closure of the case will be taken
 - Official refund letter is issued based on a request from the client

E.5 Requests for Releasing the Shipments Arriving in UAE Ports under Supervision of Dubai Municipality

E.5.a Service Description

This service is provided to Licensed Companies in Dubai (with Cosmetic, Perfume & Personal Care Products related activities) which have imported goods through other UAE entry points rather than Dubai and are already registered their products and are concerned in releasing the shipments arriving Dubai under the supervision of DM.

E.5.b Fees

The value of the fees is Dhs 50.00 per consignment plus Dhs 10.00 knowledge fees based on Local Order No. (11-2003). A deposit is determined by CPSS if necessary which can be reimbursed after recovery of all cases (Annex 1).

E.5.c Requirements (Documents & Samples)

- Bill of Entry, Packing List & Invoice (Original copy)
- Sample of RANDOM item in the packing list should be submitted
- Official Transfer Request from the concerned Emirate
- Payment will be applied according to Local Order 11 - 2003

E.5.d Procedure steps

- Submission of shipment documents including the transfer letter to CPSS is needed along with samples from the shipment to be submitted to CPSO/ CPSAO.
- CPSO/CPSAO reviews the documents.
- Physical inspection is done to ensure that it meets label requirements and results will be entered into the system electronically.
- Deposit payment orders as well as inspection fees are issued based on the consignment value.
- No objection action will be taken to transfer the consignment to Dubai.
- The consignment will be inspected as same as inspection for imported consignment for the local market.

E.6 Request for Releasing the Shipments Arriving in Dubai Ports under Supervision of other Municipalities

E.6.a Service Description

This service is provided for companies who do not have Trade License or warehouse in Dubai. The request is for releasing shipments at Dubai ports to be examined under the supervision of the municipalities of the other emirates in the UAE. It should be noticeable that a maximum grace period of 5 working days shall be given to know the reply of the concerned municipality.

E.6.b Fees

The value of the fees is Dhs 50.00 per consignment plus Dhs 10.00 knowledge fees based on Local Order No. (11-2003). A deposit is determined by CPSS if necessary which can be reimbursed after submitting the reply of the concerned municipality requesting necessary action (Annex 1).

E.6.c Procedure steps

- Submission of shipment documents (Packing List, Invoice, Airway Bill, Trade License) & random samples to CPSS and filling the Inspection & Referred Consumer Products Consignment Report.
- In case of presence of banned items, the consignment will be rejected.

- Receiving the approval from the concerned municipality through stamping on Inspection & Referred Consumer Products Consignment Report.
- Issuing the fees & deposit payment orders by the CPSAO/ CPSO.
- Paying the fees to the Cashier counter.
- Handing a copy of the receipt over to the CPSAO/ CPSO who attaches it to the soft copy of the required shipment documents.
- Issuing the release to other municipality report electronically.
- Request for refund the deposit after releasing the consignment and taking the necessary procedures in this matter through submitting letter from concerned municipality of receiving the consignment.
- Ensuring that all outstanding cases of undertaking as well as the obligations for which an undertaking has been written have been fulfilled.
- Issuing refund letter and contacting the company representative for collection.

Annex 1:

Consignment Amount (UAE Dhs)	Deposit Amount (UAE Dhs)
5,000 or Less	1000
5,000 up to 20,000	2,000
20,000 up to 30,000	5,000
30,000 or More	10,000
Permanent deposit for multiple DIP consignments	15,000
Permanent deposit for multiple Re-Export	50,000