

Administrative Resolution No. (7) of 2022

**Approving the Manual for
Providing First Aid Services at
Workplaces in the Emirate of Dubai¹**

The Chairman of the Board of Directors of the Dubai Corporation for Ambulance Services,

After perusal of:

Law No. (12) of 2015 Concerning the Dubai Corporation for Ambulance Services (the “**DCAS**”);

Law No. (32) of 2015 Concerning the Official Gazette of the Government of Dubai;

Decree No. (25) of 2014 Forming the Board of Directors of the Dubai Corporation for Ambulance Services; and

The presentation of the Executive Director of the Dubai Corporation for Ambulance Services,

Does hereby issue this Resolution.

**Approval of the Manual
Article (1)**

- a. Pursuant to this Resolution, the Manual for Providing First Aid Services at Workplaces in the Emirate of Dubai (the “Manual”), inclusive of the requirements, procedures, and forms set forth therein, is approved.
- b. The DCAS must publish the Manual referred to in paragraph (a) of this Article on its official website.

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¹*Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict, the Arabic text will prevail.*

**Reviewing and Updating the Manual
Article (2)**

The Executive Director of the DCAS is hereby vested with the authority to review and update the Manual referred to in Article (1) of this Resolution. All amendments to the Manual must be published on the official website of the DCAS.

**Implementing the Manual
Article (3)**

All employers in the Emirate of Dubai, including public and private entities, must comply with the provisions of the Manual referred to in Article (1) of this Resolution and take the necessary action required for its implementation.

**Publication and Commencement
Article (4)**

This Resolution will be published in the Official Gazette and will come into force on the day on which it is published.

Awad Saghir Al Ketbi
Chairman of the Board of Directors
Dubai Corporation for Ambulance Services

Issued in Dubai on 15 June 2022
Corresponding to 16 Thu al-Qidah 1443 A.H.

Manual for Providing First Aid Services at Workplaces in the Emirate of Dubai

1. Introduction:

This Manual sets out the standards that must be satisfied and the procedures that must be followed for providing First Aid Services in open or closed public and private workplaces; and the responsibility of employers for ensuring the safety of employees and securing a safe working environment that is free from health hazards. This Manual also sets out the obligations of employees in respect of the standards and procedures adopted by employers.

2. Scope of Application of the Manual

This Manual applies to all workplaces in the Emirate, including those of public and private entities and construction sites.

3. Purpose of the Manual

The Manual aims to provide practical guidelines for the provision of First Aid in workplaces in the Emirate as determined in the scope of this Manual.

4. Basic Requirements for Providing First Aid Services at Workplaces

- Professionals authorised by the Dubai Corporation for Ambulance Services to provide First Aid Services;
- First Aid Room;
- First Aid Kits;
- First Aid equipment;
- Oxygen cylinders, "Jumbo-D" with a capacity of 425 l, 640 l, or greater depending on the type and size of the activity conducted at the workplace;
- Stretchers; and
- Protective gear and equipment.

5. Definitions

Definitions

DCAS:	The Dubai Corporation for Ambulance Services.
First Aid Room:	A designated space within a workplace dedicated to providing First Aid to those who suffer from an injury or disease at the workplace.
First Aid Services:	These include the pre-hospital medical services rendered to the injured and patients; the transport of patients between healthcare facilities; and the provision of training on these services.
Professional:	A natural person authorised by the DCAS to provide any of the Ambulance Services in the Emirate.
First Aid Kit:	A box containing medical supplies and equipment, such as gauze pads, antiseptic creams, plasters, and other items that are used for giving prompt basic medical treatment to a person involved in a sudden Accident.
EMT:	A Professional who successfully completes a First Aid training course, receives a certificate of competence in providing First Aid from an accredited institution, and has the ability to provide pre-hospital medical services to patients and the injured.
AEMT:	A Professional who successfully completes an advanced cardiovascular life support or a paediatric advanced life support training course, receives a certificate of competence in providing advanced First Aid from an institution accredited by the DCAS, and is capable of providing pre-hospital medical services to patients or the injured.
First Responder:	A Professional who successfully completes a First Aid training course and holds a First Response certificate from a recognised entity to provide primary healthcare to patients and the injured, until the arrival of paramedics.
Occupational Injury:	An injury suffered by an employee in the course of performing his duties.
Accident:	An unforeseen event or incident that occurs as a result of unfavourable circumstances and that causes damage or loss.

ANSI:	The American National Standards Institute.
ISEA:	The International Safety Equipment Association.

6. First Aid Provision Plan

An employer must prepare a plan for providing First Aid Services at the workplace. This plan must include the following:

- **Planning:** Developing the standards required for establishing a First Aid Room at the workplace and setting a time frame for furnishing and preparing such a room.
- **Implementation:** Setting a time frame for Planning, taking into account the requirements and conditions of the working environment at the workplace.
- **Verification:** Monitoring and measuring the operations, objectives, legal requirements, and other factors; and reporting the outcomes. This includes Follow Up of the effectiveness of the paramedics and the First Aid Room.
- **Follow Up:** Taking the action required for the improvement of health and safety on a regular basis. This includes adopting the best standards that must be satisfied in First Aid Rooms depending on the type of activity and workplace.

7. First Aid Room Establishment Criteria

Where it is established in the safety statement issued in respect of occupational and environmental health and safety after conducting the risk assessment for the workplace that a First Aid Room is necessary, the following must be taken into consideration:

- a. the size or area of the premises;
- b. the type of the activity conducted at the workplace;
- c. the Accident frequency rate at the workplace;
- d. the existence of specific risks within the workplace; and
- e. proximity of the workplace to the nearest medical facility.

8. Workplaces are categorised based on risk level as follows:

Risk Levels at Workplaces	Type of Workplace	Number of Persons at the Workplace	Required Action
Low Risk Workplaces: This includes workplaces that do not involve exposure to hazards that could result in serious injury.	Offices, Banks, Retail Outlets, and Small Construction Sites.	Less than fifty (50)	Providing one (1) EMT or one (1) First Responder
		Fifty (50) or more	Providing two (2) EMTs
High Risk Workplaces: This includes workplaces that involve exposure to hazards that could result in serious injury or illness that requires immediate medical attention.	Large Construction Sites, Chemical Plants, Ship Building Docks, Factories, Commercial and Amusement Centres, and Exhibition Halls.		Providing one (1) AEMT per shift, if any, otherwise two (2) AEMTs

9. Special First Aid Requirements

The following special First Aid requirements will apply:

- A safe area for evacuation and sufficient equipment, such as stretchers, wheelchairs, linen, blankets, and other items, must be made available at the workplace to deal with mass casualty incidents that may occur at workplaces where such incidents are likely to take place.
- Special instructions must be placed in any location within the workplace where a chemical substance that may pose health hazards, as stated in the Use and Standard of Exposure to Chemicals Hazardous to Health Regulations of 2000, is used. The current chemical safety data sheet of that substance, or a copy thereof, must be displayed in a prominent place where the substance is used in order to ensure that it is easily accessible to employees.
- Paramedics handling chemical substances must receive special training on providing early management in case of chemical poisoning (i.e. decontamination).
- A register must be maintained in which to record the circumstances surrounding an Accident as described by the employee involved in that Accident, including the date and time of the

Accident; the names of witnesses; the nature and exact location of the injury sustained by the employee; and the date, time, and type of each First Aid treatment provided.

10. Protective Gear and Equipment

The main requirements related to protective gear and equipment are as follows:

- Paramedics and First Responders must be provided with protective gear and equipment as necessary to protect them from injury during the delivery of First Aid. This protective gear and equipment must be stored in a proper manner and regularly inspected to ensure that it is in a good condition.
- The principle of universal precautions must be observed when dealing with an Accident. Additional precautions must be taken when dealing with blood or other body fluids. It is recommended to vaccinate paramedics against the Hepatitis B Virus.
- The guidelines of the World Health Organisation and Centre for Disease Control (CDC) must be followed.

11. First Aid Room

Design

- The dimensions of the room must not be less than 4x4 meters.
- The room must be large enough to accommodate a bed with enough room for people to move around and must be equipped with emergency lighting.
- Where the workplace is temporary, the walls of the room must be collapsible or removable to allow for increasing the area of the room as per the size and area requirements. It is recommended that the ceiling of the room be made of materials that do not collect dust and that are easy to clean.
- The floor of the room must be made from non-slip materials.
- Privacy must be maintained in the room by obscuring windows if necessary.
- The temperature and humidity in the room must be maintained at comfortable levels.
- The room must be clearly identified as a First Aid Room by means of a sign.
- The room location must be specified on the site plan.

- The room must have a sufficient area to accommodate all the equipment and services stipulated in this Manual, and the entrance of the room must allow easy access of a stretcher.
- Hygiene must be maintained in the room by keeping it clean and well ventilated, heated, and lighted.
- A telephone or other means of communication must be available in the room, especially in workplaces where First Aid Rooms are commonly used.
- Emergency telephone numbers must be placed in the room.
- The entrance of the room must be wide enough to allow access of trolleys, recovery stretchers, wheelchairs, and evacuation chairs.

Minimum Facilities and Equipment of First Aid Rooms

- A washbasin with running hot and cold water;
- Drinking water and disposable drinking cups;
- A store appropriate for First Aid equipment and materials;
- First Aid equipment;
- Smooth topped working surfaces;
- Soap;
- Paper towels;
- Appropriate waste containers lined with disposable plastic bags;
- A bed with a waterproof surface and frequently cleaned pillow and blankets;
- A chair;
- An appropriate container to be used in providing First Aid Services;
- A small fridge for storing test solutions and medicine;
- Medications suitable for the activity conducted at the workplace and the experience level of the paramedics working in the room;

- Clean protective gear to be used by the paramedics; and
- A First Aid treatment record.

First Aid Room Location

When choosing the location of the First Aid Room, the following must be taken into account:

- proximity to bathrooms for the purpose of cleaning and disinfection;
- proximity to elevators and main corridors that allow the access of stretchers and wheelchairs;
- availability of signs indicating the location of the First Aid Room in the workplace;
- accessibility from the room to work areas; and
- accessibility from the room to the car park to facilitate the transport of the injured to the ambulance.

12. Guidelines Related to First Aid Kits

- First Aid Kits must be provided around the workplace in order to enable employees who received First Aid training to safely and promptly access the equipment required for providing First Aid Services.
- Contents of First Aid Kits must be provided in sufficient quantities to cover the needs of the workplace.
- Where a physician or a paramedic is present at the workplace, personal protective equipment, such as cardiopulmonary resuscitation mask and latex free gloves, must be placed in the First Aid Kit as required by the First Aid training.
- An employer may increase the quantity of First Aid Kit supplies, provided that no non-First Aid or perishable equipment or dangerous materials, such as medicine and creams, are placed in the kit.
- First Aid Kits and their contents are inspected at least four (4) times a year as needed to ensure their good condition. The last date of the inspection and signature of the person who conducts the inspection must be written on the inspection card of each kit.
- An "In Case of Injury at the Workplace" poster must be placed at the First Aid station, as set out in the attached form. The poster will determine the responsibilities and obligations of the

employer and employees when an Accident occurs at the workplace. The DCAS must, upon request, make these posters available in different sizes for free.

13. First Aid Equipment

First Aid Supplies

- ❖ First Aid Kits at workplaces vary depending on:
 - the number of employees;
 - the size and area of the premises and the type of activity conducted therein; and
 - the availability of a nurse or occupational physician.
- ❖ The First Aid supplies and equipment in First Aid Kits must be replenished as soon as possible after use in order to ensure that there is always an adequate supply of all materials. Items may not be used after the expiry date shown. It is therefore essential that First Aid materials be inspected frequently to make sure that sufficient quantities are available and that all items are usable.
- ❖ First Aid Kits must be made of the appropriate material designed to protect their contents from damage by humidity or dust and must be clearly marked as First Aid Kits.
- ❖ Mandatory items that must be placed in a First Aid Kit will feature in a list. Employers will determine these items based on the outcomes of a First Aid needs assessment.

14. First Aid Important Information

- ❖ The location, names, and contact details of First Responders;
- ❖ The details of the person responsible for inspecting the contents of First Aid Kits;
- ❖ The location of the nearest First Aid Kit to the employees' place of work;
- ❖ The details of the person responsible for inspecting the automated external defibrillator;
- ❖ The location of the nearest automated external defibrillator to the employees' place of work; and
- ❖ The location of the Accident record.

Emergency Contact Numbers in the Emirate of Dubai	
Ambulance	998
Police	999
Fire Department	997

15. First Aid Equipment for Remote Workplaces

In isolated, remote, or project-based workplaces, employers must keep a written First Aid plan for these workplaces. This plan must:

- a. contain a comprehensive plan to ensure compliance with the minimum standards stipulated in this Manual; and
- b. include an item that sets out the following:
 1. the method of transporting the injured;
 2. the methods of communication;
 3. the number of First Aid employees and their qualifications; and
 4. a list of the First Aid supplies that must be available in all facilities.

16. Developing First Aid Plans for Remote Workplaces

- ❖ Persons present at the remote workplace must comply with the plan.
- ❖ The plan must be appropriate for the type of work done at the remote area.
- ❖ The plan must, where required, stipulate a committee or a representative to be consulted when devising the First Aid plan for the remote area.
- ❖ Where an employer has employees working in a remote area and none of them spends more than ten percent (10%) of his time at that remote place per a month, such an employer is not required to implement a First Aid plan for remote areas.

17. Automated External Defibrillators

- An automated external defibrillator must be provided at remote workplaces to prevent sudden cardiac arrests. Early defibrillation using automated external defibrillators is paramount in the chain of survival.
- The provision of automated external defibrillator is contingent on the existence of a First Responder at the workplace.
- Employees other than First Responders will be encouraged to engage in training on the use of automated external defibrillators.
- Equipment must be maintained and the knowledge of trainees on the use of automated external defibrillators must be updated.



18. Addendum

Based on international standards, such as ANSI ISEA (ANSI / ISEA Z308.1-2015), the minimum required contents and supplies of a First Aid Kit will be determined as per the working environment and relevant activities as set out in the attached schedules:

First Aid Kit Contents for Construction Sites with Fifty (50) Persons



SN	Items Description	Quantity
1	Plastic case w/gasket, 9-3/16" x 9-3/16" x 2-3/4"	1
2	Adhesive plastic bandages	125 pcs
3	Conforming gauze roll bandages	3
4	Triangular sling/bandages, w/2 safety pins	2
5	Gauze dressing pads 3" x 3"	12 pcs
6	Trauma pad	2
7	Antiseptic cleansing wipes	50 pcs
8	Burn gel, cream, thermal blanket	1
9	Instant cold compresses	2
10	First aid tape roll	1
11	Tweezers, plastic, one-time use	1
12	Scissors	1
13	Exam quality gloves, 2 pairs	4
14	First Aid guide English/Arabic	1

First Aid Kit Contents for Beaches and Swimming Pools with Fifty (50) Persons

SN	First Aid Kit Items	Quantity
1	Plastic case w/gasket, 9-3/16" x 9-3/16" x 2-3/4"	1
2	Adhesive plastic bandages	125 pcs
3	Conforming gauze roll bandages	3
4	Triangular sling/bandages, w/2 safety pins	2
5	Gauze dressing pads 3" x 3"	12 pcs
6	Trauma pad	2
7	Antiseptic cleansing wipes	50 pcs
8	Burn gel, cream, thermal blanket	1
9	Instant cold compresses	2
10	First aid tape roll	1
11	Tweezers, plastic, one-time use	1
12	Scissors	1
13	Exam quality gloves, 2 pairs	4
14	First Aid guide English/Arabic	1

First Aid Kit Contents for Restaurants and Catering Venues with Fifty (50) Persons

SN	Items Description	Quantity
1	First Aid guide	1
2	Elastic bandage	1
3	Alcohol wipes	20
4	Antiseptic wipes	20
5	Triangular bandage	2
6	Cold pack	2
7	Nitrile exam gloves (size M, L, XL)	3 pairs
8	Sterile eye pads	4
9	Eye wash	4
10	CPR face shield	1
11	First Aid burn, cream packets	4
12	Burn dressing	5
13	Sterile gauze pack 2" x 2" & 3" x 3"	5
14	Trauma pads 5" x 9"	2
15	Forceps	1
16	Scissors	1
17	Large, medium, and small water-jel burn dressing	1 each
18	Eye wash	30 ml bottle
19	Hand sanitizer	1 bottle

First Aid Kit Contents for Hotels and Amusement Parks with Fifty (50) Persons

SN	Items Description	Quantity
1	First Aid guide	1
2	Elastic bandage	3
3	Alcohol wipes	20
4	Antiseptic wipes	10
5	Hand sanitizer 2 ml	10 packets
6	Triangular bandage	2
7	Cold pack	2
8	Nitrile gloves (M, L, XL)	3 pairs
9	Sterile eye pads	4
10	Eye wash	30 ml bottle
11	Burn cream	5 packets
12	Burn dressing 4" x 4"	1
13	CPR face shield	1
14	Sterile gauze pads 2" x 2" & 3" x 3"	5 each
15	Large, medium, and small water-jel burn dressing	1 each
16	Forceps	1
17	Scissors	1

First Aid Kit Contents for Hair and Beauty Salons

SN	Items Description	Quantity
1	First Aid box	1
2	Mouth to mouth CPR mask 1 pc	1
3	Emergency blanket	1
4	Conforming bandage	2 rolls
5	Forceps	1
6	First Aid dressing roll	1
7	Triangular bandage	1
8	Gauze swabs	2 pcs
9	Scissors	1 pair
10	Safety gloves	1 pair
11	Surgical tape roll	1 roll
12	Cleaning wipes	3 pcs
13	Adhesive bandage	24 pcs
14	First Aid guide Arabic/English	1

First Aid Kit Contents for Factories per Fifty (50) Persons



SN	Items Description	Quantity
1	Padded flexible splint	1
2	Nitrile gloves (L, M, XL)	3 pairs
3	Eye & face shield	3
4	Body fluid spill kit pack	4
5	Cotton tipped applicator	100
6	Conforming gauze roll	2
7	Burn spray	120 ml bottle
8	Antiseptic spray	120 ml bottle
9	Gauze roll	1
10	Adhesive bandage	20
11	Alcohol wipes	20
12	Antiseptic wipes	20
13	Povidone Iodine	10
14	Hand sanitizer 2 ml	10 packets
15	Sterile gauze pads 2" x 2" & 3" x 3"	5 each

16	Triangular bandage	2
17	Scissors	1
18	Cold pack 4" x 5"	2
19	First Aid guide	1
20	Forceps	1
21	Sterile eye pads	2
22	Eye wash	30 ml
23	CPR mask 1	1
24	Nitrile exam gloves (L, M, XL)	3 pairs
25	First Aid tape	2
26	Elastic bandage	3
27	Burn dressing 4" x 4"	2
27	Eye wash	120 ml
28	Ammonia inhalant	1
29	Large, medium, small jel burn dressing	1 each
30	Cold pack	2
31	Rubber tourniquet	1
31	Burn gel packets 1	1

First Aid Kit Contents for Camping Sites

SN	Items Description	Quantity
1	Reflective triangle	1
2	Jumper cables	1
3	Flashlights	1
4	Flash light batteries	1
5	Tire gauge	1
6	Cable ties	10 pcs
7	Sting relief wipes	4
8	Plastic bandage strip	10 pcs
9	Emergency blanket	1
10	Nitrile gloves (L, M, XL)	4 pairs

19. References

1. First Aid Regulations/ Bylaws referred to in Article (82) of the Occupational Health and Safety Act of Nova Scotia, Canada:

<https://www.novascotia.ca/just/regulations/regs/ohsfirst.htm>

2. First Aid Room Guidelines of the Dubai Healthcare City, DHCR/PP/HSE/003/01 issued on 19/4/2018

<https://www.dhcc.ae/gallery/First%20Aid%20Policy.pdf>

3. Highfield International Limited, 2016
4. Federal Law No. (13) of 2020 Concerning Public Health
5. Federal Law by Decree No. (33) of 2021 Regulating Labour Relations
6. Victoria, Australia: Victoria's new Occupational Health and Safety Regulations 2017

<https://www.worksafe.vic.gov.au/resources/compliance-code-first-aid-workplace>

7. Ministry of Human Resources and Development, Kingdom of Saudi Arabia: Ministerial Resolution No. 1/400 dated 01-02-1428 A. H.

<https://sosh.hrsd.gov.sa/sites/default/files/2019-10/%20وزاري%20رقم%20400%20-%20اولية%20اسعافات%20غرفة%20ايجاد.pdf>

8. ANSI/ISEA Z308.1-2015 American National Standards Institute ANSI

https://blog.ansi.org/2018/06/workplace-first-aid-kits-ansi-isea-z308-2015/?_gl=1*plt0li*_gcl_aw*R0NMLjE2MzYwMDAxNTUuRUFJYUIRb2JDaE1JcjhUTHNIXzk4d0lWRUxUVkNoM3phZ0NLRUFBWUFTQUFFZ0lsa19EX0J3RQ..&_ga=2.193499117.1167208252.1636000155-1102464371.1636000155&_gac=1.6963974.1636000155.EAlalQobChMlr8TLse_98wIVELTVCh3zagCKEAYASAAEgllk_D_BwE/ISEA Z308.1-2015

9. International Safety Equipment Association ANSI/ISEA Z308.1-2015

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