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Dubai Food District Guidebook

Version 1.0 (October 2024)





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Foreword



We are happy to welcome you to the DP World community. We take great pleasure in presenting the first volume of the Service Guidebook for Dubai Food District Market. This comprehensive guide covers all services provided by the market.

This reference book will help you navigate through services while providing precise information and step-by-step procedures for availing them.

I hope the information will be valuable in efficiently availing the services.

We are constantly working to enhance our customers' experience. We welcome your valuable suggestions to make this publication more useful in the future. Once again, I welcome you to the DP World community.

Abdulla Al Hashmi
Chief Operating Officer
Parks & Zones
DP World GCC



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About Dubai Food District

The market will provide a comprehensive ecosystem for food trade, offering advanced logistics, streamlined processes, and access to a vast global market. It will also create new investment opportunities and support business growth.

Enhancing the efficiency and reach of the global food supply chain will help ensure a greater variety of fresh produce and foodstuffs are available in the market, potentially at more competitive prices.

To know more visit: www.dubaifooddistrict.com

Call the dedicated 24/7 toll-free number **800 – 3283** for any queries.

Working Hours (all days):

- Morning: 6:00 am to 1:30 pm
- Evening: 4:00 pm to 11:00 pm



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1. Dubai Trade Portal Operation

1.1. About Dubai Trade Portal

The [Dubai Trade Portal](#) is an electronic platform that enables Customers to apply for services offered by Dubai Food District.

Once registered with DP World, the company will receive a User ID and Password to activate the Dubai Trade Portal.

1.2. Dubai Trade Portal – Online Registration

Description

This service outlines the necessary steps and requirements for Dubai Food District companies to register on the Dubai Trade Portal, enabling them to access leasing and property services.

Process Steps

- › Visit the Dubai Trade Portal at www.dubaitrade.ae
- › Complete the online application form on the Dubai Trade portal.
- › Upon approval, a notification will be sent to the customer.

Documents Required

- › Emirates ID copy
- › Passport copy
- › Trade license copy

| Fees | Processing Time |
|--|---|
| <ul style="list-style-type: none">• No Fee | <ul style="list-style-type: none">• 1 working day |



2. Lease Renewal

Description

This service outlines the necessary steps and requirements for renewing a lease for the companies under the Dubai Food District.

Process Steps

- › Customers will receive a lease renewal notification.
- › To initiate the renewal process, customers can log in to the [Dubai Trade Portal](#).
- › Open the [service link](#), fill in the necessary details, and submit the application.
- › Make the payment through the Dubai Trade Portal.

Documents Required

- › Lease Agreement
- › Lease Rental payment confirmation

| Fees | Processing Time |
|---|---|
| <ul style="list-style-type: none">• Calculated as per lease agreement | <ul style="list-style-type: none">• 1 working day |

3. Sublease Request

Description

This service outlines the necessary steps and requirements for customers to sublease facilities under the Dubai Food District.

Process Steps

- › Submit the sublease request on the Dubai Trade Portal.
- › The Lease officer will evaluate the application and notify the customer of additional documentation and charges applicable to proceed with the Sublease renewal.
- › Customers to pay the calculated sublease fee on the Dubai Trade Portal.



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- › The customer receives the No Objection Letter, which he can use to obtain an Ejari certificate from the Land Department for the subleased facility.

Documents Required

- › Sublease request form
- › Tenancy agreement

Fees

- 10% of the higher amount between the lease with the sublessee and the lease agreement with the market operator

Processing Time

- 1 working day

4. Facility Termination by Customer

Description

This procedure describes the steps taken to enable the customers to cancel or terminate their facility or lease within the Dubai Food District.

Process Steps

- › Log in to the [Dubai Trade Portal](#).
- › Open the [service link](#), complete the required fields, and upload the necessary documents before submitting your request.
- › After evaluating the service request and inspecting the facilities, the Facility Management team will deliver the end-of-lease document.

Documents Required

- › DEWA final clearance
- › Undertaking letter for lost key/card based on selections in the request form



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Fees

- Maintenance costs are payable as assessed by the End-of-Lease team

Processing Time

- 1 working day

Notes

- › The tenant is liable to pay the pro-rata rental up to the date of maintenance work completion of the leased unit(s).

5. New Facility Request

Description

This service outlines the procedure and the steps taken to initiate the customer's request for a new facility within the Dubai food District.

Process Steps

- › Log in to the [Dubai Trade Portal](#).
- › Open the [service link](#) and submit a new request for the new facility.
- › Once the request is received, the sales expert will offer suitable facilities for the customer to select.
- › Customer seeks necessary approvals and permits as indicated by the sales expert.
- › Customer pays the deposit and updates the payment information on the Dubai Trade Portal.
- › Customer to collect documents & keys.

Documents Required

- › Request letter signed by the authorised person.
- › Authority Approvals (if required)



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| | |
|---|--|
| Fees <ul style="list-style-type: none"> • Deposit fee | Processing Time <ul style="list-style-type: none"> • 3 working day |
|---|--|

6. Facility Transfer Request

Description

This service outlines the necessary steps and requirements for transferring a facility in the Dubai Food District.

Process Steps

- › Existing customer initiates facility termination process with the intent to transfer the facility to the new owner.
- › Once the existing customer completes facility termination, the new customer must make the necessary payments: a new lease, transfer fee, and rent deposit.
- › Upon payment confirmation, the customer receives the new lease agreement.

Documents Required

- › Signed Transfer Application Form

| | |
|---|---|
| Fees <ul style="list-style-type: none"> • New lease amount (20% increase from previous rate), transfer fee (10% of new rent), and rent deposit (10% of new rent). | Processing Time <ul style="list-style-type: none"> • 2 working days |
|---|---|

7. Request for NOC (LIU, Office, Plot & Other Facility Types)

Description

This service outlines the necessary steps to request a No Objective Certificate (NOC) for LIUs, offices, plots, and other facilities within the Dubai Food District.



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Process Steps

- › The customer can apply for a No Objection Certificate (NOC) by emailing the details to apm.noc@dubaifooddistrict.com.
- › During the evaluation, customers could be asked to submit additional documents.
- › After completing the evaluation, the NOC is emailed to the customer.

Documents Required

- › Supporting documents for NOC

| | |
|--|--|
| Fees <ul style="list-style-type: none">• No Fee | Processing Time <ul style="list-style-type: none">• 1 working day |
|--|--|

Notes

- › NOC can be requested for completion certificates, design concepts, modifications, and authorities.

8. Dubai Food District Portal Services

8.1. Food District Portal Registration

Description

This service outlines the necessary steps and requirements for companies in Dubai Food District to register on the Food District portal to access market services such as Permits.

Process Steps

- › Log in to the Market Services Unit Center website (www.market-su.com).
- › Fill out the registration form and upload the required documents.
- › Customers receive a registration confirmation email.
- › Customers can pay the one-time transaction fee of AED 200 via EZVoucher payment link generated by the Dubai Trade portal or through the Market Services Unit.
- › After clearing inspection and approvals, the customer can access the Food District portal and avail market services.



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Documents Required

- › Personal Photo
- › Commercial License
- › Ejari Certificate
- › Emirates ID
- › Passport and Visa

Fees

- One-time transaction fee of AED 200

Processing Time

- 1 working day

8.2.Issuance of Food District Market Permits

Description

This service outlines the necessary steps and requirements for obtaining Permits in the Dubai Food District District.

Process Steps

- › Log in to the Market Services Unit Center website (www.market-su.com).
- › Select the desired permit type and complete the Permit Application Form.
- › Customer will receive an EZVoucher payment link via the Dubai Trade portal. Ensure that your Food Portal Account has enough balance to complete the payment.
- › After the payment, customers will receive the permits via email or SMS.

Documents Required

- › Vehicle details
- › Shipment information
- › Driver details



| | |
|---|--|
| Fees <ul style="list-style-type: none"> Based on the Permit type and duration | Processing Time <ul style="list-style-type: none"> 1 working day |
|---|--|

Notes

- › Each Customer shall apply for a driver's rest permit as soon as the truck arrives at the parking lot to allow the driver to enter the rest area. Failure to do so will result in violations. Refer to the appendix section for more details.

8.3.Updating Food District Market Company Records

Description

This service outlines the necessary steps and requirements for updating company records in the Food District Portal.

Process Steps

- › Log in to the Market Services Unit Center website (www.market-su.com).
- › Update information under the "Update Company Records" section within the portal.
- › Post reviewing the application, the Customer receives a notification regarding the status of their update request (approved or rejected). If rejected, the notification may include reasons for rejection.

Documents Required

- › Updated company records

| | |
|--|--|
| Fees <ul style="list-style-type: none"> No Fee | Processing Time <ul style="list-style-type: none"> 1 working day |
|--|--|



8.4.Adding Credit to the Establishment Account

Description

This service outlines the necessary steps and requirements for adding balance to the company account in the Food District Portal.

Process Steps

- › Log in to the Market Services Unit Center website (www.market-su.com).
- › Navigate to "Add Credit to Establishment Account" section and selects the desired services.
- › The system calculates the total amount required to be topped up based on the selected services.
- › The EZVoucher system by Dubai Trade Portal automatically sends an email to the company with the payment link to pay the amount online.
- › Customer receives an email notification confirming the updated portal balance.

Documents Required

- › NA

| Fees | Processing Time |
|--|---|
| <ul style="list-style-type: none">• No Fee | <ul style="list-style-type: none">• 1 working day |



9. Appendix

9.1. Food District Services Fees

| Service | Fee (AED) |
|---|---------------------------------|
| • Portal Registration | 200.00 |
| • Permit for entry of Refrigerator Truck to Unloading /Sale Halls | 30.00 per day |
| • Permit for entry to Drivers Rest Area | 20 per day |
| • Show Hall for Parking (Annual) | 1,000 per sqm + 25% service fee |
| • Show Hall Daily | 8 per sqm |

9.2. Violations:

| Violation Type | Violation Value |
|---|-------------------|
| Failure to unload the Refrigerator Truck or Containers within the allowed period | 200 per hour |
| Park refrigerators truck, containers, light or heavy trucks at sales halls and yards in places other than those designated for them | 500 |
| Refrigerators trucks, containers or light or heavy trucks entering into sales halls and yards without a permit | 500 |
| Opening, displaying or selling goods during unauthorized times | 500 |
| Tampering with market equipment, equipment and panels | 500 |
| Occupancy of sidewalks, squares, corridors and parking lots of internal markets in cases other than those authorized | 1,000 |
| Provide inaccurate information about the vehicle or goods to obtain permits or approvals | 1,000 |
| Distortion of the general appearance | 500 |
| Sale of unauthorized products | 2,000 |
| Failure to issue permit for driver rest area | 200 per delay day |
| Parking the refrigerator truck in the waiting area more than the permitted period | 200 per day |
| Smoking inside sale halls or show halls | 200 |
| Non-compliance with the instructions and decisions issued by the market management | 200 |



9.3. Food District Facilities & Permits:

Wholesale Halls

1. Vegetables and Fruits Platforms

- a. **Number of Platforms:** 247 platforms and halls all air-conditioned for unloading vegetable and fruit products for products coming through all border crossings.
- b. **Location:** Wholesale Halls A- B- C
- c. **Parking allocation:** Through annual or daily permits
- d. **Working Hours:** Spring Time: from 1 March to 31 October (5 pm and 8 am);
Winter time: from 1 November to 28 February (4:30 pm and 8 am)

2. Onion Yards: 74 parking spaces dedicated for Onion Containers

- a. **Number of Platforms:** 74 parking spaces.
- b. **Location:** Onion Yard (next to Gas Station)
- c. **Parking allocation:** Through daily permits
- d. **Working Hours:** 24 hours

3. Potato Sale and Promotion Platforms: spaces dedicated for Potato Containers

- a. **Number of Platforms:** 35 parking spaces.
- b. **Location:** Wholesale Hall C
- c. **Parking allocation:** Through daily permits
- d. **Working Hours:** Spring Time: from 1 March to 31 October (5 pm and 8 am);
Winter time: from 1 November to 28 February (4:30 pm and 8 am)

4. Goods reloading platform and yards: platforms and yards to reload Onion Containers

- a. **Number of Platforms:** 15 platforms; 20 parking spaces inside the Hall
- b. **Location:** Wholesale Hall C; Domestic Products Sale Hall
- c. **Parking allocation:** Through daily permits
- d. **Working Hours:** 24 hours

5. Halls for Selling Domestic Products: Halls prepared for parking and selling domestic products through medium sized trucks.

- a. **Number of Platforms:** 200 platforms
- b. **Location:** Domestic Products Sale Hall
- c. **Parking allocation:** Through daily permits
- d. **Working Hours:** 24 hours

6. Drivers Rest Area: A building prepared for drivers coming through one of the borders to the Fruit and Vegetable Market (beneficiary from the Market Unit Services).

- a. **Number of Rooms:** Two buildings, each contain 97 rooms and rest area.
- b. **Location:** Next to Wholesale Halls A and B.
- c. **Parking allocation:** Each Establishment shall apply for a driver's rest permit as soon as the refrigerator truck arrives at the parking to allow the driver to enter the rest area. Note: In the



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event that the company does not issue the permit, a permit will be issued by the Unit's Employees when the Refrigerator Truck enters and issue a violation to the Establishment.

d. **Working Hours:** 24 hours

7. Waiting Area Parking (Shipments): A yard prepared for trucks and containers coming to the Fruit and Vegetable Market.

a. **Number of Platforms:** 161 parking spaces.

b. **Location:** Opposite Wholesale Hall A

c. **Parking allocation:** Through daily permits. Note: In the event that the company does not issue the permit, a permit will be issued by the Unit's Employees when the Refrigerator Truck enters with issuing a violation to the Establishment.

d. **Working Hours:** 24 hours

9.4. Food District Type and Period of Permits

- **New permit** for refrigerators trucks, vegetable and fruit containers for four working days.
- **Potato permits** for four working days.
- **Onion permits** for four working days.
- **Drivers' rest area permits** from the first day of the refrigerator truck entering the parking until the refrigerator truck leaves the site.
- **Light Truck Permits** for One Day.
- **Watermelon permits** for 2 days.
- **Refrigerator trucks Departure permits** for a maximum of four hours.
- **Loading Permits** for one day.
- **Warehouse permit** for internal Companies.
- **Departure permits** for 4 hours.
- **Parking permits** for 7 days.

(Permit will be renewed in case the permit falls on official holidays)