



BUREAU  
VERITAS

Bureau Veritas Certification

## RIXOS PREMIUM DUBAI

Al Fattan Crystal Tower, Al Marsa Street, The Walk JBR, P.O. Box 643660, Dubai, United Arab Emirates

*Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below*

### ISO 14001:2015

*Scope of certification*

**HOTEL MANAGEMENT; ACCOMMODATION; FOOD & BEVERAGE AND CONVENTION SERVICES.**

Original cycle start date:	25 May 2021
Expiry date of previous cycle:	NA
Certification / Recertification Audit date:	NA
Certification / Recertification cycle start date:	13 February 2024
Subject to the continued satisfactory operation of the organisation's Management System, this certificate expires on:	24 May 2027

Certificate No.: DU005474

Version: 1

Issue date: 13 February 2024

  
MARWAN ARIDI



0008

**Signed on behalf of BVCH SAS UK Branch**

Certification Body Address: 5th Floor, 66 Prescott Street, London, E1 8HG, United Kingdom

Local Office: Bureau Veritas - Dubai Branch, 2nd Floor, Block C, Al Hudaiba Awards Building, Jumeirah Road with 2nd December Interchange, Dubai, U.A.E.

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +971 4 307 4400

UKAS Certificate Template Single Site Rev.4.1

28 Aug 2023







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## RIXOS PREMIUM DUBAI

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### ISO 9001:2015

*Scope of certification*

**HOTEL MANAGEMENT; ACCOMMODATION; FOOD & BEVERAGE AND CONVENTION SERVICES.**

Original cycle start date:	25 May 2021
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Certification / Recertification Audit date:	NA
Certification / Recertification cycle start date:	13 February 2024
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# Letter of Compliance

Issued to

## RIXOS PREMIUM DUBAI

Al Fattan Crystal Tower, Al Marsa Street,  
The Walk JBR, P.O. Box 643660, Dubai,  
United Arab Emirates

*Bureau Veritas Certification confirms that the above organisation  
has been assessed and found to be in compliance  
with the guidelines provided in the below mentioned standard*

### ISO 10002:2018

**Quality Management System – Customer Satisfaction /  
Complaints Handling**

**Scope Assessed**

**HOTEL MANAGEMENT; ACCOMMODATION;  
FOOD & BEVERAGE AND CONVENTION SERVICES.**

Original cycle start date:	25 May 2021	
Expiry date of previous cycle:	24 May 2024	
Assessment/Re-assessment Audit date:	13 October 2023	
Assessment/Re-assessment cycle start date:	09 February 2024	
Subject to the continued satisfactory operation of the organization's above system, this letter of compliance expires on:	24 May 2027	
Certificate No. <b>DU005613</b>	Version No. 1	Issue date: <b>09 February 2024</b>



MARWAN ARIDI

**Signed on behalf of Bureau Veritas – Dubai Br.**

Local office: 2<sup>nd</sup> Floor, Block C, Al Hudaiba Awards Building,  
Jumeirah Road with 2<sup>nd</sup> December Interchange, Dubai, U.A.E.

The above compliance letter is valid, subjected to the continued satisfactory annual surveillance  
audits and compliance.

Further clarifications regarding the scope and validity of this certificate, and the applicability of the  
management system requirements, please call: 00971 4 3074400



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## Letter of Compliance

Issued to

### RIXOS PREMIUM DUBAI

Al Fattan Crystal Tower, Al Marsa Street,  
The Walk JBR, P.O. Box 643660, Dubai,  
United Arab Emirates

*Bureau Veritas Certification confirms that the above organisation  
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with the guidelines provided in the below mentioned standard*

### TS EN 15288-2:2018

**Swimming pools for public use - Part 2: Safety requirements for operation**

#### Scope Assessed

**SWIMMING SAFETY AND SWIMMING AREAS SAFETY AND RULES.**

Original cycle start date:	23 March 2023	
Expiry date of previous cycle:	22 March 2024	
Assessment/Re-assessment Audit date:	13 October 2023	
Assessment/Re-assessment cycle start date:	09 February 2024	
Subject to the continued satisfactory operation of the organization's above system, this letter of compliance expires on:	22 March 2027	
Certificate No. <b>DU005607</b>	Version No. <b>1</b>	Issue date: <b>09 February 2024</b>

  
MARWAN ARIDI

*Signed on behalf of Bureau Veritas – Dubai Br.*

Local office: 2<sup>nd</sup> Floor, Block C, Al Hudaiba Awards Building,  
Jumeirah Road with 2<sup>nd</sup> December Interchange, Dubai, U.A.E.

The above compliance letter is valid, subjected to the continued satisfactory annual surveillance  
audits and compliance.

Further clarifications regarding the scope and validity of this certificate, and the applicability of the  
management system requirements, please call: 00971 4 3074400





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## RIXOS PREMIUM DUBAI

Al Fattan Crystal Tower, The Walk JBR, Al Marsa Street, Dubai, United Arab Emirates

*Bureau Veritas Certification certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below*

**ISO 22000:2018**

*Scope of certification*

**HOTEL CATERING SERVICES FROM RAW MATERIAL ACCEPTANCE,  
FOOD PRODUCTION (SALADS, HOT AND COLD SERVED MEALS, MEZES, BREADS,  
DESSERTS, BEVERAGE) AND SERVING.**

**Category: E - CATERING**

Original cycle start date by another certification body:	26 January 2023
Expiry date of previous cycle:	NA
Certification / Recertification Audit date:	02 October 2022
Certification/Recertification Cycle Start Date:	26 January 2023
Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on:	25 January 2026

Certificate No.: DU005449

Version: 1

Issue date: 05 October 2023

Signed on behalf of Bureau Veritas – Dubai Br.

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مركز الإمارات العالمي للاعتماد  
Emirates International Accreditation Centre

CB - FSMS - 002

**BUREAU VERITAS**  
Certification



Local Office: : Bureau Veritas - Dubai Br., 2nd Floor, Block C, Al Hudaiba Awards Building,  
Jumeirah Road with 2nd December Interchange, Dubai, U.A.E

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +971 4 3074400.



## تقييم سلامة الغذاء Food Safety Rating

# A

ممتاز

حسب التفتيش الذي أجرته إدارة سلامة الغذاء ببلدية دبي

Excellent

in

inspection conducted by the Food Safety Department of Dubai Municipality

A

ممتاز

Excellent

B

جيد

Good

C

مقبول

Satisfactory

نعمل على تحسين الوضع

On Improvement Plan



Dubai  
Sustainable  
Tourism Stamp 2023

Hotel 5 Stars

## CERTIFICATE

♦♦♦♦

THIS CERTIFICATE IS PROUDLY PRESENTED TO

### Rixos Premium Dubai Hotel

The Dubai Sustainable Tourism (DST) Stamp certificate is awarded in recognition for meeting the DST 19 Sustainability Requirements. This establishment has demonstrated a dedication to environmental responsibility and contributed to the promotion of sustainable tourism in Dubai.

Issam Kazim

CEO, Dubai Corporation for Tourism  
and Commerce Marketing



Yousuf Lootah

Head of DET Environmental Sustainability  
& Social Responsibility Committee



# CERTIFIED AUTISM CENTER

The International Board of Credentialing and  
Continuing Education Standards hereby certifies that

***Rixos Premium Dubai Hotel LLC***

has successfully fulfilled the requirements as a Certified Autism Center.

*The Certified Autism Center (CAC) credential is awarded to organizations working with individuals with autism.  
The CAC recognizes education, experience, and commitment of organizations worldwide.*



Myron Pincomb, IBCCES Board Chairman



Dr. Stephen Shore, IBCCES Board Member

**IBCCES** International Board of Credentialing  
and Continuing Education Standards

Valid Thru 07-19-2027  
**CAC24118056**