Business Inspection Policy Document

Department of Economic Development (DED) – Abu Dhabi
Virtual & On-Site Inspections

---

1. Purpose

The purpose of this document is to outline the inspection policies and requirements applied by DED inspectors during business inspections, both virtual and physical. These policies ensure compliance with trade license requirements, business activity regulations, and operational readiness standards.

---

2. Key Inspection Areas

2.1 Trade Name and Main Activity

- The **main activity** of the business shall be **extracted from the English trade name** listed on the license.

- The trade name on the **signboard(s)** (both Arabic and English) must **exactly match the approved licensed trade name**.

- Special attention is given to **Arabic transcription and accuracy** using appropriate tools.

2.2 Signboard Requirements

The number and placement of signboards depend on the business location:

- **Inside a building (no direct street frontage):**

  - Two signboards required:

    1. At the main building entrance/lobby/directory, showing the licensed trade name.

2. At the business unit/shopfront/door.

- **Outside (street-facing or within a mall):**

    - One signboard required at the shopfront/entrance.

- All signboards must be **permanent** (not temporary such as paper prints) and clearly display both **Arabic and English names**.

2.3 Premises Readiness

- The premises must be **ready to operate** and not under construction or undergoing major works.

- Inspectors verify that the setup matches the licensed business activity:

    - **Restaurant:** Tables, chairs, service counters, and basic readiness for food service.

    - **Office:** Desks, chairs, monitors, and appropriate office equipment.

    - **Retail Shop:** Shelves, counters, and displays for customer service.

    - **Medical Centre / Clinic:** Reception, consultation rooms, and medical facilities aligned with activity license.

2.4 Category Relevance

- The premises must **align with the licensed activity type**.

- Example:

    - A license registered as an **office** cannot be operating as a **restaurant**.

    - A **construction company** should not be using its space as a **retail shop**.

---

3. Compliance Verification Process

1. **Signboard Verification**

   ○ Inspectors confirm that the signboard(s) match the approved trade license (Arabic & English).

2. **Business Activity Verification**

   ○ Inspectors confirm that the physical setup of the premises reflects the licensed activity.

3. **Operational Readiness Check**

   ○ Inspectors ensure that the premises are not under construction and are ready for customer or business operations.

4. **Evidence Collection**

   ○ Photos or videos of the premises and signboards are recorded and stored in the inspection file.

   ○ Where applicable, screenshots and OCR-extracted names are included.

---

4. Self-Inspection & AI-Assisted Validation (Pilot)

DED is piloting **AI-assisted self-inspections** for selected business cases:

● Businesses upload walkthrough videos/images via the TAMM platform.

● AI agents verify:

   ○ Signboard compliance (Arabic & English).

   ○ Activity readiness (restaurant, office, retail, etc.).

● Automated decision outcomes:

   ○ **Approve** → When all requirements are met.

   ○ **Reject** → When non-compliance is detected (manual follow-up scheduled).

   ○ **Flag for Review** → When uncommon or ambiguous elements are detected.

5. Reference Data (Sample Cases)

Below are sample businesses and their registered names (used for testing AI inspection validation):

Video ID	Trade Name (English)	Trade Name (Arabic)
1076763	BANIYAS CARRYING & TRANSPORT - L.L.C - O.P.C	بني ياس لحمل ونقل السيارات – ذ.م.م - ش.ش.و
5142713	EPIQ ENVIRONMENTAL SERVICES - L.L.C	إيبيك للخدمات البيئية – ذ.م.م
3808280	PEACE GENTS SALOON - L.L.C - S.P.C	صالون الاصدقاء للرجال – ذ.م.م - ش.ش.و
6058000	Soul Homeopathy MEDICAL CENTRE - L.L.C - S.P.C	مركز سول هوميوباثي الطبي – ذ.م.م - ش.ش.و
5277890	Unibal Group Investment - L.L.C	مجموعة يونيبال للاستثمار – ذ.م.م
6059229	DAR AL HIJRA for construction	مكتبة وتسجيلات دار الهجرة - فرع

6. Expected Outcomes

- **Consistency**: All inspections adhere to unified policies and measurable standards.

- **Transparency**: Businesses clearly understand inspection requirements.

- **Efficiency**: Automated/self-inspections reduce manual workload while maintaining compliance.

- **Scalability**: AI-assisted validation enables inspections to handle high volumes effectively.