

**WASTE MANAGEMENT DEPARTMENT
TECHNICAL GUIDELINE No.1**

WASTE COLLECTION and TRANSPORTATION SERVICES
Issued : December 2009

I. INTRODUCTION

This document stipulates the procedures and guidelines for the implementation and enforcement of Administrative Order No. (30)/2003 in conformity with the Local Order No.11/2003.

In accordance with the above regulations, the Technical Support and Studies Section (TSSS) of Waste Management Department (WMD) has established minimum requirements for the temporary storage at source, collection and transportation of Municipal Solid Waste for a proper treatment and or disposal.

II. OBJECTIVES

The primary objectives of this technical guidelines are to:

- Ensure the protection of public health and the environment.
- Establish minimum requirements and/or standards for storage, collection and transport.
- Ensure sustainable waste management practices and environment protection in the Emirate of Dubai.

III. SCOPE

This Technical Guidelines shall be applicable to all new and currently existing establishments / companies that are planning to engage in Temporarily storing, collection and transportation of waste in the Emirate of Dubai.

Further, a permitting process has been established for companies engaging in :

- **Garbage Disposal Services (Trade Activity No. 9000-01),**
- **Metal Waste Collecting Services (Trade Activity No. 9000-06),**
- **Used Lubricant Collecting Services (9000-07),**
- **Organic Waste Collection Services (9000-08),**

- Foodstuff Waste Collection Services (9000-09) and Non Metal Waste Collecting and Processing¹ (3720-05).

IV. SOURCES AND TYPES OF WASTES

As per current practice, in the Emirate of Dubai, solid wastes are classified into four (4) major categories, namely:

- 1) General Waste,
- 2) Construction and Demolition Waste,
- 3) Horticultural Waste, and
- 4) Hazardous Waste (see **Table 1.0** for the details regarding sources and potential components).

In a broader sense, waste refers to all discarded household, commercial, institutional and industrial waste, street sweepings, construction debris, agriculture/horticultural waste and other non-hazardous/non-toxic waste.

A list of the sources and types of solid wastes are shown in the **Table 1.0** below. However, for purposes of this guidelines, the following lists are only intended to serve as a guide and are not meant to be precise in a scientific sense.

Table 1.0 Sources and types of solid wastes in Dubai.

Waste Category	Sources	Component / Type of Solid Wastes
	A. Domestic Waste	Waste from households consisting of food wastes, paper, cardboard, plastics, textiles, leather, yard wastes, wood, glasses, tin cans, aluminum, other metals, household special wastes, etc.

¹ Processing – Processing for Trade Activity No. 3720-05 is covered by Technical Guideline # 2.

General Waste (GW)	B. Bulky Waste	Waste materials which cannot be appropriately placed in normal waste containers because of either its bulky size, shape or other physical attributes. These include large worn-out or broken household, commercial, and industrial items such as furniture, lamps, bookcases, filing cabinets, consumer electronics, appliances, furnitures, large auto parts, white goods, and other similar Items that cannot be handled by normal solid waste processing, collection, or disposal methods.
	Institutional-Commercial-Industrial (ICI)	Non-hazardous solid waste from Institutional / commercial/ industrial sources such as waste paper, cardboard, plastics, wood, food wastes, glass, metals, special wastes, non-industrial wastes including food wastes, etc.
	Municipal Services Waste	Waste from street sweepings and street cleaning activities, landscape and tree trimmings, catch basin debris, general wastes from parks, beaches, and recreational areas.
Construction and Demolition (C & D) Waste		Waste arising as result of construction and demolition activities such as wood waste, steel, concrete, dirt, sand, filling materials, etc.
Horticultural Waste		Waste arising from residential gardening activities does not include waste from landscaping / gardening activities on roads, streets and within public parks.

V. WASTE CONTAINERS

5.1 Containers

- 5.1.1 All waste being stored for collection must be placed in refuse sacks and must be deposited in appropriate containers. Accumulation of waste in loose or insecure form is prohibited.
- 5.1.2 Containers must be made of strong and robust material with cover / lid. They should be painted with corrosion resistant coatings on all surfaces and must be leakproof.
- 5.1.3 Container should be clearly labelled ([refer to annex.1](#)) on at least two sides. For skips, the label must be placed on the surface bearing the hoist hooks used to lift the same. The labels must indicate the name of the Service Provider servicing the container, a 24 hour contact telephone number/s and a distinct container number. Labels should have a minimum height of **40 cm** and minimum length of **60 cm**. Labels indicating instructions for users must also be placed on the container to prevent the deposit of any hazardous waste into the container.
- 5.1.4 Control devices of stationary compactors should be properly protected to prevent any unintended or accidental actuation of compaction.
- 5.1.5 The total number and volume capacity of containers must be sufficient to store the waste to be generated in accordance with Dubai Municipality-Building Department Rules and Regulations. If the expected generation exceeds the same, suitable compaction devices should be utilized or the collection frequency may be increased to accommodate for the increase in waste generation.
- 5.1.6 Wastes classified as **GW-A²** should be stored in trolley bin, static compactor, wheelie bin or other appropriate containers, while waste classified as **GW-B³** should be stored in open skips or other similar containers appropriate for this type of wastes.
- 5.1.7 Service Providers that intend to provide waste containers with compaction mechanism should be in possession of at least **2 units** of each type / size / volume capacity and compaction ratio.

5.2 Location of Containers

- 5.2.1 Containers should be placed in garbage room or a designated place within the building or inside the client / waste generator's premises. However, in instances where a designated location is not available within the premises, efforts should be made not to place the containers in conspicuous locations such as entrances or locations that obstruct traffic flow and pedestrians.

² Refer to Section IV Table 1

³ Refer to Section IV Table 1

In general, inconvenience to the public must be avoided in the placement of containers. Location of Containers shall also comply with the Dubai Municipality-Building Department Rules and Regulations

5.2.2 Containers in industrial areas must be kept inside the client's premises, to prevent hazard to motorists, pedestrians and the public.

5.3 Operational Requirements for Waste Containers

5.3.1 Containers should be kept tidy at all times.

5.3.2 Containers with lids shall be closed at all times except when depositing waste or removing the contents thereof or when they are placed / staged for collection.

5.3.3 The WMD-TSSS reserves the right to specify replacement of any damaged or deteriorated container.

5.4 Safety Requirement for Waste Containers

5.4.1 The client shall ensure that no hazardous waste or any other liquid waste (*e.g* used oil, sludge etc.) is placed inside the container.

5.4.2 Containers must be utilized in accordance with their specifications.

5.4.3 Wheeled bins should have suitable handles that give workers a safe, two-handed grip when pushing, pulling and maneuvering them.

5.4.4 Trolley Bin Compactors and Skip Compactors should not be used to transport containers.

5.4.5 Only containers with a storage capacity of 4.5 cubic meters or less can be moved manually.

5.4.6 Containers with a storage capacity of more than one (1) cubic meter must be equipped with mechanism to prevent the same from moving.

5.4.7 Signages such as no parking sign and reflector strips should be placed in the front side and edges of the containers.

5.5 Maintenance of Containers

5.5.1 Refuse rooms or designated areas for containers and their surroundings on the premises of the waste generator / client should be clean at all times to prevent the harborage of rodents/pests

and other scavengers in order to prevent objectionable odors. Cleaning and maintenance of these areas shall be the responsibility of the client / waste generator.

- 5.5.2 Containers shall, when filthy, leaking, or in a defective state, be cleaned and shall be repaired or replaced by a container of equivalent volume capacity / size. The responsibility for repair / replacement lies with the owner of the container.

VI. WASTE COLLECTION OPERATIONS

- 6.1 Containers should be emptied at least **three-times-a-week** for waste with organic contents (putrescible components) and at least **once-a-week** for waste with only non-organic contents or as often as necessary when required to prevent health hazards and odor / pollution. The frequency of collection / emptying must be adjusted to prevent waste overflow and in response to public complaints.
- 6.2 Waste collection should be carried out at appropriate times of the day to minimize disturbance to the public. Collection during rush hours when traffic is heavy should be avoided.
- 6.3 Client / waste generator will be responsible of setting out containers at the designated collection point prior to the arrival of the collection vehicle, except in cases where the emptying of containers occurs within the building / premises. After emptying of the container, it is also the responsibility of the client / waste generator to return the container to its designated location / refuse room.
- 6.4 For containers, that must be placed curbside or on a street / public space for collection, placement of container should not occur more than 4 hours in advance of the scheduled collection time. Also, containers must be returned to their designated locations / refuse rooms within 2 hours of the scheduled collection time regardless of whether they have been emptied or not.
- 6.5 Service Provider⁴ should take preventive measures to avoid waste spillage and leakage of leachate during collection and transportation should apply mitigating measures when they occur. Waste / leachate spillage in the vicinity of collection points which are on public property / roads etc. must be immediately removed / cleaned by the same.

⁴ Service Provider – refers to a company, permitted by WMD-TSSS to carry on collection and transportation of municipal solid waste from clients which may include but not limited to residential buildings, accommodations, commercial establishments, institution, industries etc.

- 6.6 Collection shall be carried out in a manner which prevents damage to the any public property such as pavements / kerbs, street furniture, road signs etc.
- 6.7 The WMD-TSSS reserves the right to compel the Service Provider to empty a container, if a significant threat to public health, safety and/or environment is detected.
- 6.8 Transfer of loads between collection vehicles shall be prohibited except in circumstances of vehicle breakdown / damage or mechanical failure. The Service Provider shall have the responsibility to inform the Section of such case occurring so that a representative of the Section shall witness the transfer, if required.

VII. WASTE TRANSPORT

7.1 Vehicles

- 7.1.1 Establishments/companies that are interested to engage in waste collection services should be in possession of at least 2 units of each vehicle type and capacity.
- 7.1.2 Collection vehicles should have valid Dubai vehicle registrations.
- 7.1.3 Collection vehicles should have visible identification (refer to annex 2), which indicates the name of the company, a 24-hour contact number/s, and a distinct vehicle number. The label should have a minimum height of 100 cm and a minumum length of 200 cm.
- 7.1.4 All Service provider are required to design the exterior of their collection vehicles to improve its aesthetic look. All design shall be subject to approval by the WMD-TSSS.
- 7.1.5 All vehicles approved for collection and Transportation of Municipal Solid Waste under the Technical Guidelines No.1 must display the " Approved Municipal Solid Waste Transporter" sticker⁵.
- 7.1.6 Open trucks and pick-ups are not permitted to carry or transport any Category A Wastes as per clause 5.1.
- 7.1.7 Collection vehicles should be road worthy, well painted, clean and sanitary and properly maintained. They must be kept functional and operational at all times.

⁵ Refer to Annex 3
Technical Support and Studies Section
Technical Guidelines No.1 Waste Collection and Transportation

7.2 Waste Transport Operations

- 7.2.1 Collection vehicles containing wastes whether full or not shall immediately discharge their contents at a designated disposal site / facility. Vehicles must not be used for the interim storage of waste.
- 7.2.2 Transport of waste listed as **GW-A** (refer to Section IV. Table 1) shall be carried out using vehicles with compaction mechanisms or other appropriate waste collection vehicles.
- 7.2.3 Transport of waste listed as **GW-B** (refer to Section IV. Table 1) shall be carried out using open trucks / grapper trucks or in skips which are transported by skip loaders or other vehicles appropriate for these type of wastes.
- 7.2.4 Open skips / trucks shall be covered with tarpaulin to prevent scattering of waste materials onto roads during transport.
- 7.2.5 Collection vehicles shall be operated in accordance with the specifications provided by the manufacturer with regard to the rated capacity and payload of the vehicle.
- 7.2.6 Bin hoists on vehicles and equipment should be robust, fit for its purpose and should be adequately maintained.
- 7.2.7 The WMD-TSSS reserves the right to compel the Service Provider to empty any collection vehicle or stop the use of such if a significant threat to public health and safety / environment is detected. In such instances, a written notification will be issued to the Service Provider to confirm the same.
- 7.2.8 Service providers are strictly prohibited to import and export waste in the Emirate of Dubai.

VIII SAFETY

8.1 Vehicle Safety

- 8.1.1 High visibility warning lights / beacons should be fitted to the front and rear of collection vehicle so that they can be clearly seen, capable of warning pedestrians and other vehicles. Collection vehicles should be provided with safety lights such as, luminous orange or rotating oscillating lights (strobe lights) with at least one (1) visible at the front and two (2) visible at the rear for each collection vehicle. Strobe lights should be switched-on during collection or while the vehicle is in operation.

- 8.1.2 Reversing alarm should be fitted and clearly audible at the side and rear of the vehicles.
- 8.1.3 Vehicles must be utilized in accordance with their specifications.
- 8.1.4 Fire fighting equipment, first aid kit, brush, shovel, garbage bags shall be available on the vehicle at times in case of fire or accidental spillage. It should be easily accessible and should be clearly marked for its appropriate use. Vehicle crew should be instructed and trained regarding its use.

8.2 Personnel (Staff Safety)

- 8.2.1 Service Providers shall ensure that waste collection crew should be provided with adequate Personal Protective Equipment (PPE) to protect them from health hazards. The Minimum requirements are: 1) High visibility clothing; 2) Hand gloves; 3) Safety shoes, and 4) disk mask.
- 8.2.2 Service Provider shall ensure that appropriate training regarding waste collection operations, health, sanitation and safety including contingency and emergency procedures are given to its staff. In addition, staff must be made aware of this guideline and issues pertaining to compliance with its applicable clauses.
- 8.2.3 Mandatory training must be provided to all vehicle crew pertaining to issues in waste collection operations. Collection crew should be provided with adequate training to enable them to carry out their work safely and competently. Vehicle crew must undergo basic training on proper waste handling, collection and transport or any other appropriate training, to ensure that solid wastes are handled properly and in accordance with applicable regulations.

IX. DISPOSAL OF WASTE

- 9.1 All collection vehicles shall dispose waste at facilities designated for the same by WMD-TSSS.
- 9.2 For the use of disposal sites / facilities, collection vehicles must comply with regulations pertaining to the same and guidelines provided by WMD-Waste Treatment Section / Facility Owner.
- 9.3 All vehicles shall collect weighbridge slips for each trip to the disposal site or facility.

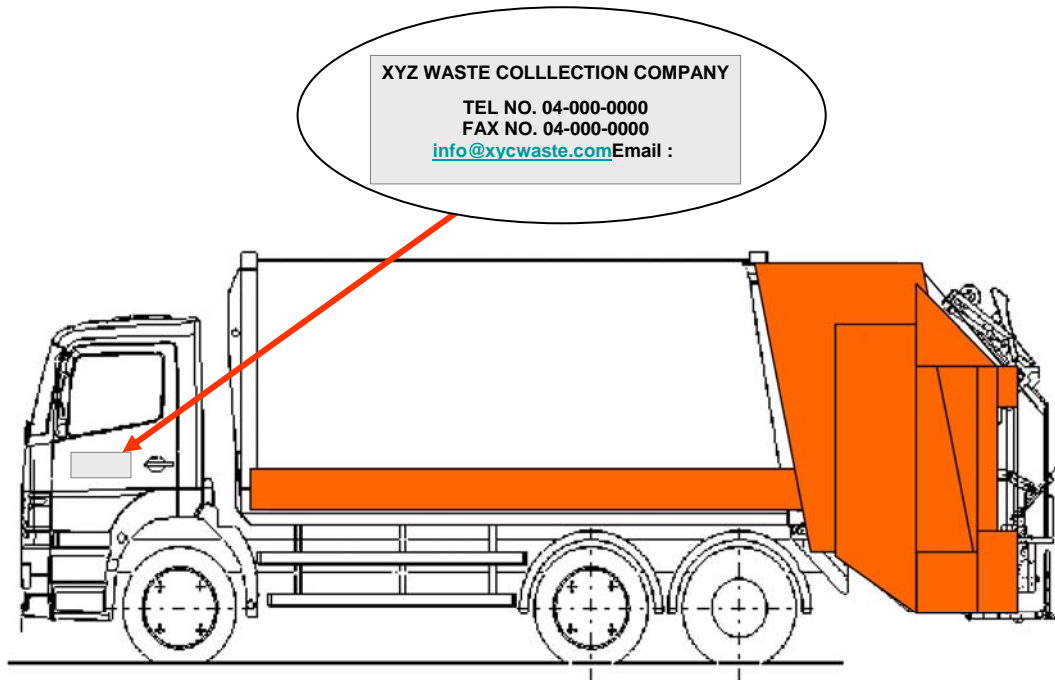
X. RECORD KEEPING

- 10.1 Service Provider must maintain records of their waste collection activities. It is mandatory to maintain the following records -
- Total tonnes collected per day
 - Total no of trips to each disposal site / facility
 - Weight per vehicle per trip
 - No of vehicles in operation per day
- 10.2 The Service Provider shall submit the same to the TSSS monthly and upon request in the prescribed formats including electronic formats, if any.
- 10.3 The Service Provider shall also make available to the Section a list of all assets pertaining to waste collection activities including but not limited to vehicles and containers and the total number of waste collection accounts (i.e., no of Client accounts or no. of clients), upon request from the Section. Vehicle data must include type or make, model, year of purchase, storage capacity (volume), date of registration and expiry date. Container data must include type or make, model, size or storage capacity, and their distribution / location.
- 10.4 The Section reserves the right to request the waste transporter to submit the record within 3 working days starting from the date of receipt of the said request.

Annex 1. Proper placarding of Waste Container



Annex 2. Proper Placarding of Waste Collection Vehicles



Annex 3. Sticker of Approved Transporter of Municipal Solid Waste



**Dubai Municipality
Waste Management Department
Technical Support and Studies Section (TSSS)
Tel No.04-2064297 Fax No. 04-7033548
WMD Form 1a**

APPLICATION FOR WASTE COLLECTION

New Renewal

Application No. _____

I. Company Details

Name of Company			
Office Address			
Telephone Number	Fax No.	P.O. Box:	
E-mail Address			

II. Contact Person

Name			
Designation			
Telephone Number	Fax No.	P.O. Box:	
Mobile Number	E-mail Address		

III. Trade Activity Details

Trade License No.	Trade Activity No.
Activity Name	
Brief Description of Activity	

IV. Required Attachments

1. Initial approval (application) from DED	2. Company Profile and Business Plan	3. Detail of Containers
4. Sources, Types of Waste Collected & Processing / Disposal Facility	5. Facility Information	6. Location Maps
7. Copy of previous Trade License (for renewal only)		

Name: _____

Signature: _____

Designation: _____

Date of filing application: _____

Company Stamp

Annex 4-a. Application for Waste Collection

**Dubai Municipality
Waste Management Department
Technical Support and Studies Section (TSSS)
Tel No.04-2064297 Fax No. 04-7033548
WMD Form 1b**

APPLICATION FOR WASTE TRANSPORTATION

New Renewal

ApplicationNo. _____

I. Company Details

Name of Company			
Office Address			
Telephone Number	Fax No.	P.O. Box:	
E-mail Address			
Contact Person			
Designation			
Telephone Number	Fax No.	P.O. Box:	
Mobile Number	E-mail Address		

II. Vehicle Details

No	Vehicle Type	Registration No.	Make	Model (Year)	Payload	Capacity

Continue on a separate sheet if necessary

Name: _____

Signature: _____

Designation: _____

Date of filing application: _____

Company Stamp

Annex 4-b. Application for Waste Transportation

The application for a permit, duly signed and stamped by the person representing the company, shall be submitted to:

Head of Technical Support and Studies Section
Waste Management Department
Dubai Municipality
P.O. Box 67
Dubai, UAE

**Dubai Municipality
Waste Management Department
Technical Support and Studies Section (TSSS)
Tel No.04-2064297 Fax No. 04-7033548
WMD Form 1c**

WASTE COLLECTION REPORT

Month _____ Year _____
Ref.No. _____

I. Company Details

Name of Company			
Office Address			
Telephone Number		Fax No.	P.O. Box:
E-mail Address			
Contact Person			
Designation			
Telephone Number		Fax No.	P.O. Box:
Mobile Number		E-mail Address	

II. Daily Weight Collection Details (Municipal Solid Waste)

Date	Weight	Date	Weight	Date	Weight
1		12		23	
2		13		24	
3		14		25	
4		15		26	
5		16		27	
6		17		28	
7		18		29	
8		19		30	
9		20		31	
10		21		Monthly Total	
11		22			

Annex 5. Monthly Waste Collection Report

III. Monthly Waste Collection Details (Recyclable Materials)

S.N	Material	Quantity
1	Paper and Carton	
2	Metal Cans	
3	Aluminum Cans	
4	Glass	
5	PETE Plastic Bottles	
6	Other Plastics	
7	Scrap Metal	
8	Cooking Oil	
9	Used Oil	
	Others	
	Total	

I declare that the information given in this report is true and accurate, and that no information required to be included in the said report has been omitted.

I authorize the TSSS to verify any information that is the subject of this report, and inspect if necessary, at reasonable hours, equipment, vehicle, premises or other applicable property, to determine the accuracy of any information provided herein.

I understand that any misrepresentations, false information and practices in violation of Local Order No. 11/2003, may result legal and administrative sanctions.

Signed : _____

Date : _____

Name : _____

Designation : _____

Received by : _____

Company Stamp

Annex 5. Monthly Waste Collection Report

**Dubai Municipality
Waste Management Department
Technical Support and Studies Section (TSSS)
Tel No.04-2064297 Fax No. 04-7033548
WMD Form 1d**

Waste Transportation Permit Inspection Matrix				
Reference No.		Date of Inspection		
Name of Company				
Contact Person		Contact No.		
Office Address				
Tel. No.		Fax No.		
Type of Vehicle		Registration No		
S.N.	Section	Yes	No	Remarks
1	Vehicles have visible identification			
2	Approved Collection vehicles aesthetic look			
3	Vehicles road worthiness, well painted, clean, sanitary and properly maintained.			
4	Open skips / trucks covered with tarpaulin			
5	Bin hoists on vehicles and equipment robust, fit for its purpose and adequately maintained.			
6	High visibility warning lights / beacons fitted to the front and rear of collection vehicle. 1) visible at the front and two (2) visible at the rear for each collection vehicle			
7	Reversing alarm fitted and clearly audible at the side and rear .			
8	Fire fighting equipment,first aid kit, brush, shovel, garbage bags availability. Accessibility and clearly marked for its appropriate use.			
9	Crew provision of adequate Personal Protective Equipment (PPE)			
9.1	High visibility clothing			
9.2	Hand gloves			
9.3	Safety shoes			
9.4	Face mask.			

Approved Modification Needed Rejected

Inspected by:

Date: _____