



Waste Management Department
Technical Guidelines no 2.
Waste Collection and Transport
2015 Revision





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List of Abbreviations

TSSS - Technical Support and Studies Section
WMD - Waste Management Department

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1. 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 collection and transportation of Municipal Solid Waste for proper treatment and or disposal.

2. 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 collection and transport.
- Ensure sustainable waste management practices and environment protection in the Emirate of Dubai.



3. GENERAL

- a) Only companies with the economic activities listed in Table 1 shall be allowed to transport waste in the Emirate of Dubai. Companies shall only be allowed to transport waste specified in their permit. The type of waste that the holder of an activity is authorized to transfer is listed also in Table 1.
- b) Companies may utilize through a formal contract a third party to transport their waste provided that the vehicle and operation practices of third party fully comply with the standards set by Waste Management Department. It shall be the responsibility of the third party to apply permission in behalf of the contracting party. The decision to issue or decline applications with this nature is the sole discretion of the Department.
- c) Only Dubai registered vehicles are allowed to collect and transport waste in the Emirate of Dubai. In this regard collection vehicles should have valid Dubai vehicle registrations cards. The vehicle should be registered under the company applying for the transport permit, it is strictly prohibited to utilize a vehicle not under the company name even if the company is under a single sponsor or a subsidiary.
- d) Collection vehicles should have visible identification, 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 **450 mm** and a minimum length of **500 mm**.
- e) The Types of waste and vehicles allowed to transport the same is indicated in Table 2.
- f) Collection vehicles should be road worthy, well painted, clean and sanitary and properly maintained. They must be kept functional and operational at all times.
- g) Transportation of waste to Dubai from other Emirates is strictly prohibited.



4. WASTE COLLECTION OPERATIONS

- a) Containers should be emptied at least **three-times-a-week** for waste with organic contents (putrescible¹ 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 / nuisance. The frequency of collection / emptying must be adjusted to prevent waste overflow and in response to public complaints.
- b) 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.
- c) 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.
- d) 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.
- e) Companies should take preventive measures to avoid waste spillage and leakage of leachate during collection and 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.
- f) Collection shall be carried out in a manner which prevents damage to the any public property such as pavements / curb, street furniture, and road signs etc.

¹ Putrescible – A substance or material, which undergoes decomposition when in contact with air and moisture at ordinary temperatures

- g) The Waste Management Department reserves the right to compel the companies to empty a container, if a significant threat to public health, safety and/or environment is detected. Transfer of loads between collection vehicles shall be prohibited except in circumstances of vehicle breakdown / damage or mechanical failure. The Companies shall have the responsibility to inform the Department of such case occurring so that a representative of the Department shall witness the transfer, if required.

5. WASTE TRANSPORT

- a) 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.
- b) Open skips / trucks shall be covered with tarpaulin to prevent scattering of waste materials onto roads during transport.
- c) Collection vehicles shall be operated in accordance with the specifications provided by the manufacturer with regard to the type of waste and rated capacity / payload of the vehicle.
- d) Bin hoists on vehicles and equipment should be robust, fit for its purpose and should be adequately maintained.
- e) The Waste Management Department reserves the right to compel the Companies 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 Companies to confirm the same.

6. VEHICLES SAFETY

- a) 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.
- b) Reversing alarm should be fitted and clearly audible at the side and rear of the vehicles.
- c) Vehicles must be utilized in accordance with their specifications.
- d) Fire fighting equipment and first aid kit shall be available on the vehicle at times. It should be easily accessible and should be clearly marked for its appropriate use. Vehicle crew should be instructed and trained regarding its use.

7. PERSONEL SAFETY

- a) Companies shall ensure that waste collection crew should be provided with adequate uniforms, 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) face mask.
- b) Companies 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.
- c) 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.

8. DISPOSAL OF MUNICIPAL SOLID WASTE

- a) All collection vehicles shall dispose waste at facilities designated by Dubai Municipality.
- b) For the use of disposal sites / facilities, collection vehicles must comply with regulations and guidelines provided by Waste Treatment Section / Facility Owner.
- c) All vehicles shall collect weighbridge slips for each trip to the disposal site or facility.

9. CONTRACTS

9.1 Contract Formats

Any commercial entity, industries, institutions or multi-family properties may enter into written service agreements, with a company (service provider) for waste collection, transportation and disposal purposes.

In order to create uniformity and clarity all contracts should include, but not necessarily be limited to, a clear description of the services to be provided, the timetable of services, the terms and conditions pertaining to the provision and termination of services, and, the amount and basis of payment for services. The contract may also contain any other clause that may best serve the public interest and protect public health & safety.

9.2 Minimum Information To be Provided in Contract

- a) The contract should specify the address of the principal place of business of the company providing the service and the client company.
- b) The duration of the contract with the exact dates of contract commencement and termination should be clearly specified.
- c) The frequency of collection including the day/s of the week and time should be specified.
- d) The specific type and quantity of waste the client company generates daily.
- e) The contract should specify a 24 hour Dubai telephone number/s of the company to facilitate customer complaints and inquiries.
- f) The number, type and sizes (volume capacities) of containers should be specified in the contract, including the party responsible for providing and maintaining the containers.
- g) The terms and conditions regarding contract renewal must be included in the document. Specific conditions including but not limited to time frame for contract renewal (i.e., days / weeks prior to expiration) etc must be specified.
- h) The Contract must contain conditions under which the client or the company providing the service may suspend or terminate collection services. Procedures involved in suspending or terminating such services should be clearly stipulated in the contract.

9.3 Contract Termination

The department shall be notified in writing regarding contract termination and all details shall be furnished by the Service Provider, if a request for the same is made by the Department.

In cases of contract termination or non renewal of contract, the respective company must remove all containers upon termination of the same if they have been provided by the company providing the services.

Appendix 1. Proper Placarding of Waste Container



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Table 1. Trade License Activities Allowed for Waste Transportation and type of allowable waste to be transported

S.No	Activity Name	Activity Number	Authorized type of waste to be transported
1	Garbage Disposal Services	9000-01	Mixed (Commingled) domestic waste, Construction and demolition waste (separate approval is required)
2	Metal Waste Collecting Services	9000-06	Metal waste (scrap metal)
3	Used Tyres Trading	5240-08	Used Tyres
4	Organic Waste Collecting Services	9000-08	animal, fish and bird wastes, blood fats, howels and parts unfit for consumption, in addition to tree, plant wastes such as leaves, fibers and fruits unfit for consumption
5	Foodstuff Waste Collection Services	9000-09	fats, cooking oil, etc. and collect expired canned packed fruit, unfit for human consumption
6	Waste Plastic Trading	5149-21	Waste Plastic only
7	Waste Paper Trading	5149-31	Waste paper only
8	Scrap and Metal Waste Trading	5149-32	Waste paper, waste plastic, metal wastes
9	Fish and Meat Waste Trading	5149-38	fish crust and intestines, slaughtered animals and bird' blood, intestines and non edible parts
10	Fabric and Textile Waste Recycling	3720-04	Waste Fabric and textile
11	Wrecking and Demolition Works	4510-01	
12	Land Digging, Filling, and Leveling Works	4510-03	• Concrete
13	Sand Compacting and Controlling Works	4510-04	• Gravel, aggregate and stone
14	Piling and Foundation Contracting	4510-05	• Masonry and rubble
15	Coastal Reclamation Contracting	4510-06	• Construction

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16	Canal Dredging Contracting	4510-07	Formworks
17	Civil Exploding Works	4510-08	• Soil or sand
18	Service Lines Coring and Ditching Contracting	4510-09	• Asphalt
19	Contracting of Civil Engineering Works	4520-00	• Gypsum
20	Building Contracting	4520-01	
21	Pre-Fabricated Concrete Houses Contracting	4520-06	
22	Pre-Fabricated Wooden Houses Contracting	4520-07	
23	Steel Construction Contracting	4520-08	
24	Road Contracting	4520-09	
25	Sewage and Drainage Contracting	4520-10	
26	Water Pipelines and Station Contracting	4520-11	
27	Tunnels Contracting	4520-12	
28	Bridges and Dams Contracting	4520-13	
29	Oil and Natural Gas Contracting	4520-14	
30	Electric Power Line Contracting	4520-15	
31	Wireless Communications Tower Contracting	4520-16	
32	Communications Lines Contracting	4520-17	
33	Ports and Marine Construction Contracting	4520-18	
34	Desalination Plants Contracting	4520-19	
35	Electric Power Station Contracting	4520-20	
36	Building Contracting (G,M + 12 F)	4520-23	
37	Railways Contracting	4520-25	
38	District Cooling Contracting	4520-26	
39	Concrete Works	4540-01	
40	Floor and Wall Tiling Works	4540-03	
41	Building Maintenance	4540-07	
42	Interior Decoration	4540-09	
43	Landscaping Works	4540-13	
44	Road Marking Contracting	4540-14	
45	Historical Sites Restoration	4540-17	
46	Cladding Works	4540-19	



CATEGORY	SUB-CATEGORY	WASTE MATERIAL TYPE	WASTE CODE	Type of Collection Vehicle
II RECYCLABLE				
Category 02	Paper	01 Newspapers	02 01 01	X
		02 Magazines, books, catalogues & directories	02 01 02	X
		03 Cardboard / cartons / boxes	02 01 03	X
		04 Office papers	02 01 04	X
		05 Paper bags	02 01 05	X
		06 Remainder / composite paper	02 01 06	X
	Plastic	01 PETE bottles (#1)	02 02 01	X
		02 HDPE (#2)	02 02 02	X
		03 Other plastic including durable plastics (e.g., buckets, etc.)	02 02 03	X
	Metal	01 Steel, copper, aluminum, brass, bronze	02 03 01	X
		02 Tin / Steel can	02 03 02	X
	Glass	03 Aluminum can	02 03 03	X
		04 Other scrap metals	02 03 04	X
		01 Clear glass	02 04 01	X
		02 Color glass	02 04 02	X
	Rubber	03 Flat glass	02 04 03	X
		01 Reusable rubber	02 05 01	X
		01 Reusable leather	02 06 01	X
		01 Reusable textile	02 07 01	X
	Wood	01 Reusable lumber / wood	02 08 01	X
		02 Good pallets and crates	02 08 02	X
	Other	99 Other recyclable materials not otherwise specified	02 09 99	X

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CATEGORY	SUB-CATEGORY	WASTE MATERIAL TYPE	WASTE CODE	Type of Collection Vehicle			
III. RESIDUAL Category 03	01	Construction & Demolition Materials	01	Sand, stones and fines	03 01 01	X	X
	02		02	Bricks, concrete, ceramics, marble tiles, asphalt, etc.	03 01 02	X	X
	03		03	Gypsum board/powder	03 01 03	X	X
	04		01	Broken glass, flat glass and other non-recyclable glasses	03 02 01	X	X
	05		01	Mixed scrap metals	03 03 01	X	X
	06		02	Aluminum foil	03 03 02	X	X
	07		01	Mixed plastic residues	03 04 01	X	X
	08		01	Unusable lumber / wood	03 05 01	X	X
	09		02	Unusable pallets and crates	03 05 02	X	X
	10		01	Diaper	03 06 01	X	X
	11		01	Foam / Styrofoam	03 07 01	X	X
	12		01	Unusable textiles, paper, carton, plastics, rubber, etc.	03 08 01	X	X
	13		99	Other residual not otherwise specified including mixed/co-mingled waste	03 09 99	X	X
	14						
	15						
	16						
	17						
	18						
	19						

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Addendum no. 1 WMD Technical Guidelines no.2 Waste Collection and Transport

I. Vehicle Tracking System

- a) All of the companies in the Emirate of Dubai involved in collection and transport of wastes detailed in "Table 1. Trade License Activities Allowed for Waste Transportation and type of allowable waste to be transported" shall be required to have a vehicle tracking system installed in their vehicles. All of the components of the system shall be compliant with the specifications set by WMD.
- b) The installation of necessary hardware, connection of necessary software and other IT related infrastructure shall be done by a DM approve third party only.
- c) All the costs; one time charges, monthly or yearly charges involved in having the system shall be the responsibility of the company.

Approved:

Eng. Abdulmajeed Abdulaziz Saifaie
Director
Waste Management Department



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