

Technical Guidelines on Streets Cleaning Services



Version 1.0 – 22/08/2024

**Waste Strategy and Projects Department
Dubai Municipality**

Document Control

Item	Description			
Document Title:	Technical Guidelines on Streets Cleaning Services			
Doc Ref:	DM-WSPD-P04-022	Version:	1.0	
Classification	<input checked="" type="radio"/> Open data	<input type="radio"/> Shared - Confidential	<input type="radio"/> Shared - Sensitive	<input type="radio"/> Shared - Secret
Status:	Current	Type:	DOC	
Release Date:				
Revision Date:				

Version No.	Date	Author(s)	Signature
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Document Review and Approval History

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Version No.	Date	Approver(s)	Remarks
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LIST OF ABBREVIATIONS AND DEFINITIONS

BAT	Best Available Technology
DET	Department of Economy & Tourism
DM	Dubai Municipality
PPE	Personal Protective Equipment
RTA	Roads and Transport Authority
UBA	German Ministry of Environment
WSPD	Waste Strategy and Project Department
Street Sweeping or Cleaning	Is the process of cleaning streets and other public roadways by removing debris, litter, leaves, and dirt using specialized vehicles called street sweepers. The main objectives of street sweeping include maintaining public cleanliness, improving urban aesthetics, preventing the accumulation of pollutants, and enhancing road safety.

INTRODUCTION

In general, this guideline underscores adherence to the specified legal and regulatory framework, ensuring that the Street Cleaning Services Activity is conducted in compliance with established laws, circulars, and guidelines. This serves to standardize practices across the industry, promoting sustainable waste management practices, safeguarding public health, and preserving the environment within the Emirate of Dubai. The guideline encompasses detailed operational procedures, safety protocols, and contractual obligations to ensure that waste management practices are conducted responsibly and sustainably within Dubai. It provides additional details about the vehicle types and critical parameters to consider during transport. Hence, this Technical Guide is intended to deliver:

- a) General provisions such as mandatory training for all personnel involved in waste collection and transportation,
- b) Vehicle requirements for street cleaning,
- c) Requirements for street cleaning and specific measures to prevent dust & other nuisances during the activity, etc.,

LEGAL FRAMEWORK, CIRCULARS, AND GUIDELINES

The relevant provisions of the following laws and regulations were used as guidance and references in the preparation of this technical guideline.

- Federal Law (No.) 24 of 1999 and modified by Federal Law (No.) 11 for 2006 regarding Protection & Development of the Environment.
- Local Order No. 11 of 2003 on Public Health and Safety of the Society in the Emirate of Dubai
- Local Order (No.) 61 of 1991 on the Environment Protection Regulations in the Emirate of Dubai
- Local Order (No.) 7 of 2002 on Management of Waste Disposal Sites in the Emirate of Dubai; as amended by Local Order No. (5) of 2003
- Executive Council Resolution (No.) 58 of 2017 Concerning the Approval of Fees and Fines of Waste Disposal in the Emirate of Dubai
- Executive Council Resolution No. (14) of 2015 Amending the Schedule of Public Hygiene-related Violations and Penalties Attached to the Implementing Bylaw of Local Order No. (11) of 2003 Concerning Public Health and Community Safety in the Emirate of Dubai
- Procedures and guidelines for implementing and implementing Administrative Order No. 30/2003, in accordance with Local Order No. 11/2003
- UAE Occupational Health and Safety Management System (OHSMS) National Standard
- Technical Guideline No. 4. on Duty of Care

The related circulars and posted information bulletin of this guideline are posted on Dubai Municipality's website – www.dm.gov.ae link to the Waste Department.

The Duty of Care Program is a management tool to control the waste generated in Dubai. The regulation requires that all transfers of waste are appropriately recorded in order to assist in tracking the quantity generated and movements of waste. Waste collection & transport companies, as primary actors in the duty of care, need to ensure that the waste is safely & properly collected and that the complete waste transport is recorded in the waste manifest along with any other records required by DM. This will ensure that the waste is properly managed at the source, transported by licensed waste management companies and delivered to an approved facility and/or disposed of at proper sites.

SCOPE AND COVERAGE

These guidelines and procedures are applicable to companies holding or planning to issue a valid business license for activity 8129009-Streets Cleaning Services from the Department of Economy & Tourism (DET) or licenses from the Free Zone Authorities in Dubai as applicable. It also permits companies to engage with third-party entities through formal contracts for waste transportation, provided these third parties fully comply with the standards set by the Waste Strategy and Projects Department (WSPD). The guideline emphasizes the necessity of licensed vehicles for waste collection and transportation, mandating that these vehicles are duly registered under the company's name and meet all specified operational fitness and safety requirements.

GENERAL PROVISIONS

The following provisions apply to companies with a valid license for the specific economic activity or any third party engaged through a formal contract and who have attained prior authorization requests on behalf of the contracting party from the WSPD. The decision to accept or reject applications of a similar nature is at the sole discretion of WSPD. Furthermore, any vehicles used for the activity must be registered with the company applying for the transportation license, and it is strictly forbidden to use any vehicle that is not registered under the company's name, even if the company operates under a single sponsor or as a subsidiary.

1.1 Contractual Requirements:

Any commercial, industrial, institutional or other entity or property owned by multiple entities may enter into written service contracts with the Company (Service Provider) for street cleaning services. In order to standardize and ensure clarity, all such contracts must include, at a minimum, a clear description of the services to be provided, the service schedule, the terms and conditions for providing and terminating the services, as well as the price of the service and the basis on which the value of the services is calculated. The contract may also include any other clauses that serve the public interest and protect public health and safety. Minimum information to be included in the contract:

- a) The contract must specify the headquarters of the service provider, as well as the address of the client's company.
- b) Indicate the duration of the contract with specific and clear dates regarding the start and end of the contract.

- c) The frequency of waste collection, including days of the week and specific times of the day.
- d) The contract must specify a telephone number for the service provider, which must be a 24-hour telephone number in Dubai, to facilitate the possibility of contacting the company with regard to client complaints and inquiries.
- e) The contract document must include terms and conditions for renewal of the contract. Provisions such as, but not limited to, the time frame for renewal (e.g. number of days/weeks before the contract expires) and other details shall be spelt out.
- f) The contract should include the provisions under which the client or the service provider can suspend or terminate their services. The procedure for suspending or terminating the service in question should be clearly stipulated in the terms of the contract.
- g) Management is notified of the termination of the contract in writing, and all relevant details will be communicated by the service provider. If requested by the WSPD,
- h) Further contractual requirements for street cleaning services within public tenders must also be considered.

1.2 Vehicular & Maintenance and requirements

- a) The company must possess and use street cleaning equipment and systems that incorporate the Best Available Technology (BAT) for mechanized sweepers, electric power-driven sweeping vehicles, and manpower management which have been approved by DM. See below an example of a fleet system operated by DM.



Figure 1 - Fleet of cutting-edge high-tech automated sweepers, source: www.dm.ae

- b) The types of vehicles suitable for street cleaning waste are listed in Annex 1.

- c) Vehicles must be equipped with proper warning lights, including reflective markings and rotating lights, to ensure visibility during operations.
- d) All companies must use an automated location tracking system (RASID) in all their vehicles. All components of this system must comply with the specifications specified by the WSPD.
- e) Installing the necessary hardware including GPS and weight sensors as well as running the appropriate software, and other IT infrastructure information shall be performed by a third party authorized by DM only. A list of RASID hardware units is found here:
<https://www.dm.gov.ae/rasid/rasid-hardware-units/#1584107460703-b4a7edfd-6f1c>.
- f) Sweepers should be fitted with necessary safety equipment such as reversing warning devices that are clearly audible.
- g) Use of environmentally friendly materials and technologies should be prioritized such as electric-powered street sweeping vehicles.
- h) Sweepers must be regularly maintained and cleaned to ensure operational efficiency and prevent mechanical failures.
- i) Firefighting equipment and first aid kits should be readily available in the vehicles, with the workers trained in their use.
- j) In the case of sweeping sand, Water Nozzles to suppress the dust must be installed.

1.3 Street Cleaning Operations

- a) All workers must receive comprehensive training on the operation of street sweepers, safety protocols, and emergency procedures.
- b) Workers must also be trained on ensuring the safety and well-being of people, vehicles, and moving equipment they may come into contact with while performing their tasks.
- c) Personal Protective Equipment (PPE) including gloves, safety shoes, and protective masks must be provided and used by all workers.
- d) Street sweepers must adhere to specific operational guidelines to ensure efficient and safe cleaning of streets. These guidelines must consider minimal disruptions to traffic and public life, with street sweeping scheduled during low-traffic periods where feasible.
- e) Procedures must be implemented to reduce the environmental impact of street sweeping, including strategies to minimize dust generation and water usage.
- f) Companies should engage with local communities to raise awareness about the importance of street sweeping and maintaining clean public spaces.

Educational campaigns must focus on how residents can assist in keeping streets free from litter.

- g) Detailed records of incidents, maintenance logs, and training records, must be maintained and made available for inspection by relevant authorities as seen in Annex 2.
- h) All operational vehicles must comply with the regulations and laws set by the Roads and Transport Authority (RTA) and Dubai Police.
- i) All companies working on main roads with speed limits of 100 km/h or higher should be required to provide a Crash Caution Machine to accompany the street sweeping vehicle.
- j) Develop practical schedules for street sweeping in coordination with municipal authorities and local stakeholders. Schedules should detail specific times and routes for street sweeping to optimize efficiency and ensure thorough cleaning and fuel saving.

REFERENCES

- 1 European Waste Framework Directive 2008/98/EC
- 2 International Standard Industrial Classification of all Economic Activities (ISIC). United Nations Series M No. 4, Rev. 4.
- 3 UBA (German Environment Agency) 2018. Best Practice Municipal Waste Management. Information pool on approaches towards a sustainable design of municipal waste management and supporting technologies and equipment.
- 4 Umweltbundesamt. (2018, May). TEXTE 40/2018: Best practice municipal waste management - Sachverständigengutachten.
- 5 FFR Frankfurt. <https://www.ffr.de/>

ANNEX 1: VALIDITY OF PERMITS

Permits	Validity of Permits
Permit for Waste Collection or Transport or Trading Activity (WCTT)	Valid for the same duration as the license issued by Concerned authorities in Dubai.
Permit For Vehicles to Access Dubai Municipality Waste Disposal Sites (NAFITH)	Valid for the same duration as per vehicle registration validity in RASID which is one year.

ANNEX 2: STREETS CLEANING COMPANIES RECORD KEEPING

Vehicle Maintenance Logs

Company Information:

Company Name	
Date	
Contact Person	
Contact Details	

#	Vehicle License Plate	Date of Maintenance	Type of Maintenance Performed	Performed By (Technician/Company)	Comments/Notes

Declaration

I hereby certify that the above information is accurate and complete to the best of my knowledge.

Name: _____

Signature: _____

Date: _____

Incidents Log

Company Information:

Company Name	
Date	
Contact Person	
Contact Details	

#	Incident Date	Location	Description	Action taken to mitigate	Reported to (Authority/ Department)	Follow-up Actions

Declaration

I hereby certify that the above information is accurate and complete to the best of my knowledge.

Name: _____

Signature: _____

Date: _____

ANNEX 3: PROCESS OF RASID INSTALLATION

The process of RASID installation can be done by permitted transporters in the following steps:

- 1. Company Registration:** The transporter must fill out the application at <http://rasid.ae/en/registration/company-registration>. During the registration process, the customer must upload the company logo.
- 2. Company Approval from RASID:** The application is automatically sent to RASID for verification and approval.
- 3. Vehicle Registration:** Once the company is approved on RASID, the transporter must use the user credentials and register the vehicles by filling in the required details and uploading valid Mulkiya copies (front and back) and vehicle images (front, side and rear).
- 4. Vehicle Approval from RASID:** The request is automatically sent to RASID for verification and approval. The vehicle approved by RASID shall undergo the installation of approved RASID GPS tracking devices.
- 5. Third-Party GPS Tracking Device Registration:**






The transporter must upload Device Specifications, Communication Protocol and Telecommunications Regulatory Authority (TRA) approval certificate. The company must proceed to install GPS devices in the vehicles approved by DM.
- 6. RASID Online Payment:**

Once the vehicles are approved by RASID for Vehicle Registration and Annual Subscription payment, the transporter can use the RASID user credentials and proceed to make the online payment. For more information, please visit <http://rasid.ae/en/fees-charges> .
- 7. Active:** Once the payment is made, the vehicles go active. DM-WSPD and the transporter can monitor/ manage the hazardous waste transport fleet by accessing online with the user's credentials.

ANNEX 4: VEHICLE TYPES FOR STREETS CLEANING SERVICES

Table 1: Vehicle types and waste compatibility

Vehicle type	Brief Description	Image
Compact Sweepers	Highly maneuverable, capable of cleaning areas that larger sweepers cannot access, and ideal for detailed cleaning tasks.	
Truck-Mounted Sweepers	Capable of covering large areas quickly, high debris capacity, and efficient for regular sweeping of major thoroughfares.	
Vacuum Sweepers	Effective for handling the fine, dry particles that are typical in a sandstorm.	
Sand Sweeper	Cleaning machine that can be towed or attached to a vehicle for clearing sand and debris from roads, streets, or large areas.	
Skip Loader system	Transportation of skip handlers	

<p>Vehicle with cranes for drop-off station</p>	<p>Crane system is used to pick up and empty waste from banks and underfloor containers</p>	
<p>Rear-end loaded refuse collection vehicle (Compactor)</p>	<p>Emptying of emptying bins. Vehicles with a chute enable the loose collection of wastepaper bundles and waste bags</p>	
<p>Front-loaded refuse collection vehicle</p>	<p>Acceptance of residual and recyclable materials from containers</p>	
<p>Side-loaded refuse collection vehicle</p>	<p>Acceptance of residual and recyclable materials from containers</p>	
<p>Swap body (container) system</p>	<p>Mobile (exchangeable) container system for the long-distance transportation of waste</p>	

Standard Tank

Designed to transport liquid waste featuring a large cylindrical tank mounted on its chassis.



