

# Technical Guidelines on Organic Waste Collecting Services



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**Waste Strategy and Projects Department  
Dubai Municipality**


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1.0	22/08/2024	Ammar Kamil Mohammed Saeed	
1.0	22/08/2024	Omar Qudaih	

## Document Review and Approval History

Version No.	Date	Reviewer(s)	Signature
Waste Strategy and Project department			
1.0		Mohammed Iqbal Alkhalsan	
1.0		Ali Abdulla Yousuf Al Jaroodi	

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1.0		Waste Strategy and Project Department Head	
			

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## LIST OF ABBREVIATIONS AND DEFINITIONS

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
RASID	Dubai Municipality has introduced the RASID waste management monitoring system to regulate operations of registered waste management companies by streamlining and monitoring waste management transportation and associated activities – from collection through transit and till disposal, from analysis review to end-user solutions and by controlling illegal and unauthorized dumping practices.
Non-hazardous waste	is a waste or mixture of wastes that does not pose a substantial threat to public health or the environment and is safer to handle, store, and dispose of compared to hazardous waste. However, it can be harmful to the environment if left untreated. This category includes everyday household items like food waste, paper, cardboard, plastics, glass, metals, and textiles, as well as non-toxic industrial waste, uncontaminated construction and demolition debris, organic waste like yard trimmings and agricultural residues, and certain electronic waste.
Waste Collection	Collection within the meaning of this guideline is the loading, transport & any interim storage of waste for the purpose of transportation to a waste disposal and/or treatment plant.

## 1 INTRODUCTION

In general, this guideline underscores adherence to the specified legal and regulatory framework, ensuring that Organic Waste Collecting 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 organic waste collection & transport,
- c) Procedures for organic waste collection & transport frequency, the correct positioning and handling of waste containers, and specific measures to prevent spillage and leakage during waste collection operations, etc.,

## 2 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
- Law No. (26) of 2015 Regulating Data Dissemination and Exchange in the Emirate of Dubai
- Technical Guideline No. 4. on Duty of Care
- Technical Guideline No. 5. on Waste Classification
- Technical Guidelines No. 6. Residential, Commercial, Industrial and Institutional Centers Waste Prevention & Recycling
- Technical Guidelines on Transport of Garbage Trucks Activity

**The related circulars and posted information bulletin of this guideline are posted on Dubai Municipality's website – [www.dm.gov.ae](http://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.

### 3 SCOPE AND COVERAGE

These guidelines and procedures are applicable to the transportation of waste by road within the Emirate of Dubai. The scope is restricted to companies holding or planning to issue a valid business license for activity 3811005-Organic Waste Collecting Services from the Department of Economy & Tourism (DET). 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.

### 4 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 the 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.

#### 4.1 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 the collection, transportation and disposal of organic waste. 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) Specify the type and quantity of waste generated by the client on a daily basis.
- e) 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.
- f) The contract shall specify the number, type and size of containers (capacity), including the party responsible for providing and maintaining the containers.
- g) 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.
- h) The contract should include the provisions under which the client or the service provider can suspend or terminate waste collection services. The procedure for suspending or terminating the service in question should be clearly stipulated in the terms of the contract.
- i) 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,
- j) In cases of termination or non-renewal of contracts, the company concerned shall remove all containers upon termination of the contract, if the containers have been provided by the service provider.

### 4.2 Waste Collection Operations

- a) The Client/Waste generator is responsible for preparing the containers at the designated collection points prior to the arrival of the collection vehicle, except in cases where the containers are emptied inside buildings/facilities. After emptying the containers, it is also the responsibility of the Client/Waste generator to return the container to its designated location/waste room.
- b) For containers, they should be placed next to sidewalks or on the road/public areas for collection and should not be placed more than 4 hours prior to the scheduled collection time. Similarly, containers must be returned to their designated locations/waste rooms within 2 hours of the scheduled collection time, regardless of whether they have been emptied or not.
- c) Containers must be waterproof and constructed from materials that will not degrade when exposed to moisture (e.g., plastic or stainless steel). Containers should have tight-fitting, sealed lids to prevent odors and leakage.

- d) Containers must be labelled by the name of the waste collection company, license number and any other relevant contact information, as seen in the figure below:



Figure 1 The right way to place signs on waste containers.

- e) Containers must be maintained in a clean, sanitary condition and presented in a manner that does not obstruct pedestrian or vehicular traffic. They should be easily accessible for collection without causing public nuisance.

- f) Waste collection should be carried out at appropriate times of the day to minimize inconvenience to the public. Waste collection should be avoided during peak times and when roads are congested with vehicles.
- g) Container loads should be emptied at least three times a week for waste with organic contents (putrescible components).
- h) The frequency of collection/unloading should be adjusted to avoid increasing the accumulation of waste in public places and to respond to complaints.
- i) Companies must adhere to preventive measures to avoid spills and leaks during collection operations and must adhere to measures to minimize such leaks if they occur. The Responsible Company shall promptly remove and clean up any litter/sticks located near the collection points in public facilities/roads, etc.
- j) Waste should be collected in a manner that prevents damage to any public facilities such as sidewalks/roadblocks, road components, traffic signs, etc.
- k) Organic waste containers shall be **brown colored (RAL2013)** as mentioned in the Technical Guidelines on Transport of Garbage Trucks Activity.
- l) Further information on the correct design and signage of the bins can be found in Technical Guidelines No 6. Residential, Commercial, Industrial and Institutional Centers Waste Prevention & Recycling.

The WSPD reserves the right to pre-emptively require companies to unload the containers if the Department finds that this poses a significant risk to public health, safety and/or the environment. It is prohibited to transfer loads between collection vehicles unless the vehicle is broken/damaged or has suffered a mechanical breakdown. Companies are responsible for informing the Department of such situations that may arise so that a representative of the Department can attend and observe the load transfer if required.

### 4.3 Vehicular & Maintenance and requirements

- a) Only licensed vehicles in Dubai are permitted for waste collection and transportation, ensuring they are registered under the company's name requesting the transport license and meet all operational and safety standards.
- b) 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.
- c) 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>.

- d) All costs, one-time fees, and monthly or annual fees related to this system shall be borne by the company engaged in the collection and transportation of waste. Monthly or annual fees related to this system.
- e) The objectives of the RASID monitoring system are as follows:
- Real-time monitoring and tracking of waste-collecting vehicles
  - To eliminate illegal dumping
  - To prevent illegal activities related to waste transportation to unauthorized facilities
  - To prevent the mixing of wastes from different sources (especially incompatible hazardous wastes).
  - To prevent fraud by installing weight sensors.
  - Potentially monitoring velocity.
  - Controlling temporary storage or pauses in the route.
- The detailed procedure for RASID installation is outlined in Annex 1. All collected customer data will be safeguarded in accordance with Article 13 of Law No. (26) of 2015 Regulating Data Dissemination and Exchange in the Emirate of Dubai.
- f) Any waste transported to DM-operated facilities & landfills must implement the Smart Gates systems **NAFITH** used to track and store all the information related to the vehicles, waste types, in/ out weight, in/ out date & time. Further information is provided in the NAFITH User Manual:  
<https://nafithcust.dm.gov.ae/nafithcustomerui/root/assets/TemplateDocuments/NAFITH-UserManual-v1.1.pdf>
- g) Transportation vehicles containing full or partial waste must unload their load at designated unloading sites/facilities. Vehicles should not be used for temporary storage of waste.
- h) Open containers/trucks must be covered with a tarpaulin to avoid waste falling on the roads during transportation.
- i) Collection vehicles must operate in accordance with the specifications specified by the manufacturers with respect to the type of waste and the specific capacity of the vehicle/load of the vehicle.
- j) The container lifts of the vehicles must be of adequate strength and durability, suitable for the purpose, and properly maintained.
- k) Transportation vehicles must carry a clear identification number that contains the company name, 24-hour contact numbers, and a distinctive vehicle

number, as seen in Figure 2 below. The dimensions of the placard must be a minimum of 100 cm in width and 200 cm in length.



Figure 2 The right way to placard waste collection vehicles

- l) The types of vehicles suitable for transporting organic waste are listed in Annex 2.
- m) Vehicles shall be equipped with clear warning lights/spotlights to be installed at the front and rear of the waste collection vehicle so that they can be clearly seen and that these lights can alert pedestrians and various vehicles.
- n) All Vehicles Should have leakage containment system.
- o) The collection vehicles shall also be equipped with the necessary safety lights, such as reflective markings and rotating warning lights with clear light markings, provided that at least one light is placed at the front of the vehicle and at least 2 at the rear of the vehicle on all assembly vehicles. The rotating warning lights must be activated during the collection process or while the vehicle is in operation.
- p) A reversing warning device shall be installed and shall be clearly audible from the sides and rear of the vehicle.
- q) Vehicles shall be used in strict accordance with their specifications.
- r) Firefighting equipment and first aid kits must be available in the vehicle at all times. These tools should be easily accessible and available for use, well-labelled, and appropriate to their use. Tools such as a shovel for cleaning in case of material spillage must also be provided and the vehicle's staff must be trained on how to use all these tools and equipment.

- s) Collection vehicles must be maintained in a roadworthy condition, regularly serviced, and cleaned to prevent unpleasant odors and spillage. They should display the current Roads and Transport Authority (RTA) registration and comply with all local vehicular regulations.
- t) **Unregistered open trucks and pick-ups shall not be allowed to transport organic waste under any circumstance.**

The WSPD reserves the right to require companies to unload any of the collection vehicles or to stop using the vehicle in question if the Department determines that this poses a serious risk to public health, safety and/or the environment. In such a case, written notice will be sent to the company concerned to confirm this.

### 4.4 Organic Waste Transport Operations

- a) Waste Transport Companies must ensure that waste collection workers are provided with appropriate uniforms and personal protective equipment (PPE) to protect them from health hazards. The minimum requirements are as follows:
  - 1. Easily recognizable uniforms
  - 2. Gloves
  - 3. Safety shoes
  - 4. Protective face masks
- b) Waste Transport Companies should ensure that appropriate training is provided to staff regarding waste collection operations, health and safety, including methods of handling and principles of action in the event of emergencies.
- c) Mandatory training on matters related to waste collection operations and procedures shall be provided to the staff on all vehicles. Waste collection workers should be provided with appropriate training to enable them to perform their work in an efficient and safe manner. The workers are provided with basic training on the proper handling of waste, the collection and transportation process, and other appropriate training to ensure that solid waste is handled properly and in accordance with applicable regulations and guidelines.
- d) All waste collection vehicles are required to dispose of waste at the facilities designated by DM.
- e) Regarding the use of waste disposal sites/facilities, collection vehicles must adhere to all guidelines and regulations provided by both the WSPD & Facility Owner.

- f) All waste collection vehicles must bring the (vehicle weight receipt) for the trip to the waste disposal site or facility.
- g) Companies involved in waste collection and transportation are required to keep detailed records of their operations, including collection schedules, vehicle maintenance logs, training, compliance with circulars and any incidents of spillage or leakage. These records should be made available for inspection upon request by relevant authorities. Templates which can be used to maintain these records are attached in Annex 3.
- h) Procedures must be implemented to reduce the environmental impact of waste collection and transportation, including measures to reduce vehicle emissions, strategies for efficient route planning to minimize fuel consumption, and using environmentally friendly materials and technologies wherever possible.
- i) Companies should engage with the communities they serve to promote awareness and understanding of waste management procedures, encourage proper waste segregation at the source, and foster a collaborative approach to maintaining a clean and healthy environment. This includes awareness campaigns focused on the correct segregation of organic waste, including food waste and the importance of keeping organic waste separate from recyclables to preserve the high value and quality of recyclable materials. Educational initiatives should include clear instructions and practical tips on how to effectively segregate different types of waste. By providing residents with detailed information on the environmental benefits of proper waste segregation and offering demonstrations and other interactive activities, companies can help ensure that community members adopt and maintain these crucial practices. Further information can be found in Technical Guidelines No. 6. Residential, Commercial, Industrial and Institutional Centers Waste Prevention & Recycling.
- j) Companies must ensure alignment with municipal waste management strategies and policies. This includes participating in planning meetings and contributing to local waste management initiatives.
- k) Establish practical schedules for organic waste collection in coordination with cleaning or maintenance contractors and waste management service providers. The schedule should outline specific times, methods, and locations for organic waste pickup. This coordination should involve collaboration with the client/waste generator and the receiving facility to ensure efficient operations and adherence to environmental regulations.
  - Collection Timing: Determine optimal collection times for organic waste, considering factors such as waste generation patterns and

environmental conditions. Coordinate with stakeholders to align collection schedules with operational needs and facility capacity.

- **System for Collection and Storage:** Develop and implement a systematic approach for the collection and storage of organic waste. This includes providing appropriate containers and ensuring proper labeling to facilitate segregation and prevent contamination. Implement measures to maintain waste integrity during collection and storage processes, ensuring compliance with health and safety standards.

## 5 REFERENCES


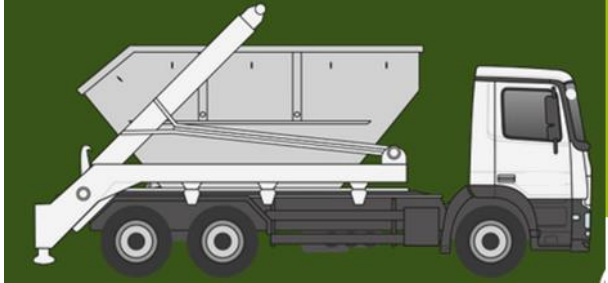

- 1 European Waste Framework Directive 2008/98/EC
- 2 International Standard Industrial Classification of all Economic Activities (ISIC). United Nations Series M No. 4, Rev. 4.
- 3 UBA (German Environment Agency) 2018. Best Practice Municipal Waste Management. Information pool on approaches towards a sustainable design of municipal waste management and supporting technologies and equipment.
- 4 REMONDIS Entsorgung. (n.d.) Roll-on/roll-off container. Retrieved March 1, 2024, from <https://www.remondis-entsorgung.de/fahrzeugebersicht/>
- 5 Umweltbundesamt. (2018, May). TEXTE 40/2018: Best practice municipal waste management - Sachverständigengutachten.




## 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: VEHICLE TYPES FOR ORGANIC WASTE COLLECTION

Table 1: Selection of Vehicle types suitable for organic waste collection

Vehicle type	Brief Description	Image
Ejector Trailer	Trailer equipped with a mechanism that pushes out its load from the rear	
Skip Loader system	Transportation of skip handlers	
Rear-end loaded refuse collection vehicle (Compactor)	Emptying of emptying bins. Vehicles with a chute enable the loose collection of wastepaper bundles and waste bags	

<p><b>Front-loaded refuse collection vehicle</b></p>	<p><b>Acceptance of residual and recyclable materials from containers</b></p>	
<p><b>Side-loaded refuse collection vehicle</b></p>	<p><b>Acceptance of residual and recyclable materials from containers</b></p>	
<p><b>Swap body (container) system</b></p>	<p><b>Mobile (exchangeable) container system for the long-distance transportation of waste</b></p>	

**General considerations when selecting suitable vehicles**

### **Purpose:**

- Collection, Pickup, Storage, and/or Transportation: **Suitability for one or more of the following: facilitate the collection, pick-up, storage, short- and/or long-distance transportation of various types of waste with container exchanges.**

### **Applicability:**

- **Types of Waste: The container is applicable for a selection of waste types including glass, light-weight packaging, biowaste, paper/cardboard, mixed household waste, bulky waste, lamps, textiles, electrical and electronic waste (non-hazardous types), scrap metal, wood waste, construction and demolition (C&D) waste, tires, and other solid waste materials occurring in high amounts in short periods or in small/remote areas.**
- **Containers must be waterproof and constructed from materials that will not degrade when exposed to moisture (e.g., plastic or stainless steel). Containers should have tight-fitting, sealed lids to prevent odors and leakage.**
- **All Vehicles Should have leakage containment system.**

### **Special Characteristics and Requirements:**

- **Pre-treatment of Input Material: Is size reduction for oversized items necessary to fit within the container dimensions?**
- **Utilization of Output: Does the system depend on the utilization of the generated output? Or is it designed for waste collection and transportation primarily?**
- **No Dependencies: Is there flexibility in operation without reliance on specific output utilization processes?**
- **Spatial needs: Space required for a roll-off (meters x meters) as well as additional space needed to give access to the truck and to tempo- rarely set out another container in exchange. Whether plain, solid ground and/or a maximum inclination (in %) is needed to set a roll-off container out and pick it up.**

### Restrictions or Influence of Externalities:

- Infrastructural Conditions: **Suitability for use at bring stations or public amenity sites, requiring a paved, compacted, or otherwise stabilized surface to prevent sinking under weight?**
- Human resources needed: Amount and degree of training of the people operating the vehicle.
- Operational risks: **Inherent risks from components of the vehicle or it as a whole, as well as those resulting from operations.**

### Scale of Application:

- **Volume range of containers: in m<sup>3</sup>**
- **Total vehicle height and length: in m**
- **Total vehicle weight: in tons**
- **Vehicle carrying capacity (load): in tons**

### Technical Details:

- General Overview and Abstract: **Is the container designed for ease of attachment and transport, with options for multi-compartment or segmented versions allowing for separation of different waste types?**
- Specific Features:
  - **Interchangeability of the container.**
  - **Wide spectrum of applications across various waste types.**
  - **Moderate price due to potential for standardization.**
  - **Compression within the container (volume reduction capabilities).**
  - **Easiness to clean containers.**
  - **Enhanced safety features for staff.**

- **Reduced fuel consumption or other sustainable features.**

## ANNEX 3: WASTE COLLECTION AND TRANSPORTATION COMPANIES RECORD KEEPING

### Collection Schedules

#### Company Information:

Company Name	_____
Date	_____
Contact Person	_____
Contact Details	_____

#	Date of Collection	Location of Collection	Waste Type	Waste Amount (KG)	Vehicle License Plate	Driver Name	Driver License Number	End-use facility

#### Declaration

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

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## 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 4: GENERAL WORKFLOW FOR PERMIT ISSUANCE AND VEHICLE REGISTRATION

The flow diagram below outlines the essential steps that companies must follow to obtain a permit for conducting waste collection, transport, or trading activities in Dubai.

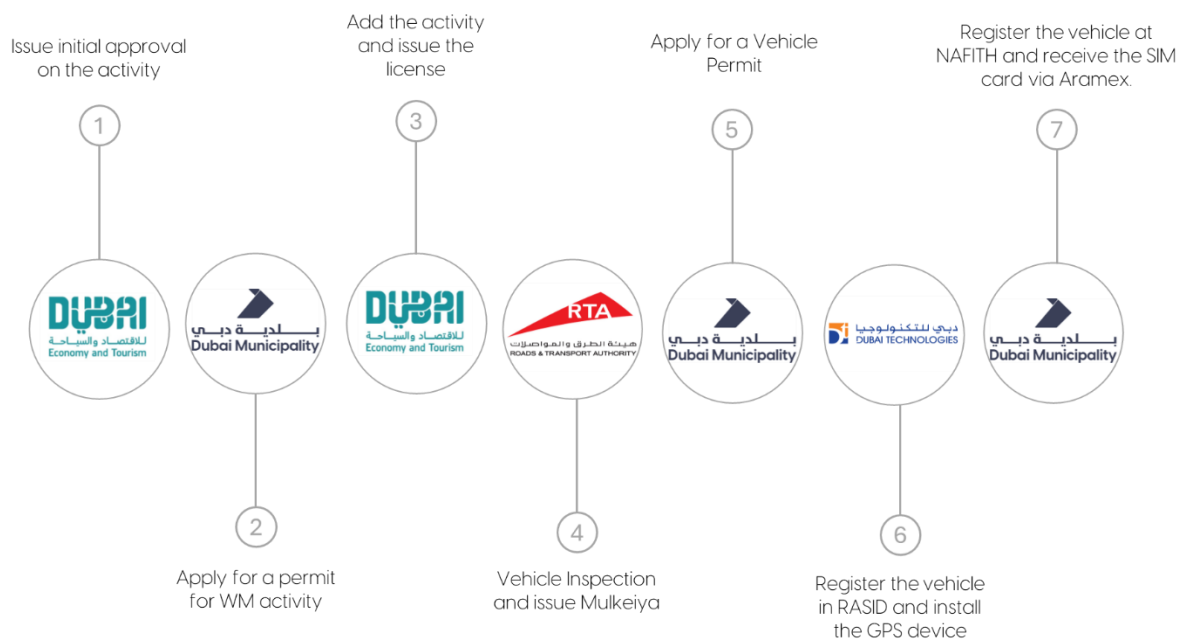


Figure 3 - General workflow for permit issuance and vehicle registration

## ANNEX 5: 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 and other required documents required in the entry form.
- 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.