

Waste Strategy and Projects Department
(Permits and Awareness Section)

Document Title	Technical Guidelines for Evaluation and Classification of Waste Collection and Transportation Facilities
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1. Introduction

In line with the strategic directions of the Government of Dubai towards achieving sustainable development and enhancing quality of life, this Guideline has been developed based on Dubai Integrated Waste Management Strategy 2041, which aims to establish a comprehensive and sustainable waste management system that ensures environmental protection and achieves the highest levels of operational efficiency.

This guideline is also based on the principles of quality enhancement and continuous improvement, reflecting a commitment to raising the efficiency of services provided to the public, improving procedures, and enhancing customer satisfaction, in alignment with Dubai's vision to be among the world's most attractive, sustainable, pioneering, and livable cities every day.

2. Purpose

This guideline aims to regulate procedures and clarify roles and responsibilities, in a manner that contributes to improving the performance of facilities and enhancing the efficiency of services related to waste management, in line with international best practices and integrated waste management methodologies.

3. Objectives

- Establish a classification and evaluation system for all facilities engaged in waste collection and transportation.
- Encourage facilities to improve the quality of their services.
- Provide waste generators with appropriate information regarding facilities operating in the field of waste collection and transportation.
- Increase the level of compliance of facilities and their alignment with standards and requirements in accordance with international best practices.
- Motivate facilities to compete in order to enhance the quality of services provided.
- Promote the principles of governance and supporting transparency in procedures and decisions related to waste management, while enabling stakeholders to access relevant information.

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4. Scope

Dubai Municipality – Waste Strategy and Projects Department will implement a system for the evaluation and classification of all facilities engaged in waste collection and transportation within the Emirate of Dubai, to ensure their compliance with standards, requirements, and specifications, and of promoting continuous improvement in the delivery of waste management services.

5. Legislations

The following laws and regulations have been used as references in preparing this technical guideline:

- Local Order No. (61) of 1991 - Environment Protection Regulations in the Emirate of Dubai, its Rules of Implementation;
- Federal Law No. (24) of 1999 - Regarding the Protection and Development of the Environment, and its Implementing Rules and Regulations;
- Local Order No. (7) of 2002 Concerning Waste Disposal Sites in the Emirate of Dubai and its amendments ;
- Local Order No. 11 of 2003 on Public Health and Community Safety in the Emirate of Dubai;
- Executive Council Resolution No. (14) of 2015 Amending the Schedule of Public Hygiene-related Violations and Penalties;
- Executive Order No. (58) of 2017 - Regarding the Approval Fees and Fines for Waste Disposal in the Emirate of Dubai;
- Federal Law No. (12) of 2018 - Integrated Waste Management and
- Law No. (18) of 2024 - Regulating the Waste Management in the Emirate of Dubai
- Technical guidelines relating to requirements and standards for practicing waste collection and transportation activities.

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6. Terms & Definitions

Term	Definition or Meaning
Waste	All types of residues, refuse, rubbish, litter, Hazardous Materials, or non-hazardous materials that are disposed of, requested to be disposed of, or required to be disposed of, including Discarded Materials or those classified as Waste by the DM or a Concerned Entity.
Waste Management	All activities and operations related to Waste and its handling, from production to final Disposal. This includes, but is not limited to, the cleaning, collection, Segregation, Sorting, transportation, storage, import, export, handling, Reuse, Recycling, Treatment, and final Disposal of Waste, as well as after-care of Disposal Sites.
Waste Segregation	The processes of separating Waste into different types based on its components or properties, aimed at facilitating Recycling or safe Disposal of Waste. This is typically performed at the point of Waste generation.
Waste Generator	Individuals, entities, or institutions that generate waste as a result of their daily, industrial, agricultural, commercial, or domestic activities.
Waste Collection	The process of gathering waste from its sources of generation such as homes, institutions, factories, and streets, and transporting it to designated sites for treatment or disposal or transfer stations.
RASID	A system in which all vehicles operating in the field of waste collection and transportation in the Emirate of Dubai are registered, in order to monitor and regulate the movement of waste and vehicles within the Emirate.
Waste Recycling	The process of converting Waste or segregated or sorted materials into raw materials or new products.
Disposal	This includes the act of dumping, discarding, abandoning, burying, destroying, injecting, Recycling, Treatment, or incineration of Waste, or performing any operation that results in the final disposal of Waste.
Corporate Social Responsibility (CSR)	The implementation of initiatives and programs related to the sustainable management of waste that contribute to achieving the emirate's goals in preventing or reducing environmental impact.

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7. Technical Inspection and Evaluation

a. Evaluation Mechanism

The Waste Strategy and Projects Department of Dubai Municipality evaluates the facilities operating in waste collection and transportation based on the laws, legislations, and approved guidelines in this regard.

Inspection and technical evaluation of facilities are carried out using an approved inspection checklist, which is based on the laws, legislations, and guidelines. Each item listed in the checklist is weighed according to its risk level as specified in the Risk Module.

b. Evaluation and Inspection Procedures

Inspection programs and procedures are carried out as follows:

- Notify the facility with the date of the visit or inspection.
- The facility is visited by the supervisory team from the relevant department to inspect and evaluate the company using the inspection checklist and photographic equipment.
- Preliminary evaluation results are sent to the establishment.
- The facility will get a duration to rectify the situation and complete the requirements, if any.
- The final report is submitted to the direct supervisor for approval.
- In the event of a violation of the approved technical instructions, guidelines, and requirements, a fine will be issued to the facility according to the applicable procedures, and the facility is informed.
- The final evaluation of the facility is published in the information bulletin on Dubai Municipality's website

c. Evaluation Frequency

The frequency of evaluation is determined according to the classification grade obtained by the establishment, as follows:

Grade	Evaluation Frequency
A	Once per year

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B	Once per year
C	Once per year
D	Twice per year
F	Twice per year

d. Types of Inspection

There are different types of inspections as outlined below:

- Routine Visit: A scheduled visit according to the facility's evaluation grade and category.
- Follow-up Visit: A scheduled visit based on observations recorded from the risks of the most recent inspection results.
- Random Visit: An unscheduled surprise visit conducted in accordance with quality requirements or due to field variables.
- Complaint: An approved unscheduled visit based on a complaint or any other reasons related to the matter.
- Management Order: A scheduled and expected visit approved through administrative directives, circulars, or notifications, or during investigation cases.

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8. Risk Module

The following explains the risk assessment of each severity:

Severity	Explanation
High	Major requirements to perform the waste management service
Medium	Minor requirements to perform the waste management service
Low	Requirements to improve the waste management service

The following explains the required action for the assessed risks:

Severity	Required Action
High	The activity, task, or process may be carried out in accordance with current procedures, with corrective actions applied, or by using alternative methods to implement the procedures within the proposed timeframe, under supervision and control. It is necessary to suspend the operation or practice if non-compliance continues beyond the proposed correction period
Medium	The activity, task, or process may be carried out in accordance with current procedures, with the recommended corrective action applied for the situation, or by using alternative methods to implement the procedures.
Low	The activity, task, or process may be carried out in accordance with current procedures.

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9. Grade and Assessment

The evaluation and classification grade depends on the level of compliance with the requirements listed in the inspection checklist approved by the administration, and in accordance with the calculation methods outlined below. The evaluation grading scale ranges from A to F, where A represents the highest standards of compliance, and F indicates areas that require significant improvement and development.

Grade	Grading Formula	Descriptive Track														
A	If number of violations are 0 High or/and															
	If number of violations are 0 -1 Medium or/and	1														
	If number of violations are 0-3 Low	1	2	3												
B	If number of violations are 1 High or/and	1														
	If number of violations are 2-3 Medium or/and		2	3												
	If number of violations are 4-7 Low				4	5	6	7								
C	If number of violations are 2 High or/and		2													
	If number of violations are 4 -5 Medium or/and			4	5											
	If number of violations are 8-11 Low								8	9	10	11				
D	If number of violations are 3 High or/and		3													
	If number of violations are 6-7 Medium or/ and					6	7									
	If number of violations are 12-15 Low										12	13	14	15		
F	If number of violations are 4 High or/and more		4													
	If number of violations are 8 Medium or/and more							8								
	If number of violations are 16 Low or/and more													16		

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10. Main Categories of Requirements for Waste Collection and Transportation Facilities

The main categories of requirements to be complied with by waste collection and transportation facilities. Each main category has specific requirements — see Annex 1.

- A. Licensing & Permits
- B. Vehicle Requirements
- C. Manpower Requirements
- D. Vehicle and Personnel Safety
- E. Documentation and Records
- F. Compliance
- G. Operation & Emergency
- H. Stakeholder Engagement
- I. Quality of Operation

11. Penalties and Fines

The facility is considered in violation if it fails to comply with any of the provisions, guidelines, requirements, or specifications. Penalties will be applied in accordance with Local Order No. 11 of 2003 concerning Public Health and Community Safety in the Emirate of Dubai, Executive Council Resolution No. (58) of 2017 regarding the approval of waste disposal fees and fines in the Emirate of Dubai, and Law No. (18) of 2024 on the Regulation of Waste Management in the Emirate of Dubai, along with the relevant executive regulations.

12. Disclosure and Publication

The preliminary evaluation results are sent to the facility, granting it a period to rectify any issues. Then the final report will be submitted for approval. The final evaluation is published in the facility's information bulletin on the municipality's website, allowing the public to view the evaluation results.

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13. Objection and Grievance

Dubai Municipality guarantees the right to object to and review procedures upon the request of stakeholders within the period specified in the issued reports. Such requests may be submitted through Dubai Municipality's official communication channels, by providing supporting evidence, through the inspection system, or by visiting the Dubai Municipality office.

14. References

- Local Order No. (61) of 1991 - Environment Protection Regulations in the Emirate of Dubai, its Rules of Implementation;
- Federal Law No. (24) of 1999 - Regarding the Protection and Development of the Environment, and its Implementing Rules and Regulations;
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Annex 1

Specific Requirements per category

No.	Monitoring Items (During Inspection)	Severity
A	Licensing & Permits	
1	Valid Company License	High
2	Valid DM Waste Permits (WCTT, HWTW or any applicable permits)	High
3	Conducting a Waste management activity as per Company License, WCTT	High
4	Valid Ejari for Office, Garage, Workshop	Low
5	Updated Vehicle Owner Certificate	Low
B	Vehicle Requirements	
6	Allocated approved vehicles for collection as per waste management activity	High
7	All collection vehicles have valid vehicle registration	Low
8	All collection vehicles are owned by the Company	Low
9	All collection vehicles have active vehicle tracking device	High
10	All collection vehicles have onboard weighing scale, if applicable	Medium
11	All collection vehicles have placed appropriate placard/signage as per waste type	Medium
12	All collection vehicles should have an adequate spill-proof and leak-proof mechanism.	Medium
13	All collection vehicles have valid permits, certificates (like RASID) kept inside of each collection vehicle	Medium
14	All collection vehicles are cleansed / washed daily / regularly.	Medium
15	All collection vehicles undergone routine corrective and preventive maintenance.	Low
C	Manpower Requirement	
16	Adequate number of Manpower (Office staff, Driver, Helper)	Medium
17	All collection vehicle drivers and helpers are employed by the Company	Low
18	All collection vehicle drivers should have the appropriate category in their driving license related to the vehicle type they are operating.	Low
19	All collection vehicle drivers and helpers undergone appropriate training for proper and safe handling, collection and transport of waste	Medium
20	The Company has employed an EHS Officer	Low
21	The Company has employed Waste Management Specialist	Low
D	Vehicle and Personnel Safety	
22	All collection vehicles are provided with the following safety equipment: a) First aid kit	Low

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	b) Appropriate Fire fighting equipment c) Appropriate Spill Kit They should be easily accessible and should be clearly marked for its appropriate use.	Yellow
23	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.	Low
24	Health & Safety Plan for Waste Collection & Transportation	Low
E	Documentation and Records	
25	Valid International Certifications	Low
26	Valid Contracts with Waste Generators	Low
27	Valid Contracts / Transaction Records with DM-approved Waste Traders, Recycling and Treatment Facilities	Low
28	Provision of Waste Manifest System - all transfers of waste are appropriately recorded in order to assist in tracking the quantity generated and movements of waste.	High
29	Digital Documentation and Records	Medium
30	Third party certification for equipment (onboard weighing scale, hook lift, etc)	Low
F	Compliance	
31	Effective and efficient waste collection system	Low
32	No previous non-compliance for one year	Medium
33	Submission of monthly reports and other requested report to DM within time frame	High
34	Customer Satisfaction Records - No previous customer complaints for one year	Medium
G	Operation & Emergency	
35	Provision of Company Office, Garage & Workshop	Low
36	Contingency plan to address vehicle breakdown and other issues to ensure continuity in service delivery.	Low
37	Capable to provide extra skips/staff members/ vehicles as and when the need arises without any breakdown to the service rendered	Low
38	Emergency Plan (Management of spillages to ensure the site is free from pollutants) - with Nominated Spill Response Company	Low
39	The company holds environmental liability insurance covering bodily injury, property damage, business interruption, crisis management, transportation liability, and clean-up costs associated with hazardous waste.	Low

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	The insurance coverage is at least 1 million AED and that the amount is tailored by the insurance company based on the type of hazardous waste being transported and the operational requirements.	
H	Stakeholder Engagement	
40	Provide Awareness / Training Programs to Clients	Medium
41	Provide Customer Service / Feedback Mechanism thru Call Center, Online, Smart Application	Low
42	Provide Incentive Program to promote sustainable waste management	Low
43	Provide Corporate Social Responsibility (CSR) Programs	Low
I	Quality of Operation	
44	Provision of Adequate Numbers of Bins per type to segregate waste	High
45	Segregated wastes are being collected separately	High
46	The waste material is handled in a way that prevents any kind of contamination which is detrimental to production processes	Medium
47	No previous history of waste spillage during transportation within a year	Medium
48	Segregated wastes are delivered to the appropriate approved waste processing facility / designated waste sites	High
49	Provide Monthly Report to all Clients (Quantities of Waste Collected per Type, the Final Destination of the Waste, etc.). This is NOT the Tax Invoice	High

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