



**Waste Strategy and Projects Department**  
(Permits and Awareness Section)

Document Title	Technical Guidelines for Evaluation and Classification of Waste Treatment and Recycling Facilities
Document Code	DM-WSPD-PAS-P06-CEWTR
Version No.	V 1.0
Issue Date	July 2025

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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 treatment and recycling.
- Encourage facilities to improve the quality of their services.
- Provide waste generators with appropriate information regarding facilities operating in the field of waste treatment and recycling.
- 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 raise the quality of services provided.

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- Promote the principles of governance and supporting transparency in procedures and decisions related to waste management, while enabling stakeholders to access relevant information.

## 4. Scope

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

## 5. Legislations

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

- 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 treatment and recycling activities.

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## 6. Terms & Definitions

Term	Definition
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.
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 treatment and recycling 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 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:

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Grade	Evaluation Frequency
A	Once per year
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 Treatment and Recycling Facilities

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

- A. Licensing & Permits
- B. Operation Requirements
- C. Manpower Requirements
- D. Safety Requirements
- E. Documentation and Records
- F. Compliance
- G. 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

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## Annex 1

### Specific Requirements per category

No.	Monitoring Items (During Inspection)	Severity
<b>A</b>	<b>Licensing &amp; Permits</b>	
1	Valid Company License	High
2	NOC issued by Waste Strategy and Projects Department	High
3	Valid Environmental Clearance or any equivalent (in freezone)	High
4	Conducting a Waste management activity as per Company License, NOC, EC	High
5	Facility with Valid Ejari or any equivalent (in freezone)	Medium
<b>B</b>	<b>Operation Requirements</b>	
6	Conduct verification inspection before collection and/or transportation to facility	Low
7	Issue Acceptance Letter / Notification to Clients	Low
8	Calibrated weighing scale	Medium
9	Conduct verification of client / vehicle thru permits etc.	Low
10	Have CCTV	Low
11	Have Automatic number-plate recognition (ANPR) camera	Low
12	Equipment are in place and operational	Medium
13	Enough space for storage and operation	Medium
14	Good Housekeeping	Medium
<b>C</b>	<b>Manpower Requirement</b>	
15	Adequate number of Manpower (Office staff, Operations)	Low
16	All operation staff undergone appropriate training for proper and safe handling of waste	Medium
17	The Company has employed an EHS Officer	Low
18	The Company has employed Waste Management Specialist	Low
<b>D</b>	<b>Safety Requirements</b>	
19	Facility is provided with the following safety equipment: a) First aid kit b) Appropriate Fire fighting equipment c) Appropriate Spill Kit	Low

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	They should be easily accessible and should be clearly marked for its appropriate use.	
20	Companies shall ensure that operation staff should be provided with adequate uniforms, Personal Protective Equipment (PPE) to protect them from health hazards. The Minimum requirements are: 1) Appropriate clothing; 2) Hand gloves; 3) Safety shoes, and 4) face mask.	Low
<b>E</b>	<b>Documentation and Records</b>	
21	Valid International Certifications	Low
22	Valid Contracts with Waste Generators	Low
23	Have proper documentation / records upon receiving waste materials	Medium
24	Documented Operational Procedure	Low
25	Records for Recovered Materials (Local & Export)	High
26	Records for Residual Waste (Local & Export)	High
27	Digital Documentation and Records	Medium
28	Third party certification for equipment (weighing scale, hook lift, etc)	Low
<b>F</b>	<b>Compliance</b>	
29	No previous non-compliance for one year	Medium
30	Submission of monthly reports and other requested report to DM within time frame	High
31	Stakeholders Satisfaction Records / Complaints- No previous complaints for one year	Low
<b>G</b>	<b>Emergency</b>	
32	Contingency plan to equipment / facility breakdown and other issues to ensure continuity in service delivery.	Low
33	Emergency Plan (Management of spillages to ensure the site is free from pollutants) - with Nominated Spill Response Company	Low
<b>H</b>	<b>Stakeholder Engagement</b>	
34	Provide Awareness / Training Programs to Clients	Low
35	Provide Customer Service / Feedback Mechanism thru Call Center, Online, Smart Application	Low
36	Provide Incentive Program to promote sustainable waste management	Low
37	Provide CSR Programs	Low
<b>I</b>	<b>Quality of Operation</b>	

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38	Only Segregated wastes are being accepted in the facility for treatment	High
39	High percentage of Material Recovery Rate	High

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