



مجلس أبوظبي للجودة والمطابقة
ABU DHABI QUALITY & CONFORMITY COUNCIL

ABU DHABI OCCUPATIONAL TERMS

Street Cleaner Level 1



ADOT 102/2019
FIRST EDITION



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Amendment Page

This Amendment Page is updated and issued with each set of revised and/or new pages of the document to help ensure that each copy of this Abu Dhabi Occupation Term (ADOT) contains a complete record of amendments.

This Occupational Term is a live document which can be amended when necessary. QCC operates an Occupational Standards Working Group that has prepared this document, and can review stakeholder comments in order to review and amend this document; ultimately resulting in an issuance of an updated version, if necessary.

Log of Amendments						
Amendment			Discard		Insert	
No.	Date	*Sections Changed	Page(s)	Issue No.	Page(s)	Issue No.



About the Abu Dhabi Quality & Conformity Council

The Abu Dhabi Quality and Conformity Council (QCC) was established by law No. 3 of 2009, issued by His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE. QCC is responsible for the development of Abu Dhabi Emirate's Quality Infrastructure, which enables industry and regulators to ensure that products, systems and personnel can be tested and certified to UAE and International Standards.

Products and services certified by QCC receive the Abu Dhabi Trustmark. The Trustmark is designed to communicate that a product or system conforms to various safety and performance standards that are set by Abu Dhabi regulators.

Foreword

The QCC “Abu Dhabi Occupational Terms for personnel working in sweeping, collecting, transporting and disposing of general waste – excluding hazardous, radioactive & liquid waste” Working Group was initiated in July 2018 in order to establish occupational terms for workers in the waste collection and transportation sector in Abu Dhabi to elevate the quality of services provided in the sector and to promote the productivity of personnel. “General Waste” by definition is material that is free of any actual or apparent contamination (pathological/infectious, radioactive and/ or hazardous chemical) unless they are disinfected or decontaminated.

The occupational terms are professional standards that specialist personnel must meet in order to perform the jobs they are assigned to produce quality outcomes. The Government of Abu Dhabi, under the leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE and Ruler of Abu Dhabi, and His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces and Chairman of the Abu Dhabi Executive Council, has invested heavily, and at high levels of professionalism and safety, in the Infrastructure of Abu Dhabi. Therefore, it is crucial and obligatory to encourage the presence of skilled workmanship to maintain the quality infrastructure value in the Emirate of Abu Dhabi in particular and the United Arab Emirates in general.



Acknowledgments

The QCC would like to thank the members of the working group listed below:

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Occupational Terms

No.	Field	Details								
1.	Occupation (Standard Unit)	Street Cleaner								
2.	Description	This standard specifies the outcome required to remove litter and detritus from public areas, including but not limited to grounds, streets, pavements, pedestrianized areas and car parks								
3.	Unit type	<input type="checkbox"/> Knowledge and Skills OR <input checked="" type="checkbox"/> Application								
4.	Elements	<table border="1"> <thead> <tr> <th>No.</th> <th>Element</th> </tr> </thead> <tbody> <tr> <td>E1</td> <td><i>Remove, collect and dispose of litter and detritus from the ground</i></td> </tr> <tr> <td>E2</td> <td><i>Manage self, money and dignity at workplace/in the field</i></td> </tr> <tr> <td>E3</td> <td><i>Work in a safe, healthy and an environmentally friendly way</i></td> </tr> </tbody> </table>	No.	Element	E1	<i>Remove, collect and dispose of litter and detritus from the ground</i>	E2	<i>Manage self, money and dignity at workplace/in the field</i>	E3	<i>Work in a safe, healthy and an environmentally friendly way</i>
No.	Element									
E1	<i>Remove, collect and dispose of litter and detritus from the ground</i>									
E2	<i>Manage self, money and dignity at workplace/in the field</i>									
E3	<i>Work in a safe, healthy and an environmentally friendly way</i>									
5.	QF Emirates level	<input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10								
6.	Function	<input type="checkbox"/> Policy and strategy QF 9-10 <input type="checkbox"/> Managing QF 7-8 <input type="checkbox"/> Specifying QF 6-7 <input type="checkbox"/> Controlling QF 6 <input type="checkbox"/> Maintaining capability QF 4-6 <input checked="" type="checkbox"/> Performing/carry out QF 1-4								
7.	Entry information and prerequisites	Certificate								
8.	Grading	Application unit: <i>Competent/Not Yet Competent</i>								
9.	Industry sector	Waste Collection & Transportation								



No.	Field	Details	
10.	Developed by	Government Entities	QCC, CWM, DPM, DoT, AD Police, EAD, DoE, ADFCA, DED, MoHRE, Awqaf, Musanada and OSHAD
		Private Sector	Averda, Veolia, West Coast, Lavajet and Beeah
11.	Endorsement date	October 09, 2018	
12.	Frequency of review	Annually (or when required)	
13.	Version No.	1	
14.	ISCO-88	9162 Sweepers and related laborers	

Terms & Conditions

Term	Description
Agricultural Waste	Waste from agricultural activities, including agricultural crop waste, gardens, plant waste and animal waste
Bulky Waste	Includes household and office furniture or parts thereof and other large or bulky items
Collection	The provision of skips, containers or bins at fenced or open Collection Points/ Designated Locations for the disposal of Municipal Solid Waste, Green Waste, Stockyard Waste, Bulky Waste and Fallen Stock by inhabitants/land users in the Service Area and members of the public and includes the emptying of these receptacles into collection vehicles
Debris	The remains of anything broken down or destroyed; ruins; rubble
Detritus	Waste or debris of any kind
Driver	A person who controls movement of the Vehicle on public roads or highways
Green Waste	Agricultural Waste and bi-products of agricultural activities such as grain, fruit and vegetables and harvest residues, grass cuttings, trees, bushes, shrubs, lopping of trees, and material of a like nature resulting from the ordinary use or occupation of any premises
Hazardous Waste	Waste of various activities and processes, tools and equipment used and medical or other wastes that retain the characteristics of hazardous substances
Litter	Rubbish such as paper, cans, and bottles left lying in an open or public place which has been thrown from vehicles, dropped by pedestrians or otherwise dislodged from any Waste Container by any means
Manually	Done, operated, worked, etc., by the hand or hands rather than by an electrical or electronic device



Mechanical Street Sweeping	The Cleaning of streets by specialized mechanical street sweeping vehicles, including all Mechanical Broom Sweepers, High Efficiency Vacuum Sweepers, Regenerative-Air Street Sweeping Technology and Scrubbers and Captive Hydrology Technologies that must be used, to ensure that all streets and areas are cleaned to the level of cleanliness required
Mobile Equipment	Waste Collection Vehicle/ Equipment, including transfer trailers and grapple loaders that is used for loading, transporting and unloading Waste (including containerized Waste) and is mounted atop an engine-powered cab and chassis or upon a trailer chassis. Some mobile equipment (such as rear-loaders, side-loaders and front-loaders) also compacts the Wastes within the body. Some equipment, such as tilt-frames and hoist-type equipment loads, transports, dumps and unloads transportable containers that holds Waste
Municipal Solid Waste (MSW)	Waste of individuals originating from residential, commercial, professional, industrial or other sources <i>(Different types of solid Waste materials which include: Domestic Waste, Commercial Waste, Institutional Waste, Market Waste, Recyclable Waste, Bulky Waste and Green Waste)</i>
Operator	Any person who uses mobile equipment and controls the operation of various vehicle accessories and mechanisms, load material, performs functions such as Waste Containers loading and Packing of Wastes or recycled products, and who may also drive a vehicle along the route and guide the collection crews during the collection process. The Operator may also be a Driver.
Packing mechanism	The mechanical or hydraulic system (or both) and the packer panel that moves the Waste through the loading hopper and compacts it into the body
Perform	Carry out an action or pattern of behaviour
Procedures	An act or a manner of proceeding in any action or process; conduct a particular course or mode of action, any given mode of conducting legal, parliamentary, or other business, especially litigation and judicial proceedings
Risk	The product of the measure of the likelihood of occurrence of an undesired event and the potential adverse consequences which this event may have upon people – injury or harm to physical or psychological health
Street Cleaning	Shovelling, brooming, sweeping and/or vacuuming to remove track-out of sediment from paved public roads
Street Sweepings	Litter, dirt, debris and sand collected as a result of Street Sweeping activities
Waste Services Field Supervisor	Field Supervisors responsible for the supervising and coordinating the Solid Waste Collection and Transportation, and other Street Cleaning Services within a designated Area (could be a District or even a number of Communities within a District), and ensure attainment of objectives set by management/ customer for the collection and transportation of Waste and other Street Cleaning Services
Waste Container	Any container used for the purpose of temporary storing and/ or transporting any type of Waste including, but not limited to, Mobile Garbage Container, Bulk Waste Container, Wheeled Container, Skip or large Containers
Workplace Etiquette	A code that governs the expectations of social behaviour in a workplace. This code is put in place to "respect and protect time, people, and processes." Work etiquette includes a wide range of aspects such as body language, good behaviour, appropriate use of



	technology, Dress Code etc. Part of office etiquette is working well with others and communicating effectively
Working Crew	Various resources deployed for the provision of Waste Collection & Transportation, and other Street Cleaning Services, that may include various Mobile Equipment Operators/ drivers and Labours

Performance Criteria

Element	1. Remove, collect and dispose of litter and detritus from the ground
1.1	Ensure you have the correct instructions and are aware of procedures for carrying out the work
1.2	Confirm the area to be cleaned with supervisor
1.3	Know the number and location of the containers that you must service
1.4	Select the equipment, tools and consumables suitable for removing litter, detritus and debris from the ground
1.5	Use these equipment, tools and consumables safely and according to workplace requirements
1.6	Follow the correct method for removing the litter, detritus and debris from the ground
1.7	Secure any mobile equipment to prevent risk of injury to yourself and others when not in use
1.8	Dispose of litter in the assigned containers excluding sand
1.9	Clear all detritus and debris possible in view of the working conditions
1.10	Move litter containers to the right collection points
1.11	Follow workplace procedures if you find containers that have types of litter, detritus and debris in them that require special treatment or handling
1.12	Empty the containers entirely and replace them as necessary. Any plastic liners (if used in the litter baskets) must be replaced and the external surface of bins must be cleaned frequently
1.13	Make sure the area around and under the container is clean and tidy
1.14	Take the collected detritus and debris to the appropriate collection point
1.15	Report to supervisor any work-related problems that you encounter immediately

Element	2. Manage self, money and dignity at workplace/in the field
2.1	Keep yourself healthy, hygienic and disease-free
2.2	Take appropriate measures and seek medical help immediately in case of injury and ill-health
2.3	Perform all your duties and responsibilities with the utmost vigour and diligence
2.4	Conduct yourself in a sober, civil, obliging and inoffensive manner
2.5	Manage encounters with pedestrians, bystanders and car drivers professionally



2.6	Ensure workplace etiquette is well maintained, and shall not involve behaviors that jeopardize the image of Tadweer and the Government of Abu Dhabi
2.7	Maintain healthy relationships with your superiors

Element	3. Work in a safe, healthy and an environmentally friendly way
3.1	Operate and carefully maintain equipment, tools and consumables to prevent any potential environmental damage
3.2	Make sure work is carried out in accordance with the requirements of the OSHAD-SF and approved practices, procedures and training provided
3.3	Be aware of any potential or actual health, safety and environmental hazard and take the appropriate control measure as trained if feasible or immediately report to your supervisor
3.4	Communicate concerns/suggestions to your supervisor to improve work-related aspects
3.5	Dispose of Waste in a way which eliminates/minimizes the risk to health, safety and the environment
3.6	Ensure the safety of yourself and the public when in operation

Knowledge & Understanding

- *To Remove, collect and dispose of litter and detritus from the ground, the user/individual on the job must know and understand:*
1. The relevant instructions and workplace procedures to carry out the job
 2. The necessary factors to identify litter and procedures for reporting items that may present a risk to health and safety
 3. The equipment available to remove litter and their uses as per the type of litter
 4. The relevant instructions and workplace procedures to secure mobile equipment and the consequences of failure otherwise
 5. The relevant instructions and workplace procedures to segregate litter from sand and the correct containers to drop it in
 6. The correct placement of litter containers and how to move them safely
 7. Where to find information on the number and location of waste containers to be serviced
 8. What constitutes unacceptable types of debris and detritus and the action to take to deal with it
 9. The equipment suitable for removing debris and detritus and how to operate it safely, according to requirements
 10. The procedures for servicing the cleanliness of containers and how to identify when they're required to be replaced
 11. The procedures for reporting problems and to whom they should be reported



- **To *Manage self, money and dignity at workplace/in the field*, the user/individual on the job must know and understand:**
1. The expectation of the employer
 2. The system, processes, timetable & method of performance to be set up as per the requirements of the employer
 3. The importance of maintaining a good health (i.e intake of sufficient water) and personal hygiene
 4. How to maintain self-finances, importance of self-financial management
 5. All duties and responsibilities related to the job
 6. Workplace etiquette
- **To *Work in a safe, healthy and an environmentally friendly way*, the user/individual on the job must know and understand:**
1. Ways in which tools and materials should be used in order to prevent health and safety-related incidents and minimize environmental damage
 2. The consequences and hazards of pollution
 3. How to recognize wastage of valuable resources, such as energy, water, vegetation, equipment and materials
 4. Working methods that will minimize pollution and waste of resources
 5. Types of damage which may occur, the impact these can have on the environment and corrective actions to be taken (report without taking action)
 6. Methods of waste disposal which will minimize the risk to the environment and public health
 7. Workplace-related risks and the applicable procedures and other risk mitigation plans to prevent incidents, including but not limited to:
 - Safety in working on roads
 - Traffic Management Procedures
 - Working in heat (i.e. hot and humid weather)/ inclement weather
 - Safe use and handling of chemicals/cleaning agents
 - Use of personal protective equipment
 - Noise control
 - Use of pressurized equipment
 - Manual handling
 - Occupational health and hygiene
 - Incident Reporting and investigation
 8. The organizational procedures and all relevant legal, safety and operating requirements related to ensuring the safety of the operator, collection crew and the public when in operation



Other Skills

Reading Skills

- *To be competent, the user/individual on the job needs to:*
 - Read and be able to develop numeracy
 - Read and understand the instruction

Listening & Speaking Skills

- *To be competent, the user/individual on the job needs to:*
 - Discuss tasks, schedules, and work-load colleagues and supervisors
 - Discuss employer/supervisor appropriately in order to understand their requirements
 - Keep employer/supervisor informed about progress of tasks
 - Be able to demonstrate and use proper and appropriate language, communicate and behave

References

<http://www.ukstandards.org.uk>

www.nsdcindia.org/nos

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Musanada Volume 3.1 - Cleaning Scope of Service

www.oshad.ae

[Emirates of Abu Dhabi Work Zone; Traffic Management Manual 2014](#)



American National Standard for Equipment Technology and Operations for waste and Recyclable Materials – Mobile Waste & Recyclable Materials Collection, Transportation and Compaction Equipment – Safety Requirements – ANSI Z245.1-2008;

WorkSafe Victoria – OH&S Guidelines – June 2003