



مجلس أبوظبي للجودة والمطابقة  
ABU DHABI QUALITY & CONFORMITY COUNCIL

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# ABU DHABI OCCUPATIONAL TERMS

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**Waste Collection Laborer Level 2**



ADOT 103  
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.

<b>Log of Amendments</b>						
<b>Amendment</b>			<b>Discard</b>		<b>Insert</b>	
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## 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)	Waste Collection Laborer														
2.	Description	This standard specifies the outcome required to perform the daily operations around the collection vehicle, and ensure they are kept safe.														
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>Perform waste collection and transport activities</i></td> </tr> <tr> <td>E2</td> <td><i>Ensure safe operations of the waste collection vehicle</i></td> </tr> <tr> <td>E3</td> <td><i>Ensure safety of people from waste collection vehicle movements</i></td> </tr> <tr> <td>E4</td> <td><i>Address issues related to the safety of the waste collection vehicle</i></td> </tr> <tr> <td>E5</td> <td><i>Manage self, money and dignity at workplace/in the field</i></td> </tr> <tr> <td>E6</td> <td><i>Work in a safe, healthy and an environmentally friendly way</i></td> </tr> </tbody> </table>	No.	Element	E1	<i>Perform waste collection and transport activities</i>	E2	<i>Ensure safe operations of the waste collection vehicle</i>	E3	<i>Ensure safety of people from waste collection vehicle movements</i>	E4	<i>Address issues related to the safety of the waste collection vehicle</i>	E5	<i>Manage self, money and dignity at workplace/in the field</i>	E6	<i>Work in a safe, healthy and an environmentally friendly way</i>
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5.	QF Emirates level	<input type="checkbox"/> 1 <input checked="" 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														



No.	Field	Details	
8.	Grading	<b>Application unit:</b> <i>Competent/Not Yet Competent</i>	
9.	Industry sector	Waste Collection & Transportation	
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	November 12, 2018	
12.	Frequency of review	Annually (or when required)	
13.	Version No.	1	
14.	ISCO-88	9161 Garbage Collectors	

## 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. Perform waste collection and transport activities
1.1	Ensure you have the correct instructions and are aware of procedures for carrying out the work (in close co-ordination with the Mobile Equipment/ vehicle Operator)
1.2	Confirm the types of waste to be collected and containers to be serviced with supervisor
1.3	Inspect containers for any damages needful for repair; in case of damage, report to supervisor immediately
1.4	Place the container near the refuse collection vehicle (RCV) to facilitate lifting the container, if applicable
1.5	Use proper lifting equipment such as slings, grab cranes, or hooks (in the case of lifting heavy and/or large items) to lift and load waste on to the collection vehicle
1.6	Follow workplace procedures for the usage of control switches to lock the container with the vehicle's lifting arm, if applicable
1.7	Follow the correct method to operate the lifting device to unload the container
1.8	Follow the correct method to lower the container and release the lock
1.9	Make sure the space below and around the container is clean and free of any litter and detritus

Element	2. Ensure safe operations of the waste collection vehicle
2.1	Wear the appropriate Personal Protective Equipment (PPE) for carrying out the work
2.2	Follow safe operating procedures, including riding on the Riding Steps, working around the mobile equipment, lifting equipment and other types of waste collection equipment
2.3	Make sure safety and service equipment on the vehicle is in place and fit for use



2.4	Clean and reset dirty or obscured safety signs, mirrors, observational devices or operating information notices on the vehicle
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Element	<b>3. Ensure safety of people from waste collection vehicle movements</b>
3.1	Make clear hand signals to assist/guide the driver while manoeuvring the vehicle
3.2	Minimize inconvenience to other road users by checking and confirming their positions when the waste collection vehicle is manoeuvring on a public highway
3.3	Take measures to ensure pedestrians and other road users are at a safe distance from the vehicle when it is manoeuvring or when its mechanisms are operating
3.4	Be responsible for the security of the Mobile Equipment/ vehicle when on operations in the absence of the Vehicle Operator/ driver

Element	<b>4. Address issues related to the safety of the waste collection vehicle</b>
4.1	Report any issues/faults with the vehicle and/or defective equipment to the driver and supervisor immediately
4.2	Report to supervisor - on a daily basis - situations encountered on duty which are uncontrolled or inappropriately controlled
4.3	Report situations where personnel or vehicle safety is compromised in accordance with operational procedures to supervisor

Element	<b>5. Manage self, money and dignity at workplace/in the field</b>
5.1	Keep yourself healthy, hygienic and disease-free
5.2	Take appropriate measures and seek medical help immediately in case of injury and ill-health
5.3	Perform all your duties and responsibilities with the utmost vigour and diligence
5.4	Conduct yourself in a sober, civil, obliging and inoffensive manner
5.5	Manage encounters with pedestrians, bystanders and car drivers professionally
5.6	Ensure workplace etiquette is well maintained, and shall not involve behaviors that jeopardize the image of Tadweer and the Government of Abu Dhabi
5.7	Maintain healthy relationships with your superiors

Element	<b>6. Work in a safe, healthy and an environmentally friendly way</b>
6.1	Operate and carefully maintain equipment, tools and consumables to prevent any potential environmental damage
6.2	Make sure work is carried out in accordance with the requirements of the OSHAD-SF and approved practices, procedures and training provided
6.3	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
6.4	Communicate concerns/suggestions to your supervisor to improve work-related aspects



6.5	Dispose of Waste in a way which eliminates/minimizes the risk to health, safety and the environment
6.6	Ensure the safety of yourself, the Operator and the public when in operation

## Knowledge & Understanding

- ***To Perform waste collection and transport activities, the user/individual on the job must know and understand:***
  1. The relevant instructions and workplace procedures to carry out the job
  2. The legal requirements and company procedures for dealing with unauthorized waste
  3. The procedures for the proper management of work activities on the highway and households' sites
  4. Health and safety requirements and emergency procedures
  5. The different devices and equipment on the vehicle and how to use it properly
  6. The procedures for reporting problems and to whom they should be reported
  7. The classifications and types of waste and the potential hazards associated with different wastes
  
- ***To Ensure safe operations of the waste collection vehicle, the user/individual on the job must know and understand:***
  1. The types of Personal Protective Equipment (PPE) required for the different types of waste and the procedures for care, maintenance and use of this equipment, including using of proper lifting equipment while loading and unloading heavy objects
  2. The importance of the Mobile Equipment/ vehicle and its safety checks
  3. How to identify faults in lighting systems, warning systems, notices and signs
  4. How to clean obscured screens, lights, and notices
  5. How to access and operate health, safety and welfare equipment carried on the vehicle
  
- ***To Ensure safety of people from waste collection vehicle movements, the user/individual on the job must know and understand:***
  1. Hand and/or other signals to use in order to communicate with the Waste Collection Vehicle Operator/ driver
  2. The Mobile Equipment/ vehicle's forward and reverse maneuvering capabilities
  3. The driver's field of vision from the driving seat
  4. The rights of way on the road
  5. Hand and/or other signals to other road users and pedestrians
  6. The dangers associated with improper maneuvering of the vehicle



7. How to assist the driver to stop the vehicle and loading equipment safely to prevent unauthorized people interfering with the vehicle
- ***To Address issues related to the safety of the waste collection vehicle, the user/individual on the job must know and understand:***
1. The relevant instructions and workplace procedures to follow when discovering a fault with the vehicle or machinery
  2. The proper reporting procedures
- ***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

### Writing Skills

- *To be competent, the user/individual on the job needs to:*
  - List the tasks to be performed everyday
  - Record the completion of tasks

### 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

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WorkSafe Victoria – OH&S Guidelines – June 2003