



مجلس أبوظبي للجودة والمطابقة
ABU DHABI QUALITY & CONFORMITY COUNCIL

ABU DHABI OCCUPATIONAL TERMS

Waste Services Field Supervisor Level 4



ADOT 105/2019
FIRST EDITION



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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 Services Field Supervisor										
2.	Description	This standard specifies the outcome required to supervise and coordinate activities of the Working Crew engaged in Street Cleaning, and collecting Waste and other refuse, and transporting such Waste to the nominated disposal facility/location. Responsibilities may also include supervision of Mobile Equipment Operators, and ensuring the attainment of objectives set by management for the collection and transportation of Waste and other Street Cleaning Services										
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>Deliver information and instructions to the Working Crew operating in your area of responsibility</i></td> </tr> <tr> <td>E2</td> <td><i>Monitor the Working Crew activities in your area of responsibility</i></td> </tr> <tr> <td>E3</td> <td><i>Manage self, money and dignity at workplace/in the field</i></td> </tr> <tr> <td>E4</td> <td><i>Work in a safe, healthy and an environmentally friendly way</i></td> </tr> </tbody> </table>	No.	Element	E1	<i>Deliver information and instructions to the Working Crew operating in your area of responsibility</i>	E2	<i>Monitor the Working Crew activities in your area of responsibility</i>	E3	<i>Manage self, money and dignity at workplace/in the field</i>	E4	<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 type="checkbox"/> 2 <input type="checkbox"/> 3 <input checked="" 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 checked="" type="checkbox"/> Maintaining capability QF 4-6 <input type="checkbox"/> Performing/carry out QF 1-4										
7.	Entry information and prerequisites	Secondary Education										



No.	Field	Details	
8.	Grading	Application unit: <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	December 19, 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. Deliver information and instructions to the Working Crew operating in your area of responsibility
1.1	Confirm the working plan (based on the contract objectives set by the management/ customer, including approved Standard Operating Procedures) with the Working Crew
1.2	Ensure the Working Crew wear and use correctly the appropriate personal protective equipment
1.4	Ensure drivers and operators check that vehicles and mechanical street sweepers are suitable for work and in compliance with operational and site requirements (if applicable)
1.5	Correctly identify the purpose of the Mobile Equipment/ vehicle and mechanical street sweeper entering the site, its loading/unloading point and route
1.6	Direct the Working Crew to the appropriate site in accordance with the work plan, and make any re-assignment of crews, in case any priorities are set by the management/ work demands
1.7	Check to ensure instructions are understood by the Working Crew
1.8	Ensure directions encourage efficient and safe operations by the Working Crew

Element	2. Monitor the Working Crew activities in your area of responsibility
2.1	Check that the Working Crew follow assigned routes
2.2	Ensure the Working Crew comply with operational and regulatory requirements
2.3	Inform vehicle operators of any apparent breach of transport law/regulations or operational/organisational requirements



2.4	Evaluate the quality and efficiency of the services performed by the Working Crew by making regular and frequent inspections of work in the field and direct the Working Crew in the improvement of work production and methods
2.5	Recognize and report any non-compliance to the appropriate person/s
2.6	Respond to incidents interfering with operations or contrary to operational procedures and non-compliance reported by the Working Crew and take action if possible, or promptly report the incidents to the appropriate person/s
2.7	Advise the Working Crew of any changes in the resources allocated or the working plan
2.8	Maintain records and adapt any consignment documents or proof of delivery notes to reflect changes in accordance with operational and organisational procedures
2.9	Collate and verify the feedback information gathered
2.10	Report the actual performance against the working plan, including the performance of Working Crew and any additional service requests or actions taken against any notice of non-compliances
2.11	Monitor the effectiveness and efficiency of the completed operations in accordance with operational and organisational procedures by the Working Crew
2.12	Provide feedback to improve the service and influence your operational and organisational procedures

Element	3. Manage self, money and dignity at workplace/in the field
3.1	Keep yourself healthy, hygienic and disease-free
3.2	Take appropriate measures and seek medical help immediately in case of injury and ill-health
3.3	Perform all your duties and responsibilities with the utmost vigour and diligence
3.4	Conduct yourself in a sober, civil, obliging and inoffensive manner
3.5	Manage encounters with pedestrians, bystanders and car drivers professionally
3.6	Ensure workplace etiquette is well maintained, and shall not involve behaviors that jeopardize the image of Tadweer and the Government of Abu Dhabi
3.7	Maintain healthy relationships with your superiors

Element	4. Work in a safe, healthy and an environmentally friendly way
4.1	Ensure the Risk Management Program is implemented and communicated to the Working Crew to ensure that operations are undertaken in safe and healthy manner
4.2	Ensure that tools, equipment and consumables are maintained and operated in line with the manufacturer's instructions, to prevent any potential harm to persons or the environment
4.3	Make sure work is carried out in accordance with the requirements of the OSHAD-SF approved practices, procedures and the training provided
4.4	Ensure awareness of any potential or actual health, safety and environmental hazard and take the appropriate control measure if possible or immediately report to the concerned person/s



4.5	Ensure communication of concerns/suggestions to the concerned person/s to improve work-related aspects
4.6	Ensure the disposal of Waste in a way which eliminates/minimizes the risk to health, safety and the environment
4.7	Ensure drivers and Operators follow safe driving practices and other safety precautions while driving in inclement weather conditions
4.8	Evaluate the work tasks to ensure the safety of yourself, the Working Crew and the public and that proper work methods are used
4.9	Ensure all OSH incidents, including Near misses, are reported in line with the OSHAD-SF and internal operational procedures and that a robust investigation is undertaken

Knowledge & Understanding

- ***To Deliver information and instructions to the Working Crew operating in your area of responsibility, the user/individual on the job must know and understand:***
 1. Site operational procedures (Standard Operational Procedures) for the Working Crew
 2. Organizational requirements for vehicles leaving the site
 3. Vehicle problems, which could affect their operation on the site
 4. Personal protective equipment requirements for the Working Crew whilst on site
 5. How to recognize transported materials, and, the nominated disposal facility/ location for each Waste type
 6. Methods of communication according to company requirements
 7. Methods of giving direction according to company requirements
 8. The consequences of poor or incorrect communication or decisions
 9. Arrangements for assisting vehicles in difficulty/accidents/breakdown
 10. Reporting and recording arrangements for accidents, incidents and emergencies
 11. Approved procedures and practices in the context of the operation, the work activity and the workplace environment
 12. Responsibilities under statutory requirements
 13. The type of Waste and characteristics of the consignment being moved
 14. Types of Mobile Equipment/ vehicles used for carrying different loads
 15. Different modes of transport
 16. Relevant legislation, regulations and codes of practice
 17. Route, destination, delivery and collection schedules
 18. Methods of communication e.g. oral, written and electronic
- ***To Monitor the Working Crew activities in your area of responsibility, the user/individual on the job must know and understand:***
 1. Site operational procedures (Standard Operating Procedures)



2. The person to whom non-compliance should be reported
 3. Relevant legal requirements in relation to vehicles and their movements
 4. Methods for communicating tactfully with the Working Crew, in order to maintain a competent and motivated work force
 5. Reporting and recording arrangements for accidents, incidents and emergencies
 6. Responsibilities under statutory requirements
 7. Problems that could occur and procedures to report/address these
 8. Work Plan that include: Route, destination, delivery and collection and Street Cleaning schedules developed based on the contract objectives set by the management/ customer, including approved Standard Operating Procedures
 9. Recording and documentation procedures
 10. Methods of communication e.g. oral, written and electronic
- *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. Applicable legal requirements, such as OSHAD – SF
 2. Risk Management Program
 3. Ways in which tools and materials should be used in order to prevent health and safety-related incidents and minimize environmental damage
 4. The consequences and hazards of pollution
 5. How to recognize wastage of valuable resources, such as energy, water, vegetation, equipment and materials
 6. Working methods that will minimize pollution and waste of resources
 7. Types of damage which may occur, the impact these can have on the environment and corrective actions to be taken (report without taking action)
 8. Methods of waste disposal which will minimize the risk to the environment and public health
 9. 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
10. 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, organizational and operational procedures and legal requirements related to the job

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
 - Communicate with Working Crew to maintain a competent and motivated work force



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WorkSafe Victoria – OH&S Guidelines – June 2003