



**Health Safety & Environment**

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**Community Guidelines**





## 1.0 Introduction

Health, Safety and Environment (HSE) Community Guidelines are for Business Partners (BPs) operating within TECOM. The guidelines provide minimum standards to ensure Occupational Health and Safety (OHS) to people, property, equipment and against hazards associated with commercial and industrial operations within TECOM. It also intends to provide adequate guidance on protection of the natural environment from pollution. These guidelines are developed considering UAE Federal, local HSE requirements and international best practices.

All provisions in these guidelines apply to all organisations located within TECOM zones or its entities. Requirements may only be excluded where non-applicability manifests. Where an omission in the manual is identified by an interested or affected party, the issue should be managed appropriately. The manual includes legislative obligations under various Occupational Health and Safety and Environmental acts, and legal and “best practice” references are intended as a guide only. Although the information is believed to be current at the time of publication, subsequent changes to referenced legislation, regulations, government policies, publications and new court decisions may necessitate updating of information over time. Therefore, it is recommended that when reading this publication, Business Partners and/or contractors refer to the latest amendments or versions of acts and documents referenced.

These guidelines will be periodically reviewed, updated and made available to TECOM Business Partners & other interested parties as part of HSE responsibility to operate within TECOM. This is the Third Edition of the manual, dated Jan 2015. Revisions will be dated and numbered consecutively. Any future edition of the manual cancels and replaces previous editions.

Organisations needing assistance or guidance with the interpretation or implementation of the requirements in this guideline may contact TECOM HSE Department at the following e-mail address: [tecom.hse@tecom.ae](mailto:tecom.hse@tecom.ae)



























10. Do not enter any building that is deemed to be or appears unsafe. Leave the area if you smell gas or fumes from other chemicals.
11. Be prepared for aftershocks.
12. Help injured or trapped people. Give First Aid where appropriate. Do not move the seriously injured unless they are in immediate danger of further injury. Call for help.

## 6.5 Emergency: Flooding

### In Case of Minor Imminent Flooding

1. Secure vital equipment, records, and chemicals (move to higher, safer ground).
2. Shut off all electrical equipment.
3. Wait for instructions from the Security for immediate action.
4. Do not return to your building unless you have been instructed to do so by Security.

### In Case of Major Imminent Flooding

1. Evacuate immediately. See evacuation section of this guide.
2. Follow instructions from the Security for immediate action.

Minor or area flooding is a likely scenario. This could be the result of major, multiple rainstorms, or a water-main break. In the case of imminent minor, weather-related flooding, the Division of Public Safety will monitor the National Weather Service and other emergency advisories to determine necessary action such as evacuation of areas. In case of water-main failure, affected areas may need to be evacuated immediately. In this case, refer to the Evacuation section of this guide.

### During an Evacuation

- ✓ Listen to a battery-operated radio for evacuation and emergency instructions.
- ✓ If advised to evacuate, do so immediately. Remember to assist anyone who needs assistance.
- ✓ Follow recommended evacuation routes -shortcuts may be blocked.
- ✓ Leave early enough to avoid being marooned by flooded roads. Evacuation is much simpler and safer before flood waters become too deep.
- ✓ If you are in a car and it stalls, abandon it immediately and climb to higher ground. Many deaths have occurred from attempts to move stalled vehicles.
- ✓ If walking, climb to high ground and stay there. Avoid walking through flood waters. If it is moving swiftly, even water six inches deep can sweep you off your feet.

### After a Flood

- ✓ Flood dangers do not end when the water begins to recede. Listen to a radio or television, and do not return to area until authorities indicate it is safe to do so.
- ✓ Stay out of buildings if flood waters remain around the building.
- ✓ If you are driving slow down as small pools of water accumulated near roundabouts and sidewalks can pose a real hazard.



## 6.6 Hazardous Material Spill or Emission

Only trained and authorised personnel are permitted to respond to hazardous materials incidents. In case of Hazardous Spills or Leaks:

1. Remove yourself from the area, and keep others away. Do not walk into or touch any of the spilled substance. Try not to inhale gases, fumes, and smoke. If possible, cover mouth with a cloth while leaving the area. Stay away from the exposed patients until the hazardous material has been identified. Try to stay upstream, uphill, and upwind of the accident.
2. Call 777 (from Internal IP phone) / 04 – 3601 777 (from mobile phone) immediately. Provide dispatcher with information about the spill (location, injuries, type of chemicals, amount).
3. Leave immediate area but remain nearby to direct emergency personnel to the affected area.
4. Advise others to stay out of the immediate area.
5. Assist with obtaining information about the material (material safety data sheet [MSDS], constituents, common use).
6. Dubai Civil Defense has personnel trained in the proper cleanup and containment of hazardous spills or releases; Security will facilitate accordingly.

### In Case of Non-hazardous Spills or Leaks

1. Barricade the area.
2. Attempt to contain the spill if possible.
3. Wear appropriate personal protective equipment (if necessary) while cleaning the spill.
4. Notify facilities management and the Security.

### Evacuation

Authorities will decide if evacuation is necessary based primarily on the type and amount of chemical released and how long it is expected to affect an area. Other considerations are the length of time it should take to evacuate the area, weather conditions, and the time of day.

### In-Place Sheltering

Seal space so contaminants cannot enter.

- ✓ Close windows and doors.
- ✓ Seal gaps under doorways and windows with wet towels and duct tape.
- ✓ Seal gaps around window with duct tape and plastic sheeting or other impervious material.
- ✓ Turn off ventilation systems.
- ✓ Immediately after the in-place sheltering announcement is issued, fill up large containers for an additional water supply, and turn off the intake valve to the building.
- ✓ If gas or vapours could have entered the building, take shallow breaths through a cloth or towel.
- ✓ Avoid eating or drinking as food and/or water may have become contaminated.
- ✓ Don't try to care for the exposed patients of a hazardous materials accident until the substance has been identified and authorities indicate it is safe to go near the patient. Then you can move the patient to fresh air and call for emergency medical care. Remove contaminated clothing and shoes and place them in a plastic bag. Cleanse patient who has come into contact with chemicals by immediately pouring water over the skin or eyes for at least 15 minutes, unless authorities instruct





you not to use water on the particular chemical involved or when there is powder chemical involved.

### **6.7 Emergency: Power Outage**

The inherent danger during a major power outage is panic. Try to remain calm. In the event of a major zone wide outage, most of the facilities have UPS (Uninterruptible Power Supply) and emergency generators that will immediately provide emergency power to selected areas of the buildings. To report a minor, localized power outage, call facilities management. Keep flashlights and batteries in key locations throughout your work area.

In case of a major, Zone wide Power Outage:

1. Remain calm.
2. Follow directions from Security for immediate action.
3. If evacuation has been activated, proceed accordingly.
4. Do not use candles or other types of open flame for lighting.
5. Unplug all electrical equipment including computers and turn off light switches.
6. Do not use elevators.
7. Emergency lighting for exit pathways will function for 15 to 30 minutes following a power outage. In areas with poor natural light, evacuate promptly.
8. Laboratory personnel should secure all experiments and unplug electrical equipment before evacuating. All chemicals should be stored in their original locations. Provide natural ventilation by opening all windows and doors. If this is not possible or natural ventilation is inadequate, evacuate the laboratory until power is returned.

### **6.8 Emergency: Elevator Entrapment**

#### **What to do if trapped in an Elevator?**

1. Stay calm. The elevators have built in safety features to prevent them from running when it is unsafe.
2. Calm others and assure them that they are safe.
3. If there is an Emergency phone or intercom use it to alert facilities management and Security.
4. Sound the Alarm button
5. Call from your cellular phone if signal is available on 04- 3601 777, the emergency hotline.
6. Try pressing and holding the “door open” button. If the door opens and the elevator is level at a floor, exit the elevator.
7. Try turning the “emergency stop switch from on to off and back to on. You should hear a bell when the switch is turned to the off position. Press a floor button and hold the “door open” button. The elevator may move when you return the emergency stop switch back to the on position.
8. Try pushing the elevator doors so that it closes completely. If the doors are open even slightly the elevator will not run.



9. Again, remain calm. You are in no immediate danger. Do not attempt to exit an elevator that is not level with the floor. Wait for the elevator mechanic or security to arrive. Injury can result; stay inside.

**What to do if you find someone is trapped in an Elevator?** There is an alarm button in all elevators that will signal if someone in the elevator requires assistance. From the elevator lobby, it will usually be heard as a ringing bell. If you hear the alarm signal:

1. Locate the elevator and ask the occupants if they are okay.
2. Advise the Emergency Hotline on 777 (from Internal IP phone) / 04- 3601777(from mobile phone)
3. Review with them the steps outlined above.
4. Remain outside the elevator and maintain communication with the occupants. Talk to them and reassure them until the elevator mechanic arrives.
5. Do not attempt to help them exit an elevator that is not level with the floor as it can result in injury.

### **6.9 Emergency: Medical Conditions**

Do not guess but always call:

**Emergency Hotline – 777 (from Internal IP Phone) or 04-3601 777 (from Mobile phone)**

#### **Recognizing an Emergency**

Real-life emergencies may not be obvious at first sight. Below are few signs and symptoms that may indicate the occurrence of a medical emergency:

1. A person in an unusual location or body position, such as lying on the ground.
2. A person making strange sounds, movements, or gestures.
3. A medical alert bracelet or necklace.
4. A vehicle or piece of equipment in an unusual orientation or location.
5. Damage to or a change in the environment.
6. An odd gathering or small crowd of people.
7. A person trying to flag you down or get your attention.

#### **Deciding to Help**

Deciding to help those in need is a choice. The choice is made easier when one is trained (with proof of training) and understands the risks and precautions to be followed when getting involved.

The basic step in helping anyone in need of medical attention is to call for trained people in the vicinity and activate the Emergency Plan.



## 6.10 Emergency: Civil disturbance

Civil disturbances include riots, property damage, threatening individuals, or assemblies that have become significantly disruptive.

Demonstrations are visible actions designed to advocate a position on a particular issue. Most are peaceful and only occasionally cause an inconvenience; they become problematic when they obstruct or threaten businesses or individuals. Security will attempt to monitor demonstrations that may become problematic and have a potential for violence, property damage, or disruption. Trained neutral observers watch demonstrations and provide detailed descriptions of events as necessary.

### In Case of Civil Disturbance or Demonstration

1. Avoid provoking or obstructing demonstrators.
2. Secure your area (lock doors and safes; remove files, vital records, and expensive equipment).
3. Avoid area of disturbance.
4. Continue with normal routines as much as possible.
5. If the disturbance is outside, stay away from doors or windows. Stay inside.

If officers are not already present, call the Emergency Hotline on 777 (from IP internal phone) or 04-3601 777 (from mobile phone), to alert them to the situation.

## 6.11 Emergency: Bomb Threat

### Threat by Telephone

1. **Do not hang up.** Remain calm.
2. Take the caller seriously. Assume the threat is real.
3. Look for originating number on your IP or mobile phone display.
4. Record what the caller said, identify as closely as possible the age, sex and accent of the caller, identify any background noise, and assess the validity of the call.
5. Do not use cell phone, two-way radio, or any wireless communication device, as it can trigger the bomb.
6. Have a co-worker call **777** (from IP Internal phone) on another line or call immediately after hanging up.
7. Inform your line manager and be available.

### Threat by Mail

1. Retain all original documents (soft or hard).
2. Prevent all original documents from further handling touching, forwarding, and showing.
3. Call Emergency Hotline on 777 (from IP Internal Phone).
4. See Suspicious Packages and Objects sections of this guide.



## Evacuation due to Bomb Threat

The decision to evacuate will be based on the amount of details available and whether this appears to be a legitimate threat or a prank.

### If an evacuation is needed and authorized by Security:

1. Pay attention to specific evacuation directions.
2. Leave doors and windows open to let the blast wave escape.
3. Take your brief case, purse, and lunch bag, etc. with you to minimize the search for the bomb.

## Bomb Search

The search, if required, needs to be done visually by people who are familiar with the facility. The security and police will help, but they may not have the resources to do it alone. Employees can help by doing a quick visual search of their immediate area.

1. Search with your eyes-only!
2. Do not touch any suspicious object; leave removal and disposal to the Bomb Squad.
3. Report any suspicious objects to your supervisor.
4. Use normal phones for communication as radios or cellular phones *can detonate a bomb*.

*The first areas to be checked should be public access areas i.e. bathroom trash cans, lobby areas, stairways, building exterior, etc.*

## 6.12 Emergency: Suspicious Packages or Objects

If you receive or discover a **suspicious** package or foreign unfamiliar object or device, **do not touch it, tamper with it, or move it**. Dial the Emergency Hotline on **777** (from Internal IP phone) immediately and report it.

### Detecting Suspicious Packages or Letters

Suspicious packages are not limited to those delivered by a commercial courier or postal carrier. Below is a general guideline that characterizes or indicates a suspicious package:

1. Lumps, bulges, or protrusions on the package
2. A lopsided or heavy-sided package or one with excessive masking tape
3. Handwritten addresses or labels from companies (check to see if the company exists and if they sent a package or letter)
4. Packages wrapped in string
5. Excess postage on small packages or letters
6. No postage or cancelled postage



7. Handwritten notes, such as, “To Be Opened in the Privacy of,” “Confidential,” “Your Lucky Day Is Here,” “Prize Enclosed”
8. Restrictive markings such as “confidential” or “personal”
9. Improper spelling of common names, places, or titles
10. Generic or incorrect titles. Titles with no name attached
11. Leaks, stains, or protruding wires, string, tape, etc.
12. Hand delivered or “dropped off for a friend” packages or letters
13. No return address or a nonsensical return address
14. Any letter or packages arriving before or after a phone call from an unknown person asking if the item was received

### Detecting Unattended or Suspicious Item in the Facility

- ✓ If you notice any unattended items such as briefcase, backpack, package etc inform the reception or building security officer.

If you cannot locate the security officer, call Emergency Hotline on **777** (from Internal IP phone) giving details of the item and your contact information.

**Move** people away. **Do not move or open** the package. **Do not investigate** too closely. **Do not cover** or insulate the package.

*Refer to Bomb Threat guidelines also.*

### 6.13 Emergency: Evacuation for People with Disabilities

The most important factor in emergency safety for people with disabilities is advanced planning.

#### In All Emergencies

##### After an Evacuation is Ordered

- ✓ Evacuate people with disabilities if possible.
- ✓ Do not use elevators, unless authorized to do so by security or fire personnel.
- ✓ Check on people with special needs during an evacuation. A buddy system, where people with disabilities arrange for volunteers to alert them and assist them in an emergency, is a good practice.
- ✓ Always ask someone with a disability how you can help before attempting any rescue technique or giving assistance. Ask how he / she can be best assisted or moved and whether there are any special considerations or items that need to come with the person.

**Note:** If a disabled occupant is unable to exit the building unassisted, the emergency coordinator or designated buddy must notify the Security / Building Coordinator / Incident Commander and/or Emergency Response personnel of the person’s location. Transporting of disabled individuals up or down stairway should be avoided until emergency response personnel have arrived. Unless imminent life-threatening



conditions exist in the immediate area occupied by a non-ambulatory or disabled person, relocation of the individual should be limited to a safe area on the same floor, in close proximity to an evacuation stairway.

### Information for Physically Impaired Individuals

- ✓ Be familiar with your buddy system.
- ✓ Be familiar with the nearest fire alarm location and how to activate it.
- ✓ Be familiar with all exits and alternate exits to be used during an emergency situation.
- ✓ Do not use elevators, unless authorized to do so by security or fire personnel.
- ✓ Instruct co-workers on how they can assist you.
- ✓ Do not hesitate to inform others that you need assistance, if your regular buddy is absent. Inform people unfamiliar with your needs on how to assist you.

### Responses to Emergencies

#### ✓ **Blindness or Visual Impairment**

Bomb Threat, Earthquake, Fire, Hazardous Materials Releases and Power Outages

- Offer to lead them out of the building to safety
- Do not grasp a visually impaired person's arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd.
- Give verbal instructions about the safest route or direction using compass directions, estimated distances, and directional terms.
- Give other verbal instructions or information (e.g., elevators cannot be used).

#### ✓ **Deafness or Hearing Loss**

Bomb Threat, Earthquake, Fire, Hazardous Materials Releases and Power Outages

- Get the attention of a person with a hearing disability by touch or eye contact. Clearly state the problem. Gestures and pointing are helpful, but be prepared to write a brief statement if the person does not seem to understand.
- Offer visual instructions to advice on the safest route or direction by pointing toward exits or evacuation maps.

#### ✓ **Mobility Impairment**

Bomb Threat, Earthquake, Fire, and Hazardous Materials Releases

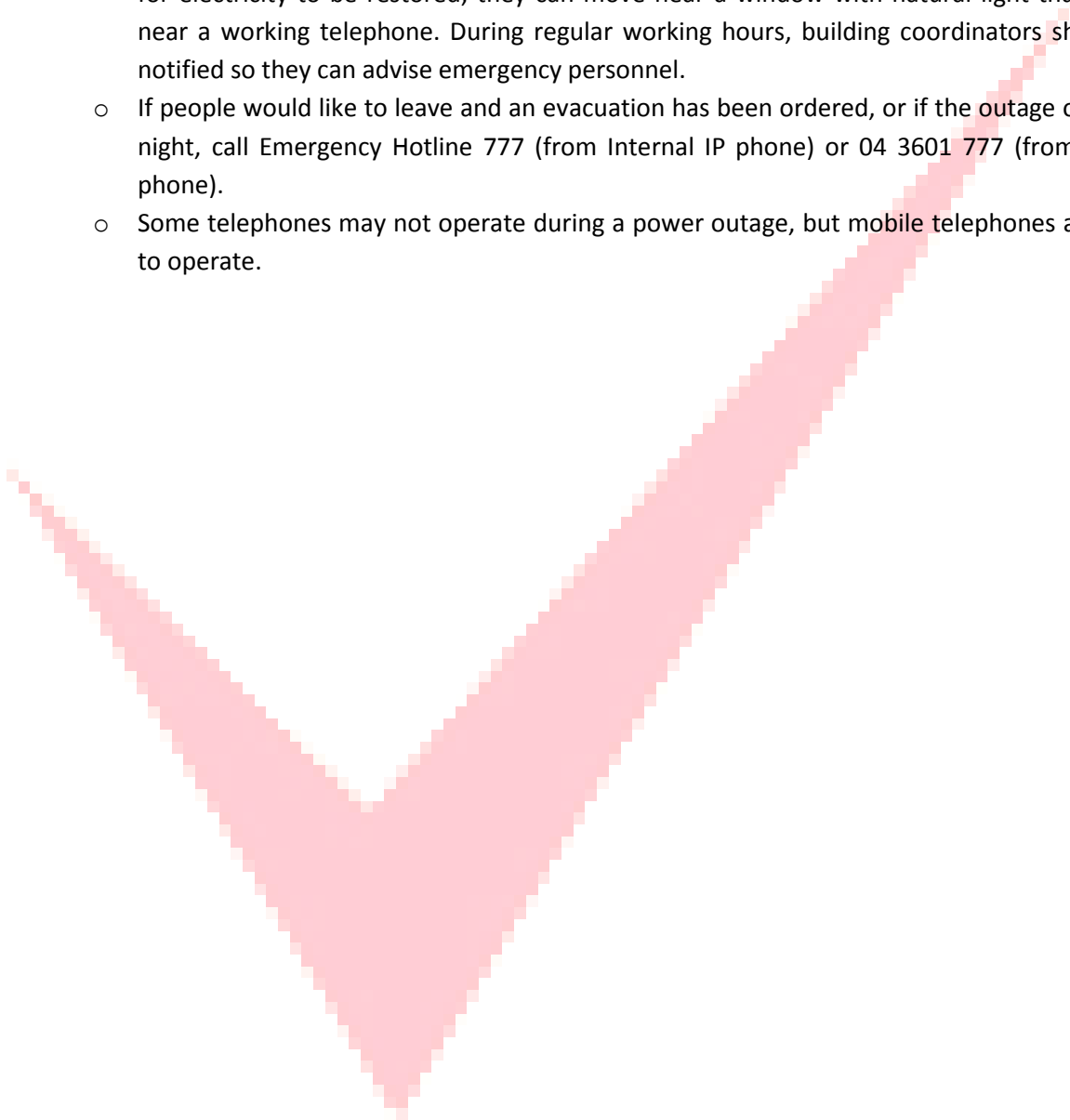
- It may be necessary to clear the exit route of debris (if possible) so that the person with a disability can move out or to a safer area.
- If people with mobility impairments cannot exit, they should move to a safer area, for example:  
An office with the door closed, which is a good distance from the hazard (and away from falling debris in the case of earthquakes).
- Notify security or fire personnel immediately about any people remaining in the building and their locations.



- Security or fire personnel will decide whether people are safe where they are and will evacuate them as necessary.
- If people are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate using an evacuation chair or a carry technique.

✓ **Power Outages**

- If an outage occurs during the day and people with disabilities choose to wait in the building for electricity to be restored, they can move near a window with natural light that is also near a working telephone. During regular working hours, building coordinators should be notified so they can advise emergency personnel.
- If people would like to leave and an evacuation has been ordered, or if the outage occurs at night, call Emergency Hotline 777 (from Internal IP phone) or 04 3601 777 (from mobile phone).
- Some telephones may not operate during a power outage, but mobile telephones are likely to operate.





## 7.0 Operational Compliance

- ✓ **Applicable legal and other requirements**
- ✓ **Industry best practices**

## 7.1 Personal Safety

Personal safety is a critical aspect of HSE Management. The following areas shall be considered under personal safety:

- ✓ Occupational Health
  - Heat stress
  - Manual lifting
- ✓ Hygiene
  - Personal hygiene
  - Food hygiene
- ✓ Personal Protective Equipment
  - Head protection
  - Eye and face protection
  - Hearing protection
  - Foot protection
  - Fall protection / safety lines
  - Respiratory protection
- ✓ Safety of Clients and Visitors

### Reference to applicable legal and other requirements

- ✓ Federal Law No.8
- ✓ Local Order 11
- ✓ DMTG 07: Heat Stress at Work
- ✓ DMTG 14: Personal Protective Equipment - Head Protection
- ✓ DMTG 15: Personal Protective Equipment - Eye and Face Protection
- ✓ DMTG 16: Personal Protective Equipment - Hearing Protection
- ✓ DMTG 17: Personal Protective Equipment - Protective Clothing
- ✓ DMTG 18: Personal Protective Equipment - Hand Protection
- ✓ DMTG 19: Personal Protective Equipment - Foot Protection
- ✓ DMTG 20: Personal Protective Equipment - Fall Protection / Safety Lines
- ✓ DMTG 21: Personal Protective Equipment - Respiratory Protection

## 7.2 Workplace Safety

Safety in the workplace plays a vital role in the productivity of an organisation. Hazards in workplaces vary from life-threatening, chronic and acute injury/illness.

### Reference to applicable legal and other requirements

- ✓ Federal law No.8
- ✓ DMTG 38: Health & safety in kitchens and food preparation areas





### 7.3 Mechanical Safety

The potential danger in mechanical safety is in the use of pressure vessel, cranes, lifts, hoists, other lifting appliances and hand tools. The causes of accidents vary from improper maintenance, non-provision of warning systems and poor upkeep of safety standards. To reduce accidents resulting from equipments' failure, competent personnel shall conduct periodical assessments to evaluate the condition of equipments and ensure compliance with relevant standards.

#### Reference to Applicable Legal and Other Requirements

- ✓ DMTG 10: Guarding of Dangerous Machinery
- ✓ DMTG 40: Examination and Certification of Boilers and Pressure Vessels
- ✓ DMTG 41: Examination and Certification of Cranes, Hoists, Lifts and Other Lifting Appliances
- ✓ Dubai Local order 61

### 7.4 Electrical Safety

Electricity is extensively used in the facilities for various purposes such as for equipments, machineries, computers and providing general lighting throughout the offices and building premises. Electricity is not dangerous, if used properly. However, if used unwisely, serious accidents can occur.

#### Reference to Applicable Legal and Other Requirements

- ✓ DMTG 9: Electrical Safety
- ✓ DEWA regulations
- ✓ Occupational Safety and Health Administration (OSHA)

### 7.5 Substances Safety

Federal and local regulations require procedures that ensure safe and authorized use of substances at any place of business, research or manufacturing.

#### Reference to Applicable Legal and Other Requirements

- ✓ Federal Law No.8 of 1980
- ✓ Local order no.61 of 1991
- ✓ DMTG 06: Industrial Compressed Gas Cylinders
- ✓ DMTG 22: Safe Use of Industrial Organic Solvents
- ✓ DMTG 46: Clearance of Dangerous Goods
- ✓ DMTG 48: Safety in Handling Asbestos
- ✓ DMTG 55: Replacement of CFCs in Degreasing and Cleaning
- ✓ DMTG 57: Bunding of Storage Tanks and Transfer Facilities
- ✓ DMTG 58: Policy on the Control of Ozone Depleting Substances
- ✓ DMTG 65: Liquefied Petroleum Gas Cylinders
- ✓ DMTG 66: Protection Against Ionizing Radiation
- ✓ Code of Practice for Management of Dangerous goods in the Emirate of Dubai



## 7.6 Fire Safety

Fire is identified as a considerable risk in any organisation that has a large building infrastructure. It's the organisation's responsibility to ensure a comprehensive fire safety for persons and property, to tackle fire safety problems quickly and effectively, to ensure compliance with minimum legal obligations in relation to fire safety and to train and inform employees on fire safety.

### Reference to Applicable Legal and Other Requirements

- ✓ UAE Fire and Life Safety Code of Practice
- ✓ Dubai Civil Defense requirements
- ✓ National Fire Prevention Association (NFPA) requirements

## 7.7 Air Management

Air pollution is a major environmental and health problem affecting people and communities. Increasing amounts of potentially harmful gases and particles are being emitted into the atmosphere from various activities resulting in damage to human health and the environment.

### Reference to Applicable Legal and Other Requirements

- ✓ DMTG 29: Requirements for the discharge of waste gases, fumes and dust to the atmosphere
- ✓ Ministerial order No.32 of 1982: The determination of retentive methods and measures for the protection of workers from the risks of work
- ✓ Federal Law No. 24: Protection and Development of the Environment
- ✓ Local Order 61 of 1991: Environment Protection Regulation

## 7.8 Noise Management

Noise emitted from production, processing, servicing, construction, demolition and entertainment activities pose noise induced deafness and disturbance to adjacent residential premises. To minimize noise impacts, it's very much essential to control and restrict noise emission from its source.

Noise induced hearing loss is the damage caused to the internal components of the ear that result in a reduced ability to hear sounds in a specific range.

### Reference to Applicable Legal and Other Requirements

- ✓ Local order 61/1991: Environment protection regulations in the emirate of Dubai
- ✓ DMTG 44: Requirements for the reduction of construction/demolition noise
- ✓ DMTG 45: Requirements for the control of entertainment noise
- ✓ Ministerial order No. (32) Of 1982: The determination of retentive methods and measures for the protection of workers from the risks of work.



## 7.9 Soil Management

Soil management involves strategies for prevention of soil contamination. Soil contamination (soil pollution) is caused by the presence of human-made chemicals or other alteration in the natural soil environment. This type of contamination typically arises from the rupture of underground storage tanks, application of pesticides, and percolation of contaminated surface water to subsurface strata, oil and fuel dumping, leaching of wastes from landfills or direct discharge of industrial wastes to the soil.

Soil contaminants can have significant deleterious consequences for ecosystems. There are radical soil chemistry changes which can arise from the presence of many hazardous chemicals even at low concentration.

### Reference to Applicable Legal and Other Requirements

- ✓ DMTG 1: Discharge of waste water to Sewer, Land & Marine Environment
- ✓ DMTG 28: Waste Minimisation
- ✓ DMTG 54: Cleanup of contaminated land
- ✓ DMTG 57: Bunding of storage tanks and transfer facilities
- ✓ Federal Law 24, Chapter – 3
- ✓ UK Environment Protection Act 1990

## 7.10 Waste Management

Waste management is the collection, transport, processing, recycling or disposal, and monitoring of waste materials. The term usually relates to materials produced by human activity, and is generally undertaken to reduce their effect on health, the environment or aesthetics. Waste management is also carried out to recover resources from it. Waste management can involve solid, liquid, gaseous or radioactive substances, with different methods and fields of expertise for each.

### Reference to Applicable Legal and Other Requirements

- ✓ Federal Law no.8
- ✓ Local order no.61 of 1991
- ✓ Local order no. 11 of 2003
- ✓ DMTG 2: Waste audit requirements
- ✓ DMTG 24: Sampling of hazardous wastes
- ✓ DMTG 26: Application for approval to dispose of hazardous wastes
- ✓ DMTG 27: Annual approvals for hazardous waste disposal
- ✓ DMTG 28: Waste minimization
- ✓ DMTG 33: Disposal of outdated pharmaceuticals & medicines
- ✓ DMTG 46: Clearance of dangerous goods
- ✓ DMTG 48: Safety in handling asbestos
- ✓ DMTG 49: Hazardous waste exemption policy
- ✓ DMTG 59: Management of medical waste from clinic and laboratories



### **7.11 Water Management**

Water management is planning, developing, distributing, managing, and optimum use of water resources under defined water polices and regulations.

#### **Reference to Applicable Legal and Other Requirements**

- ✓ Federal Law no.8 of 1980
- ✓ Local order no.61 of 1991
- ✓ Local order no. 11 of 2003
- ✓ DMTG 1: Discharge of wastewater to sewer, land and marine environment
- ✓ DMTG 62: The re-use and irrigation of wastewater and sludge
- ✓ Code of practice for management of legionella in water systems





## **8.0 TECOM Requirements and Suggested Best Practices**

All the federal and local Health Safety and environment regulations are applicable in TECOM. (Please refer to the legal requirement section for more details). Following are some of the TECOM requirements / best practices which occupants / businesses shall follow:

### **Emergency Coordinator**

The occupant / business shall appoint at least one emergency coordinator for each workplace. The emergency coordinator shall be aware of and address the HSE requirements of the organisation. (Refer to the emergency management section for more details).

### **Contractors / Sub-contractors / Visitors**

All contractors / visitors to the premises of an occupant / business in TECOM shall abide by the HSE requirements as set in these guidelines as well as the conditions that may be issued by the occupant / business during the period of his visit and/or work at the lessees premises.

### **Littering / Waste Disposal**

It is prohibited to dispose, place, abandon or discharge any materials, wastes in public, communal, private areas (e.g. roads, sewers, open lands, roofs, etc.). All the wastes should be disposed off in accordance to Dubai Municipality requirements at the appropriate locations.

### **Cleanliness**

It is the responsibility of the occupants / business to maintain proper housekeeping in their premises and to keep the areas clean, tidy and hygienic.

### **Advertisements**

It is prohibited to fix any bill, notice, placards or any other means of advertisement on the facilities, without taking approval from TECOM Advertising & Venue Management Services (AVMS) department.

### **Pet Animals**

No pet animals, birds or live stock are allowed to be kept or fed on the premises without prior permission from the business unit.

### **Public Nuisance**

No activities shall be carried out by occupants/business that shall cause potential hazards or nuisance to the community and/or to the public. Such instances could be air pollution/emissions, noisy operations, improper storage, poor housekeeping, waste discharges, odorous releases etc. All occupants / businesses shall ensure that their operations are carried out safely and in an environmentally sustainable manner with due consideration to their community and public health.



### Smoking

Smoking is prohibited in all indoor locations and vehicles of TECOM Investments and its Business Entities, including owned or contracted sites and vehicles, except within clearly designated smoking areas.

### First Aid

As a best practice, it is advised to keep a first aid box in the occupied facility and send 10% of staff of each business unit for basic first aid training through approved provider by Ministry of Health or Dubai Health Authority (DHA).

### Ergonomics

Ergonomics is the science that seeks to adapt task and tools to fit the person. It's a way of looking at the designs of tasks, tools, equipments, workplace and the overall organisation of work to fit the job to the person, rather than the person to the job. It is recommended to provide ergonomic workstations to the employees.

### Fun Fair Rides

All Fun fair rides shall comply with EN 13814 and obtain Dubai Municipality approval prior to operation.

### Maintenance and Inspections

Maintenance and inspection of all equipments shall be carried out as per the manufacturer's recommendations.

### Storing hazardous substances

- ✓ An occupier must obtain prior approval from the Environmental Protection and Safety Section, Dubai Municipality if the occupier proposes to keep dangerous goods in excess of the quantities specified in the below Table.
- ✓ Any premises licensed to store dangerous goods shall conform to the specifications detailed in the DM Code.
- ✓ Any modification to the facility shall be approved by Dubai Civil Defense and Dubai Municipality.

Class	Dangerous Goods	Minimum Quantity	Minimum Separation from Public Frequented Areas (Meters)
1	Explosives		50
2	Gases	20 cylinders	5
	2.1 Flammable gases		5
	2.2 Non-flammable compressed gases		15
	2.3 Toxic gas		
3	3.1 Flammable liquids	50 drums or 10,000 litres in bulk *	10



<b>4</b>	4.1 Flammable solids 4.2 Spontaneously combustible 4.3 Dangerous when wet	500 kg.	5
<b>5</b>	5.1 Oxidizing agent 5.2 Organic peroxides	1 ton. or 1 m3	5
<b>6</b>	Toxic gas	5 ton. or 5 m3	5
<b>7</b>	Radioactive substances		Depending on activity level
<b>8</b>	Corrosive substances	10 m3	5
*Excludes petroleum sales outlets			

**Electrical / Electronic Signage**

All electrical signage installed in the zone must be approved by TECOM AVMS and Engineering Management departments. An annual maintenance contract of the signage should be submitted to the business unit for approval .

**Event Management**

All events held in TECOM venues shall be approved by TECOM Advertising and Venue Management Services Department (AVMS) and shall be conducted in adherence to DTMFZA event management guidelines.

**5Rs**

TECOM practices Reduce, Reuse, Recycle, Rethink and Responsible disposal programmes. In liaison with major recycling companies in Dubai, TECOM runs recycling programmes across the zone. All Business Partners are advised to participate in the programme and avoid dumping recyclables into the general waste.



## 9.0 Important Contact Numbers

Internal	
<b>Emergency (Injury illness, fire etc)</b>	<b>777 / 04-3601 777</b>
Security Control Room	04- 3601 222
General Enquiries	04- 3911 111
Contact Centre	04- 3911 111
Facility Maintenance (Idama)	04- 3602 000
Facility Maintenance (Al Shirawi – d3, DI)	04- 3336 373
External Agencies	
Police	999
Unified Ambulance	998
Fire (Dubai Civil Defense)	997