

Tadweer Group Services Guide

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1. Introduction

1.1. This service guide is designed to provide a complete reference for customers using Tadweer Group waste management services. It includes clear instructions, requirements, conditions, and associated fees for each of the following services:

- Register Waste Transportation Contract.
- Waste Disposal Permit (WDP).
- Material Destruction Permit (MDP).
- Violation Resolution and Corrective Actions Service.
- No Objection Certificates (e-NOC) for Utilities and Infrastructure.
- Replacing/Adding Household Waste Container Request.
- Dead Animals Removal Request.
- Removal of Random Weeds between Residential Villas Request.
- Collection of Household Waste Accumulation Request.
- Cleaning of Waste Container and its surrounding Request.
- Removal of Green Waste and Bulky Waste from Residential Areas.
- Government Waste Collection Service.

1.2. This guide is intended to support all stakeholders operating in the Emirate of Abu Dhabi, including individual and licensed (WPs) in addition environmental service providers (ESPs) and government entities, by offering a structured and easy-to-follow reference for accessing Tadweer Group services. It also provides official communication channels for support, feedback, or clarification.

1.3. Ultimately, this guide contributes to Tadweer Group commitment to operational excellence, public health and safety, and environmental protection in line with Abu Dhabi Vision 2030.

2. Objective

2.1 Clearly define all services currently offered by Tadweer Group to stakeholders.

2.2 Provide detailed instructions and requirements for obtaining each service, including application steps, fees, in addition to the terms and conditions.

2.3 Explain the procedures for rectifying violations, including penalties and account reinstatement steps.

2.4 Offer guidance on using Tadweer Group integrated digital systems such as TAMM, Bolisaty, Tadweer Group Wallet.

2.5 Serve as a centralized reference for stakeholders to ensure compliance with Tadweer Group operational policies and regulatory obligations.

3. Scope

3.1 This Service Guide covers entities such as:

3.1.1 Waste Producers (WPs) Namely:

- Individual.
- Licensed.
- Government Entities.

3.1.2 (ESPs) Operating within the Emirate of Abu Dhabi:

- Services provided through Tadweer Group digital platforms, primarily TAMM and Bolisaty.
- Operational and regulatory requirements for above mentioned services.

3.2 The geographic scope of this guide includes Tadweer Group-managed facilities across Abu Dhabi, such as landfills, transfer stations, recycling plants, and composting facilities.

3.3 This guide also serves as a foundation for future services that may be introduced under Tadweer Group expanding regulatory and operational framework.

4. Terms and Definitions

Terms	Definitions
TAMM	Unified digital platform launched by Abu Dhabi Government.
ADGCC	Abu Dhabi Government Contact Center.
DED	Department of Economic Development Abu Dhabi.
EAD	Environmental Agency Abu Dhabi.
ADM	Abu Dhabi Municipality.
ADFSA	Abu Dhabi Agriculture & Food Safety Authority.
ADQCC	Abu Dhabi Quality and Conformity Council.
PFD	Projects and Facilities Department.
SME	Subject Matter Expert.
ESP	Environmental Service Provider.
WP	Waste Producer.
WT	Waste Transporter.
WDP	Waste Disposal Permit.
MDP	Material Destruction Permit.

MSDS	Material Safety Data Sheet.
WMDS	Waste Material Data Sheet.
HSE	Health, Safety and Environment.
E-NOC	No Objection Certificates (e-NOC) Program for Utilities and Infrastructure.
C&D	Construction & Demolition.
MSW	Municipal Solid Waste.

5. Classification of Customers

5.1 Waste Producers (WPs) – Business Sector.

5.1.1 This includes all licenses issued within the Emirate of Abu Dhabi that cover any activity identified as a waste-generating activity. Examples include:

- **Commercial Entity** (malls, hotels, government offices, banks, ...)
- **Residential Entity** (family villas, compounds, high rise towers, ...)
- **Industrial** (manufacturing, fabrication, maintenance workshops, ...)
- **Agricultural** (dairy, poultry, agri farms, slaughterhouse, ...)
- **Institutional** (universities, colleges, training centres, ...)
- **Healthcare** (hospitals, clinics, pharmacies, ...)

5.2 Waste Producer (WPs) – Individual.

5.2.1 A person, not classified as a commercial, industrial, or institutional establishment, who generates waste in the Emirate of Abu Dhabi and requires access to Tadweer Group services via TAMM. This includes individuals applying for services directly in their personal capacity or for non-commercial purposes. These services are applicable only in areas that are under Tadweer Group operational waste management territory.

5.3 Waste Producer (WPs) – Government Entities.

5.3.1 All federal, local, or municipal government entity, authority, or agency operating within the Emirate of Abu Dhabi that generates waste through its activities and requires access to Tadweer Group services for the disposal, destruction, or management of waste in compliance with local regulations.

5.4 Environmental Services Providers (ESPs).

5.4.1 This includes all licenses issued within the Emirate of Abu Dhabi that involve activities directly related to practicing a waste management profession. Examples include:

- Waste transportation.
- Waste trading.
- Waste treatment.
- Waste recycling.

5.4.2 These entities must obtain a professional practice license issued by EAD as part of the licensing conditions and requirements.

6. Overview of Tadweer Group Services and Digital Tools

6.1 Summary of Services Offered.

Tadweer Group offers a range of services that enable (WPs) to obtain the necessary permits for waste disposal and related operations within the Emirate of Abu Dhabi. These services are primarily accessed through the TAMM platform and are grouped into key categories as outlined below:

6.1.1 Register Waste Transportation Contract.

This service enables (WP) to establish a contract with (ESP) for the collection and disposal of waste at all receiving facilities.

6.1.2 Waste Disposal Permit (WDP):

It is issued to (WPs) for the disposal of waste types listed in [Appendix 1](#) of this guide. It is important to note that while a WDP is required for the listed waste types in [Appendix 1](#), the disposal fee of AED 300 applies only when the waste is sent to Tadweer Group-managed landfills. Disposal of the same waste at recycling or treatment facilities is exempt from this fee, in line with Tadweer Group waste diversion and sustainability goals.

6.1.3 Material Destruction Permit (MDP):

A permit issued (WPs) for the destruction of specific materials such as expired food, confiscated goods, or other items requiring special handling, as detailed in [Appendix 1](#) of this guide. Waste producers are responsible for submitting accurate information and ensuring compliance with all regulatory requirements.

6.1.4 Violation Resolution and Corrective Actions Service:

This service provides ESP with a structured process to resolve violations recorded by Tadweer Group during waste transport, handling, or disposal activities.

Upon receiving a violation notice, customers are required to complete the corrective actions specified by Tadweer Group, which may include submitting documents, undertaking safety commitments, or rectifying operational issues. Successful completion of the corrective actions allows the reinstatement of suspended vehicle or company accounts and restores access to Tadweer Group facilities and services. Refer to the violations table in the [Appendix 2](#) of this guide for more information.

6.1.5 No Objection Certificates (e-NOC) for Utilities and Infrastructure:

It is a service that make sure that new projects do not interfere with existing waste management systems, such as bins, skips, or collection points.

It applies to projects like roads, parks, buildings, and utility works. Tadweer Group reviews the project plans and, if needed, issues a No Objection Certificate (e-NOC) with specific conditions.

6.1.6 Waste Collection Services Namely:

- Replacing/Adding Household Waste Container Request.
- Dead Animals Removal Request.
- Removal of Random Weeds between Residential Villas Request.
- Collection of Household Waste Accumulation Request.
- Cleaning of Waste Container and its surrounding Request.
- Removal of Green Waste and Bulky Waste from Residential Areas.

These services coordinate and facilitate Municipal Solid Waste (MSW) related requests submitted by individuals through the Abu Dhabi Government Contact Center (ADGCC) via TAMM platforms. It includes the waste management services, ensuring timely and efficient response to community needs.

6.1.7 Government Waste Disposal Service:

This service coordinates and facilitates the disposal of waste and other materials as requested by government entities, ensuring proper handling in accordance with applicable regulations and environmental standards.

6.2 Tadweer Group Tools.

This tool ensures faster transactions and supports Tadweer Group shift toward a more efficient and accountable waste management system.

6.2.1 Bolisaty Platform:

This platform enables Environmental Service Providers (ESPs) to manage waste management request issued by the (WPs), including collection, transportation and disposal at receiving facilities.

6.2.2 Tadweer Group Wallet:

It is a secure digital payment system that allows (WPs) and (WTs) to pay for Tadweer Group services through the TAMM platform. Users must top up their wallet in advance. Service fees, such as (WDP), (MDP), and gate entry fees, are automatically deducted upon service completion.

6.3 Service Matrix.

The matrix below outlines the relevance of each Tadweer Group service to the different customer categories defined in this guide. It serves as a quick reference to help clients identify which services apply to their specific operations.

Service/Tool	Licensed (WP)	Individual (WP)	Government (WP)	(ESP)
Register Waste Transportation Contract.	x			
Waste Disposal Permit (WDP).	x			
Material Destruction Permit (MDP).	x			
Violation Resolution and Corrective Actions Service.				x
No Objection Certificates (e-NOC) for Utilities and Infrastructure.	x			
Replacing/Adding Household Waste Container Request.		x	x	
Dead Animals Removal Request.		x	x	
Removal of Random Weeds between Residential Villas Request.		x	x	
Collection of Household Waste Accumulation Request.		x	x	
Cleaning of Waste Container and its surrounding Request.		x	x	
Removal of Green Waste and Bulky Waste from Residential Areas.		x	x	
Government Waste Disposal Service.			x	
Bolisaty.				x
Tadweer Group Wallet.	x			x

7. Services' Cards

7.1 Register Waste Transportation Contract.

Service Name	Add Waste Collection Contract Service.
Service Description	This service enables WP to establish a contract with (WT) for the collection and disposal of waste at all receiving facilities.
Summarized Service Description	Apply to add waste collection contract with (WT).
Service Owner	(WP).
Service Output	Collection contract.
Method of Receiving Output	TAMM.
How to Apply	<ol style="list-style-type: none"> 1. Login to TAMM using UAE Pass. 2. Select Profile and choose the commercial license linked to your Tadweer Group account. 3. Select the (WT). 4. Fill in the basic contract details. 5. Specify the type of waste and its associated collection point; However, more than one waste type and collection point can be selected. 6. Select the receiving facility for each added waste type. 7. Submit request. 8. Pay the fees. 9. Download copy of the contract.
Terms and Conditions	<ul style="list-style-type: none"> • The establishment must be licensed by all relevant authorities in Abu Dhabi. • Compliance with the technical guidelines issued by Tadweer Group, as well as federal and local laws and regulations, is mandatory. • The selected (WT) must be permitted by EAD and eligible to collect the selected types of waste by (WP).
Required Documents	N/A
Time Duration for Service Completion	1 day.
Fees	Add Waste Collection Contract Service – 100 AED.
Payment Channel	AD Pay.
Pre-requisite for Accessing the Services	<ul style="list-style-type: none"> • Valid commercial license (for companies/facility). • Information on waste type, quantity, and disposal method.

7.2 Bolisaty Platform.

Service Name	Bolisaty Platform.
Service Description	This platform enables Environmental Service Providers (ESPs) to manage waste management request issued by the (WPs), including collection, transportation and disposal at receiving facilities.
Summarized Service Description	Manage waste management requests issued by (WP) to (ESPs).
Service Owner	(ESPs)
Service Output	Manage waste management requests issued by (WP) to (ESPs).
Method of Receiving Output	TAMM.
How to Use - WT	<ol style="list-style-type: none"> 1. Login to Tadweer Group e-services. 2. Navigate to BOLISATY system. 3. Assign manifest to vehicle. 4. Update manifest to collected. 5. Deliver the waste to the receiving facility. 6. Distribute the weight for manifests with status delivered in case of delivery of multiple manifests in a single trip.
How to use – Receiving Facility	<ol style="list-style-type: none"> 1. Login to Bolisaty facility module using controller username and password defined by the operator in main Bolisaty system. 2. Receive trip by vehicle details or by manifest number. 3. Update the total received weight. 4. Choose reject option in case of rejecting the receiving of the waste.
Terms and Conditions	<ul style="list-style-type: none"> • The establishment must be licensed by the relevant authorities. • The WT must ensure sufficient balance on their Tadweer Group wallet to access Tadweer Group Facilities. • Compliance with the technical guidelines issued by Tadweer Group, as well as federal and local laws and regulations, is mandatory.
Required Documents	N/A
Time Duration for Service Completion	1 day.
Fees	N/A
Payment Channel	N/A
Pre-requisite for Accessing the Services	<ul style="list-style-type: none"> • Valid commercial license (for companies) from DED, EAD and/or other relevant authorities. • Users must be authorized to access Bolisaty platform.

	<ul style="list-style-type: none"> Information on waste type, quantity, and disposal method. Valid contract with between (WP) and (WT). Make sure to have enough balance in Tadweer Group wallet.
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7.3 Waste Disposal Permit (WDP).

Service Name	Waste Disposal Permit.
Service Description	(WDP) is issued to (WPs) for the disposal of waste types listed in Appendix 1 of this guide. Through this service, (WPs) can apply to dispose of waste at designated facilities based on the waste type. Disposal of certain waste types will incur a fee of AED 300. Refer to Appendix 1 for more information.
Summarized Service Description	Apply to receive Waste Disposal Permit.
Service Owner	(WP).
Service Output	Waste Disposal Permit (WDP).
Method of Receiving Output	TAMM.
How to Apply	<ol style="list-style-type: none"> Log in using UAE Pass. Submit the application and select waste type as per the waste classification. Upload the required document if needed. Receive the approval. Receive the WDP. Upon waste acceptance at the landfill, fees are deducted from Tadweer Group Wallet.
Terms and Conditions	<ul style="list-style-type: none"> Waste must be transported using a vehicle licensed for the same waste type. Waste type and quantity must match approved classification. Vehicle and transporter licenses must be valid. Applicant must comply with Tadweer Group, federal, and local technical guidelines. SME review may be required depending on the waste type.
Required Documents	<ul style="list-style-type: none"> Waste material data sheet WMDS (if applicable). Material safety data sheet- MSDS (if applicable). Laboratory report (if applicable). Photos of waste (if applicable). Trip transportation schedule.
Time Duration for Service Completion	1-4 working days
Fees	<ul style="list-style-type: none"> Application Fee: AED 100 Permit Issuance Fee: AED 300 Temporary Storage Fees (if applicable):

	<ul style="list-style-type: none"> - Hazardous Solid Waste: AED 220/ton. - Hazardous Liquid Waste: AED 200/ton. • Asbestos Waste: AED 300/ton.
Payment Channel	Tadweer Group Wallet (via TAMM platform).
Pre-requisite for Accessing the Services	<ul style="list-style-type: none"> • Valid commercial license (for companies). • Information on waste type, quantity, and disposal method. • Have a valid Service Contract with a (WT). <p>Make sure to have enough balance in Tadweer Group wallet matching the number of permits requested.</p>
Responsibility Under This Service	(WP) must ensure accurate classification of the waste or materials being disposed of.

7.4 Material Destruction Permit (MDP).

Service Name	Material Destruction Permit (WDP).
Service Description	(MDP) is a permit issued to (WPs) for the destruction of specific materials such as expired food, confiscated goods, or other items requiring special handling, as detailed in Appendix 1 of this guide. This can also include food products, non-compliant materials, or sensitive items requiring controlled destruction at Tadweer Group-designated facilities.
Summarized Service Description	Apply to receive Material Destruction Permit (MDP).
Service Owner	(WP).
Service Output	Material Destruction Permit (MDP).
Method of Receiving Output	TAMM.
How to Apply	<ol style="list-style-type: none"> 1. Log in using UAE Pass. 2. Submit the application, mention waste type and upload the required documents. 3. Receive the approval. 4. Receive the MDP. 5. Upon waste acceptance at the landfill. 6. Fees are deducted from Tadweer Group wallet.
Terms and Conditions	<ul style="list-style-type: none"> • Transportation must be done using licensed vehicles for the relevant waste type. • Waste type and quantity must align with approval. • Vehicle and transporter licenses must be valid. • Compliance with all local and federal technical guidelines is mandatory. • SME review may be required depending on the material type.
Required Documents	<ul style="list-style-type: none"> • Packing list of materials to be destroyed.

	<ul style="list-style-type: none"> • Photos of materials. • Official letter from ADFSFA or relevant authority (if applicable).
Time Duration for Service Completion	4 working days.
Fees	<ul style="list-style-type: none"> • Application Fee: AED 100 • Material Destruction Permit Fee: AED 300 • Destruction Certificate from ADFSFA: AED 0 to AED 1500 (if applicable).
Payment Channel	Tadweer Group Wallet (via TAMM platform).
Pre-requisite for Accessing the Services	<ul style="list-style-type: none"> • Valid commercial license (for companies). • Information on waste type, quantity, and disposal method. • Have a valid Service Contract with a (WT). • Make sure to have enough balance in Tadweer Group wallet matching the number of permits requested.
Responsibility Under This Service	(WP) must ensure accurate classification of the waste or materials being disposed of.

7.5 Violation Resolution and Corrective Action Service.

Service Name	Violation Resolution and Corrective Action Service.
Service Description	<p>An overview of the service provided to violators, including the process for:</p> <ul style="list-style-type: none"> • Resolving violations. • Completing corrective actions. • Reinstating suspended access to Tadweer Group services.
Summarized Service Description	Apply for corrective actions.
Service Owner	(ESPs).
Service Output	<ul style="list-style-type: none"> • Corrective actions. • Restoring access to Tadweer Group Facilities.
Method of Receiving Output	Establishment Account in the E-service System.
How to Apply	<ol style="list-style-type: none"> 1. Log in using to E-service account. 2. Check the violation details received by notification. 3. Check the requirements for corrective actions. 4. Refer to the "Remarks" section in the violation record to review or add any required comments or clarifications. 5. Submit the corrective actions.

Terms and Conditions	If the violation is not addressed within the allocated timeframe, the entity will be suspended in accordance with Tadweer Group regulations and access to Tadweer Group facilities will be restricted.
Required Documents	Corrective Actions document depending on the severity of the violation.
Time Duration for Service Completion	3 working days – from the completion of corrective action.
Fees	Refer to Appendix 2
Payment Channel	Tadweer Group Wallet.
Pre-requisite for Accessing the Services	<ul style="list-style-type: none"> Valid commercial license. Make sure to have enough balance in Tadweer Group wallet.
Responsibility Under This Service	<ul style="list-style-type: none"> Ensure that the same violation is not repeated in the future. Verify that all vehicles and drivers comply with Tadweer Group Health, Safety, and Environmental (HSE) policies. Avoid the collection or transport of mixed waste types that violate Tadweer Group classification rules. Transport waste directly from the Waste Producer (WP) to the designated receiving facility without unauthorized stops or transfers.

7.5.1 Types of Violations.

Violations are classified by severity:

- Low (L): Minor issues with limited impact.
- Medium (M): Issues affecting operations or safety.
- High (H): Violations impacting health, safety, or the environment.
- Very High (VH): Critical hazardous waste management and handling.

The violation items have been categorized as follows:

- Human behaviour.
- Non-compliance with Health, Safety, and Environmental (HSE) policies for vehicles.
- Non-compliance with Health, Safety, and Environmental (HSE) policies for individuals.
- Waste disposal permits.
- Damage to Tadweer Group assets.
- Mixed waste and manifest data.

7.5.2 Corrective Action.

- Submit all required rectification documents within the specified timeframe.

- Ensure undertaking forms are electronically signed and submitted through the designated platform.
- Be aware that repeated or high-severity violations may result in vehicle or company access restrictions to the final waste disposal facilities.

Refer to [Appendix 2](#) for the full list of violations, penalties, and corrective action requirements.

7.5.3 Undertaking Forms.

Types of Signed undertakings that are required include:

- Undertaking 1: Vehicle and waste.
- Undertaking 2: Human behaviour undertaking.
- Undertaking 3: Tadweer Group assets undertaking.

Refer to [appendix 3](#) for undertaking forms templates.

7.6 No Objection Certificates (e-NOC) for Utilities and Infrastructure.

Service Name	Electronic No Objection Certificate (e-NOC).
Service Description	Tadweer Group (e-NOC) service ensures that proposed projects do not conflict with Tadweer Group waste management assets and requirements. It applies to infrastructure, development, and utility projects, where Tadweer Group reviews project plans and issues NOC with conditions if applicable.
Summarized Service Description	Apply to receive No Objection Certificate (e-NOC).
Service Output	No Objection Certificate (e-NOC)
Method of Receiving Output	Department of Municipalities and Transport E-NOC Portal.
How to Apply	E-NOC Portal on DMT.
Terms and Conditions	N/A
Project Requirements	<ol style="list-style-type: none"> 1. Submit a Waste Management Plan during concept and detailed design stages (for developments generating MSW). 2. Include communal waste collection points in internal road/street design as per ADQCC-ISGL guidelines. 3. For plot additions, apply existing approved waste management strategy and ensure proper bin placement (within 50m walking distance per 4 villas). 4. Maintain access for waste collection vehicles with appropriate plot layout (turning radius, clearance, gradients, etc.). 5. Ensure waste paths are smooth and unobstructed. 6. Design internal roads per ADQCC-ISGL-WM1225 for waste vehicle specifications.

	<ol style="list-style-type: none"> Consultants and contractors are responsible for managing C&D waste during construction. Ensure segregation and transportation of waste through licensed Environmental Service Providers (ESPs) as per relevant waste policies. Private developers must contract with Tadweer Group-registered(ESPs) for waste services and submit monthly waste data. Obtain additional Construction NOC from Tadweer Group Customer Service Department with validity and renewal of two years.
Time Duration for Service Completion	14 working days.
Fees	N/A
Payment Channel	N/A
Pre-requisite for Accessing the Services	<ul style="list-style-type: none"> Project details. Scope. Project boundary. Waste management design (if applicable).
Responsibility Under This Service	<ul style="list-style-type: none"> Ensure the proposed area does not interfere with existing Tadweer Group waste infrastructure. If infrastructure exists, coordinate with Tadweer Group for guidance. Ensure compliance to (EAD) and (DMT) guidelines.

7.7 Replacing\Adding Household Waste Container Request.

Service Name	Replacing\Adding Household Waste Container Request.
Service Description	This service is a request for the replacement of a damaged container or addition of household waste containers.
Summarized Service Description	Replacing\Adding Household Waste Container.
Service Output	Replacing\Adding Household Waste Container Request.
Method of Receiving Output	TAMM.
How to Apply	<ul style="list-style-type: none"> Call 800555 and select Tadweer Group. Provide the contact details (Name, phone number and service providing preferred time). Respond to the field operations team and provide the location map.
Terms and Conditions	<ul style="list-style-type: none"> Containers must be positioned near residential homes. Each container is to be shared by a maximum of four (4) households.

	<ul style="list-style-type: none"> The distance between any home and the assigned container must not exceed fifty (50) meters. Container placement must strictly follow the officially approved distribution plan.
Required Documents	N/A
Time Duration for Service Completion	5 working days.
Fees	N/A
Payment Channel	N/A
Pre-requisite for Accessing the Services	N/A
Responsibility Under This Service	The individual (WP) must ensure that the damaged waste container is owned by Tadweer Group and that the household is not serviced by a private property developer.

7.8 Dead Animals Removal Request.

Service Name	Dead Animals Removal Request.
Service Description	This service is a request for the removal of dead animals from residential areas or 80km\h public street.
Summarized Service Description	Removing a dead animal.
Service Output	Dead Animals Removal Request.
Method of Receiving Output	TAMM.
How to Apply	<ul style="list-style-type: none"> Call 800555 and select Tadweer Group. Provide the contact details (Name, phone number and service providing preferred time). Respond to the field operations team and provide the location map.
Terms and Conditions	<ul style="list-style-type: none"> The dead animal must not be infected with any disease that may pose a risk to public health. The animal must be placed outside the property boundaries to enable collection without requiring service provider staff to enter the premises.
Required Documents	N/A
Time Duration for Service Completion	5 working days.
Fees	N/A
Payment Channel	N/A

Pre-requisite for Accessing the Services	N/A
Responsibility Under This Service	The individual (WP) must be aware that Tadweer Group is responsible for servicing streets with a maximum speed limit of 80 km/h.

7.9 Removal of Random Weeds Between Residential Villas Request.

Service Name	Removal of Random Weeds Between Residential Villas Requests.
Service Description	This service is a request for the request of removal of weeds growing between villas.
Summarized Service Description	Removal of Random Weeds Between Residential Villas.
Service Output	Removal of Random Weeds Between Residential Villas Requests.
Method of Receiving Output	TAMM.
How to Apply	<ul style="list-style-type: none"> • Call 800555 and select Tadweer Group. • Provide the contact details (Name, phone number and service providing preferred time). • Respond to the field operations team and provide the location map.
Terms and Conditions	<ul style="list-style-type: none"> • The service is provided only if the height of the weeds does not exceed one (1) meter. • There must be no private properties or physical obstacles that hinder access to the site. • The site must be free of construction and demolition waste exceeding one (1) cubic meter.
Required Documents	N/A
Time Duration for Service Completion	5 working days.
Fees	N/A
Payment Channel	N/A
Pre-requisite for Accessing the Services	N/A
Responsibility Under This Service	The individual WP must be aware that Tadweer Group is responsible for servicing specific areas, this service is also provided by the (ADM).

7.10 Collection of Household Waste Accumulation Request.

Service Name	Collection of Household Waste Accumulation Request.
Service Description	This service is a request for the collection of accumulated household waste.
Summarized Service Description	Collection of Household Waste Accumulation.

Service Output	Collection of Household Waste Accumulation Request.
Method of Receiving Output	TAMM.
How to Apply	<ul style="list-style-type: none"> • Call 800555 and select Tadweer Group. • Provide the contact details (Name, phone number and service providing preferred time). • Respond to the field operations team and provide the location map.
Terms and Conditions	It is essential that the waste container belongs to Tadweer Group to ensure proper service delivery.
Required Documents	N/A
Time Duration for Service Completion	5 working days.
Fees	N/A
Payment Channel	N/A
Pre-requisite for Accessing the Services	N/A
Responsibility Under This Service	The individual (WP) must ensure that the damaged waste container is owned by Tadweer Group and that the household is not serviced by a private property developer.

7.11 Cleaning Of Waste Container and its Surroundings Request.

Service Name	Cleaning of Waste Container and its surrounding.
Service Description	This service is a request for the cleaning of waste containers and their surrounding areas.
Summarized Service Description	Cleaning of Waste Container and its surrounding.
Service Output	Cleaning of Waste Container and its surrounding Request.
Method of Receiving Output	TAMM.
How to Apply	<ul style="list-style-type: none"> • Call 800555 and select Tadweer Group. • Provide the contact details (Name, phone number and service providing preferred time). • Respond to the field operations team and provide the location map.
Terms and Conditions	It is essential that the waste container belongs to Tadweer Group to ensure proper service delivery.
Required Documents	N/A
Time Duration for Service Completion	5 working days.
Fees	N/A

Payment Channel	N/A
Pre-requisite for Accessing the Services	N/A
Responsibility Under This Service	The individual (WP) must ensure that the damaged waste container is owned by Tadweer Group and that the household is not serviced by a private property developer.

7.12 Request for Removal of Green Waste and Bulky Waste from Residential Areas.

Service Name	Request for Removal of Green Waste and Bulky Waste from Residential Areas.
Service Description	Through this service, citizens, residents in residential areas can dispose of green waste, including household agricultural waste such as home garden and palm fronds, as well as large-sized waste such as household furniture, mattress, carpet, electronic and electrical appliances, metal and non-metal scrap, paper and cardboard, children's toys, sports equipment, used clothes, wood, and glass.
Summarized Service Description	Collection of Green Waste and Bulky Waste from Residential Areas.
Service Output	Request for Removal of Green Waste and Bulky Waste from Residential Areas.
Method of Receiving Output	TAMM.
How to Apply	<ul style="list-style-type: none"> Log in using UAE PASS. Select Tadweer Group > Housing & Properties > Units > Green Waste or Bulky Waste Removal from Households. Receive the reference number for the application via SMS or email. Get the service at the agreed time. Receiving notification for request closure.
Terms and Conditions	<ul style="list-style-type: none"> The service does not include the removal of the following items: asbestos, tires, batteries, medical waste, paint cans, fire extinguishers, gas and oil pipes, construction and demolition waste, and car spare parts. Waste must not be placed outside the premises until coordination has been completed with the Field Operations team. Non-compliance with these conditions may result in fines issued by the competent authorities.
Required Documents	N/A
Time Duration for Service Completion	2 working days.
Fees	N/A
Payment Channel	N/A

Pre-requisite for Accessing the Services	N/A
Responsibility Under This Service	The individual (WP) must ensure that the waste is placed outside the premises, in coordination with the field operations team.

7.13 Government Waste Disposal Service.

Service Name	Government Waste Collection Service.
Service Description	This service facilitates the proper disposal of waste materials and confiscated items originating from government entities. Tadweer Group ensures that disposal is carried out in accordance with regulatory standards and provides official documentation upon completion.
Summarized Service Description	Disposal of Waste or Confiscated Materials.
Service Output	Government Waste Collection Service.
Method of Receiving Output	info@Tadweer.ae
How to Apply	<ul style="list-style-type: none"> • Submit an official request letter to the email address: info@Tadweer.ae • The letter must include: <ul style="list-style-type: none"> - The type and quantity of materials to be disposed of. - A statement indicating whether transportation is required from Tadweer Group or will be provided by the requesting entity. - Contact details for coordination purposes. • Upon completion of the disposal process, internal coordination will be conducted to issue a Destruction Report, which will be shared with the requesting entity as official confirmation of proper disposal.
Terms and Conditions	<ul style="list-style-type: none"> • Requests will only be processed upon receiving an official letter from a government entity. • The requesting entity is responsible for accurate and complete information in the request. • Coordination must be ensured to facilitate smooth service delivery. • Tadweer Group will issue a Destruction Report after finalizing the disposal process, serving as evidence of service completion.
Required Documents	Official Letter by email.
Time Duration for Service Completion	5 working days.
Fees	N/A
Payment Channel	N/A

Pre-requisite for Accessing the Services	N/A
Responsibility Under This Service	The Government (WP) must ensure the accurate declaration of all waste or materials being disposed of.

8. Role(s) and Responsibility(ies)

8.1 Waste Producer (WP):

- 8.1.1 Ensure proper classification of the waste types generated, in accordance with Tadweer Group guidelines and [Appendix 1](#) of this guide.
- 8.1.2 Contract with licensed Environmental Service Providers (ESPs) through the TAMM for waste collection and transport.
- 8.1.3 Apply for the relevant permits (WDP, MDP) through TAMM, ensuring all required documents are complete and accurate.
- 8.1.4 Maintain sufficient balance in the Tadweer Group Wallet to cover service fees.
- 8.1.5 Comply with Tadweer Group waste management regulations, technical standards, and safety guidelines.
- 8.1.6 Coordinate with Tadweer Group focal points when required for project-specific approvals (e.g., waste management plans, bin allocations).

8.2 Environmental Service Provider (ESP)

- 8.2.1 Obtain and maintain a valid professional practice license issued by the Environment Agency - Abu Dhabi (EAD) for waste collection, transport, treatment, or recycling.
- 8.2.2 Contract with (WPs) through Bolisaty to provide authorized waste management services.
- 8.2.3 Ensure vehicles and personnel meet Tadweer Group safety, environmental, and operational compliance standards.
- 8.2.4 Adhere to Tadweer Group EHS standards for collection, transportation and disposal of waste.
- 8.2.5 Top up the Tadweer Group Wallet to enable gate access to Tadweer Group facilities.
- 8.2.6 Address any operational violations and complete corrective actions as instructed by Tadweer Group.

9. Official Communication Channels

9.1 Tadweer Group provides several communication channels to submit a request, suggestion, inquiry, service, complaint or compliment.

9.2 The available communication channels are the following:

- Abu Dhabi Government Contact Center: Toll-Free 800555
- WhatsApp: 028185555 for Tadweer Group related Inquiries.
- TAMM Website www.tamm.abudhabi and [TAMM Application](#)
- Website Contact Us & Live Chat: Tadweer Group Official Website www.tadweer.ae
- Email: Tadweer Group Official Email info@tadweer.ae
- FAQ: For more information on this service guide, kindly refer to Tadweer Group FAQ found on the website.

10. Appendices

10.1 Appendix 1 - Waste Classification and Tadweer Group Permits.

10.1.1 This appendix lists all waste types managed by Tadweer Group based on Bolisaty and shows whether each type requires a (WDP, or MDP). It is designed to help customers easily identify the correct permit needed for each waste type.

10.1.2 It is to be noted that the disposal fee of AED 300 applies only to waste types when the waste is sent to Tadweer Group-managed landfills.

Sr.	Waste Type	Requires WDP	Requires MDP
1	Animal manure	x	
2	Commercial organic waste	x	
3	Expired food		x
4	Food waste	x	
5	Household organic waste	x	
6	Kitchen Grease (generated from grease trap)	x	
7	Farms & Garden Waste	x	
8	Seaweed Waste	x	
9	Air Filters	x	
10	Bottom ash	x	
11	Confiscated goods		x
12	Gypsum board/Plasterboard	x	

13	Inert / Street Sweeping	x	
14	Insulation Materials	x	
15	Islamic scripture reject		x
16	Waste Containing Putrescible and/or compostable Materials	x	
17	Fallen Stocks (non- infectious)	x	
18	Slaughterhouse waste (non- infectious)	x	
19	Domestic sewage sludge	x	
20	Asphalt paving	x	
21	Ceramics	x	
22	Concrete Block	x	
23	Concrete Waste	x	
24	Excavated material	x	
25	Uncontaminated soil/mud	x	
26	Batteries	x	
27	Cardboard/Carton	x	
28	End of life vehicles (ELV)	x	
29	Ferrous metal scrap	x	
30	Furniture	x	
31	Glass / Float Glass	x	
32	Non-ferrous metal scrap	x	
33	Paper	x	
34	Plastic	x	
35	Rubber	x	
36	Styrofoam	x	
37	Textiles/Fabric	x	
38	Tyres	x	
39	WEEE (Waste Electrical and Electronic Equipment)	x	
40	Wood Waste	x	
41	Cooking oil (used/expired)	x	
42	Cutting oil	x	
43	Engine oil	x	
44	Hydraulic Oil	x	
45	Transformer oil	x	
46	Asbestos	x	
47	Asbestos containing material	x	

48	Carbon dust	x	
49	Chemical Contaminated Water	x	
50	Chemical Waste	x	
51	Compressed Aerosol cans	x	
52	Containers with Hazardous residues	x	
53	Explosives	x	
54	Flammables	x	
55	Oily Contaminated Water	x	
56	Used lamps	x	
57	Used Oil Rags/Filters	x	
58	Infectious	x	
59	Pharmaceutical waste	x	
60	Treated Medical waste	x	
61	Veterinary Waste	x	
62	Contaminated domestic sludge	x	
63	Oily sludge	x	
64	Sludge from industrial process	x	
65	Sludge from industrial wastewater treatment plants	x	

10.2 Appendix 2 - Violation Resolution and Corrective Actions Services.

10.2.1 This appendix includes a detailed table of violations items managed by Tadweer Group, along with the corresponding corrective actions required for each violation. The table serves as a reference to help customers understand the type of violations, penalties, and the steps needed to rectify them and reinstate access to Tadweer Group services.

10.2.2 Vehicle/company account suspension does not apply to companies contracted with Tadweer Group (Collection and Transportation Management).

Sr.	Violations Items	Actions Taken Immediately	Actions Taken	Corrective Actions	Severity of the violations VH/H/M/L	Undertaking
Very High Risk						
1	Inappropriate behaviour, insults or physical violence towards Tadweer Group representatives.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 5 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group HSE department. 	VH	Undertaking No. 2
2	Overtaking vehicles inside Tadweer Group facilities.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 5 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group HSE department. 	VH	Undertaking No. 1
3	Shaking/vibrating vehicles while unloading waste and driving the	Suspending the violating vehicle	<ul style="list-style-type: none"> first notice: Sending a notification to the customer's account with the violation details and information 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. 	VH	Undertaking No. 1

	vehicle with the dump bin raised.	immediately for 3 days.	<ul style="list-style-type: none"> through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 5 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> ○ Provide acceptable proof of the corrective actions taken, approved by Tadweer Group HSE department. 		
4	Access or Work in Tadweer Group Facilities while under the influence of alcohol and drugs (prescribed / non-prescribed) or availability of substances with the person.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 5 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group HSE department. 	VH	Undertaking No. 2
5	Failure of vehicles/employees to comply with the requirements for the transportation and handling of hazardous waste.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 5 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group HSE department. 	VH	Undertaking No. 1
6	Access to Tadweer Group Facilities with mechanically unfit / unmaintained vehicles & equipment (Oil leakages, Uncertified/Inadequate Hydraulic lifting systems, untreaded tires, etc...).	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 5 working days from the date of the first 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group HSE department. 	VH	Undertaking No. 1

			notice, the establishment's account will be suspended.			
7	Transporting non -Hazardous waste mixed with hazardous waste.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 5 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group HSE department. 	VH	Undertaking No. 1
8	Transportation of destruction materials mixed with other waste and/or failure to obtain a permit for material destruction.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 5 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> Undertaking stating that the violation will not be repeated. Copy of the material destruction certificate or any document that proves the destruction process in accordance with the applicable procedures. 	VH	Undertaking No. 1
9	Transportation of sludge waste mixed with other waste without a permit.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 5 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> Undertaking stating that the violation will not be repeated. Obtain the sludge waste disposal certificate in accordance with the procedures followed by Tadweer Group and provide us with a copy. 	VH	Undertaking No. 1
10	Transportation of hazardous waste without a permit from Tadweer Group.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information 	<ul style="list-style-type: none"> Undertaking stating that the violation will not be repeated. 	VH	Undertaking No. 1

			<p>through the electronic violations system.</p> <ul style="list-style-type: none"> Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 5 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> Obtain the hazardous waste disposal certificate in accordance with the procedures followed by Tadweer Group and provide us with a copy. 		
High Risk						
11	Unauthorized drivers or operate vehicles within Tadweer Group facilities.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group HSE department. 	H	Undertaking No. 1
12	Failure to use warning lights and reverse alarm during offloading and reversing.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> Undertaking letter for not repeating the violation. Submit a maintenance certificate from third part/photo. 	H	Undertaking No. 1
13	Failure to comply with the operator's instructions during waste weighing, driving on internal roads, and during unloading.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	H	Undertaking No. 1

			working days from the date of the first notice, the establishment's account will be suspended.			
14	Not adhering to the smoking policy within Tadweer Group Facilities generally and specifically in high-risk locations.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group HSE department. 	H	
15	Causing damage to any of Tadweer Group assets at entrance gate or inside Tadweer Group facilities.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	H	Undertaking No. 3
16	Unauthorized use of cameras & any photography of Tadweer Group facilities.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	H	Undertaking No. 2

17	Failure to comply specific EHS rules.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group HSE department. 	H	Undertaking No. 1
18	Failure in timely reporting any EHS incidents (Accidents, Near-misses) within Tadweer Group facility.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group HSE department. 	H	Undertaking No. 2
19	Lack of availability of a fire extinguisher and a first aid kit in the vehicle, and lack of training on how to use them.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group HSE department. 	H	Undertaking No. 1
20	Failure to comply with the instructions of the traffic controller (facility operator) during unloading operations.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by 	H	Undertaking No. 1

			<ul style="list-style-type: none"> Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	Tadweer Group HSE department.		
21	Unauthorized cleaning of vehicles within the vicinity of Tadweer Group Facilities.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group HSE department. 	H	Undertaking No. 1
22	Damage caused to the (ANPR) camera of the electronic gate.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	H	Undertaking No. 3
23	Damage caused to the (CCTV) camera of the electronic gate.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	H	Undertaking No. 3

24	Damage caused to the control and monitoring center of the electronic gate.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	H	Undertaking No. 3
25	Damage caused to the computer system of the electronic gate.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	H	Undertaking No. 3
26	Damage caused to the server device of the electronic gate.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department 	H	Undertaking No. 3
27	Damage caused to the UPS (Uninterruptible Power Supply) battery unit of the electronic gate.	Suspending the violating vehicle immediately for 3 days.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account with the violation details and information through the electronic violations system. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by 	H	Undertaking No. 3

			<ul style="list-style-type: none"> Second Notice: A notification will be sent to the customer's account. If the situation is not rectified within 7 working days from the date of the first notice, the establishment's account will be suspended. 	Tadweer Group PFD department.		
Medium Risk						
28	Failure to provide proof of legal identity when requested by Tadweer Group employees or their representatives upon request.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 2
29	The use of mobile phones while driving, operating vehicles, machinery & equipment within Tadweer Group Facilities.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 2
30	Driving without the use of seat-belt within Tadweer Group facilities.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. 	M	Undertaking No. 2

			rectified, the company will be suspended.			
31	Exceeding the speed limit of 20 km/h at the entrances and surrounding areas of Tadweer Group facilities.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. 	M	Undertaking No. 1
32	Access or Work in Tadweer Group Facilities without the Required PPE.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. 	M	Undertaking No. 2
33	Unsafe resting in unauthorized place within Tadweer Group (inside, under or beside vehicles).	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. 	M	Undertaking No. 2
34	Failure to provide a valid 3rd party inspection on all vehicles operating hydraulic jacks &	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date 	<ul style="list-style-type: none"> An Undertaking letter for not repeating the violation. 	M	Undertaking No. 1

	lifting equipment and its accessories.		<p>of the notice. If the situation is not rectified, the vehicle will be suspended.</p> <ul style="list-style-type: none"> Second Notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> Submit a maintenance certificate from third part. 		
35	Blocking or obstructing vehicle movement at entrances or within the facilities.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 1
36	Parking in prohibited areas or in unauthorized parking spaces inside Tadweer Group facilities.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 1
37	Unauthorized vehicle repairs/maintenance within Tadweer Group Facilities.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 5 days from the date of the notice. If the situation is not 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 1

			rectified, the company will be suspended.			
38	Loading scrap materials and waste from landfills without a permit (scrap vehicles/waste transporter)	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 1
39	The load exceeds the permissible limit.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. EAD action. 	M	Undertaking No. 1
40	Damage caused to the electronic gate pavement.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 3

41	Damage caused to the traffic sign (directional) pole of the electronic gate.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 3
42	Damage caused to the traffic light pole of the electronic gate.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 3
43	Damage caused to the electronic panel pole of the electronic gate.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 3
44	Damage caused to the (ANPR) camera pole of the electronic gate.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by 	M	Undertaking No. 3

			<ul style="list-style-type: none"> Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	Tadweer Group PFD department.		
45	Damage caused to the (CCTV) camera pole of the electronic gate.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 3
46	Damage caused to the pole of the electronic gate.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 3
47	Damage caused to the traffic/signage board of the electronic gate.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 3

48	Damage caused to the traffic light signal of the electronic gate.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 3
49	Damage caused to the electronic display board of the electronic gate.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 3
50	Damage caused to the electronic gate.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	M	Undertaking No. 3
Low Risk						
51	Continual of working or present within Tadweer Group Facilities after the allowable working hours.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions 	L	Undertaking No. 1

			<ul style="list-style-type: none"> Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	taken, approved by Tadweer Group PFD department.		
52	Transporting non-hazardous mixed waste.	Payment of twice the entry fee for Tadweer Group facilities.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. 	L	Undertaking No. 1
53	Transporting waste that is different from the E-manifest waste type.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. 	L	Undertaking No. 1
54	Transporting demolition and construction waste mixed with non-hazardous waste.	Payment of twice the entry fee for Tadweer Group facilities.	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. 	L	Undertaking No. 1

55	Not using the tarpaulin on vehicles loaded with waste.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. 	L	Undertaking No. 1
56	Not using the designated area to remove the tarpaulin.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. 	L	Undertaking No. 1
57	Damage caused to the lane pole of the electronic control gate.	None	<ul style="list-style-type: none"> First notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the vehicle will be suspended. Second Notice: Sending a notification to the customer's account to rectify the situation within 7 days from the date of the notice. If the situation is not rectified, the company will be suspended. 	<ul style="list-style-type: none"> An undertaking stating that the violation will not be repeated. Provide acceptable proof of the corrective actions taken, approved by Tadweer Group PFD department. 	L	Undertaking No. 3

10.3 Appendix 3 - Violation Resolution and Corrective Action Service – Undertaking Forms.

10.3.1 Undertaking No.1 For Vehicles and Waste.

No.	Undertaking Points
1	I hereby undertake not to commit the same violation again.
2	I hereby undertake to use the electronic manifest (my policy) in the waste transportation system.
3	"I hereby undertake not to transport mixed waste, and to transfer waste from its source to final disposal facilities.
4	I hereby undertake to comply with the general security and safety procedures and conditions, ensuring that I do not cause harm to individuals or Tadweer Group property.
5	I hereby to be fully responsible for the vehicle's non-compliance with security and safety requirements, as well as for rectifying any faults and performing regular maintenance on the vehicle.
6	In the event of a violation of any of the clauses mentioned above, Tadweer Group reserves the right to take all administrative actions and require compliance with all related administrative and financial obligations.

10.3.2 Undertaking No.2 For Human Behaviour.

No.	Undertaking Points
1	I hereby undertake not to commit the same violation again.
2	I hereby undertake to use the electronic manifest (my policy) in the waste transportation system.
3	I hereby undertake to comply with the general security and safety procedures and conditions, ensuring that I do not cause harm to individuals or Tadweer Group property.
4	I hereby undertake to take full responsibility for the individuals associated with our organization who caused harm to the representatives of the recycling company through inappropriate and unethical actions and to correct the situation.
5	In the event of a violation of any of the clauses mentioned above, Tadweer Group reserves the right to take all administrative actions and require compliance with all related administrative and financial obligations.

10.3.3 Undertaking No.3 For Tadweer Group Assets.

No.	Undertaking Points
1	I hereby undertake not to commit the same violation again.
2	I hereby undertake to use the electronic manifest (my policy) in the waste transportation system.
3	I hereby undertake to comply with the general security and safety procedures and conditions, ensuring that I do not cause harm to individuals or Tadweer Group property.
4	I hereby undertake to comply with the instructions and requirements of Tadweer Group at the entrances of Tadweer Group facilities.
5	I hereby undertake to be fully responsible for repairing and rectifying any damages caused to Tadweer Group representatives or Tadweer Group property.
6	In the event of a violation of any of the clauses mentioned above, Tadweer Group reserves the right to take all administrative actions and require compliance with all related administrative and financial obligations.