

# HOUSEKEEPING GENERAL WASTE CONTROL AND CLEANNESS PROCEDURES

2023

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## 1. Purpose

The purpose of this procedure is to ensure that areas under RAKEZ jurisdiction are regularly inspected and monitored to ensure compliance with the required housekeeping requirements. It includes how to handle the actual and potential non-conformance and the subsequent corrective and preventive action to close such non-conformance.

This procedure also includes the responsibilities in carrying out enforcement powers assigned to Park Operations (PO) Department for violations related to misuse of waste bins and waste disposal. PO is permitted to take the necessary actions as part of their procedure to protect the public in places that are considered hazardous/dangerous and issue a waste disposal violation.

This document is to carry out unplanned/regular inspection facilities.

## 2. Scope

The scope includes the waste management regulations requirements specified in the RAKEZ waste management regulations/procedures/policies are followed by all facilities operating within the jurisdiction of RAKEZ.

This covers identification of the potential non-compliance and recommending appropriate action required to prevent unwanted incidents within the jurisdiction of RAKEZ. This applies to all complaints and notification of non-compliances raised by internal/external department.

Where compliance is not obtained voluntarily, this enforcement procedure applies to all violations. The violations will be assessed according to the nature of the potential hazard involved.

## 3. Responsibilities

- A. PO Department is responsible for conducting planned/unplanned and random inspection of active and inactive facilities operating within the jurisdiction of RAKEZ.
- B. PO Officer shall be responsible for inspecting and assessing the facilities for compliance with all the relevant RAKEZ waste disposal rules and regulations/guidelines/standards and recommend appropriate corrective action.
- C. The PO Officer is responsible for ensuring appropriate corrective/preventive actions are taken to close the identified nonconformances in their respective areas, in addition to evaluating the violation in case of non-compliance.
- D. PO Officer shall be responsible for escalating the facilities non-compliance to higher management of the facility for effective implementation of waste disposal regulations and guidelines.
- E. Housekeeping Officer will be responsible to report to high risk non-compliances to Director of Operations.
- F. Director of Operations may escalate the non-compliances for further administrative actions as per the RAKEZ violation procedure (GEN-S01) on a case to case basis.
- G. Chief Development Officer's approval is required for closedown/cancellation of company permits/licence.

## 4. Definitions

- A. **Clients:** RAKEZ clients/companies
- B. **Projects:** Projects under RAKEZ clients' jurisdiction
- C. **Non-compliance/non-conformance:** Any action by a client/project that (in the opinion of the authority) results in or has a potential to result in health, safety and environmental degradation or nuisance or disturbance.
- D. **Enforcement action:** A documented action to be taken by PO against an establishment based upon the history of noncompliance. Follow-up inspection shall occur within a maximum of five (5) days after the routine inspection.
- E. **Corrective action:** Action to eliminate the cause of detected non-conformity or other undesirable situations.
- F. **Preventive action:** Action to eliminate the cause of potential non-conformity or other undesirable potential situations.
- G. **Acronyms:**
  - **RAKEZ:** Ras Al Khaimah Economic Zone - Government of Ras Al Khaimah

- **PO:** Park Operations Department
- **HK:** Housekeeping
- **RAKWMA:** Ras Al Khaimah Waste Management Agency
- **RAKWVA:** Ras Al Khaimah Waste Water Agency
- **PSD:** Public Service Department

## 5. General inspection protocol

- PO Department inspects all stakeholders including employees, contractors, and clients operating within the jurisdiction of RAKEZ with the aim to:
  - o Educate, motivate and engage stakeholders to conduct waste segregation and disposal responsible manner.
  - o Contribute to promoting, maintaining, and adopting a proactive approach of waste disposal within their respective area.
  - o Provide the stakeholders with guidance to identify waste disposal violations for corrective action as low as reasonably practicable to prevent misuse within their respective areas.
  - o Support the stakeholders and provide them with PO point of contact for any request or advice related to local authorities whenever required.
  - o PO Inspector is committed to transparency by presenting the purpose and methodology of the inspection to the clients
  - o PO Inspector required to plan the inspection in such a manner it will not obstruct his day to day schedule in visiting other facilities.
  - o PO Inspector, at his discretion he may visit any facility at any time of the day as required.
  - o PO Inspector shall identify himself to the facility in charge by displaying PO ID.
  - o It shall be the duty of the PO inspector to call first upon the head of the establishment/most responsible member of the firm/facility, stating briefly the objectives of the inspection.
  - o PO Inspector to conduct the inspection and prepare observation report and sent to the facilities registered email address within 24 to 48 hours.
  - o The PO Inspector to conduct compliance/follow-up inspections for a specific purpose, e.g. corrective action, past violations, and complaints.
  - o PO inspections mainly cover the common facility areas of waste handling and disposal locations

## 6. Procedure

Wherever there is housekeeping non-compliance, incidents, complaints, request from any external authority (RAKWMA, PSD, RAKWA, etc.), this procedure is to identify and address non-compliance as per the following:

### A. Identification of non-conformance:

- The case shall be inserted in the facility inspection log or check list.
- PO officer shall start the inspection around the facilities of waste handling, storing and disposal areas where regulations followed effectively.
- If a non-conformance or observation has been identified, inspector will recommend appropriate corrective/preventive action with time frame. Then the report will be sent to client for appropriate corrective actions.

### B. Client compliance

Once appropriate actions are been implemented the client shall notify PO Department, PO Inspector may do a follow-up inspection where required to verify the compliance and close out the inspection report.

### C. Client non-compliance

If there is no response from the client within the stipulated time frame as specified in the matrix, the PO will remind the client and submit the case to the Key Account Manager for further follow-up.

If there is still no response from the client, this may trigger a violation procedure as per the RAKEZ violation code.

## 7. Records

- Facility inspection log

- Facility inspection check list

## 8. Related documents

- Waste Management Procedures
- Waste Classification Booklet
- Waste Management Regulation
- Violation Code Implementation Procedure