

WASTE MANAGEMENT & CLEANING REGULATIONS 2022



Forward

The waste disposal regulations provide the standards for all stakeholders and business activities, operating within the jurisdictions of Ras Al Khaimah Economic Zone (RAKEZ) to adhere to. The purpose of these regulations is to ensure the proper identification and segregation of waste and its safe disposal.

All stakeholders must comply with these regulations, which are effective from the date of issuance. This document must also be read in conjunction with all other RAKEZ regulatory documents as well as other applicable local and federal waste management laws, standards, regulations, and guidelines. Stakeholders are also responsible, under the UAE Federal and Local laws, for waste segregation, and the transportation and disposal of waste from their operating premises stakeholders and must take the appropriate precautions.

All stakeholders are required to adopt and operate clean modern technologies, ensure the efficient use of energy and materials, minimise waste generation by implementing recycle, reuse, and recovery (RRR) options and dispose of residual wastes in a safe and responsible manner.

The waste disposal regulations are available through RAKEZ's official website: <https://www.rakez.com>. These regulations are periodically reviewed, updated, and made available to all stakeholders.

It is the department's responsibility to ensure that all stakeholders familiarise themselves with this document and comply with the RAKEZ waste disposal rules and regulations.

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1. Scope:

- In order to reduce our environmental footprint and provide a safe and healthy working environment for all RAKEZ customers proper waste management is essential.
- These regulations apply to all the companies and organizations operating within the jurisdictional areas of RAKEZ.
- These regulations contain the list of violations in which appropriate financial penalties shall be imposed.
- Neither non-possession nor ignorance of these regulations will be considered a reason for non-compliance.
- Enforcement of these regulations shall be the responsibility of the RAKEZ Park Operation Department.
- To ensure a safe, healthy and clean environment, RAKEZ Park Operation Department is authorised to visit all facilities/operations to ensure that the above standards, regulations, and guidelines are being complied with.
- In the case of unsatisfactory circumstances found during these visits, the RAKEZ Park Operation Department will take whatever action is deemed necessary.
- RAKEZ reserves the right to revise at any time, change, amend or remove any or all of the provisions contained in these regulations with or without prior notice.

2. Purpose:

- To ensure that stakeholders carry out proper source segregation (after the generation of waste from their activities), collect transport (from stakeholder's premises to waste container), store and dispose of waste generated in RAKEZ zones, in a way that has minimal impact on the environment.
- To manage generated waste by providing direction and guidance to all the stakeholders operating within RAKEZ Jurisdiction areas, as per the UAE's federal law and RAK Waste Management Agency Rules and Regulations.

3. Roles and Responsibilities

3.1. Stakeholder's responsibilities

- **Stakeholders** are accountable and must implement activities and operations that adhere to RAKEZ's Waste Management Regulations. **Stakeholders** must also adopt all regulations, guidelines and instructions issued by RAKEZ.
- **Stakeholders** must comply with all applicable permits/service agreements from RAK Waste Management Agency and dispose of waste where applicable.
- **All clients** operating in a warehouse facility owned by RAKEZ must comply with RAKEZ waste management regulations and RAKEZ waste management procedure and ensure that source segregated waste is correctly disposed of in the designated public containers.

3.2. RAKEZ park operation department-housekeeping:

- To provide a clean and healthy working environment for all stakeholders across all sites and locations.
- To issue and amend where necessary, the above regulations and guidelines.

- To inspect workplaces, take samples, photos, scans and issue appropriate sanctions as per RAKEZ's existing violation code and to ensure compliance.
- To issue warnings, notices and penalties, where required.
- To prepare and execute and or recommend waste management related educational awareness programs and training.
- To liaise with relevant government authorities to ensure stakeholders are following RAK Public Service Department (PSD) requirements.

4. Definitions:

- 4.1 Waste classification:** The process of separating waste and keeping different types of waste separate during handling, accumulation, interim storage, and its transportation.
- 4.2 General waste:** Municipal solid waste eg household and office user generated waste
- 4.3 Hazardous waste:** Paint, chemicals, oil, gas, grease, chemical powder, glass products
- 4.4 Special waste:** Mixed or non-segregated waste
- 4.5 Organic waste:** Food, vegetables, fruits and meat products
- 4.6 Recycle waste:** Paper, carton, plastic, wood pallets, used or damaged furniture
- 4.7 Construction and demolition waste:** Concrete bricks, cement and sand mixture
- 4.8 Medical waste:** Medical and pharmaceutical
- 4.9 E-waste: Printers, batteries, used desktops, cables and toners**
- 4.10 Scrap material: Steel, metal, aluminium and machines, plastic and fibre materials**
- 4.11 Sewage waste water:** Waste sludge, oil, grease, paint, chemical and food content and mixed waste water

5. Waste disposal

All waste shall be managed in accordance with local decree no. 3 of 2017-chapter IV, Federal Law no. 24 of 1999, Federal Law no. 12 of 2018, and subsequent executive orders/decrees.

5.1 Waste segregation

All RAKEZ customers are requested to segregate their waste (recyclables, organic, food, e waste, scrap items, medical, chemical and hazardous waste) by various colour codes and packaging.

By segregating waste there is reduction of waste that gets sent to landfill sites. Segregating waste is also important as it makes it easier to apply different processes such as composting, recycling and incineration.

Refer: Waste classification booklet - Ras Al Khaimah, by RAKWMA



5.2 Waste storage:

- General waste is stored in a separate room at the facility, pending collection by the municipality or contractor. It must be disposed of into a designated waste container.
- All infectious waste is stored in a designated area well ceiled and air conditioned with access limited to authorised, personnel only.
- Infectious waste must be disposed of within 24 hours.
- Hazardous healthcare waste must be stored in a separate location on an impermeable surface (no cracks or floor drains).

- There must be enough space around stored waste containers/bags to allow for regular inspection for leakages or label deterioration.
- Waste bags and containers must be sealed (such as with adhesive tape) and marked with a biohazard sign for medical waste.

5.3 Waste disposal procedures:


5.3.1 General or mixed waste

 	
Nature	General waste
Description	General waste disposed in general waste containers
Disposal method	<ul style="list-style-type: none"> • Segregated general waste will be disposed of in vendor waste containers • Stakeholders (land, retail and special activity) can contact RAK Waste Management Agency to apply for a new waste container along with service agreements and a service schedule • For warehouse customers; If the quantity is less than 0.5CBM they can dispose to RAKEZ red containers • For warehouse customers; If the quantity is more than 0.5CBM land customers can contact RAK Waste Management Agency to apply for a hazard waste disposal permit and to get a container • Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;


5.3.2 Paper & carton waste

Non-hazardous/recyclable	
 	
Nature	Paper & carton waste (non-hazardous)
Description	Paper & carton waste accumulated in office and industrial areas.
Disposal method	<ul style="list-style-type: none"> • All carton and paper should be segregated by users • Recyclable waste will be transported to RAKEZ recycle centre & cage • Paper and carton waste and non-hazardous items will be collected by an LTA approved buyer

5.3.3 Wooden pallet or used furniture waste

Non-hazardous/recyclable	
	
Nature	Wooden pallet and used furniture waste (non-hazardous)
Description	Wooden pallet & used furniture waste accumulated in public areas or warehouse areas
Disposal method	<ul style="list-style-type: none"> • Wooden waste will be separated and disposed of in green containers or by one's own transport directly to landfill after getting a permit from RAK Waste Management Agency • RAKEZ is not allowed to store or dump any such waste into its jurisdictional areas • Stakeholders can contact RAK Waste Management Agency to apply for a hazard waste disposal permit with the relevant documents (MSDS, Pictures) • Contact details: Waste Management Agency, tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;


5.3.4 Landscape/garden waste

Non-hazardous/recyclable	
	
Nature	Landscape/garden waste (recyclable)
Description	Landscape/garden waste accumulated in public areas or warehouse areas
Disposal method	<ul style="list-style-type: none"> • Landscape/garden waste will be separated and disposed of in green containers or one's own transport directly to landfill after getting the correct permit from RAK Waste Management Agency • RAKEZ is not allowed to store or dump any of such waste into its jurisdictional areas • Stakeholders can contact RAK Waste Management Agency to apply for a hazard waste disposal permit with the relevant documents (MSDS, Pictures) • Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;

5.3.5 Construction/building material waste


Hazardous/recyclable	
	
Nature	Construction or building material waste (hazardous and recyclable)
Description	Construction/building material waste accumulated in public areas or warehouse areas
Disposal method	<ul style="list-style-type: none"> All stakeholders dealing with construction or building waste will separate hazardous and recyclable waste and transport it by truck Non-recyclable waste will be transported directly to the dumping yard RAKEZ is not allowed to store or dump any of such waste into its jurisdictional areas Stakeholders can contact RAK Waste Management Agency to apply hazard waste disposal permit with the relevant documents (MSDS, Pictures) Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;

5.3.6 Chemical/paint waste

Hazardous	
	
Nature	Chemical, oil, paint and powder waste (hazardous)
Description	Chemical and empty chemical containers and waste accumulated in public areas and warehouse areas
Disposal method	<ul style="list-style-type: none"> All customers dealing with such waste should follow RAK Waste Management Disposal specifications For warehouse customers, If the quantity is less than 0.5CBM it must be disposed in RAKEZ red containers placed near by the facility. For warehouse customers and land customers, if the volume is more than 0.5CBM contact

	<p>RAK Waste Management Agency to apply for a hazard waste disposal permit with the relevant documents (MSDS, Pictures)</p> <ul style="list-style-type: none"> Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;
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5.3.7 Electronic waste/E-waste

Hazardous/recyclable	
	
Nature	E-waste (hazardous)
Description	All types of electronic gadgets waste, damaged, spoiled, or outdated that are in public areas, offices and Warehouse areas
Disposal method	<ul style="list-style-type: none"> All type of electronic gadgets waste will be shifted to the RAKEZ general store Electronic related hazardous items to be disposed of RAK Waste Management Agency with the relevant disposal permit. Electronic waste that is recyclable can be collected by the approved vendor. A recycle certificate will be issued.

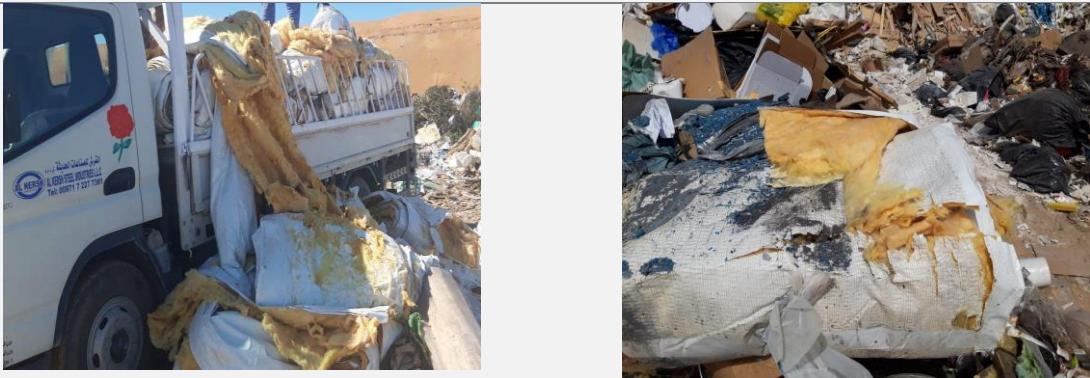
5.3.8 Plastic waste

Recyclable/non-recyclable mixed plastic	
	
Nature	Recyclable/non-recyclable mixed plastic
Description	All type of recyclable and non-recyclable mixed plastic waste from industrial zone and office areas
Disposal method	<ul style="list-style-type: none"> All type of recyclable and non-recyclable mixed plastic waste to be separated Recyclable plastic items to be stored in a dedicated storage yard. AMC contractor to collect the items Non-recyclable mixed plastic to be disposed of in the designated container. RAKWMA will collect the items as per the schedule.

5.3.9 Gypsum board waste

Special waste	
	
Nature	Non-hazardous
Description	Gypsum dry wallboard from demolition activities or Gypsum industries.
Disposal method	<ul style="list-style-type: none"> All gypsum dry wallboard waste items to be disposed of into dedicated waste containers from RAK Waste Management Agency. It is highly recommended that companies who have a lot of non-hazardous waste on a regular basis have a separate service agreement with a collection schedule. Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;

5.3.10 Fibre insulation waste

Special waste	
	
Nature	Non-hazardous
Description	Mineral wool and fibre glass waste made from natural rock materials used in roofs, walls, floors, rockwool, etc.
Disposal method	<ul style="list-style-type: none"> All textiles waste items be disposed of into dedicated waste containers from RAK Waste Management Agency. For companies who regularly produce textile waste it is highly recommended to have separate service agreement and collection schedule. Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;

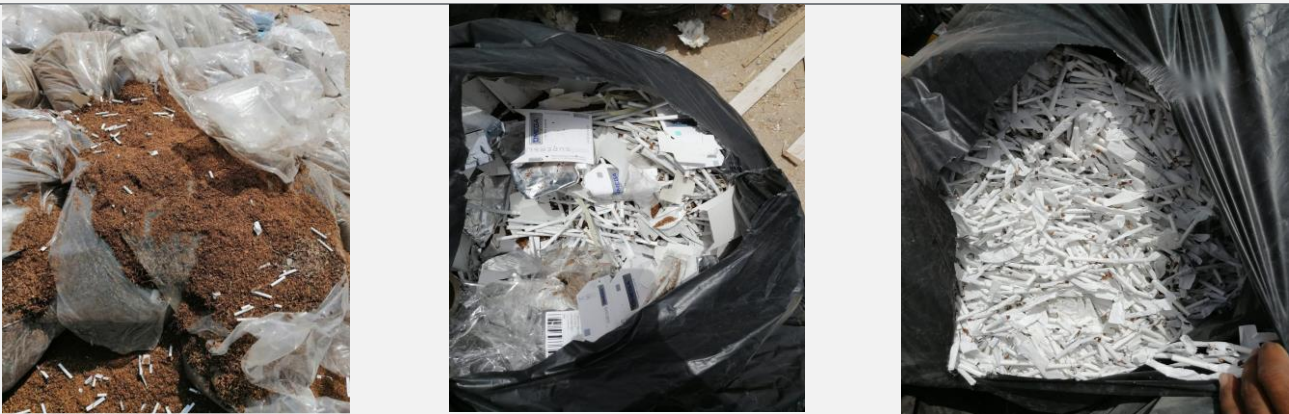
5.3.11 Textile/clothes waste

Non-recyclable textile waste	
	
Nature	Non-hazardous
Description	Textile materials with no reuse or recyclable value eg industrial textile waste.
Disposal method	<ul style="list-style-type: none"> All textile waste items are to be disposed of into dedicated waste. It is highly recommended that companies who are regularly producing textile waste have a separate service agreement with a collection schedule. Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;

5.3.12 Glass waste

Special waste	
	
Nature	Non-hazardous
Description	Glass that holds together by series of pressure rollers and interlayers when broken unlike regular glass waste. Mixed coloured glass waste will also be considered as special waste. Alcohol bottles are also conceded as special waste
Disposal method	<ul style="list-style-type: none"> All glass waste items are to be disposed of into dedicated waste container from RAK Waste Management Agency. It is highly recommended that companies who regularly produce glass waste have a separate service agreement with a collection schedule. Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;

5.3.13 Tobacco waste

Special waste	
	
Nature	Non-hazardous
Description	This includes residual by products from the tobacco production process.
Disposal method	<ul style="list-style-type: none"> All customers dealing with such waste, should follow RAK Waste Management Disposal specifications For warehouse customers: If the quantity is less than 0.5CBM it should be placed in RAKEZ's red containers. For high volumes more than 0.5CBM and land customers, contact RAK Waste Management Agency to apply for a hazard waste disposal permit and to get the correct container. Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;

5.3.14 Food waste

Organic waste	
	
Nature	Non-hazardous
Description	Waste from cooking activities from households, hotels, restaurants, accommodations and kitchen facilities etc.
Disposal method	<ul style="list-style-type: none"> All food waste items are to be disposed of in dedicated waste containers from RAK Waste Management Agency. A separate service agreement with collection schedule is highly recommended.

	<ul style="list-style-type: none"> Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;
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5.3.15 Bulky material waste

Municipal solid waste	
	
Nature	Non-hazardous
Description	Oversized materials and furniture.
Disposal method	<ul style="list-style-type: none"> All bulky material waste items should be collected and disposed to RAK Waste Management Agency landfill with the necessary disposal permit. If items are bigger than the waste containers, appropriate transportation must be hired. Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;


5.3.16 Tire waste

Recyclables waste	
	
Nature	Non-hazardous
Description	Used tyres from passenger vehicles and heavy equipment
Disposal method	<ul style="list-style-type: none"> All used tyres must be collected and disposed to RAK Waste Management Agency Recycle Centre with the necessary disposal permit. Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;

5.3.17 Foam waste

Recyclables waste	
	
Nature	Non-hazardous
Description	Used mattresses and cushions
Disposal method	<ul style="list-style-type: none"> All customers dealing with such waste should follow RAK Waste Management Disposal specifications For warehouse customers; if the quantity is less than 0.5CBM it should be disposed of in RAKEZ red containers For warehouse customers and land customers; if the quantity is more than 0.5CBM RAK Waste Management Agency should be contacted. and a hazard waste disposal permit must be obtained to in order to get a waste container. Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;

5.3.18. Cooking oil

Recyclables waste	
	
Nature	Non-hazardous
Description	Leftover oil from industries, F&B outlets
Disposal method	<ul style="list-style-type: none"> All customers dealing with such waste, should follow RAK Waste Water Disposal specifications A lab analysis test report is required to list the level of oil and grease. A hazard waste disposal permit is required from RAK Waste Management Agency Directly for land, retail and dedicated warehouse customers dealing with food products.

- Hire RAKWWA approved oil collection companies to collect and safely dispose of it.
- Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;

5.3.19 Oil & grease waste

Hazardous waste



Nature	Hazardous
Description	Labour accommodation kitchens, lubricants and oil related activity companies This refers to the combination of hazardous substances that do not mix with water
Disposal method	<ul style="list-style-type: none"> • All customers dealing with such waste, should follow RAK Waste Water Disposal specifications • A lab analysis test report is required to identify the level of oil and grease • Hazard Waste Disposal Permits are required from RAK Waste Management Agency for land, retail and dedicated warehouse customers dealing with food products. • Hire RAKWWA approved tanker company to collect and dispose of the waste to landfill. • Contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae

5.3.20 Mixed rubber waste

Special waste



Nature	Non-hazardous
Description	Mixed rubber waste from rubber producing factories which is rare in nature and difficult to handle.

Disposal method	<ul style="list-style-type: none"> All customers dealing with such waste, should follow RAK Waste Management disposal specifications For small quantities it should be disposed of in RAKEZ's red containers. For high volumes, more than 0.5CBM and for land customers, contact RAK Waste Management Agency to apply for a hazard waste disposal permit and get a container. contact details: Waste Management Agency, Tel: +971 7 227 2555, Waste Management Customer Service customerservice@wm.rak.ae;
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6.1 Waste containers:

The containers are used to dispose the segregated waste into different colour coded containers. All RAKEZ customers are encouraged to dispose of waste in their respective containers and ensure that waste is segregated into different colour coded containers.

Below are the details of waste and colour coded containers:

Type of waste	Name of the waste	Waste container colour
General waste or municipal solid waste	Household and office user generated waste	Blue and black
Recycle waste	Paper, carton, plastic, wood pallets, used/damaged furniture's	Green colour cages
Hazardous waste	Paint, chemicals, oil, gas, grease, chemical powder, glass products	Red colour containers (solid items only)
Scrap material (waste)	Steel, metal, aluminium and machines, plastic, fibre materials	Contact RAKEZ housekeeping. Scrap sales must be after obtain a non-objection certificate (NOC) from RAK Waste Management Agency
Special waste	mixed or non-segregated waste	Contact RAK Waste Management Agency
Organic waste	food, vegetable, fruits and meat products	Brown colour container
Construction & demolition waste	Concrete bricks, cement/sand mixture	Contact RAK Waste Management Agency to obtain disposal permit
Electronic waste/e-waste	Printers, batteries, used desktop, cable, toners	Contact RAK Waste Management Agency
Medical waste	Medical and pharmaceutical waste items	Yellow for medical, blue for pharmaceutical contact RAK Waste Management Agency
Sewage waste water	Waste sludge, oil, grease, paint, chemical and food content mixed waste water	Contact RAK Wastewater Agency

- RAKEZ warehouse customers are allowed to dispose of source segregated waste in RAKEZ containers placed in public areas.
- Land customers and certain categories of warehouse customers are requested to lease waste containers from RAK Waste Management Agency.
 - a) Permanent garbage skip placing area and garbage skip shall be provided (within the plot limit only) for the disposal of domestic refuse. It must be cleaned regularly and there must be adequate access to all garbage skips to ensure the safe collecting of all waste.
 - b) All non-hazardous waste shall be disposed of in the skips/bins provided by the RAK Waste Management Agency. It remains the responsibility of the employer to establish suitable contracts with the service provider and ensure that advance notice is given to enable the regular clearing of waste from skips.
 - c) Collection/interim storage and disposal requirements of hazardous/industrial wastes shall be in accordance with Federal Law no. 24 of 1999, and subsequent executive orders/decrees, and suitable segregated areas shall be provided for this purpose within the employer's premises.
 - d) Those who wish to sell or recycle waste and scrap materials must comply with the PSD waste management requirements to obtain NOC

6.2 Prohibited waste disposals

It is prohibited to throw down, place, abandon or discharge any waste and/or unwanted materials in any public/communal/private areas, eg roads, sewers, open lands, quay areas, roofs, other's skips/garbage bins, fence, etc. This includes but is not limited to:

- a) Disposing of all kinds of unwanted materials such as domestic garbage, industrial waste, chemical/oil, and wastewater including overflowing manholes, septic tank/soak away, and A/C condensed water;
- b) Throwing or disposing of solid waste, eg cloths, plastics, papers, cigarette tips, etc. and/or chemical/oil in the sewerage lines, manholes, or drainage pipeline and its appurtenances;
- c) Disposing of chemicals or other hazardous materials like toxic waste; corrosive chemical waste or their empty cans into ordinary skips. Separate Special Waste Containers shall be used for the interim collection of such wastes before disposal/recycling. Prior approval shall be taken from the PSD before disposing of such waste. It remains the responsibility of the employer that generates the waste to ensure that approvals/permits are obtained from the PSD for the disposal of that waste.
- d) Disposing of anything which may hinder the free passage of vehicles, pedestrians or adversely affect the environment within RAKEZ or which could cause contamination, or any other breach/threat to public health and safety.
- e) Unauthorised disposal (without the approval/permit of the PSD).

7. Waste handling procedures:

7.1 Personal protective equipment

COSHH regulations require that risks to health be eliminated, prevented or, where this is not reasonably practicable, reduced. It is likely that even after all reasonably practicable precautions have been taken to reduce the exposure of staff that handle, transfer, transport, treat or dispose of medical/chemical/hazardous waste; some personal protective equipment will still be required. In such cases, the trust, through the appropriate departments, will ensure that these items are provided, used and maintained.

Under the law, employees must cooperate with employers to ensure that their legal duties are met. Risk assessments will be undertaken to identify the need for personal protective equipment such as: suitable heavy-duty gloves by the team manager.

Emergency situations, such as spillages, will also be addressed in any risk assessments. This might include the need for protective equipment to prevent exposure via routes such as skin contact (for example disposable aprons and gloves)

7.2 Basic hygiene

Basic personal hygiene is important in reducing the risk from handling medical/chemical/hazardous waste. RAKEZ will ensure that washing facilities are conveniently located for people handling medical/chemical/hazardous waste. This is particularly important at storage facilities. Risk assessments must be carried out by team managers to ensure adequate facilities are available.

7.3 Accidents and incidents

All incidents involving spillages, damaged packaging, inappropriate segregation or any incident involving need to be reported to the line manager and be immediately investigated

The investigation of these accidents and incidents must establish the cause and what action needs to be taken to prevent a recurrence.

There may be occasions when an emergency situation occurs when handling or storing waste for example, a spillage of a hazardous material. The COSHH assessment process will help identify any potential risks and the manager of the work area will ensure that appropriate procedures are put in place.

7.4 General considerations

- RAKEZ shall assign staff for waste management.
- Contracting staff shall be trained on the proper waste management practices.
- RAKEZ shall contract a licensed company to handle and dispose of the waste it generates.

7.5 Spillage of clinical waste/oil waste/chemical waste

The area affected should be marked off with a warning tape. Wear appropriate PPE (plastic apron and non-sterile gloves, face mask) and place the spillage of waste in an orange bag. The area is cleaned using detergent and water. For cleaning of blood spill/waste spill, use 1:9 hypochlorite. After the procedure is complete dispose of the plastic apron and gloves as clinical waste. Refer risk assessment/method statement.

7.6 Risk management

- Risks involved with waste management are regularly assessed, identified and managed.
- Employees are trained in waste management, including becoming familiar with the different types of waste and appropriate, safe handling and disposal methods.
- Personal protective equipment is accessible and available as required.
- Appropriately qualified staff supervisors for the handling of related waste.

RAKEZ acknowledges that different materials require a different waste management approach and will investigate appropriate avenues for disposal, particularly where waste may be dangerous and/or hazardous.

8. Penalties:

Contravention of any of the provisions above is an offence. Inability by the employer to ensure incident-free operations will result in penalties from RAKEZ, especially where it is established that adequate safeguards were not taken to prevent the incident.

Details of violations and penalties with deadlines as per the RAKEZ violation code:

Description	Violation 1	Violation 2	Violation 3
Poor hygienic standard (indoor/outdoor)	Warning letter (with a deadline of 5 calendar days)	AED 1,000 (with a deadline of 5 calendar days)	AED 5,000
Disposing wastes in Inappropriate places (indoor/outdoor)	Warning letter (with deadline of 5 calendar days)	AED 5,000 (with a deadline of 5 calendar days)	AED 25,000+ any remedial measures
Misusing municipality waste bins	Warning letter (with a deadline of 5 calendar days)	AED 1,000 (with a deadline of 5 calendar days)	AED 2,000 Plus suspension of services until rectified and/or payed.

9. External contacts

External authority	Type of requirements	Contact no.
Ras Al Khaimah Waste Management Agency	Request for placement of the waste container	Tel: +971 7 227 2555 Waste Management Customer Service customerservice@wm.rak.ae ;
Ras Al Khaimah Waste Management Agency	Request for disposal of waste	Tel: +971 7 227 2555 Waste Management Customer Service customerservice@wm.rak.ae ;
Ras Al Khaimah Waste Water Agency	Request for disposal of sludge waste	Tel: +971 7 227 2424 Email: disposal.request@wm.rak.ae ;