مجلس أبـــوظبـي للـجـودة والـمـطابـــقـة
ABU DHABI QUALITY & CONFORMITY COUNCIL

ABU DHABI OCCUPATIONAL TERMS

Hazardous Material warehouse keeper Level 4

22 OCT 2018
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FIRST EDITION

Contents

Amendment Page

This Amendment Page is updated and issued with each set of revised and/or new pages of the document to help ensure that each copy of this Abu Dhabi Occupation Term (ADOT) contains a complete record of amendments.

This Occupational Term is a live document which can be amended when necessary. QCC operates an Occupational Standards Working Group that has prepared this document, and can review stakeholder comments in order to review and amend this document; ultimately resulting in an issuance of an updated version, if necessary.

Log of Amendments						
Amendment			**Discard**		**Insert**	
No.	**Date**	***Sections Changed**	**Page(s)**	**Issue No.**	**Page(s)**	**Issue No.**
1	xxx	Document launched				

About the Abu Dhabi Quality & Conformity Council

The Abu Dhabi Quality and Conformity Council (QCC) was established by law No. 3 of 2009, issued by His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE. QCC is responsible for the development of Abu Dhabi Emirate's Quality Infrastructure, which enables industry and regulators to ensure that products, systems and personnel can be tested and certified to UAE and International Standards.

Products and services certified by QCC receive the Abu Dhabi Trustmark. The Trustmark is designed to communicate that a product or system conforms to various safety and performance standards that are set by Abu Dhabi regulators.

Foreword

The QCC Hazardous Material warehouse keeper Occupational Terms Working Group was initiated in February 2018 in order to establish occupational terms for workers in the storage of Hazardous Material sector in Abu Dhabi to elevate the quality of services provided in the sector and to promote the productivity of personnel.

The occupational terms are professional standards that specialist personnel must meet in order to perform the jobs they are assigned to produce quality outcomes. The Government of Abu Dhabi, under the leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE and Ruler of Abu Dhabi, and His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces and Chairman of the Abu Dhabi Executive Council, has invested heavily, and at high levels of professionalism and safety, in the Infrastructure of Abu Dhabi. Therefore, it is crucial and obligatory to encourage the presence of skilled workmanship to maintain the quality infrastructure value in the Emirate of Abu Dhabi in particular and the United Arab Emirates in general.

Acknowledgments

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Occupational Terms

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No.	Field	Details	
7.	Entry information and prerequisites	Requirements: - At least One Year working in a warehouse under supervision before taking this course or approved experience certificate - Minimum Certificate: Certificate of general secondary education or Diploma of vocational secondary education - For Medical Warehouses: Diploma in Pharmacy program, minimum 2 years course duration. (Pharmacy Technician) - For Pesticide/fertilizers warehouses: Bachelor in Agriculture engineering *These requirements shall not supersede other licensure requirements by the pertinent authorities.*	
8.	Grading	**Application unit**: *Competent/Not Yet Competent*	
9.	Industry sector	Warehousing	
10.	Developed by	Government Entities	Abu Dhabi Quality & Conformity Council, Abu Dhabi Department of Economic Development, OSHAD, Center of Waste Management, Department of Health, ACTVET, National Qualification Authority, ADFCA, Abu Dhabi Police, Civil Defense, DOT, Abu Dhai Ports, FNAR, EAD
		Private Sector	ADNOC, SENAAT
11.	Endorsement date		
12.	Frequency of review	Annually	
13.	Version No.	1	
14.	ISCO	13 Production and specialized service managers	

Terms & Conditions

Term	Description
Hazardous Material (HAZMAT)	Solid, liquid or gaseous substances having properties harmful to human health or adverse impact on the environment such as toxic substances, explosive, flammable, or ionizing radioactive substances. **Hazardous Material Classification (UN/US DOT classifications of chemicals)*:** 1. Explosive substances (e.g. Ammunition, Dynamite, Fireworks) 2. Gases (e.g. Propane, Oxygen, Helium) 3. Flammable liquids (e.g. Gasoline Fuel, Acetone) 4. Flammable solids (e.g. Matches, Fuses, Sulphur, Phosphorus); Substances liable to spontaneous combustion; Substances which, in contact with water, emit flammable gases 5. Oxidizing substances; Organic peroxides 6. Toxic substances (e.g. Pesticides, Arsenic, Dyes); Infectious substancese.(e.g. Medical waste) 7. Radioactive material 8. Corrosive substances (e.g. Hydrochloric acid, Sulfuric acid); 9. Miscellaneous dangerous substances (e.g. Polychlorinated biphenyls, hazardous medications)
Safety Data Sheet (SDS)	A safety data sheet is a form containing data regarding the properties of a particular substance. It is intended to provide employees and emergency personnel with procedures for handling or working with that substance in a safe manner, and includes information such as physical data (melting point, boiling point, flash point, etc.), toxicity, health effects, first aid, reactivity, storage, disposal, protective equipment, and spill handling procedures. The exact format of an SDS can vary from source to source. SDS information may include instructions for the safe use and potential hazards associated with a particular material or product. SDS must be available anywhere chemicals are being stored and used.
Personal protective equipment (PPE)	Any device, appliance or equipment (including clothing or sunscreen affording protection against the weather) designed to be worn or held by an individual for protection against one or more health and safety hazards, or minimize their exposure to workplace risks. It includes, but is not limited to, items such as facemasks and respirators, eye protection, high visibility clothing, coveralls, goggles, helmets, safety harnesses, gloves and footwear.
Organisation	The company owns the business.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Equipment	e.g. tools, implements, machinery, lifts, conveyors, cranes
Stock levels	procurement level, pick face level, daily usage
Stock records	manual, computerized, warehouse management systems
Work areas	offices, rooms, break areas, warehouse, shop floor, racking, aisles, gangways, corridors, toilets, washrooms, vehicles/equipment, loading/unloading areas, inside/outside

Safety equipment	Portable Fire Extinguishers, Fixed Fire Fighting & Fire Alarm System, Smoke Control & Ventilation system & Breathing apparatus, containment sets, spill packs, Safety shower/ eye wash.
Disposal	Handling of hazardous goods or materials which are not required for further reuse
Recycling	Handling of hazardous goods or materials which can be used again
Storage conditions	ambient, chilled, dry, outdoors, indoors, ventilated, segregated, restricted access; pressure
Stock control systems	manual, computerized, warehouse management systems, radio identification (RFID)
Integrated Hazardous Materials Management System (IHMMS)	A computerized electronic and integrated system used as a tool for the management and control of hazardous substances in the United Arab Emirates. The system is an electronic model for the integrated and core management of hazardous materials (chemicals, radioactive, pesticides… etc.), as well as to provide the necessary information in an integrated manner for the involved decision-makers on the types, locations and quantities of hazardous materials used within the United Arab Emirates
Legal, safety and operating requirements	Requirements imposed by pertinent authorities including: Safety regulations, codes of practice, load restrictions, working time regulations, transport regulations, Civil Defense requirement, OSHAD requirements, Ministry of Health requirements, Tadweer requirements and environment agency - Department of Health- Abu Dhabi, Industrial Development Office in Department of Economic Development.

*Please check the appendix

Performance Criteria

Element	1. Maintain stock at required levels in logistics operations
PC 1.1	Identify the required stock levels in order to maintain the correct quantity within your area of responsibility in logistics operations.
PC 1.2	Confirm existing stock levels.
PC 1.3	Identify damaged, faulty, or out-of-date items and move them to the required location.
PC 1.4	Follow the organisation's procedures and methods for stock rotation.
PC 1.5	Use safe handling methods to handle stock in accordance with organisational requirements and applicable standards.
PC 1.6	Label stock according to organisational requirements and applicable standards.
PC 1.7	Position stock in the correct location/s for further use.
PC 1.8	Maintain accurate information and keep up-to-date records of stock in logistics operations.
PC 1.9	Comply with organisational procedures and relevant legal, safety and operating requirements for maintaining stock at required levels, and reporting requirements related to stock shortages.

Element	2. Keep work areas clean and tidy and maintain hygiene standards during handling and storing HAZMAT in a logistics facility
PC 2.1	Identify the relevant health, safety and security requirements relating to the cleaning of work areas and the HAZMAT and the storage conditions based on Material Safety Data Sheet (SDS) in logistics operations in your organisation.
PC 2.2	Ensure appropriate Personal Protective Equipment (PPE), tools and cleaning materials are used to clean and tidy the work areas as per training provided and operational instructions
PC 2.3	Implement safety precautions to protect people in the work areas from cleaning hazards during cleaning procedures. Such precautions must comply with all applicable regulations, codes of practice and standards
PC 2.4	Minimise inconvenience to other people in the work areas when cleaning.
PC 2.5	Dispose of waste in accordance with the applicable legal, safety and operating requirements and standards and following organisational operational procedure.
PC 2.6	Supervise the process of returning tools and cleaning materials to the relevant storage area and ensure to follow organisational procedures for replenishment and record the work carried out according to organisational procedures.
PC 2.7	Comply with personal health and hygiene standards in all work activities.
PC 2.8	Identify and respond to problems relating to the cleaning of work areas in logistics operations in your organisation.
PC 2.9	Comply with the organisational procedures and all relevant legal, safety and operating requirements relating to keeping the workplace clean and hygiene standards during handling and storing HAZMAT.

Element	3. Move and handle HAZMAT in logistics operations
PC 3.1	Identify the HAZMAT to be moved and handled in logistics operations and confirm they are suitable for moving.
PC 3.2	Confirm that the area is safe and secure for the movement and handling of HAZMAT.
PC 3.3	Identify hazards in moving/manoeuvring and handling the HAZMAT, and take action to minimise risks.
PC 3.4	Confirm the location for positioning and setting down of HAZMAT in accordance with organisational requirements.
PC 3.5	Confirm that the HAZMAT are suitable for manual handling or that the correct equipment is selected prepared and is operational. Return the equipment used to move and transfer the HAZMAT to its original position after use.
PC 3.6	Identify and use personal protective equipment (PPE) relevant to moving and handling HAZMAT.
PC 3.7	Use required methods to move and handle HAZMAT in accordance with Material Safety Data Sheet (SDS) and with organisational procedures.
PC 3.8	Transfer HAZMAT to their designated location without loss or damage and ensure to place the HAZMAT so that they can be identified and accessed.
PC 3.9	Identify and respond to problems with the HAZMAT during moving and handling operations.
PC 3.10	Record work carried out according to organisational procedures.
PC 3.11	Comply with organisational procedures and relevant legal, safety and operating requirements relating to the movement and handling of HAZMAT.

Element	4. Place HAZMAT in storage in a logistics facility
PC 4.1	Locate the HAZMAT to be stored based on type, expiry date (First expired, first out (FEFO)) and in accordance with manufacturer recommendations, applicable standards, organisational requirements and in accordance to Civil Defiance requirements.
PC 4.2	Confirm the area to be used for storage is prepared to receive the HAZMAT.
PC 4.3	Identify hazards and risk associated with chemicals compatibility requirements and other special conditions (temperature, time, separation, pressure, etc.) for safe storage based on Safety Data Sheet (SDS) and manufacturer recommendations and applicable standards.
PC 4.4	Handle HAZMAT using the required handling methods and equipment.
PC 4.5	Place HAZMAT into storage in a logistics facility in accordance with operational and organisational procedures for safety, space utilisation and distribution requirements.
PC 4.6	Identify monitoring and storage arrangements for the HAZMAT, and record and communicate these arrangements to the relevant colleagues.
PC 4.7	Identify and respond to problems with storing HAZMAT. Record work carried out according to organisational procedures.

PC 4.8	Comply with organisational procedures and relevant legal, safety and operating requirements relating to placing HAZMAT into storage in a logistics facility.

Element	5. Maintain the safety and security of HAZMAT in logistics operations
PC 5.1	Evaluate information on the specific risks of HAZMAT in logistics operations within your organisation, as a minimum referring to the SDS, and ensure that the compatibility risk assessment is updated regularly with the most relevant information
PC 5.2	As a warehouse keeper, you shall follow precautions measures to maintain the safety and security of HAZMAT according to relevant organizational and legal requirements, which complied with the risk assessment and the SDS.
PC 5.3	Identify and use of appropriate Fire Fighting Equipment, PPE in accordance with relevant to specific scenario as per the established Emergency Response Plan.
PC 5.4	Monitor the condition of HAZMAT and identify signs that indicate problems with them.
PC 5.5	Take action in accordance with organisational procedures if risks to health, safety and environment are identified, and report them to the relevant colleagues and authorities if required by applicable laws and regulations. Use safety equipment according to manufacturers' instructions.
PC 5.6	Respond to emergencies according to emergency response plan, organisational procedures, and report them to the relevant authority.
PC 5.7	Report the incident to the appropriate people/ authorities in accordance with operational reporting procedures.
PC 5.8	Comply with organisational procedures and all relevant legal, safety and operating requirements relating to the safety and security of HAZMAT.

Element	6. Sort HAZMAT for recycling or disposal in logistics operations
PC 6.1	Ensure the availability waste collection bins with the proper colour coding as identified by the local authority. (if applicable)
PC 6.2	Do waste segregation at source in order to properly sort the wasted materials according to the relevant organisational procedures for recycling or disposal in logistics operations.
PC 6.3	Position the HAZMAT that are suitable for recycling or disposal in the required locations.
PC 6.4	Prepare the HAZMAT for further processing according to organisational requirements.
PC 6.5	Identify and respond to problems with recycling or disposal.
PC 6.6	Record work carried out according to organisational procedures.
PC 6.7	Comply with organisational procedures and relevant legal, safety and operating requirements relating to recycling or disposal of HAZMAT.

Element	7. Monitor the receipt, storage or dispatch of HAZMAT in logistics operations
PC 7.1	Identify suitable areas for receiving, storing or dispatching HAZMAT in logistics operations.
PC 7.2	Use AD IHMMS system for the management and control of hazardous substances or any other system which aim to manage and control of hazardous substances imported and produced in the Emirates of Abu Dhabi.
PC 7.3	Identify the equipment requirements for the receipt, storage or dispatch of HAZMAT.
PC 7.4	Use the organisation's resources to monitor receipt, storage or dispatch of HAZMAT.
PC 7.5	Monitor and confirm the quality and quantity of the HAZMAT being received, stored or dispatched.
PC 7.6	Provide information on the HAZMAT and their requirements to relevant colleagues or customers.
PC 7.7	Identify and respond to problems with the receipt, storage or dispatch of HAZMAT.
PC 7.8	Record completed work according to the relevant organisational procedures.
PC 7.9	Comply with organisational procedures and relevant legal, safety and operating requirements relating to monitoring the receipt, storage or dispatch of HAZMAT. Records of monitoring activities (example daily temperature log-sheet, daily pressure differential log, daily humidity log, etc) must be maintained and retained for a period specified in applicable laws, regulations, and standards.

Knowledge & Understanding

- *To maintain stock at required levels in logistics operations, the user/individual on the job must know and understand:*

1. Why it is important to maintain stock at the required levels in logistics operations.
2. How often stock level should be checked and how to identify whether stock requires replenishing.
3. How to recognise and remove damaged, faulty or out-of-date Stock.
4. The stock rotation methods for different types of stock.
5. The handling methods for different types of stock.
6. How to label and position stock.
7. Knowledge of maximum allowable quantity (MAQ) per control area and Incompatibility and segregation of hazardous material
8. The relevant stock control systems used in the organization.
9. The types of problems that arise from maintaining stock and how to respond to them.
10. The roles and responsibilities of colleagues.
11. The organisational procedures for maintaining stock at the required levels.
12. The relevant legal, safety and operating requirements relating to maintain stock at required levels.

- *To keep work areas clean and tidy and maintain hygiene standards during handling and storing HAZMAT in a logistics facility, the user/individual on the job must know and understand:*

1. The types of health, safety and security requirements applicable to different work areas in logistics operations in your organization.
2. The nature and characteristics of the HAZMAT in storage in a logistics facility.
3. The relevant hygiene standards required for the HAZMAT and storage conditions.
4. The clothing and PPE requirements relevant to storage conditions and activities.
5. The requirements for maintaining the HAZMAT and the storage conditions.
6. Applicable legal requirements and methods of waste disposal used by the organisation.
7. The problems related to maintaining hygiene when handling and storing HAZMAT in a logistics facility.
8. The organisational procedures for keeping work areas clean and tidy.
9. The importance of keeping work areas clean and tidy for health, safety and environment purposes.
10. The safety precautions required when using different cleaning methods and materials.
11. How to use cleaning materials, waste disposal equipment and Personal Protective Equipment (PPE).
12. The stock replenishment procedures for cleaning materials.
13. The standards of personal hygiene required for specific storage environments and activities.

14. Why maintaining cleanliness is important for hygiene.
15. The types of problems relating to cleaning and tidying work areas in logistics operations in your organization.
16. The roles and responsibilities of colleagues.
17. The information and recording systems used by the organization and the requirements for maintaining records.
18. The organisational procedures and relevant legal, safety and operating requirements relating to maintaining work areas

- *To move and handle HAZMAT in logistics operations, the user/individual on the job must know and understand:*
  1. Identify the HAZMAT to be moved and handled in logistics operations and confirm they are suitable for moving.
  2. Confirm that the area is safe and secure for the movement and handling of HAZMAT.
  3. Identify hazards in moving and handling the HAZMAT, and take action to minimise risks.
  4. Confirm the location for positioning and setting down of HAZMAT in accordance with organisational requirements.
  5. Confirm that the HAZMAT are suitable for manual handling or that the correct equipment is selected, prepared and is operational.
  6. Identify and use appropriate personal protective equipment (PPE) relevant to moving and handling HAZMAT.
  7. Use required methods to move and handle HAZMAT in accordance with organisational procedures.
  8. Transfer HAZMAT to their designated location without loss or damage.
  9. Position and set down the HAZMAT in the designated location.
  10. Place the HAZMAT so that they can be identified and accessed.
  11. Identify and respond to problems with the HAZMAT during moving and handling operations.
  12. Return the equipment used to move and transfer the HAZMAT to its original position after use.
  13. Record work carried out according to organisational procedures.
  14. Comply with organisational procedures and relevant legal, safety and operating requirements relating to the movement and handling of HAZMAT.

- *To place HAZMAT in storage in a logistics facility, the user/individual on the job must know and understand:*
  1. The types of HAZMAT being stored in the logistics facility.
  2. The Personal Protective Equipment (PPE) that should be used when placing HAZMAT in storage.
  3. How to place HAZMAT in storage in a logistics facility.
  4. How to obtain information relating to the HAZMAT to be stored.
  5. The areas used for storing HAZMAT.

6. The importance of the preparation of storage areas, including cleaning and clearing obstructions.
7. The storage conditions relating to the different types of HAZMAT stored by the logistics operation.
8. The types of equipment and facilities that are required for the storage of HAZMAT in a logistics facility.
9. The handling methods for different types of HAZMAT.
10. The health, safety and security issues relevant to the storage of HAZMAT.
11. The types of problems associated with the storage of different HAZMAT.
12. How to use and update stock control systems.
13. The roles and responsibilities of colleagues placing HAZMAT in storage in a logistics facility.
14. The organisational procedures and relevant legal, safety and operating requirements relating to placing HAZMAT into storage in a logistics facility.

- *To Maintain the safety and security of HAZMAT in logistics operations, the user/individual on the job must know and understand:*
  1. The types of HAZMAT in logistics operations in your organisation, and the associated risks.
  2. Knowledge organizations' HAZMAT Emergency Response Procedures & response equipment.
  3. Knowledge about Material Safety Data Sheet as applicable for types of HAZMAT
  4. The Personal Protective Equipment (PPE) that should be used when maintaining the safety and security of HAZMAT.
  5. The storage and distribution requirements and precautions to be taken to maintain the safety and security of HAZMAT.
  6. Report the incident to the appropriate people/ authorities in accordance with operational reporting procedures.
  7. The monitoring systems used for HAZMAT in the organisation.
  8. The relevant organisational procedures for emergencies, and who is responsible for responding to them.
  9. The relevant colleagues to be informed when risks to health, safety and environment are identified.
  10. The equipment to be used for moving HAZMAT.
  11. Knowledge to use appropriate type of fire extinguishers / firefighting system and other safety equipment based on hazard involved.
  12. When and how to initiate the alarm systems and access escape routes.
  13. When to call the emergency services, and which ones to call.
  14. The hazard markings that are used in your work area and what they mean.
  15. The roles and responsibilities of colleagues in logistics operations in your organisation.

16. The recording systems used by the organisation and the requirements for maintaining records.
17. The organisational procedures and relevant legal, safety and operating requirements relating to the safety and security of HAZMAT.

- *To sort HAZMAT for recycling or disposal in logistics operations, the user/individual on the job must know and understand:*
  1. The types of HAZMAT that are suitable for recycling, and those that are not in logistics operations.
  2. The relevant applicable legal requirements and organisational safety requirements applicable to sorting, recycling or disposal of HAZMAT.
  3. The relevant organisational procedures for sorting, recycling or disposal of HAZMAT in logistics operations.
  4. How to obtain information on the types of HAZMAT for recycling and disposal.
  5. The types of problems arising from recycling or disposal of HAZMAT.
  6. The roles and responsibilities of colleagues in logistics operations.
  7. The information and recording systems used by the organisation and the requirements for maintaining records.
  8. The organisational requirements and relevant legal, safety and operating requirements relating to recycling or disposal of HAZMAT.

- *To monitor the receipt, storage or dispatch of HAZMAT in logistics operations, the user/individual on the job must know and understand:*
  1. The sources of information on the capacity and limitations of storage facilities in your area of responsibility.
  2. Knowledge about UAE Integrated Hazardous Materials Management System (IHMMS).
  3. The types of HAZMAT to be received, stored or dispatched in the organisation.
  4. The equipment required for the receipt, storage or dispatch of HAZMAT in the organisation.
  5. The storage areas relevant to the type of HAZMAT to be received, stored or dispatched in the organisation.
  6. The organisational requirements relating to the receipt, storage or dispatch of HAZMAT in logistics operations.
  7. How to monitor the quality and quantity of the HAZMAT being received, stored or dispatched.
  8. The methods of stock rotation and movement.
  9. The resources available for monitoring the receipt, storage and dispatch of HAZMAT in the organisation.
  10. The types of problems relating to the receipt, storage and dispatch of HAZMAT and how to respond.
  11. The roles and responsibilities of colleagues in logistics operations.

12. The information and recording systems used by the organisation and the requirements for maintaining records.
13. The organisational procedures and relevant legal, safety and operating requirements relating to monitoring the receipt, storage or dispatch of HAZMAT

References

National Occupational Standards for United Kingdom	http://www.ukstandards.org.uk
Abu Dhabi Occupational Safety and Health Framework (OSHAD-SF)	www.oshad.ae
Preventive Requirements for Hazardous Materials Code of Practice - Civil Defence	
UAE Fire and Life Safety Code of Practice - Civil Defence	https://cdservices.moi.gov.ae/
Hazardous waste SOP" issued by Abu Dhabi Center of waste Management – Tadweer	https://esystem.tadweer.ae/esystem/
Technical Guidance Document for storage of Hazardous Material – Abu Dhabi Environment Authority	https://www.ead.ae/Documents/Business%20and%20Industry/Hazardous%20Materials/EAD-EQ-PCE-TG-16%20Storage%20of%20Hazardous%20Materials.pdf

Appendix

Hazardous Material Classifications

المواد المتفجرة (Explosive)
مثل: Ammunition, Dynamite, Fireworks

الغازات (gases)
مثل: Propane, Oxygen, Helium

السوائل القابلة للاشتعال(Flammable liquid)
مثل: Gasoline Fuel, Acetone

المواد الصلبة القابلة للاشتعال
(Flammable solid)
مثل: Matches, Fuses, Sulphur, Phosphorus

البيروكسيدات والمؤكسدات
(Oxidiser –Peroxide)
مثل: Ammonium nitrate, Hydrogen peroxide

المواد السامة (Toxic)
مثل: Pesticides, Arsenic, Dyes

المواد المشعة (Radioactive)
مثل: Uranium, Plutonium

المواد الأكالة (Corrosive)
مثل: Hydrochloric acid, Sulfuric acid

المواد الخطرة المتنوعة (Miscellaneous)

مثل: Polychlorinated biphenyls, Asbestos