

# **Code of Practice for low-risk Trade Effluent discharges from laundry services**



January 2012

**Issued by:  
The Regulation and Supervision Bureau under  
the Trade Effluent Regulations 2010**



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# **Code of Practice for low-risk Trade Effluent discharges from laundry services**

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**Issued by:**  
**the Regulation and Supervision Bureau**  
**for the water, wastewater and electricity sector in the Emirate of Abu Dhabi**  
**[www.rsb.gov.ae](http://www.rsb.gov.ae)**

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# Foreword

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The Regulation and Supervision Bureau (the Bureau) is established in Abu Dhabi law to oversee the economic and technical activities of the electricity, water and wastewater companies that are licensed to operate in the Emirate of Abu Dhabi.

The Bureau issued the Trade Effluent Control Regulations on 1 June 2010 which establish a legal framework to ensure Trade Effluent is managed safely and economically by the Wastewater sector.

This Code of Practice for the management of low-risk Trade Effluent from laundries is issued by the Bureau in accordance with the Trade Effluent Control Regulations and has been developed with the intention of minimising the regulatory burden for Collection Licensees and laundry operators. The Code specifies the management requirements for controlling low-risk Trade Effluent generated by laundries and includes guidance on good practice for Collection Licensees and laundry operators.

This Code is also available in Arabic, but the reader should note it was first written in English. It may also be downloaded from the Bureau's website at [www.rsb.gov.ae](http://www.rsb.gov.ae).

# Acknowledgements

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The Bureau gratefully acknowledges the contributions and comments provided by the Wastewater Regulations Review Panel and the following organisations:

- (a) Abu Dhabi Environmental Health and Safety Center
- (b) Abu Dhabi Future Energy Company - Masdar
- (c) Abu Dhabi Sewerage Services Company
- (d) Department of Municipal Affairs
- (e) Higher Corporation for Specialized Economic Zones – ZonesCorp

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# Table of contents

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<b>1.</b>	<b>Introduction</b>	<b>9</b>
	1.1 Citation	9
	1.2 Purpose	9
	1.3 Scope	10
	1.4 Trade Effluent legislation and related codes	10
<b>2.</b>	<b>Definitions</b>	<b>13</b>
	2.1 Interpretation	13
	2.2 Definitions	13
<b>3.</b>	<b>Activities subject to the Code</b>	<b>17</b>
	3.1 Defining low-risk discharges	17
	3.2 Defining laundry services	17
	3.3 Low-risk laundry services	18
	3.4 High-risk laundry services	19
	3.5 Dry-cleaning activities	20
<b>4.</b>	<b>Roles and responsibilities</b>	<b>21</b>
	4.1 Regulation and Supervision Bureau	21
	4.2 Collection Licensees	21
	4.3 Low-risk Trade Effluent Entities	22
<b>5.</b>	<b>Pre-treatment devices</b>	<b>23</b>
	5.1 Pre-treatment objectives	23
	5.2 Minimum requirements	23
	5.3 Solids interceptor	24
	5.4 Cooling devices	25
<b>6.</b>	<b>Inspection and monitoring</b>	<b>27</b>
	6.1 Inspection obligations	27
	6.2 Inspectors	27
	6.3 Inspections	28
	6.4 Inspection frequency	29
<b>7.</b>	<b>Record management and reporting</b>	<b>31</b>
	7.1 Reporting obligations	31
	7.2 Records	31
	7.3 Reporting	32

## Table of contents (cont.)

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<b>8.</b>	<b>Education and awareness</b>	<b>33</b>
	8.1 Education and awareness materials	33
	8.2 Inspections	34
	8.3 Information and support	34
	8.4 Low-risk Trade Effluent Entity	35
<b>9.</b>	<b>Compliance</b>	<b>37</b>
	9.1 Compliance obligations	37
	9.2 Managing non-compliance	37
	9.3 Improvement notices	37
	9.4 Recovery of costs	39
	9.5 Additional actions	39
	<b>Schedule 1 – Sample Form – Low-risk inspection record</b>	<b>40</b>
	<b>Schedule 2 – Sample Form – Licensee Low-risk TE annual register</b>	<b>46</b>

# Introduction

## 1.1 Citation

- 1.1.1 This Code of Practice shall be cited as the Code of Practice for low-risk Trade Effluent discharges from laundry services.
- 1.1.2 This Code comes into force on 31 January 2012.
- 1.1.3 This Code is issued by the Bureau in accordance with Regulation 7.5 of the Trade Effluent Control Regulations 2010.

## 1.2 Purpose

- 1.2.1 The Bureau recognises that the technical and financial effort involved with issuing and monitoring Trade Effluent Consents for certain types of Trade Effluent is disproportionate to the risks posed to the receiving Sewerage, Wastewater Treatment and Disposal Systems.
- 1.2.2 Schedule C of the Trade Effluent Control Regulations 2010 defines Trade Effluent from laundry services as low-risk. However, the Regulations recognise that this type of discharge, if not suitably managed, can adversely affect:
  - (a) receiving Sewerage and Wastewater Treatment Systems;
  - (b) public health; and
  - (c) the environment.
- 1.2.3 This Code sets out the responsibilities of Collection Licensees and Low-risk Trade Effluent Entities (LRTEE) for managing discharges from laundry services.
- 1.2.4 This first issue of the Code defines the priority tasks that must be carried out by Collection Licensees and LRTEEs in order to protect public health and safeguard the environment. The key focus areas of this issue are:
  - (a) raising the awareness and capabilities of LRTEEs to ensure the adoption of acceptable operational and management practices; and
  - (b) building the capacity of Collection Licensees to manage low-risk Trade Effluent discharges.

### **1.3 Scope**

- 1.3.1 This Code applies to all Collection Licensees and any entity discharging laundry services low-risk trade effluent.
- 1.3.2 This Code may be amended or revoked by the Bureau at any time.
- 1.3.3 Nothing in this Code is intended to conflict with, or, affect the operation of:
  - (a) UAE Federal Law No (24) of 1999 for the Protection and Development of the Environment and its executive orders;
  - (b) Law No (21) of 2005 for Waste Management in the Emirate of Abu Dhabi;
  - (c) Decree of the Crown Prince, Chairman of the Executive Council No. (42) of 2009 Concerning The Environmental Health and Safety Management System in the Emirate of Abu Dhabi (EHSMS); or
  - (d) The Trade Effluent Control Regulations 2010.

### **1.4 Trade Effluent legislation and related codes**

#### ***Trade Effluent Control Regulations 2010***

- 1.4.1 The Trade Effluent Control Regulations 2010 establish the framework for managing Trade Effluent in the Emirate of Abu Dhabi. The Regulations are supported by a guide and were issued in June 2010.
- 1.4.2 The key regulations concerning the operation of this Code are:
  - (a) Regulation 3.1: Prohibitions;
  - (b) Regulation 3.2: Low-risk Trade Effluent;
  - (c) Regulation 6.4: Improvement notices;
  - (d) Regulation 6.9: Recovery of costs;
  - (e) Regulation 7.1: Low-risk Trade Effluent;
    - (i) Clause 7.1.1: Definition of low-risk Trade Effluent;

- (ii) Clause 7.1.2: Conditions for discharge of a low-risk Trade Effluent to a Sewerage System;
  - (f) Regulation 7.5: Approved code of practice for low-risk Trade Effluent;
  - (g) Regulation 7.6: Register of low-risk Trade Effluent activities;
    - (i) Clause 7.6.1: Maintenance of a register by Collection Licensees of all low-risk Trade Effluent discharges;
    - (ii) Clause 7.6.2: Requirement for Collection Licensees to perform regular inspections of Trade Premises discharging low-risk Trade Effluent;
    - (iii) Clause 7.6.3: Requirement for Collection Licensees to submit an annual inspection report to the Bureau;
  - (h) Regulation 8.1: Appointment of qualified inspectors and the right of the inspectors to enter Trade Premises discharging Trade Effluent;
  - (i) Schedule A: Prohibited Waste; and
  - (j) Schedule B: Restricted Substances.
- 1.4.3 The Regulations and supporting guide are available on the Bureau's website: [www.rsb.gov.ae](http://www.rsb.gov.ae).

### ***The Uniform Plumbing Code of Abu Dhabi***

- 1.4.4 The Uniform Plumbing Code of Abu Dhabi Emirate defines the standards for the installation, alteration, repair and replacement of plumbing systems in the Emirate of Abu Dhabi.
- 1.4.5 The key section of the Uniform Plumbing Code concerning the operation of this Code is:
- (a) Section 1003 - Interceptors and Separators.
- 1.4.6 The Uniform Plumbing Code is available on the Environment Agency - Abu Dhabi's website: [www.ead.ae](http://www.ead.ae).



# Definitions

## 2.1 Interpretation

- 2.1.1 Words defined begin with capital letters when used in this Code of Practice.
- 2.1.2 Words and expressions other than those defined in this Code of Practice which are defined in:
- (a) Law No (2), shall have the meanings ascribed to them in Law No (2);
  - (b) the Trade Effluent Control Regulations 2010, shall have the meanings ascribed to them in the Trade Effluent Control Regulations 2010; and
  - (c) any reference to a Regulation is a reference to the relevant Regulation or sub-clause of the relevant Regulation, in the Trade Effluent Control Regulations 2010.
- 2.1.3 Words in the singular include the plural and those in the plural include the singular.
- 2.1.4 Unless otherwise specified, “days” shall mean “calendar days” and “year” a calendar year according to the Gregorian calendar.

## 2.2 Definitions

**Bureau** - the Regulation and Supervision Bureau for the water, wastewater and electricity sectors in the Emirate of Abu Dhabi as established by Law No (2).

**Code of Practice or Code** - this Code of Practice for the management of low-risk Trade Effluent discharges from laundry services.

**Collection Licensee** - the holder of a licence, issued by the Bureau, for the collection of Wastewater.

**Disposal System** - a system consisting, wholly or mainly, of pipes, pumping stations, tankers and other plant and equipment owned, or operated, by a Licensee and used for the Disposal of Recycled Water and Biosolids.

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**Entity** - an individual, establishment, company, association, society, partnership, corporation, municipality, institution, government organisation, agency or group.

**Law No (2)** - Law No (2) of 1998, as amended, concerning the regulation of the water and electricity sectors in the Emirate of Abu Dhabi.

**Low-risk Trade Effluent Entity or LRTEE** - an Entity which is responsible for the management and control of a Trade Premises and associated operations to which this Code applies.

**Pre-treatment** - any device, system or equipment that can physically, biologically or chemically change the nature or composition of Wastewater within Trade Premises before discharge to a Sewerage System.

**Prohibited Waste** - any material specified in Schedule A of the Trade Effluent Control Regulations 2010.

**Public Nuisance** - anything that disturbs the general public's reasonable use of property, endangers life or health, or is offensive to the general public.

**Restricted Substance** - a substance specified in Schedule B of the Trade Effluent Control Regulations 2010.

**Sewerage System** - a system consisting, wholly or mainly, of sewerage pipes, pumping stations, tankers and other plant and equipment owned or operated by a Collection Licensee and used for the transportation of Wastewater from premises or customers to a Wastewater Treatment System.

**Trade Effluent** - any Wastewater discharged to a Sewerage System which is produced in the course of any industrial, commercial, agricultural, medical, scientific or trade activity, but does not include domestic Wastewater.

**Trade Effluent Consent or Consent** - a written consent issued by a Collection Licensee to allow an Entity to discharge Trade Effluent to its Sewerage System.

**Trade Premises** - any premises used or intended to be used for any industrial, commercial, agricultural, medical scientific or trade activity.



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**Treatment System** - a system consisting, wholly or mainly, of pipes, pumping stations, tankers and other plant and equipment owned or operated by a Treatment Licensee and used for Wastewater treatment.

**Wastewater** - the water-borne waste generated by any domestic, commercial or industrial activity including grey water and Trade Effluent.

**UAE** - the United Arab Emirates.



## Activities subject to the Code

### 3.1 Defining low-risk discharges

- 3.1.1 Regulation 7.1.1 allows the Bureau to define a class of Trade Effluent as low-risk if:
- (a) it is generally of low volume and strength;
  - (b) it poses a low-risk to the Sewerage and Treatment Systems receiving it; and
  - (c) there is a Bureau approved code of practice for the management of that type of Trade Effluent.
- 3.1.2 This Code is applicable to laundry services that produce a Trade Effluent which presents a low-risk to the receiving Sewerage and Wastewater Treatment Systems.

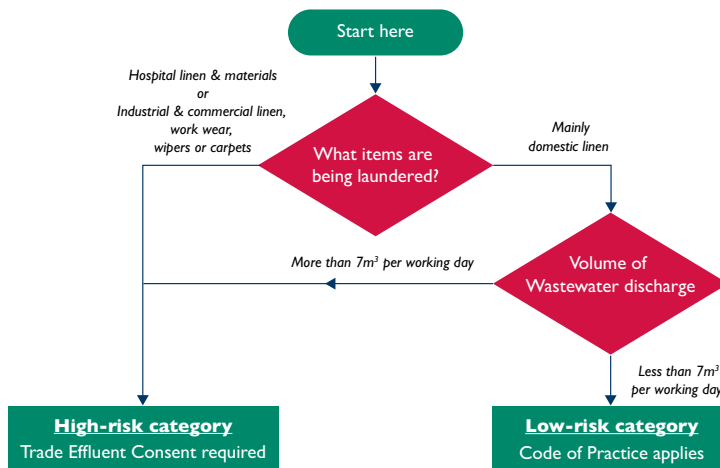
### 3.2 Defining laundry services

- 3.2.1 The Abu Dhabi Department of Economic Development (DED) defines laundry services under its standard classification of economic activities scheme in the 'other services activities' category, section 93, as one of the following:
- (a) 9301002 - Clothes Washing
  - (b) 9301003 - Curtains, Sheets and Blankets Cleaning
  - (c) 9301004 - Carpets Washing and Cleaning
  - (d) 9301005 - Clothes, Curtains, Sheets, Blankets and Carpets Dry Cleaning (Steam)
- These categories are defined by the DED with a view to licensing economic activities rather than defining Trade Effluent discharge risks.
- 3.2.2 Collection Licensees should determine the applicability of this Code to any operation classified as a laundry service under the DED scheme by using the decision tree in Figure 3.1.

### 3.3 Low-risk laundry services

- 3.3.1 The operations of small commercial, coin-operated and on-premise laundries with average discharges of less than seven cubic metres per working day generally pose a low-risk to the receiving Sewerage and Wastewater Treatment Systems and generally require minimal Pre-treatment equipment to meet the requirements of the Trade Effluent Regulations 2010.
- 3.3.2 On-premise laundries are typically found in hotels, nursing homes, and centres for the disabled and aged.
- 3.3.3 Some on-premise or small commercial laundries may handle materials similar to large industrial laundries or are of a scale ( $>7\text{m}^3$  per day) which means they should be considered high risk and subject to a Trade Effluent Consent.

**Figure 3.1: Decision tree for identifying laundry services subject to this Code**



- 3.3.4 Where the Collection Licensee is unsure of how to categorise a small commercial or on-premise laundry it must carry out additional sampling and testing of the discharge to establish whether there are any parameters of concern in the Trade Effluent stream. If sampling confirms the presence of parameters of concern, the discharge should be subject to a full Trade Effluent Consent issued by the Collection Licensee under the Trade Effluent Control Regulations 2010.

### **3.4 High-risk laundry services**

- 3.4.1 This Code does not apply to industrial laundry services. These laundry services shall be subject to a Trade Effluent Consent issued by the Collection Licensee under the Trade Effluent Control Regulations 2010.
- 3.4.2 Industrial laundry services include large scale laundries and textile leasing company laundries that discharge more than 7m<sup>3</sup> each working day. These premises and operations typically launder:
- (a) hospital linen;
  - (b) food catering linen; and
  - (c) restaurant and hotel industry linen.
- 3.4.3 Industrial laundry services also include laundries that wash a variety of industrial textiles which may contain solvents, oil, grease and heavy metals such as:
- (a) heavy work wear from industries; and
  - (b) industrial wipers, carpets and mats.

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### **3.5 Dry-cleaning activities**

- 3.5.1 This Code does not apply to laundry services premises where dry-cleaning is carried out.
- 3.5.2 Dry-cleaning includes any activity where garments or linen are cleaned using an organic solvent rather than water.
- 3.5.3 These operations shall be subject to a Trade Effluent Consent issued by the Collection Licensee under the Trade Effluent Control Regulations 2010.

# Roles and responsibilities

## 4.1 Regulation and Supervision Bureau

4.1.1 The Bureau is responsible for:

- (a) ensuring Collection Licensees implement the requirements of the Code; and
- (b) revising the Code to ensure LRTEEs are regulated and managed in an efficient and effective way.

## 4.2 Collection Licensees

4.2.1 Collection Licensees are primarily responsible for regulating the activities of LRTEEs discharging low-risk Trade Effluent from laundry services.

4.2.2 Specific responsibilities of Collection Licensees include:

- (a) maintaining a current register of low-risk Trade Effluent discharges;
- (b) appointing and maintaining qualified inspectors to perform regular compliance inspections of all low-risk Trade Effluent discharges;
- (c) conducting regular compliance inspections of LRTEE premises and maintaining related records;
- (d) ensuring any non-compliance is appropriately addressed;
- (e) providing annual inspection reports to the Bureau; and
- (f) providing Trade Effluent education and awareness information to LRTEEs.

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### 4.3 Low-risk Trade Effluent Entities

4.3.1 LRTEEs are responsible for :

- (a) understanding and complying with their duties under the Code;
- (b) maintaining suitable operating practices for managing the Trade Effluent discharge;
- (c) ensuring staff are trained to apply all operating practices;
- (d) providing suitable Pre-treatment of Trade Effluent, where required, through the installation, operation, maintenance and monitoring of appropriate Pre-treatment devices;
- (e) ensuring staff are trained to operate and maintain any installed Pre-treatment devices;
- (f) keeping records related to the maintenance of any Pre-treatment devices; and
- (g) providing access and information to Collection Licensee inspectors conducting compliance inspections.



# Pre-treatment devices

## 5.1 Pre-treatment objectives

- 5.1.1 Pre-treatment devices improve the physical and chemical characteristics of Trade Effluent discharged into the Sewerage System. They should enable the discharge to comply with the maximum allowable concentration or characteristic limits for Restricted Substances specified in Schedule B of the Trade Effluent Control Regulations 2010.
- 5.1.2 Key parameters of concern found in untreated discharges from low-risk laundry services operations include:
- (a) high temperature;
  - (b) gross solids and lint;
  - (c) detergents; and
  - (d) pH.

## 5.2 Minimum requirements

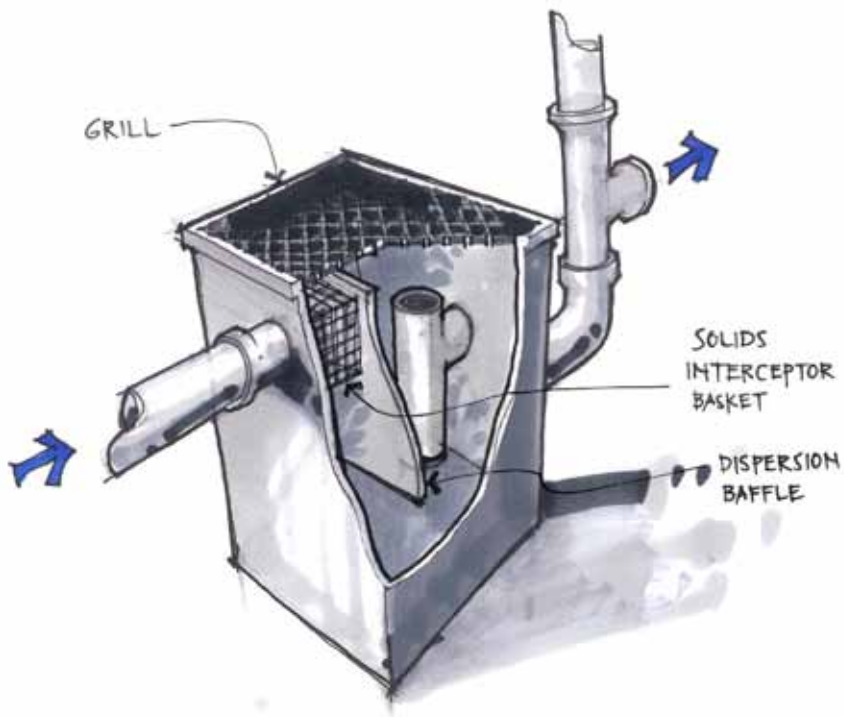
- 5.2.1 The minimum Pre-treatment requirements for low-risk laundry services are:
- (a) a solids interceptor with a wire basket or similar device; and
  - (b) an effluent cooling device (only required if the untreated Trade Effluent stream temperature is above 45°C).
- 5.2.2 Wastewater from toilets, showers and other non-laundry processes that generate Wastewater must not be directed through the Pre-treatment devices.

## 5.3 Solids interceptor

### *Installation and operation*

- 5.3.1 Chapter 10 of the Uniform Plumbing Code for Abu Dhabi requires all laundry facilities to be equipped with an interceptor. This interceptor must be fitted with a wire basket or similar device that is removable for cleaning and prevents the passage of solids which are 12.5 mm or larger, and lint. This interceptor shall be fitted at a point in the internal drainage network to prevent the discharge of solid wastes into the Sewerage System. An example of a wire basket device incorporated within a cooling pit is illustrated in Figure 5.1.
- 5.3.2 Any solid wastes removed from solids interceptors shall be placed in a leak-proof bag or container and disposed of into a solids waste bin controlled by a service provider registered with the Center of Waste Management Abu Dhabi.

**Figure 5.1: Typical below-ground cooling pit structure**



### ***Maintenance and cleaning***

- 5.3.3 The LRTEE shall regularly inspect solids interceptors and baskets to ensure they are structurally intact, undamaged and in a condition that enables effective solids capture.
- 5.3.4 Interceptors and baskets shall be emptied and cleaned as required to ensure effective performance.

## **5.4 Cooling devices**

### ***Installation and operation***

- 5.4.1 Laundry services LRTEEs shall operate an effluent cooling pit, cooling channel or similar device, if required, to ensure that the temperature of the discharge to the Sewerage System is below 45°C. Figure 5.1 illustrates a typical cooling pit and Figure 5.2 illustrates a typical cooling channel.

**Figure 5.2 A section of a typical below-ground cooling channel**



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- 5.4.2 The LRTEE shall seek qualified advice regarding the design and sizing of any cooling device to ensure its discharge temperatures are maintained below 45°C when:
- (a) installing a new device;
  - (b) modifying an existing device; or
  - (c) altering laundry premises or operations.
- 5.4.3 The factors that shall be considered in the design of a cooling device include:
- (a) discharge flow rates;
  - (b) temperature profiles;
  - (c) ambient temperatures;
  - (d) required retention time; and
  - (e) premises layout.
- 5.4.4 A vented or grated cover shall be incorporated into the design to assist the cooling process. The vented or grated cover must be designed and constructed to mitigate any health and safety risks.
- 5.4.5 Access to enable sampling and temperature measurement shall be incorporated into the design of any cooling device or downstream drainage.

### ***Maintenance and cleaning***

- 5.4.6 The LRTEE shall periodically measure and record the temperature of the cooling device discharge to ensure it is below 45°C.
- 5.4.7 The LRTEE shall regularly inspect the cooling pit and channel devices to ensure they are operating effectively and to identify any need to clean the devices.
- 5.4.8 Any solid wastes removed from cooling pits and channels during cleaning shall be placed in a leak-proof bag or container and disposed of into a solids waste bin controlled by a service provider registered with the Center of Waste Management Abu Dhabi.

# Inspection and monitoring

## 6.1 Inspection obligations

- 6.1.1 The inspection and monitoring obligations under this Code reflect the requirements of Part 8 of the Trade Effluent Control Regulations 2010.

## 6.2 Inspectors

- 6.2.1 The Collection Licensee shall appoint qualified inspectors to inspect premises discharging low-risk Trade Effluent.
- 6.2.2 The inspectors shall examine any operations and equipment related to the discharge of Trade Effluent and take samples of the discharge as required.
- 6.2.3 Inspectors shall have the right to enter the premises of an LRTEE to carry out inspections and sampling:
- (a) at any reasonable time; and
  - (b) without prior notice.
- 6.2.4 Inspectors shall have the skills and knowledge to objectively assess the performance and needs of an LRTEE. These include:
- (a) a thorough understanding of the Code;
  - (b) an ability to form an opinion of the LRTEE's compliance with the Code based on site inspections and by monitoring data;
  - (c) auditing skills to support site inspections;
  - (d) good communications skills;
  - (e) a good understanding of low-risk Trade Effluent Pre-treatment requirements; and
  - (f) the ability to collect Trade Effluent samples as required.

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## 6.3 Inspections

- 6.3.1 Inspections shall be performed to verify compliance with the Code and to promote good management practices. Inspectors must be able to provide advice and guidance on the management of low-risk Trade Effluent.
- 6.3.2 Matters that shall be verified during an inspection must include, but are not limited to:
- (a) presence of suitable Pre-treatment devices in a serviceable condition;
  - (b) liquid waste streams are being suitably directed to the Pre-treatment devices;
  - (c) Pre-treatment devices are being maintained and operated in a suitable manner;
  - (d) Pre-treatment devices and associated plumbing are not creating a health and safety hazard or a public nuisance; and
  - (e) the knowledge of the LRTEE and its staff concerning appropriate operational practices relating to:
    - (i) the generation of Trade Effluent; and
    - (ii) the operation and maintenance of Pre-treatment devices.
- 6.3.3 During a site inspection, an inspector may take:
- (a) measurements and photographs;
  - (b) possession of relevant documents; and
  - (c) statements from relevant persons.
- 6.3.4 An inspector may also collect samples of the Trade Effluent to confirm:
- (a) the effective operation of Pre-treatment devices;
  - (b) compliance with the maximum allowable concentration or characteristic of Restricted Substances as specified in Schedule B of the Trade Effluent Control Regulations 2010; and
  - (c) the absence of Prohibited Wastes as specified in Schedule A of the Trade Effluent Control Regulations 2010.

- 6.3.5 A sample inspection checklist for Collection Licensees to guide and record an inspection is presented in Schedule 1 of this Code.

## **6.4 Inspection frequency**

- 6.4.1 Collection Licensees shall perform an inspection of each LRTEE premises at least once every two years.

- 6.4.2 Collection Licensees may elect to carry out inspections of LRTEE premises more frequently if they believe there is a significant risk posed by the discharge or the operational performance of the LRTEE. Collection Licensees shall consider the following, but not be limited to:

- (a) non-compliance with the Code identified during previous inspections;
- (b) the aggregate volume of the discharges over a period of one year; and
- (c) recently established LRTEEs.

- 6.4.3 Collection Licensees may also perform reactive inspections to establish the cause of an incident or adverse trend in performance in the Sewerage System.





## 7.1 Reporting obligations

7.1.1 Collection Licensee's reporting obligations defined in this Code are in accordance with the requirements of Regulation 7.6 of the Trade Effluent Control Regulations 2010.

## 7.2 Records

7.2.1 Collection Licensees shall maintain a current register of all LRTEE premises to which this Code applies.

7.2.2 The information to be recorded for each premises must include, but is not limited to:

- (a) LRTEE company name and physical location;
- (b) LRTEE representative contact name and telephone number;
- (c) nature of the business and activities carried out at the premises;
- (d) Pre-treatment equipment is in place and in operational order;
- (e) daily discharge volume;
- (f) date of inspections, inspection findings and any resulting actions against the LRTEE; and
- (g) any improvement notices served or additional actions taken related to non-compliance with this Code.

7.2.3 Records maintained in the register must be retained by Collection Licensees for ten years.

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### **7.3 Reporting**

- 7.3.1 Collection Licensees shall provide a copy of the register to the Bureau within seven days of receiving a request from the Bureau.
- 7.3.2 Collection Licensees shall prepare an annual report which summarises its inspections of low-risk Trade Effluent premises each year. Collection Licensees shall submit the annual report to the Bureau by 31 March of the following year.
- 7.3.3 A sample annual report for Collection Licensees is presented in Schedule 2 of this Code.

## Education and awareness

### 8.1 Education and awareness materials

- 8.1.1 Collection Licensees shall develop education and awareness information which promotes good practice in the management of discharges from low-risk laundry services. This information must be made available to LRTEEs in either hardcopy or electronic form.
- 8.1.2 Information may be presented in the form of guidelines, information sheets, posters, drawings, frequently-asked-question sheets and links to related reference material.
- 8.1.3 The information must include the following:
- (a) The requirements of the Code, namely;
    - (i) why management of Trade Effluent is important;
    - (ii) how the Code applies to LRTEEs; and
    - (iii) the role of Collection Licensees under the Code.
  - (b) Good practice operations related to Trade Effluent discharges from low-risk laundry services. For example:
    - (i) controlling the temperature of discharges;
    - (ii) minimising disposal of solids to drains; and
    - (iii) training staff in Trade Effluent management and good practices.
  - (c) Pre-treatment devices and its operation and maintenance. For example:
    - (i) an overview and diagrams of Pre-treatment devices used in laundry services;
    - (ii) references to relevant sections of the Uniform Plumbing Code of Abu Dhabi; and
    - (iii) inspection and maintenance of Pre-treatment devices.

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- (d) Standard technical drawings based on the requirements of the Uniform Plumbing Code of Abu Dhabi or other related guidance, for example:
    - (i) the layout of plumbing associated with Trade Effluent produced by the laundry; and
    - (ii) Pre-treatment devices, such as cooling pits, channels and solids interceptors.
- 8.1.4 The information should be provided in English and Arabic as well as any other languages Collection Licensees believe appropriate.
- 8.1.5 The information should also include the full contact details of the Collection Licensee including:
- (a) the department responsible for Trade Effluent management; and
  - (b) the persons responsible for implementing and enforcing this Code.

## **8.2 Inspections**

- 8.2.1 Collection Licensees shall ensure that education and awareness forms a part of their inspection process. This may include inspectors discussing the Code and good practice with the LRTEE and its staff during inspections, and providing relevant education and awareness information to the LRTEE.

## **8.3 Information and support**

- 8.3.1 Collection Licensees shall ensure qualified Trade Effluent inspectors can be contacted during normal working hours by LRTEEs, or other customers, seeking further information and support about Trade Effluent matters.

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## **8.4 Low-risk Trade Effluent Entity**

- 8.4.1 The LRTEE shall provide its staff with suitable information and training including, but not limited to:
- (a) appropriate management practices for minimising Trade Effluent discharges; and
  - (b) the operation and maintenance of Pre-treatment devices installed on the premises.



# Compliance

## 9.1 Compliance obligations

- 9.1.1 Collection Licensees application of compliance requirements under this Code are in accordance with the relevant compliance requirements in Part 6 of the Trade Effluent Control Regulations 2010.

## 9.2 Managing non-compliance

- 9.2.1 Collection Licensees shall develop procedures for managing non-compliance by LRTEEs which must be approved by the Bureau.

## 9.3 Improvement notices

- 9.3.1 Collection Licensees may issue improvement notices to any LRTEE to whom the Code applies, where:
- (a) it is in breach of a provision of the Code; or
  - (b) action is required to protect the health and safety of the general public or its employees; or
  - (c) action is required to:
    - (i) prevent damage to the environment;
    - (ii) minimise a Public Nuisance; or
    - (iii) protect the receiving Sewerage or Treatment Systems.
- 9.3.2 Any improvement notice must be given in writing and a copy of the improvement notice served by the Collection Licensee shall be sent to the Bureau within seven days of its issue.

9.3.3 An improvement notice must:

- (a) state:
  - (i) the provisions of the Code that the LRTEE has breached;
  - (ii) the Public Nuisance; or
  - (iii) the threat to health and safety, the environment or the receiving Sewerage or Treatment Systems; and
- (b) explain:
  - (i) how the relevant provisions of the Code have been breached;
  - (ii) the nature of the Public Nuisance ; or
  - (iii) the threat to health and safety, the environment or the receiving Sewerage or Treatment Systems ; and
- (c) state the action the LRTEE must take to remedy the breach;
- (d) the date by which the LRTEE must remedy the breach;
- (e) state what action will be taken if the LRTEE does not remedy the breach;
- (f) state the action a Collection Licensee will take to monitor compliance with the improvement notice; and
- (g) provide information regarding the LRTEE's right of appeal.

9.3.4 Any LRTEE issued with an improvement notice containing conditions it considers unreasonable, may appeal to the Bureau in accordance with Part 9 of the Trade Effluent Control Regulations 2010.



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## 9.4 Recovery of costs

- 9.4.1 If an LRTEE wilfully or negligently breaches a condition of the Code, Collection Licensees may recover reasonable costs and expenses incurred as a result of the LRTEE's actions.
- 9.4.2 Any disputes over the assessment of reasonable costs and expenses shall be heard by the court with the appropriate jurisdiction.

## 9.5 Additional actions

- 9.5.1 Collection Licensees may initiate actions other than those associated with improvement notices and recovery of costs, as allowed by the Trade Effluent Control Regulations 2010 and related laws, in situations where:
- (a) regular non-compliance has occurred; or
  - (b) a more serious breach has occurred.

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# **Schedule 1 – Sample form**

## **Collection Licensee inspection record**

# Schedule 1 – Sample form

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## Code of Practice for Low-risk Trade Effluent discharges from laundry services

### Inspection record

Date: ..... Inspection No: .....

Inspector: .....

### Low-risk Trade Effluent Entity (LRTEE) details

LRTEE company name and physical location of the premises discharging Trade Effluent .....

LRTEE contact name of representative and telephone number .....

Date of previous inspection .....

Description of business activities .....

.....

.....

Estimated daily discharge volume .....

Description of Pre-treatment equipment .....

.....

.....

Initiation		
Issue	Check	Comments or observations
Does the Code still apply to the premises?		
Was the LRTEE representative present to assist with the inspection?		

General plumbing configuration		
Issue	Check	Comments or observations
Is all washing Wastewater discharged via a solids interceptor and (if required) a cooling device?		
Is non-laundry washing Wastewater (e.g. from toilets, showers etc.) discharged directly to the Collection Licensees' Wastewater System (i.e. not directed to the solids interceptors or cooling devices)?		

Cooling devices		
Issue	Check	Comments or observations
Is the temperature of the Trade Effluent being discharged into the Sewerage System below 45°C?		
If present, are cooling devices readily accessible for inspection and cleaning?		
If present, are the devices' covers kept free of obstructions, properly vented, and structurally sound?		
If present, are the devices and surrounds free from any evidence of leaks or overflows?		
If present, are the devices in a condition indicating that they have been suitably cleaned to minimise the potential for the discharge of collected solids?		
If present, are the solid materials collected in the cooling devices periodically removed and directed to solid waste disposal bins operated by service providers registered by the Center of Waste Management - Abu Dhabi?		

Solids interceptors		
Issue	Check	Comments or observations
Are suitable solids interceptors with removal basket devices in place and operating to capture larger solids and lint?		
Are the solids interceptors structurally intact, undamaged and in a condition that enables effective solids capture as designed?		
Are the solid materials collected in the devices periodically removed and directed to solid waste disposal bins operated by service providers registered by the Center of Waste Management - Abu Dhabi?		

LRTEE and staff awareness		
Issue	Check	Comments or observations
Is the LRTEE and relevant staff members suitably aware of good operational and maintenance practices related to Pre-treatment devices, including a suitable frequency of checking and maintenance of Pre-treatment devices?		

Sampling history		
Issue	Check	Comments or observations
Have any Trade Effluent samples been collected and tested since the last inspection? (note results if applicable)		
If yes, do these results indicate compliance with the Trade Effluent Control Regulations 2010?		

Sampling requirements		
Issue	Check	Comments or observations
Are there indications that the inspector should collect samples of the Trade Effluent for compliance testing? (note details of indications)		
Have samples been collected and directed to the laboratory for testing? (note details regarding samples collected)		

Additional inspector actions
Attach any photographs taken or relevant documents collected during the inspection
Note any education and awareness information provided to the LRTEE or good practice and Code awareness discussions conducted with the LTREE as part of the inspection process.

Corrective actions
Note any follow-up actions required, improvement notices issued or other corrective action taken against the LTREE.

Inspection close out
(To be completed by Inspector)
Full Name: .....
Signature: ..... Date: .....



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## **Schedule 2 – Sample form**

**Collection Licensee inspection record**



# Schedule 2 – Sample form

[Collection Licensee]  
 Period from ..... to .....  
 Receiving wastewater treatment works .....

Name of LRTEE		Physical location	Type of business activities	Pre-treatment equipment	Daily discharge (m <sup>3</sup> /d)	Date of last inspection	Actions from last inspection
	<i>If business has changed ownership previous name</i>						

Hydraulic population equivalent of low-risk Trade Effluent served by works = .....

**Regulation and Supervision Bureau**

for

the water, wastewater and electricity sector  
in the Emirate of Abu Dhabi

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