



Abu Dhabi Occupational Terms

اشتراطات أBOظبي المهنية



ADOT

ABU DHABI OCCUPATIONAL TERMS

ADOT / 2023

ش أم / 2023

First Edition

الاصدار الأول

Abu Dhabi Occupational Terms
Designation: - Gas Meter Reader,
New Connection & Disconnection
Technician

اشتراطات أBOظبي المهنية للأفراد
العاملين في مهنة فني قارئ عداد غاز
توصيل وفصل عداد الخدمة

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1. Amendment Page

To ensure that each copy of this technical document (Abu Dhabi Occupational Terms) contains a complete record of amendments, the Amendment Page is updated and issued with each set of revised/new pages of the document. This ADS is a live document which can be amended when necessary. QCC operates working group for (preparation of the ADOT for the Personals' Services working in the field of petroleum products and LPG Gas) which prepared this document and can review stakeholder comments to review and amend this document and issue an updated version when necessary.

Edition Number	Year of Approval	Number of pages	Sections Changes	Notes
1	2023	13	New Edition	-

2. About the Abu Dhabi Quality and Conformity Council

Abu Dhabi Quality and Conformity Council (QCC) is an Abu Dhabi government entity established in accordance with Local Law No. (3) of 2009 to raise the quality of Abu Dhabi's exports and products traded locally. QCC consists of a council of regulators and industry with a mandate to ensure provision of quality infrastructure in line with global standards.

- o QCC's functions are divided into six key areas:
 - Developing standards and specifications
 - Capacity building of metrology systems
 - Strengthening testing infrastructure
 - Launching conformity schemes
 - Protecting consumer interests
 - Ensuring fair trade
- o QCC's key stakeholders include regulatory authorities, consumers, retailers and wholesalers, industry, conformity assessment bodies (CABs) and importers.

QCC supports regulators and government organizations through offering quality and conformity facilities, expertise and resources that allow them to implement products safety and compliance requirements and regulations. Additionally, QCC works towards promoting a culture of quality and protecting the interests of consumers. In doing this, QCC seeks to promote the Emirate's competitiveness to become one of the world's most attractive regions for investments and human capital, and to support the competitiveness of national industries in world markets.

3. Acknowledgement

QCC would like to thank the members of the Working Group listed below.

S.#	Name	Entity
1	Ahmed Atef Helal (Chairman)	ADNOC City Gas
2	Karl Brownson	Department of Energy (DOE)
3	Khaled Alhajeri	Environment Agency – Abu Dhabi (EAD)
4	Jamal Almansoori	
5	Ibrahim Alali	Abu Dhabi Public Health Center (ADPHC)
6	Yousif Alhammadi	ADNOC Distribution Company
7	Saoud Alhamadi	Abu Dhabi Civil Defence Authority (ADCDA),
8	Saeed Almansoori	Abu Dhabi Police
9	Omar Alshehhi	Integrated Transport Center (ITC),
10	Khaled Bin Saeed	Al Fanar Gas
11	Mohamed Adly	Royal Gas
12	Mondher Gedidi	SERGAS
13	Shahbaz Mohammed Khan	Union Assessment and Certification (UAC)

4. Forward

The Department of Energy (DoE) has recently been mandated as the Competent Authority to regulate all aspects of trading petroleum products (for all non-government private operators) – as defined in Federal Law 14 (2019) and mandated within the Emirate of Abu Dhabi through Abu Dhabi Law No.5 (2023).

In response to this new mandate, as regulator for the petroleum products sector, the DoE is in the process of developing a comprehensive regulatory framework to cover all components of the petroleum products value chain – through transport, storage and consumption. As part of the new framework, the DoE requested the support of QCC to establish a more comprehensive and systematic definition of key occupational roles within the sector, to ensure the appropriate competencies are well defined and conformity schemes developed to formally define appropriate skills to training which can be assessed and certified for all occupational grades.

5. Working Group

The Professional Working Group was organized by Abu Dhabi Quality and Conformity Council and established in June 2023, which was requested by (DoE), to prepare Abu Dhabi Occupational Terms and to develop conformity scheme (for the Personals' Services working in the field of petroleum products and LPG Gas), in cooperation with the related stakeholders including representatives from government and private sectors.

6. Purpose

The purpose of this Abu Dhabi Occupational Terms (ADOT) is to be used as main reference for development of conformity assessment for the relevant Occupation, which will support the systematic assessment of the operators to ensure they hold appropriate qualifications and demonstrate the necessary competencies to undertake the works.

Subsequently, the requirement to be formally certified against the (ADOT) requirements through Certificate of Conformity for Personals' Services issued by QCC will be a mandatory obligation within the DoE regulatory framework, for all companies operating under a petroleum product trading activity in Abu Dhabi Emirate.

7.Occupational Terms

No.	Field	Details				
1	Occupation (Standard Unit)	Gas Meter Reader , Connection & Disconnection Technician				
2	Description	This standard specifies the outcome required to handle job responsibilities, schedules and ensuring performance of work are being followed.				
3	Unit type	<input type="checkbox"/> Knowledge and Skills <input checked="" type="checkbox"/> Application				
4	Elements	No	Element			
		E1	occupational health and safety requirements			
		E2	Maintain standard of etiquette and hospitable conduct			
		E3	conduct the job as per the required instructions			
		E4	Work efficiency in a team.			
		E5	Additional requirements for the regulatory entities.			
5	QF Emirates Level	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
		<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
6	Function	<input type="checkbox"/> Policy and Strategy		QF	9 -10	
		<input type="checkbox"/> Managing		QF	7 - 8	
		<input type="checkbox"/> Specifying		QF	6 - 7	
		<input type="checkbox"/> Controlling		QF	6	
		<input type="checkbox"/> Maintain capability		QF	4 - 6	
		<input checked="" type="checkbox"/> Performing/Carry out		QF	1 – 4	
7	Entry information and prerequisites	1. High School Technical Certificate / Technical Diploma or equivalent 2. 5 Years min experience in operation and maintenance of central gas 3. Basic computer literacy (MS Office)				

No.	Field	Details	
		4.Valid U.A.E./Country of Origin Driving License	
8	Grading	Application unit: <i>Competent/Not Yet Competent</i> <input checked="" type="checkbox"/> Competent <input type="checkbox"/> Not Competent	
9	Industry Sector	Petroleum & LPG Gas	
10	Developed by	Government Entities	Integrated Transport Center (ITC), Abu Dhabi Police, Abu Dhabi Civil Defence Authority (ADCDA), Environment Agency – Abu Dhabi (EAD), ADNOC Distribution Company, ADNOC City Gas, Department of Energy (DOE), Abu Dhabi Public Health Center (ADPHC).
		Private Sector	Al Fanar Gas, Royal Gas, SERGAS, Union Assessment and Certification (UAC).
11	Endorsement	September/2023	
12	Frequency of review	2 Years	
13	Version No.	1	
14	ISCO-08	International Standard Classification of Occupations (ISCO-08) Minor Group 962 – Other Elementary Workers Unit Group 9623 – Meter Readers and Vending-machine Collectors.	

8. Terms and Definitions

Terms		Definition
8.1	Gas Meter Reader , Connection & Disconnection Technician	Accountable to get the meter reading, record it, check installations safety and functionality, connect and disconnect the gas service within end user premises.
8.2	Equipment	Plant / Equipment is a general term referring to machinery, equipment and appliances. Common types of plant found in many workplaces include: (a) powered mobile plant, such as an excavator, forklift or bulldozer; (b) static or fixed plant / equipment / machinery such as a compressor, woodworking machine, steel press, appliance, pressure vessel, implement / tool, steel press; (c) plant that lifts people, such as a mobile elevating work platform (MEWP) or mast climber; and a component of plant and a fitting, connection, accessory, or adjunct to plant.
8.3	Supervisor	a person who is in charge of a group of people or an area of work and who makes sure that the work is done correctly and according to the correct process and/or procedure.
8.4	Performance Criteria	All personnel must continue to meet the minimum standards of performance for the time being in place provided by the related entity.
8.5	Hazard	Any substance, physical effect, or condition with potential to harm people or property.
8.6	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.
8.7	Risk	Risk is the product of the measure of the likelihood of occurrence of an undesired event and the potential adverse consequences which this event may have upon people – injury or harm to physical or psychological health. Risk = likelihood x Consequences

Terms		Definition
8.8	Maintenance	Routine checking of the equipment and its components to ensure proper function and safety. This also includes cleaning the equipment and using authorized products and techniques to prevent health hazards.
8.9	Material Safety Data Sheets (MSDS)	<p>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.</p> <p>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.</p>

9. Performance Criteria

9.1 Criteria One: Familiarity with the requirements and standards of occupational Health and Safety

Elements	Definition
1.1	Carry out your work in accordance with your level of competence, workplace instructions, and follow local health and safety laws and regulations
1.2	Follow the workplace instructions, Material Safety Data Sheets (MSDS) and suppliers' or manufacturers' instructions for the safe use of equipment, materials, and products
1.3	Ascertain that the workplace is free from potentially hazardous conditions that are causing or are likely to cause injury or physical harm to life and property.



Elements	Definition
1.4	Use personal protective equipment while providing the service as required to avoid any possible risk.
1.5	Provide, where necessary, for measures to deal with emergencies and accidents, including first-aid arrangements
1.6	Observe all applicable environmental directives and avoid practices that may have negatively impact the environment.
1.7	Inform the line manager about any situation that involves potentials risks to life and property.

9.2 Criteria Two: Maintain standard of etiquette and hospitable conduct

Elements	Definition
2.1	Greet the customers with appropriate gesture with a smile
2.2	Maintain fair and high standards of practice
2.3	Maintain personal integrity and ethical behaviour
2.4	Maintain well-groomed personality
2.5	Demonstrate responsible and disciplined behaviours at the workplace

9.3 Criteria Three: Duties & Responsibilities to ensure an effective performance of the job.

Elements	Definition
3.1	Follow up the daily schedule of the Gas Meter reading, New Connection and Gas Disconnection.
3.2	Conduct inspection on the vacant flat as per the scheduled work order.
3.3	Recording and completing the Reading sheet as per the instruction of the Gas Relation Executive.

Elements	Definition
3.4	Complete the work order and obtain client/customer signature.
3.5	Prepare New Connection & disconnection.
3.6	Execute new connection & disconnection following the work instructions.
3.7	Submit the signed work order to office for engineer review and approval.
3.8	Adhere to the specific safety requirements of the location if any & Wear the mandatory safety gears as and when required.
3.9	Capture & Submit the picture of the Gas Meter
3.10	Handle company bike.
3.11	Ensure no gas leak during Meter Reading.
3.12	Ensure good behavior with the customers and maintain professionalism.

9.4 Criteria Four: Work efficiently in a team

Elements	Definition
4.1	Remains open to the team members for sharing their suggestions and worries.
4.2	Must be willing and able to share his/her knowledge and experience with other team members.
4.3	Show ability to anticipate, identify and resolve conflicts
4.4	Guide the team and set required goals and rules to drive the team members in pursuit of successful job completion.
4.5	Delegate responsibility based on team members capabilities
4.6	Develop and build teamwork - Encourage and build mutual respect, and cooperation among team members.

9.5 Criteria Five: Additional requirements for the regulatory entities

Elements	Definition
5.1	Competency assessment Certificate by an independent certification body in UAE
5.2	Medically fit for the job and provide fitness certificate from an approved Health Care Provider in UAE.
5.3	HSE mandatory Training valid certificate covering Life Saving Rules (LSRs) and basic HSE rules.

10. References

- ADNOC City Gas and ADNOC Distribution requirements for similar positions as applicable.
- Abu Dhabi Occupational Safety and Health System Framework- “OSHAD SF
- <https://thsc.in/qualification-pack/>