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| **Abu Dhabi Occupational Terms** | | **اشتراطات أبوظبي المهنية** | |
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| **ADOT / 2023** | | **/ 2023 ش أ م** | |
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| **First Edition** | | **الاصدار الأول** | |
| **ABU DHABI OCCUPATIONAL TERMS for Delivery Motorcyclists** | | **اشتراطات ابوظبي المهنية لسائقي الدراجات النارية لتوصيل الطلبات** | |

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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 (Mandatory Training Course to enhance Safety of the Delivery Motorcyclists) Group which prepared this document and can review stakeholder comments to review and amend this document and issue an updated version when necessary.

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**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.

1. **Acknowledgement**

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

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1. **Foreword**

The use of motorcycles as a faster and more economical transportation mode for delivery purposes has been increased exponentially in the Emirate of Abu Dhabi, with about a 40 % increase in the last five years (2018 to 2022). Currently, the estimated number of “delivery motorcycles” is reached about 24,000. The term delivery motorcycle refers to the motorcycle commercially used to deliver food, mail, or other items. As such, the delivery motorcycles have become an important component of the transport system. However, they also represent an important challenge for road safety. The number of injury crashes involving delivery motorcycles has increased by 145 % in the last four years (2018 to 2021) in the Emirate of Abu Dhabi. The rapid increase in the number of crashes involving delivery motorcycles in the Emirate of Abu Dhabi has raised an immediate need for effective interventions. The causes of crashes commonly reported in police reports such as speeding, fatigue, tailgating, sudden lane change, lack of attentiveness, and use of mobile phones reflect the consistent bad behavior of the motorcyclists. Abu Dhabi Integrated Transport Center (ITC) in coordination with concerned stakeholders has developed a training course. The course includes important elements such as a proper use of the standard Personal Protective Equipment (PPE), examples of safe riding practices, regularly checking conditions of the motorcycles, and guidance in case of a road crash. ITC has recommended this course as a mandatory requirement for all riders to take and pass this course to obtain the permit to ride the motorcycle for commercial purpose.

1. **Working Group**

The Professional Working Group was organized by Abu Dhabi Quality and Conformity Council and established in January 2023, which was requested by Integrated Transport Center to prepare (Mandatory Training Course to enhance Safety of the Delivery Motorcyclists) in cooperation with the related stakeholders including representatives from government and private sectors: Abu Dhabi Police, Department of Municipalities and Transport, Emirates Driving Company, Emirates Transport, MoIAT, Department of Economic Development, Abu Dhabi Public Health Centre.

1. **Purpose**

The purpose of the subject Occupational Terms for Delivery Motorcyclists is to enhance the awareness of the delivery motorcyclists about the safety benefits of using full Personal Protective Equipment (PPE) and motivate them to adopt safe riding practices. It is expected that the implementation of the subject training course will help in reducing the crashes and resulting casualties involving delivery motorcyclists, and eventually will reduce the economic cost caused by crashes.

1. **Occupational Terms**

| **No.** | **Field** | **Details** | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1** | **Occupation**  **(Standard Unit)** | Delivery motorcyclist (a person who uses the motorcycle for commercial purpose such as delivering food, mail, or other items. | | | | | | | | |
| **2** | **Description** | This mandatory course must be taken and passed by individuals interested in working as a delivery motorcyclist. | | | | | | | | |
| **3** | **Unit type** | 🗹 Knowledge and Skills | | | | | | | | |
| 🗹 Application | | | | | | | | |
| **4** | **Elements** | **No** | **Element** | | | | | | | |
| **E1** | Fitness and mental health | | | | | | | |
| **E2** | Personal Protective Equipment (PPE) | | | | | | | |
| **E3** | Risky Riding Behaviour | | | | | | | |
| **E4** | Checking Motorcycle Condition | | | | | | | |
|  |  | **E5** | Guidance in a road crash | | | | | | | |
|  |  | **E6** | Maximum Working Hours and rest periods | | | | | | | |
|  |  | **E7** | Exam | | | | | | | |
| **5** | **QF Emirates Level** | ❒1 | | ❒ 2 | | 🗹 3 | ❒ 4 | | ❒ 5 | |
| ❒ 6 | | ❒ 7 | | ❒ 8 | ❒ 9 | | ❒ 10 | |
| **6** | **Function** | ❒ Policy and Strategy | | | | | | QF | | 9 -10 |
| ❒ Managing | | | | | | QF | | 7 - 8 |
| ❒ Specifying | | | | | | QF | | 6 - 7 |
| ❒ Controlling | | | | | | QF | | 6 |
| ❒ Maintain capability | | | | | | QF | | 4 - 6 |
| 🗹 Performing/Carry out | | | | | | QF | | 1 – 4 |
| **7** | **Entry information and prerequisites** | * Valid Emirates Driving license to ride a motorcycle. * Valid Emirate ID. * A certificate of good conduct. * Clear traffic’s fine report from Abu Dhabi police * An official valid medical certificate, issued by the Health Authority in compliance with the Regulation for the Transport of Goods, affirming that the individual is free from infectious diseases. | | | | | | | | |
| **8** | **Grading** | **Application Unit:** | | | | | | | | |
| ❒Competent | | | | | | | | |
| 🗹 Not Competent | | | | | | | | |
| **9** | **Industry Sector** | Transport | | | | | | | | |
| **10** | **Developed by** | **Government Entities** | | | Integrated Transport Centre, Abu Dhabi Police, Department of Municipalities and Transport, Abu Dhabi Quality & Conformity Council, Abu Dhabi Department of Economic Development, Abu Dhabi Public Health Center, MOIT. | | | | | |
| **Private Sector** | | | Emirates Driving Company, Emirates Transport, and operators such as (Talabat, Deliveroo, Americano, and NOON). | | | | | |
| **11** | **Endorsement** |  | | | | | | | | |
| **12** | **Frequency of review** | Annually | | | | | | | | |
| **13** | **Version No.** | 1 | | | | | | | | |
| **14** | **ISCO-88** |  | | | | | | | | |

1. **Terms and Definitions**

| **Terms** | | **Definition** |
| --- | --- | --- |
| 8.1 | Delivery motorcycle | A two-wheeled or three-wheeled vehicle propelled by mechanical power |
| 8.2 | Delivery motorcyclist | A biker who has obtained proper authorization to drive a motorcycle, regardless of whether they own, rent, or have it provided by their employer who works in the activity |
| 8.3 | Personal Protective Equipment (PPE) | Standard certified Helmet, Jackets, Trousers, Boots, and Gloves. |
| 8.4 | Helmet | A full face standard helmet, approved from MoiT (e.g., ECE 22.05, EN 397, FMVSS 218, ANSI Z89.1) |
| 8.5 | Jacket and Trousers | A jacket and trouser made of material Cordura nylon 6.6, or 600D Cordura, and certified approved standards: ISO/TR 11610:2004, 13996:1999, 13997:1999, 13995:2000, 11393-4:2003, 13688:2013 EN 17092 |
| 8.6 | Boots | The boots must have an advanced rubber compound sole offering stability, grip, support and ensuring walking comfort. Certified approved standards: EN 13634:2017, ASTM F2413-11, ENISO 20345:2011, ISO/TR 18690:2012, 20346:2004, 20344:  2011, 20347:2012 |
| 8.7 | Gloves | Gloves with high levels of breathability and flexibility and must have padding on fingers for improved rider comfort and impact protection. Certified approved standards: EN 13594/2015, EN 388:2016 |
| 8.8 | Performance Criteria | It refers to a collection of data and specific standards that define the expected level of performance when carrying out a specific task |
| 8.9 | Risk | Potential for loss or harm resulting from uncertain events or circumstances.  Risk level = probability of occurrence x potential consequences |
| 8.10 | Risk assessment | A structured approach used to identify hazards, evaluate the related risks to safety and occupational health, and establish suitable measures to minimize or control those risks. |
| 8.11 | Accident (Occupational Safety and Health) | An incident or a series of events that has resulted or could have resulted in fatalities, injury, illness, or damage (loss) to assets, reputation of an entity, or to others. |
| 8.12 | Operator | Every individual who is authorized by the ITC is considered eligible to engage in the activity. |
| 8.13 | Delivery activity License | The permit issued by the ITC allows the operation of a goods transportation vehicle and motorcycle. |
| 8.14 | Delivery motorcycle Operation Permit | The permit issued by the ITC allows the practice of a specific and defined profession as a delivery driver of certain goods transportation. |
| 8.15 | Maintenance | Periodic or routine inspection of the motorcycle and its components (lights, tyres, mirrors, etc.) to ensure that they are operating properly and safely. |

1. **Performance Criteria**

**9.1 Criteria One: Fitness and mental health**

| **Elements** | **Definition** |
| --- | --- |
| 1.1 | Being in an appropriate state of physical and medical fitness, as well as having the necessary mental and psychological readiness, to effectively perform job tasks. |
| 1.2 | Avoiding the use of medications or treatments that could potentially cause dizziness, drowsiness, or impair driving ability, as they may adversely affect one's capability to drive safely. |
| 1.3 | Refraining from the consumption of alcoholic beverages, abstaining from drug addiction or substance abuse, and acquiring a certificate of good conduct (including conducting background checks). |
| 1.4 | Ensuring compliance with the company uniform that meets the standards PPEs set by the ITC, while also maintaining a professional appearance and upholding the required attire. |

**9.2** **Criteria two: Familiar with the required and approved standards for the Personal Protective Equipment (PPE)**

| **Elements** | **Definition** |
| --- | --- |
| 2.1 | To ensure the term Personal Protective Equipment (PPE) is well understood. |
| 2.2 | To be familiar with the standards approved for each element of the PPE. |
| 2.3 | To understand the importance and benefits of wearing standard PPE. |
| 2.4 | To know about the validity of the PPE. |
| 2.5 | To ensure that the operators must provide the PEE (Personal Protective Equipment) for the delivery motorcyclist. |
| 2.6 | To ensure that the motorcyclists know that they should promptly contact the ITC and refrain from accepting or wearing incomplete or substandard Personal Protective Equipment (PPE). |

**9.3 Criteria three: Awareness about the safe riding behavior**

| Elements | Definition |
| --- | --- |
| 3.1 | To understand the process of making a safe lane change. |
| 3.2 | To understand how to ride safe in a roundabout. |
| 3.3 | To understand the importance of riding a motorcycle at a safe lane positioning, like avoiding blind spots of other vehicles. |
| 3.4 | To understand and memorize the traffic fines for various violations. |
| 3.5 | To understand the posted speed limits of roads |
| 3.6 | To understand how to ride a motorcycle safely during bad weather |
| 3.7 | To understand the conditions under which the lane filtering and splitting are restricted. |
| 3.8 | To understand the consequences of crossing red light. |
| 3.9 | To understand the consequences of tailgating. |
| 3.10 | To understand the consequences of using mobile phone while riding. |
| 3.11 | To understand all the elements related to the awareness directions and safe driving addressed in the guideline manual. |

* 1. **Criteria four: Knowledge about checking the motorcycle condition.**

| Elements | Definition |
| --- | --- |
| 4.1 | To understand the elements related to the periodic and routine maintenance as well as daily inspections for motorcycle as addressed in the guideline manual. |
| 4.2 | To understand the condition of tyres. |
| 4.3 | To understand the advantages of regularly cleaning motorcycle. |

* 1. **Criteria five: Familiar with the actions needed in case of a road crash.**

| Elements | Definition |
| --- | --- |
| 5.1 | To understand how to contact concerned authorities in case of a road crash. |
| 5.2 | To understand how to stop or reduce bleeding before paramedics arrives. |
| 5.3 | To understand to not block traffic in case of a road crash. |

* 1. **Criteria six: Maximum Working Hours for Vehicle and Motorcycle Drivers**

| Elements | Definition |
| --- | --- |
| 6.1 | To understand the maximum working hours and the rest periods should be considered according to the Federal Labour Laws. |
| 6.2 | To ensure that the driver is aware of the availability of the proper rest areas near commercial and parking facilities. |
| 6.3 | To ensure that the motorcyclists know that they should promptly contact the ITC If the operators do not commit the working hours and required rest periods. |

**9.7 Criteria seven: Successfully pass the exam at the end of the course.**

| Elements | Definition |
| --- | --- |
| 7.1 | To understand passing an exam at the end of course is mandatory to earn the permit required for riding a motorcycle for commercial purpose in the Emirate of Abu Dhabi. |

**References**

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