



Activity Manual

Managing and Providing
Delivery Services

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Introduction

In line with the strategic goals and objectives of the Roads and Transport Authority, and in accordance with the projects and initiatives of the Licensing Agency in general and the management of commercial transport activities in particular, this manual has been issued to clarify the procedures for Managing and Providing Delivery Services, which are the establishments that Manage and Provide services, for example delivering requests to offices. Factories, airports and other places of work which may include food and consumables from cooperative societies or supermarkets or any materials / items (goods) from other places.

It can be through self-driving or semi-autonomous vehicles, or any other type to be developed in the future, and it can be used to transport and deliver materials according to the vehicles designated for this, which supports the wheel of economic development and contributes to raising the level of services provided and achieving health, safety and environmental sustainability standards.

This document is called “The Activity Manual for Managing and Providing Delivery Services” and its implementation begins upon its approval. This guide is linked with the strategic objective No. (7) “The Roads and Transport Authority distinguishes itself” by improving systems, processes and corporate governance.

Objectives



Establish a methodology that Manage and Provide Delivery Services.



Clarify the procedures, controls and provisions of the order delivery activity



Clarify the customer journey through clear and documented business procedures.



Achieve health, safety and environmental sustainability standards.

Scope of Application

Establishments that organize and deliver ordered services, including also delivering requests to offices, factories, airports and other workplaces in the Emirate of Dubai.

References

Executive Council Resolution No. (47) of 2017 related to the regulation of vehicle transportation and rental activities in the Emirate of Dubai.

Administrative Resolution No. (706) of 2019 issuing the executive regulations for Executive Council

Administrative Decision No. 9 of 2021 related to the approval of the first edition of the Quality Violation Regulation for the Establishments which practice the activity of Organizing and Delivering Services.



Definitions

The following words and expressions mentioned below shall have the meanings assigned to it unless the context indicates otherwise:

The Term	Definition
The Emirate	The Emirate of Dubai
The Authority	Roads & Transport Authority (RTA)
The Agency	Licensing Agency (LA) of RTA
The Department	Commercial Transport Activities Department (CTA) of (LA)
Activity	Any company or sole proprietorship authorized to conduct the activity in the Emirate
Establishment	A Company for managing the services of delivery orders
The permit	The document issued by the Licensing Agency according to which the Company is authorized to engage in commercial transport activity in the Emirate
Vehicle	Any motorized machine, ordinary bicycle, pedal, motorcycle, cart, or any other device that runs on the road with mechanical force or any other means, and this includes a tractor
Delivery vehicle	Any vehicle used to deliver food and consumables
Professional Driver Permit	The document issued by the Licensing Agency, which authorizes its holder to drive the delivery vehicle
Smart Control Center	It is a control center consisting of an administrative work system equipped with smart electronic systems required to implement remote control operations on establishments licensed by the Licensing Agency
Motorized Bike	A vehicle with two or more wheels, equipped with an automatic drive, and intended to transport people and things
List of Quality Violations	It is a list that includes all quality violations of drivers, vehicles and order delivery services Establishments
The Manual	The Guide for the Activity of Managing and Providing Delivery Services
Traffic System	Electronic Traffic System of the Licensing Agency of RTA

Methodology of Application

Increasing level of awareness and publishing and explaining the “guide” to the employees of Commercial Transport Activities Department, RTA and other concerned authorities and departments.

Educating, publishing and explaining the contents of the “guide” to the Establishments which are involved on the activity of Coordinating and Providing Delivery Services, including also delivering requests to offices, factories, airports and other workplaces.



Requirements and Procedures for Issuing the Permit

The permit applicant's must be a citizen of the United Arab Emirates (UAE), or a citizen of the countries of the Gulf Cooperation Council, or a person and one of the partners shall be a citizen of the United Arab Emirates.

For Free Zones; The Permit applicants shall provide the Partners details (UAE Citizen and/ or Non – UAE Citizens) in addition to the Manager's details as per the requirements of Free zone authority.

The permit's applicant or his/her legal representative shall submit the application to the Commercial Transport Activities Department at the licensing Agency through the approved service delivery channels at the authority, accompanied by the following documents:



The initial approval to conduct the activity for the Establishment and it should be issued by the commercial licensing authority in the Emirate.



The approval of the competent authority to practice the activity (if the applicable legislation requires obtaining such approval).



A copy of the commercial license for existing Establishments, and a copy of a valid passport for the owner and all other partners.



A copy of the valid residency document for the non-citizen partner, and copies of the identity card of the owner and all partners.

Drivers' Requirements and Obligations

Obtaining a driver's license issued from the United Arab Emirates.

Obtaining a certificate of Good Conduct from the Dubai Police General Headquarters.

Passing the annual medical examination to obtain the Occupational permit issued by the Licensing Agency at the Roads and Transport Authority.

To be under the sponsorship of his company with the profession of driver.

The driver's age should not be less than 21 years and not more than 55 years old.

Commitment to wear the Company uniform that contains the logo and name of the company licensed to operate, and to maintain personal hygiene.

Obtaining professional training and a permit from the licensing agency at the Roads and Transport Authority.

Comply with traffic conditions and rules, public safety and public health while driving, and wear protective equipment such as helmet, gloves, and protector of elbows and knees in case the motorbike is used for delivery and not carrying delivery materials via backpacks.

The Requirements and obligations of the Establishments

The Applicants for the permit should commit to provide the systems and approvals necessary to practice the activity of Coordinating and Providing Delivery Services

In the event that the means of transportation is leased from another party or contracted with another party, that party must be licensed for the same purpose from the licensing agency at the Roads and Transport Authority.

To Comply with the relevant requirements set by the licensing agency, such as: (Integrating with control & Monitoring systems, providing needed data, paying any approved fees, concluding agreements, installing tracking devices, training workers in the field, or others).

Commitment to the special requirements set by the competent authorities in the emirate / state.

Commitment to not engage on any Delivery activities to companies that are not licensed by the Roads and Transport Authority.

Adherence to the standards and requirements of the vehicle's permissible load.

Comply with the requirements set by the licensing agency at the Roads and Transport Authority for vehicles and drivers.

Commitment to train and deliver the educational / training material approved by the Licensing Agency to the drivers by using advanced and innovative methods and adopting modern technologies.

Obtain a permit from the Roads and Transport Authority in the event of posting advertising materials on the vehicle / motorbike for order delivery.

Commitment to provide vehicle data and order information upon request.

Abide by the regulations, decisions and instructions issued by the Roads and Transport Authority.

Commitment to provide vehicle data and delivery orders information upon request.

To Comply with the regulations, decisions and instructions issued by the Roads and Transport Authority.

Commitment to the special requirements set by the competent authorities (according to the type of materials to be delivered) and to provide approved approval from the competent authorities according to the nature of the activity.

Providing a supervisor for every 100 drivers (or less), to be sought by the authority's inspectors for the purpose of coordinating compliance with the circulars and decisions issued by the first party.



Traffic safety Requirements for Delivery Riders



Commitment to wear a certified protective helmet according to the specifications approved by the Licensing Agency for Delivery riders



Not to exceed the maximum speed of 100 km/h.



Commitment not to accompany a passenger behind the driver.



Do not use the left lane while driving on the roads.



Commitment not to use backpacks for delivery.



Using the parking lots and places approved by the Authority and the relevant authorities in the Emirate while practicing the activity.



Commitment to using the Holder to install the phone on the bike.

Requirements for Vehicle / Motorbike

Use vehicles / motorbikes only for authorized purposes.

Commitment to provide the security and safety requirements specified by the relevant authorities in the Emirate / The Country.

Commitment to the life span of the motorbike that is not exceeding more than 4 years from the date of manufacture.

If motorbikes are used for delivery, the engine capacity should be 100 to 200 CC.

Commitment to provide a holder to install the phone on the motorbike in the event that motorbike is used for delivery of orders.

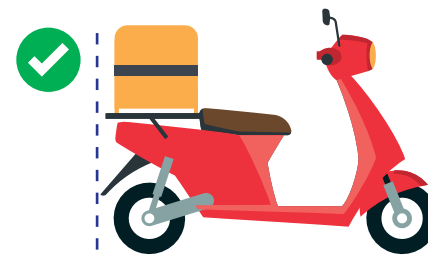
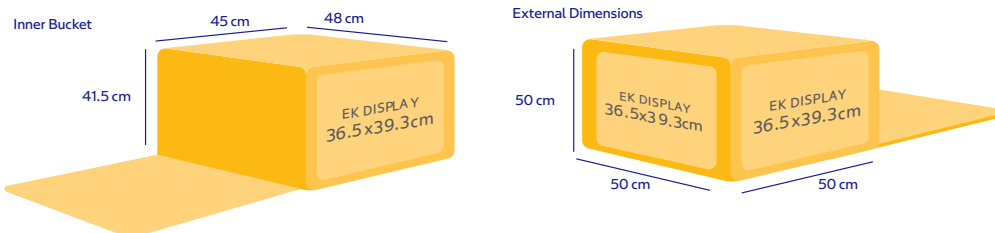
Approved Vehicle Test and renewal in addition to; comprehensive (full Coverage) insurance of the motorbike / vehicle with one of the insurance companies licensed in the United Arab Emirates.

Comply with any future requirements and circulars issued by the licensing agency at the Roads and Transport Authority.

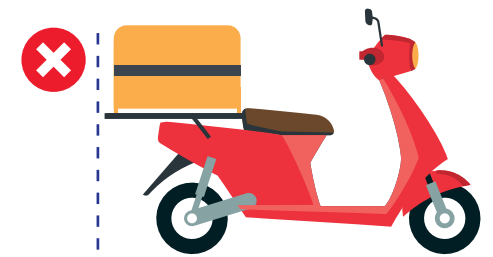
Requirements for Motorbike Delivery Box

At the event that the motorbike is used for delivery, the “box” must meet the requirements of the Roads and Transport Authority, as in the following:

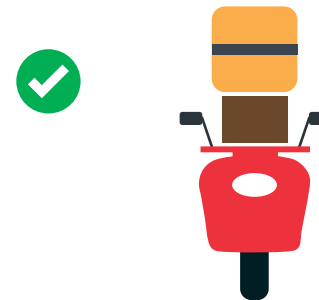
Box dimensions should be; (50 cm length, 50 cm width, 50 cm height) in maximum, so that the width of the box shall not prevent the driver’s side view, as in the illustrated below;



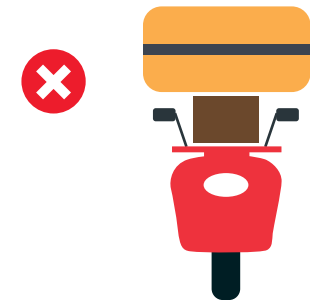
Box should be aligned with the back of the motorcycle.



Box length should not exceed the length of the motorcycle body.



Box width should not block the rider's mirror vision



Maximum dimensions: 50x50x50cm (LxWXH)

The box must be securely attached to the rear back of the motorbike.

The Box should consist of rounded edges without sharp corners and not made of wood or metal.

All corners of the box must be covered with a reflective phosphorescent tape that shows the name of the company or service provider on the back side of the box (or according to the advertisement approved by the Roads and Transport Authority).

The rear extension of the box shall not exceed the motorbike frame, provided that they are at the same level as the maximum level.

The box must be replaced with a new one with the same specifications every two years.

The box must always be kept clean.

The box should comply with the food safety requirements of Dubai Municipality in the event of food delivery.

Requirements for advertising posters on vehicles / motorbikes / order delivery boxes

All Companies must submit an advertisement permit application through Roads and Transport Authority and provide the required documents (design of the advertisement, commercial license for the party requesting the advertisement, and a copy of vehicle ownership) before affixing the advertisement to the delivery vehicle / delivery motorbike / delivery box.



Food Safety Requirements when delivering orders

Provide a delivery box for the motorcycle in compliance with the food safety specifications approved by Dubai Municipality.

All food establishments and food delivery service providers must ensure that the requirements of the Dubai Municipality food safety system are always met.

An annual permit must be obtained for all means of food delivery from inspection centers and registration of means of food delivery approved by the Food Safety Department of Dubai Municipality.

The Food Safety Department of Dubai Municipality has the right to cancel the food delivery permit without prior notice if the terms and conditions specified in the requirements guide document of Dubai Municipality are not met.

Food must be delivered from sources approved by the Food Safety Department of Dubai Municipality.

Pre-register and fulfill the Food Safety Department's requirements on the FOOD WATCH platform.

The food delivery unit should be designed so that the food is isolated from the surrounding environment and the appropriate temperature for the food should be maintained.

When hot and cold foods are delivered together, these foods must be separated sufficiently and efficiently to ensure temperature control for food safety and quality and to protect food products from potential contamination or damage.

Food delivery units must be of adequate capacity with delivery requests during food delivery.

Food should be preserved in proper ways that prevent contamination through exposure to insects, dust, fumes, sunlight, rain or other factors during food delivery.

The outer and inner parts of the box and the areas that are touched by hands must be cleaned and thoroughly disinfected using detergents and disinfectants approved by Dubai Municipality before loading food.

Food must be delivered in appropriate thermal preservation equipment to maintain continuous food temperature control and to maintain food quality.

The internal parts of food delivery equipment that are in direct contact with food must meet the following requirements:

Coated with non-toxic materials.

Made from food grade materials to avoid chemical contamination or odor transmission.

Made of high-density, wear-resistant, light-colored materials with rounded corners.

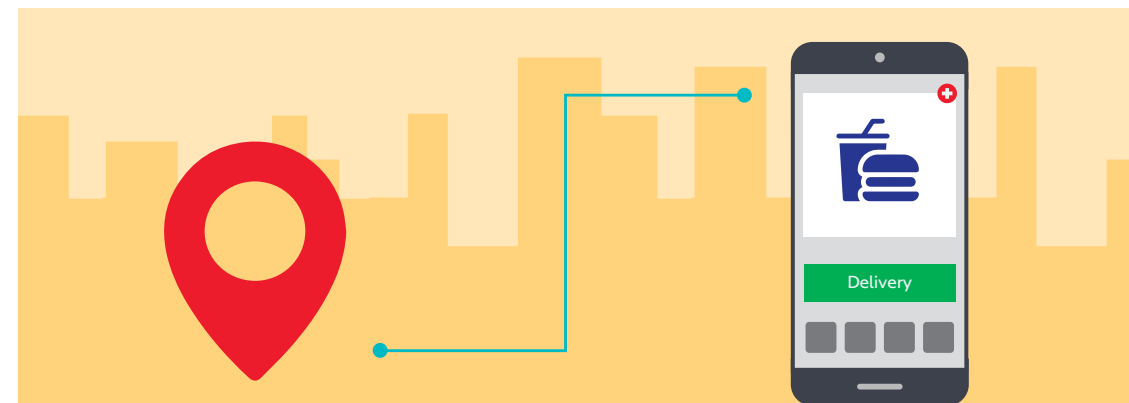
Food should be kept in airtight containers during delivery.

The food delivery period should not be more than half an hour to ensure the quality of the food when it is delivered.

Food and drinks must be carefully placed in the box to prevent damage to packages, exit of food and spillage of drinks from them. Food should not be delivered to the consumer if it is damaged or in an unacceptable condition.

It is not permitted to use food delivery units to deliver non-food items that may be toxic or with any materials that may affect the quality and safety of food in any way.

In the event that food establishments enter into contractual agreement with suppliers of (3PL) and providers of food delivery services, they must ensure that the suppliers and service providers meet the requirements.



Awareness Advice from the Roads and Transport Authority

Always wear a helmet and choose a helmet that meets the safety standards (helmet and uniform certified and approved by the Roads and Transport Authority), and wear materials that protect you in the event of falling off the motorbike.

Avoid (not) driving during bad weather because rain and sandstorms may affect motorist's ability to see and to avoid accidents.

Monitor the speed and adhere to the road speed specified for highways, residential roads, etc. (the maximum permitted speed for a delivery bike is 100 km per hour).

Maintain a safety distance to ensure that there is an adequate stopping distance in the event of an unexpected stop.

Use both brakes when using the motorbike's brakes, and ensure using both brakes at the same time, and make sure to apply both brakes slowly and steadily.

Be visible and avoid blind spots and use headlights at night. Drive your motor bike in front of or behind the car, instead of going to the side of the car, the blind spots for motorists are the left and right of the rear of the car.

Use your signals when changing lane at least three seconds before turning.

Resist sharing the same lane and avoid sharing one lane with vehicles and dangerously maneuvering between traffic.

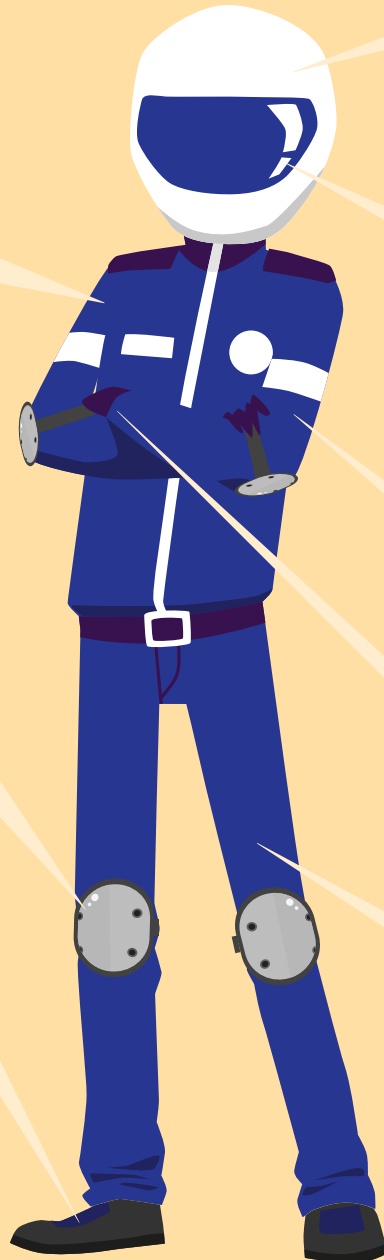
Maintain good maintenance process of your vehicle / motorbike and make sure to take a tour around your vehicle / motorbike before driving it every time and make sure that the sound alarm (horn), signals, tires and other lights are working properly.

Be aware of everything around you and pay attention to everything that surrounds you while driving that could negatively affect your driving, including other drivers, pedestrians, or road conditions and hazards.

Beware of driving distractions and do not use the mobile phone while driving, as using it is a traffic violation punishable by law with 800 dirhams and 4 traffic points.



Requirements for driver's uniforms to deliver orders



Anatomy of the uniform

Long-sleeved shirt or blouse
Trousers with reflective stripes
Pockets on the sides
Safety shoes
Gloves
Winter jacket with the company logo



Long-sleeved shirt or blouse

With padded elbows to provide cushioning and protection in the event of a driver falling. If padding is not available on the shirt itself, then the driver must wear protective gear on the knees and elbows.



Safety shoes

Fully covered, without visible strings. No slippers or sandals allowed.



Protective helmet

It must be durable and of high quality. It should cover the entire head. It has to bear the mark of one of the international standards: European standard ECE 22.05, or American standard FMVSS 218 DOT, or standard "SNILL" helmet.



Transparent barrier

The helmet must be completely covered. The glass (barrier) must feature one of the approved international standard brands, in order to protect the eyes from dust and objects. Scratched or inappropriate eye protectors that may limit visibility, reflect the lights when driving, especially in bright sunlight and/or dark times, are not accepted (gray and white colors).



Jackets and pants

They must be of high quality and conform to one of the following international standards:
EN ISO 20471: 2013 (Europe / ISO)
ANSI / ISEA 107-2015 (USA)
AS / NZS 4602.1: 2011 (Australia)



Gloves

They are necessary to reduce the vibration of the motorbike in the driver's hands. They provide the required protection and flexibility for the hands.



Long tapered pants

Should not be wide-legged. Made of material that reduces the impact of high temperature.



Cooling towel

Used to reduce the effect of sweating in high temperatures.

Fees

#	Activity Reference Number	Activity Name	Fees in DHS
1	641201	Managing and Providing Delivery Services	AED 1,000 For New License AED 1,000 For License Renewal

Quality Violations Regulation

Schedule 1 - Violations by Drivers

S.N	Violation Clause	1 st Time	2 nd Time	3 rd Time
1	Enter into No Entry or Unpaved Area or drive on pavement	100	150	200
2	Exceed the speed limit set for delivery vehicle based on the data extracted from the systems	100	150	200
3	Stop delivery vehicle in No Parking or unauthorized zones	100	150	200
4	Failure to wear the specific uniform designed for delivery vehicle drivers or failure to maintain good appearance	100	150	200
5	Failure to carry professional driver license or failure to display/ show it when requested	100	150	200
6	Drive the vehicle without logging into the RTA approved system installed therein	100	150	200
7	Drive the delivery vehicle into an opposite direction or reverse it in a dangerous way or obstruct the traffic	100	150	200
8	Drive recklessly/angrily or in a way posing threat to the public, over-speed the road speed limit or over-take a vehicle dangerously	200	300	400
9	Failure to cooperate with RTA competent staff	200	300	400
10	Exceed the delivery vehicle speed more than 100 km/h on the roads where the speed limit is 100 or more	300	200	400
11	Failure to comply with the RTA guidelines or circulars	700	500	Permit suspended

Schedule 1 - Violations by Drivers

S.N	Violation Clause	1 st Time	2 nd Time	3 rd Time
12	Failure to comply with the rules and regulations of traffic and roads, general safety and health during the driving such as wearing protective gears (helmet, gloves, reflective jacket)	700	500	Permit suspended
13	Put a box not meeting the technical requirements and specifications	500	700	Permit suspended
14	Disable the device, failure to install it in the vehicle, failure to activate it or failure to maintain it.	500	700	Permit suspended
15	Use unauthorized roads	500	700	Permit suspended
16	Engage into activity with an authorized vehicle or with a vehicle not meeting the safety & security requirements	500	700	Permit suspended
17	Engage into the activity with an expired permit or without a permit	200	400	600
18	Escort a rider / pillion on the licensed delivery motorbike during the delivery service	500	700	Permit suspended
19	Use left lane of the Road or failure to keep the motorbike lane	500	700	Permit suspended
20	Use backpack in delivering the orders	500	700	Permit suspended
21	Sit in an immodest or uncivilized way	200	200	200
22	Transport or deliver prohibited items or the items which are in breach of the general order/rule	700	500	

Schedule 2 - Violations by Orders Organizing & Delivering Services Establishments

S.N	Violation Clause	1 st Time	2 nd Time
1	Failure to comply with the follow up of professional permits of the drivers and its renewal on time	200 each permit	Suspend new permits
2	Lease any transport mean or get into contract with a party not authorized by Licensing Agency or a party not meeting the necessary requirements	2000	Suspend the establishment permit
3	No Compliance with the specific requirements by the competent authorities as per the type of delivery materials	3000	Suspend the establishment permit
4	Failure to comply with the vehicles renewal and licensing follow up with the licensing agency on time	200 each vehicle	Suspend the establishment permit
5	Allow an unauthorized person to drive the vehicle	2000	Suspend the establishment permit
6	Allow an authorized driver to drive the vehicle outside the specified working hours	2000	Suspend the establishment permit
7	Use unauthorized vehicle to deliver orders while practicing the activity.	2000	Suspend the establishment permit
8	Non-compliance of the permit requestor with the provision of permit requirements and systems, human resources or other requirements for managing orders organizing and delivering services	5000	Suspend the establishment permit
9	Deliver for unlicensed portal companies by RTA or engage in delivery business with unlicensed companies	5000	Suspend the establishment permit
10	Failure to comply with the Licensing Agency's instructions, guidelines and requirements concerning the vehicles and drivers	2000	Suspend the establishment permit
11	Non-Compliance with the service operation hours or engage in the service in prohibited hours	1000	2000
12	Use vehicles with expired permits or practice the activity through such vehicles.	500	1000
13	Failure to provide data of the bikes to be rented or of the company contracted with for the purpose of delivery services	500	1000
14	Stick Ads materials on the delivery bikes without obtaining the RTA permit or put unauthorized stickers, logos, flags or symbols	5000	5000

Schedule 3 - Violations by vehicles of orders organizing & delivering services establishments

S.N	Violation Clause	Penalty Amount
1	Drive a damaged vehicle distorting the general appearance	500 each vehicle
2	Failure to install the RTA approved system or communication devices	500 each vehicle
3	Failure to put company' s introductory side sticker, logo, plates or the specified color.	500 each vehicle
4	Non-Availability of safety and security equipment or requirements	500 each vehicle
5	Failure to equip the motorbike with a delivery box in compliance with the food safety and security requirements by the Municipality of Dubai	500 each vehicle
6	Failure to provide technical specifications for the delivery box and requirements relating to the location of installation of the box approved by the licensing agency.	500 each vehicle
7	Failure to limit the speed not to be exceeded 100 km/h	2000
8	Failure to comply with the life span determined by the Licensing Agency	2000
9	Use the vehicle for unauthorized purposes	4000
10	Failure to show / display a copy of operation order in the vehicle when requested	500
11	Failure to keep the vehicle or the delivery box clean	200
12	Failure to install/ fix the delivery box safely & securely	300
13	Make additions to the vehicle or to the delivery means without Licensing Agency's approval	400

Schedule 3 - Violations by vehicles of orders organizing & delivering services establishments

S.N	Violation Clause	Penalty Amount
14	Failure to provide a mobile holder on the bike, instead of holding it in hand while seeking help of the map to reach the location	300
15	Failure to provide required vehicle insurance	500
16	Engage in the activity with a vehicle licensed outside the Emirate	1000
17	Use unauthorized vehicles for the activity	1000
18	Engage in the activity with an expired permit or with a vehicle without renewing its permit	500
19	Failure to get or renew professional driver license	500

Ten traffic rules to follow

While on the road, be mindful of other drivers and stick to the rules:



Cruise on the right lane and not the fast, left lane



Do not exceed a maximum speed of 100 km/



Comply with posted speed limits



Comply with posted speed limits



Do not ride on pavements or share a lane with another vehicle



Do not weave in stationary traffic or make dangerous overtaking manoeuvres



Always take extra care when entering a crossroad



Be prepared for others to drive or ride unsafely; scan your environment for hazards



Signal a change in your direction in advance using your indicators



Respect traffic lights (running a red light is one of the most frequent causes of motorcycle accidents in Dubai)



Use both breaks at the same time and press slowly to avoid swerving on the road

General Provisions

Coordination with the relevant authorities and departments in the Emirate and the concerned departments of the authority to review and update the Manual in line with the requirements of Economic growth in the Emirate of Dubai and the changes that occur to the laws and legislations.

