

SAFETY GUIDELINES FREE ZONES AUTHORITY OF AJMAN V. 1 | 2025



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1. Introduction

Aligned with the objectives of reference of the Ajman Free Zones Authority (FZA) to establish regulations, rules, laws, and instructions on business and activities issued by the FZA , these Safety Guidelines (SG) have been developed. The SG aims to achieve transparency and assist all stakeholders in understanding the procedures associated with controlling and inspecting these activities.

The SG outlines the safety requirements and standards that must be adhered to during workplace operations, thereby minimizing and preventing risks of all types. The SG is based on relevant legal references, in addition to adopting flexibility and adaptation to new developments and activities' requirements. It is updated annually according to available data and developments.

The foundation of this SG lies in the regulations, laws, and instructions of the specialized areas upon which the public safety requirements are based. Moreover, the SG incorporates relevant periodic legal references while maintaining flexibility and adaptability to the latest developments. The activities inspection requirements are updated annually according to the reports and recommendations.

2. Definitions

To apply this SG, unless the context requires otherwise, the following words and phrases shall have the meanings assigned to each one of them respectively:

Term	Definition
AFZ	The Ajman Free Zones Authority.
SG	Guidelines setting out standards requirements for the protection of individuals and facilities
Law	All local, federal, and international laws, decrees, orders, resolutions, circulars, notices, rules, requirements, and directives issued by the Authority.
Company	The investment companies that are established according to the legislation of the FZA .
Contractors	External companies, which are permitted to work and provide services to investors in the areas affiliated with the FZA .
Health, Safety and Environment (HSE) Regulations	Directions, guidelines, rules, laws, and standards of HSE approved by the Authority.
Violations	Breaches of the directions, rules, guidelines, or any other laws in force at the Authority regarding HSE.
Operation Fitness Certificate	A certificate granted to industrial activities based on the classification of HSE activities after meeting the requirements and conditions of the activity indicated in the license.

Term	Definition
No Objection Certificate	A certificate granted to commercial and service activities based on the classification of HSE activities after meeting the requirements and conditions of the activity indicated in the license.
Inspection	An assessment carried out by the Authority to evaluate concerned parties' compliance with the relevant requirements, rules, regulations, circulars, and resolutions.
Incident Reporting	The process by which the investors report any incident occurring inside the companies affiliated with the Authority.
Incident Record	A form used to record the incidents occurring in the companies affiliated with the Authority.
Emergency	An event that occurs internally or from external sources that may have a negative impact on the safety of individuals on the site and necessitates an immediate response from concerned parties.
Risks	Natural or man-made events (e.g., due to error, negligence, or failure to implement corrective actions, or the presence of gaps that lead to any emergency, crisis, or disaster), that may result in material or moral harm, including injuries, deaths, property loss, environmental, economic, social, or health impacts, potentially causing public concern or discontent.
Risk Assessment	Identifying and evaluating risks, and developing precautionary measures for all activities and operations, including equipment, and workplace.
Emergency Preparedness	Actions taken to prepare resources, capabilities, and plans to address potential emergencies, crises, or disasters in the future.
Imminent Incident	A situation that does not result in immediate damage to people or property but requires reporting and corrective action to prevent escalation into an incident.
Incident	An event causing harm, illness, damage, or destruction of property.
Waste Management	Handling and disposal of waste generated by companies, workers, and all authorized personnel working in the areas affiliated with the Authority.

3. Scope of Application

3.1 SG specifies the HSE requirements, directives, and core principles, which shall be complied with by investors, operators and authorized.

3.2 The requirements and standards specified herein are based on the applicable policies and laws stated in this SG, derived from the policies and laws applicable currently in the United Arab Emirates, and approved by FZA .

- 3.3 Through its competent departments, FZA shall be responsible for ensuring the effective implementation of these regulations.
- 3.4 The requirements and standards shall apply to all facilities working under the umbrella of FZA , including site, construction, utilities, services, fittings, and safety. These requirements may vary depending on the nature and scale of the activity.

4. General Technical Guidelines for Safety Requirements

- 4.1 The requirements outlined herein shall collectively represent specific guidelines and regulatory measures to safeguard human health, safety, and the environment, including its media, such as water, air, and soil, ensuring long-term sustainability.
- 4.2 All facilities, licensees, workers, and visitors shall comply with such requirements, as well as the relevant laws, circulars, policies, and guidelines issued by the Authority concerning HSE.
- 4.3 All concerned parties shall adhere to the laws and rules outlined in this SG to prevent incidents and damages associated with public health, safety, and the environment.
- 4.4 In case of any HSE breaches or unacceptable HSE performance by business partners, visitors, operators, or contractors, the Authority may issue warnings to the concerned parties according to the Authority's applicable warning procedures.
- 4.5 If any legal person operating within the supervision of FZA violates these instructions, HSE Guidelines, or other applicable laws enforced by FZA , that legal person shall be deemed to have committed an HSE breach according to the relevant laws applicable at FZA .
- 4.6 FZA employees, at their absolute discretion, may impose appropriate penalties, including but not limited to warnings or fines, under written notice according to the applicable law.
- 4.7 If FZA employees consider that the HSE breach is material, serious, or otherwise irreparable, the Authority employees, at their sole discretion, may take necessary actions as required by applicable laws, with or without prior notice.
- 4.8 FZA employees may, at the customer's expense, take all necessary measures to rectify any HSE breach as deemed appropriate.
- 4.9 The term "Law" includes all amended or supplementary legislative instruments, executive regulations, decrees, regulations, decisions, resolutions, policies, or orders issued by the Authority or by federal or local entities from time to time under the said law, as amended, reissued, or enacted from time to time.
- 4.10 The term "Person" includes any natural or legal person, such as any branch, company, institution, association, government, or state, including local or federal administrations or authorities.

5. HSE General Risks

All facilities affiliated with FZA that have activities related to HSE shall actively prevent or minimize HSE risks by adhering to the following:

- 5.1 Identifying all risks associated with the activities.
- 5.2 Providing all necessary safety requirements to mitigate risks, ensuring they do not impact the internal or external environment.
- 5.3 Applying appropriate preventive and control measures to avoid potential incidents and minimize their impact.
- 5.4 Reporting any incidents that occur in the facility immediately.
- 5.5 Developing and implementing a comprehensive workplace health and safety policy, including an effective emergency response plan, while educating employees on safety procedures and measures.
- 5.6 Securing the facility using 24-hour CCTV.
- 5.7 Ensuring the availability of essential safety requirements, such as firefighting systems and safe methods of transporting materials, equipment, and goods safely.
- 5.8 Notifying the Authority of hazardous materials used for manufacturing or storage and the safety methods available for preservation and handling thereof.
- 5.9 Adhering to the requirements, rules, and guidelines applicable to the Authority, including any updated or supplementary guidelines applied from time to time.
- 5.10 Establishing and defining operating standards as necessary to avoid injury or illness to employees and others.

6. Hazardous Materials

The facilities affiliated with FZA that handle warehouses of hazardous materials shall comply with the following:

- 6.1 Obtaining permission from the Authority for the storage, transportation, or use of hazardous materials.
- 6.2 Allocating a storage site for hazardous materials that has been approved by the Authority.
- 6.3 Providing the required safety tools at the site of usage or storage of hazardous materials.
- 6.4 Facilities utilizing gas cylinders in their operations shall obtain official approvals from the Authority and engage specialized companies approved by the relevant official authorities.
- 6.5 Providing safe tools and means of transportation for hazardous materials.
- 6.6 Ensuring that the temperatures align with the types of materials to be stored according to the general material safety regulations and applicable guidelines.
- 6.7 Disclosing any explosive materials specified in the hazardous materials list issued by the Supreme Council for National Security and report the same directly to the FZA .

7. Contractors' Works

- 7.1 All operators and investors undertaking construction or maintenance work shall submit their work plans and risk assessments to the FZA for approval before commencing work.

7.2 All safety requirements stipulated in the laws and safety guidelines issued by the Authority shall be strictly observed.

7.3 A safety supervisor shall be assigned to oversee project implementation.

8. Risk Assessment

8.1 The risks associated with work and activities, as well as the concerned workers in FZA , shall be identified before commencing such activities.

8.2 The risk assessments shall be conducted by qualified and competent individuals.

8.3 The assessment shall cover the potential risks, along with the precautionary and control measures, as well as plans, and guidelines to manage such risks in alignment with HSE requirements.

9. No Objection Certificates (NOC)/ Permissions

9.1 Legal persons, business partners, and visitors shall obtain all necessary certificates, permissions, NOCs, or other approvals before engaging in any activities within the FZA areas, especially any physical work activities that require the same according to HSE requirements and applicable laws.

10. Emergency Management

10.1 The employer shall develop comprehensive emergency plans to address potential hazards, including but not limited to occupational injuries, fires, electrical shocks, and chemical leaks.

10.2 Roles and responsibilities of all personnel involved at the worksites shall be clearly defined. All parties shall be trained in the guidance plan, which shall remain accessible.

10.3 The plan shall include emergency contact numbers, such as Civil Defense, Ambulance, Police, and the FZA Security and Safety Officer.

10.4 All assembly points shall be identified, and the employees shall be trained in using such assembly points, which shall be safe and away from the hazardous site.

10.5 All buildings at the worksites shall be equipped with safety equipment. The efficiency thereof shall be inspected and maintained permanently.

10.6 First aid kits shall be provided for injuries and employees shall be trained on using first aid kit.

10.7 The Authority may direct the facility to conduct inspections and measurements of equipment, noise levels, and other hazards affecting workers to assess the extent of facility compliance with occupational health and safety standards and requirements.

10.8 Ensuring unobstructed access to Civil Defense vehicles and employees at all entrances and exits.

- 10.9 Adequate exit signs, emergency lighting, emergency sound, evacuation systems, fire detection and alarm systems, fire protection services, smoke control, and smoke management systems should be approved and maintained.
- 10.10 The Authority shall be immediately notified in the event of an Incident based on the incident reporting procedures available in the SG, provided that the report includes the corrective and preventive measures taken.
- 10.11 The Authority shall be provided with building evacuation plans that are compatible with the Civil Defense requirements in this regard.
- 10.12 Operators of working facilities shall conduct regular fire drills according to HSE Guidelines.

11. Environmental Conservation

All Facilities affiliated with the FZA engaging in activities related to HSE shall take the necessary actions to preserve the environment by adhering to the following instructions:

- 11.1 All work shall comply with HSE requirements and ensure the reduction of emissions, noise, and other environmental factors according to the approved standards.
- 11.2 Appropriate measures to control and mitigate air emissions shall be implemented to avoid or reduce air pollutants and/or odors according to the approved standards.
- 11.3 An acceptable level of general cleanliness shall be adopted to maintain a clean and waste-free facility both inside and outside.
- 11.4 Waste shall be recycled wherever possible, general waste shall be reduced as much as possible, and specialized companies approved by the Authority shall be involved to handle such materials according to the requirements.
- 11.5 Spill response kits, such as absorbent sand, shall be provided inside the facility to assist in rapid clean-up.
- 11.6 Environmental impact assessment of activities, which are sources of air pollution according to the HSE Guidelines before initiating such activities.
- 11.7 Maintaining records of indoor and outdoor air quality assessments.
- 11.8 Building operators shall conduct maintenance work after 5 PM, especially work that uses tools that emit noise higher than the permissible limit inside buildings.
- 11.9 The facility shall comply with waste management requirements according to federal laws applicable in this regard.
- 11.10 Pets, birds, or livestock may not be raised or fed in the area or building without prior permission from the Authority.
- 11.11 Goods may not be displayed, stored, disposed of, or any type of activity may not be implemented outside the facility boundaries without obtaining a permit.
- 11.12 All contractors engaged in HSE-related work shall obtain permissions issued by the Authority.

12. HSE Reports

- 12.1 All Operators shall monitor and measure the number of incidents and frequency rates thereof, issue a statistical report on security, health, safety, and environmental matters, and submit that report to the Authority according to the SG.
- 12.2 The monthly HSE statistical report shall include all HSE-related issues and security issues relating to an area within the main community and statistics relating to users, contractors, and any other legal persons.

13. Healthcare

- 13.1 All business partners should provide appropriate HSE procedures, ensuring the same are readily available for inspection by the Authority's employees.
- 13.2 Safety measures and first aid shall be provided according to HSE regulations approved by the Authority.
- 13.3 Health guarantees shall be provided to employees, ensuring access to treatment in health and medical facilities.
- 13.4 Records of first aid treatment shall be maintained for audit by FZA employees and any other relevant authorities.

14. Audits, Inspections and Performance Measurement

- 14.1 The operators' and investors' compliance with the regulations set forth herein, and HSE Guidelines shall be measured through audits and inspections conducted by FZA employees.
- 14.2 FZA employees may access all sites affiliated with the Authority to perform audits and inspections. Such evaluations shall ensure compliance with the regulations, HSE Guidelines, applicable laws, and any other requirements set forth by the Authority.
- 14.3 All operators and business partners shall allow FZA employees to conduct inspections and cooperate fully for such purposes.
- 14.4 Health and safety inspections may cover technical requirements of the activity, cleanliness, and maintenance of facilities, waste management, and compliance with provisions contained herein and other laws approved by the Authority.
- 14.5 Inspections may include the Authority employees carrying out or performing any of the following actions:
 - Taking photographs or any other form of digitally stored records.
 - Requesting documents or specific categories of documents, including but not limited to those related to HSE Regulations approved by the Authority.
 - Interview the employees entrusted with the implementation / application of health, safety and environmental requirements of companies / contractors.

- appropriate specialist employees shall be invited to assist the Authority or attend any inspection.

15. Incidents, Occurrences, Investigation and Reporting

- 15.1 Operators and investors shall report any incident or imminent incident directly to FZA and notify the same immediately with relevant details via telephone or email using the emergency contact numbers (0566809991) (0566809996) and email address (inspection@fza.ae). They shall also notify relevant national emergency response teams, including Civil Defense, Police, and the Medical Sector.
- 15.2 A comprehensive written incident investigation form shall be submitted within a week of the incident, along with any additional required documents and details of corrective and preventive actions.
- 15.3 A health and safety specialist shall visit the incident site and conduct an appropriate investigation to determine the cause of the incident, and whether appropriate corrective actions have been taken to prevent a similar incident from occurring in the future.
- 15.4 All Operators and business partners shall provide FZA with written details of two emergency contacts. One should preferably hold the rank of director within the operating entity, while the other should have enough knowledge of emergency procedures and actions.
- 15.5 The Authority's employees, according to their competencies, may communicate at any time with the relevant authorities in the event of an incident, using the addresses provided to the Authority.
- 15.6 The FZA employees, at their sole discretion, may enter any area as per the instructions in the SG, regardless of the presence or absence of operators or business partners' employees, in case an incident poses a significant risk to HSE, in compliance with applicable laws.
- 15.7 The employees of the FZA shall not bear any responsibility or the institution shall be liable for any damage or loss associated with any such entry into an area.

16. Personal Protective Equipment

- 16.1 The Employer shall ensure that all feasible engineering controls are implemented to eliminate or significantly reduce the risk of injuries caused by work activities and site hazards. PPE shall only be used as a last option in the hierarchy of control measures and should never be relied upon as the primary method of risk mitigation.
- 16.2 The facility owner shall ensure that all employees receive proper training on the installation, use, and maintenance of PPE. Employees must also be taught about the specific risks that the PPE is intended to protect against.

17. Surrounding Areas, Walkways and Roads

- 17.1 Operators and investors shall not obstruct any road, footpath, or other public access points within the geographical areas affiliated with FZA .
- 17.2 If construction works or any other activities are likely to impact the movement of vehicles or pedestrians, the operator, investor, or contractor responsible for construction works or activities shall submit a traffic management plan for approval before commencing work, in compliance with HSE Guidelines.
- 17.3 A NOC shall be obtained from FZA for any construction-related activities occurring on roads within the areas affiliated with the Authority.

18. Issuing and Keeping Periodic Maintenance Records

- 18.1 Ventilation and air conditioning systems shall be maintained and verified regularly as per HSE Guidelines to prevent the spread of diseases.
- 18.2 Lifts shall be inspected every six months by a qualified technician and records of such inspections shall be maintained according to HSE Guidelines.
- 18.3 Records of inspection and maintenance of mechanical and electrical installations and facilities shall be maintained for inspection by the FZA according to HSE Guidelines.
- 18.4 Emergency exits shall be inspected, and the walkways shall be free of any obstructions.

19. Visitors Safety

- 19.1 The facility shall be secured and operated according to the regulations and laws issued by FZA .
- 19.2 Access to the facility shall be restricted to authorized personnel only.
- 19.3 All visitors to the facility shall be always provided with protective clothing according to the activity risk assessment being conducted.

20. Works Sustainability

- 20.1 Operators and facilities shall set sustainability targets and indicators within the approach taken to achieve short-, medium- and long-term corporate objectives.
- 20.2 The targets set shall be based on the FZA 's Sustainability Regulations, the national priorities of the UAE Centennial Strategy 2071, Ajman Vision 2030, and the United Nations 2030 Agenda and the Sustainable Development Goals (SDGs).