



RTA Health & Safety Report 2017, 2018 & 2019



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Introduction

Occupational health and safety have always been an essential part of Roads and Transport Authority, Dubai (RTA)’s business strategy.

In line with our vision, ‘Safe and Smooth Transport for all’ occupational health and safety management and its considerations are embedded in our daily operations. Road and Transport Authority (RTA) pursues excellence in Health & Safety (H&S) management through continuously promoting and ensuring its Agencies and Sectors conformance to the key principles prescribed in the RTA Occupational Health, Safety and Environmental Sustainability Policy. Health & Safety presents significant risks to RTA – both to Sectors and Operational Agencies, and these risks are managed through the RSEMS Framework, which is in line with the RTA ERM Policy.

The RSEMS is the foundation for all our Health and Safety management processes. It is the governing corporate document that outlines expectations for all RTA Sectors and Agencies to support a “One Goal” approach to Occupational Health and Safety.

The performance indicators and targets are developed centrally to help manage and improve Health, Safety and Environmental (HSE) performance to support individual Sectors and Agencies, as well as the organisation as a whole, to achieve their performance objectives.

RTA mandates contractors and suppliers with whom we have substantial involvement, to conform to RSEMS requirements. RTA will inform business partners of these Policies, Systems and Protocols and work with them where appropriate to support their adoption of practices as a minimum to comply with RTA's Strategic Goal to achieve 'Safety and Environmental Sustainability' by incorporating strategies, policies and SOPs that promote the Health and Safety stewardship of our personnel, contractors and passengers throughout all our business and operational activities.



Message from the Director General

His Excellency Mattar Mohammed Al Tayer,
Director General and Chairman of the Board
and Executive Directors

In pursuit of the vision of Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of United Arab Emirates, Ruler of Dubai, the RTA is working alongside with other Dubai Government entities to make Dubai the number one city in the world.

In support of the above, RTA continues to implement infrastructure projects to meet the requirements of the Emirate's overall development and enhance the economic environment, in accordance with a highly distinguished model that places the happiness of society across all categories and components as a 'Strategic Goal'. The RTA plays a pivotal role in keeping pace with the overall development and meeting the needs of the Community's population and urban expansion by developing a sustainable road infrastructure and transportation system, in accordance with the highest international standards in this field.

To provide infrastructure and services that exceed the expectations of the community, RTA has designed and implemented an integrated infrastructure of roads network and transportation systems in accordance with the best global practices offering the highest standards of security, safety and sustainability. This is done while taking into account the proposals and ideas received from stakeholders such as customers, institutions and other parties related to the activities for infrastructure development and services offered by RTA.

RTA strongly believes in the importance of achieving happiness for employees – as valuable assets and the main driver in its success and excellence. The RTA is keen to provide a safe, healthy and stimulating work environment for innovation and creativity, focusing on implementing initiatives that enhance the happiness of the employees, and the development of regulations and measures to ensure their safety and protection in the work environment. Health, Safety and sustainability are the most important priorities of the RTA in the midst of constant changes and

new challenges in the work environment. Hence, the culture of Health, Safety and Environment has matured and transformed into a continuous daily practice for all RTA employees at all functional levels.

As a recognition of these efforts, RTA won the 2019 International Safety Award as the best local government institution in the category of local government, defense and service institutions with merit. RTA also received the Five Star certificate in the field of Occupational Health,, Safety and Environment in 2018 with a rating of 95% from the British Safety Council. This is a confirmation of the Authority's position and reputation as one of the world's leading organisations in the adoption of the highest standards of Health and Safety in the public transport sector.

The RTA's journey over the past three years has been full of hard work and achievements especially in meeting the requirements of Dubai hosting Expo 2020, through the implementation of a wide network of roads and a mass transit system known as Route 2020. Route 2020 is an extension of the Red line of Dubai Metro to the exhibition site, which will be at its peak in 2020. We are confident that the team will be devoted to completing these projects on time and shall offer to the world an unprecedented and unique course in the history of Expo exhibitions.

Certifications



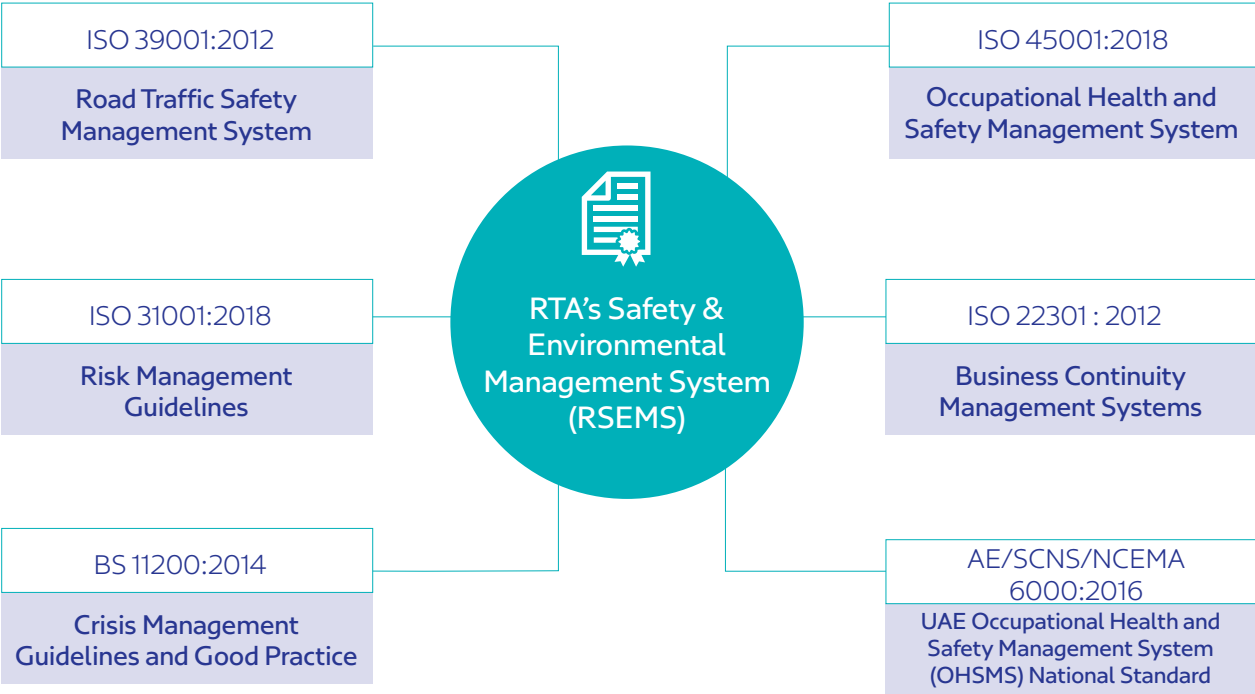
Drivers for Occupational Health and Safety in RTA

The Safety, Risk, Regulation and Planning Department (SRRPD) under the Strategy and Corporate Governance Sector of RTA governs the Occupational Health and Safety strategies and framework.

Each operational agency has a Quality, Health, Safety and Environment (QHSE) office, with a role to manage operational OHS performance in accordance to the Corporate Strategies and Policies.

The management team assures availability of competent resources across business units, with defined accountabilities and authorities, to manage RSEMS systems, OHS aspects across Operations in line with RTA Safety and Environmental Sustainability Policy.

RTA’s Safety & Environmental Management System (RSEMS) considers the following standards and guidelines:



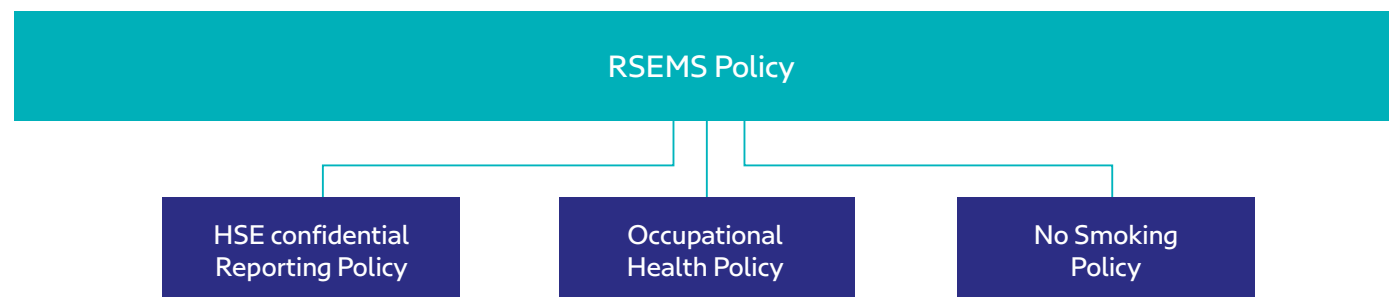
The framework consists of an annually reviewed policy signed by the Director General and the Chairman of the Board of Executive Directors, and now the Policy is signed by H.E and CEO of SCG of RTA and the RSEMS, an overarching document that covers all areas of H&S Management System and provides sign posting to all relevant policies, procedures and guidance documents.

External Drivers



RTA – Internal OHS Framework

The robust system that manages over 6000 employees in RTA is nestled on the multiple policies.



Strategic Goal – Alignment

Road accident fatalities.
Response to emergencies.
Air Quality Indicator.

01

National Vision 2021

Sustainable Environment
and Integrated Infrastructure
Safe Society and Fair Justice



Green transport
Sustainable resources,
clean and healthy environment

02

Dubai Plan 2021

Smart, Integrated, connected city
Pioneer and excellent government



Safety & Environmental Sustainability

Sustainable integrated
transportation as per Dubai's
growth plan and world class
standards

03

RTA Vision and Mission

Safe and Smooth Transport
for all.

Develop sustainable transportation
system in the Emirate of Dubai

No compromise to safety.
Legal obligations and strict
compliance

04

Leadership Direction and Commitments

RTA Safety and environmental
sustainability policy

Green economy framework

Stakeholder Engagement for Health and Safety

RTA's stakeholder engagement process involves identifying all interested parties affected by, or have the potential to be affected by the impacts of RTA's activities, along with those who have an ability to influence RTA.

Based on the impact and focus areas, RTA has identified and classified stakeholders into the following key categories:



Dubai Police
Safety & Security



Dubai Civil Defence
Safe Work Environment



Dubai Health Authority
Occupational Health



Dubai Municipality
Occupational Health & Safety



Dubai Ambulance
Health & Safety



Etihad Rail
Safety Regulations



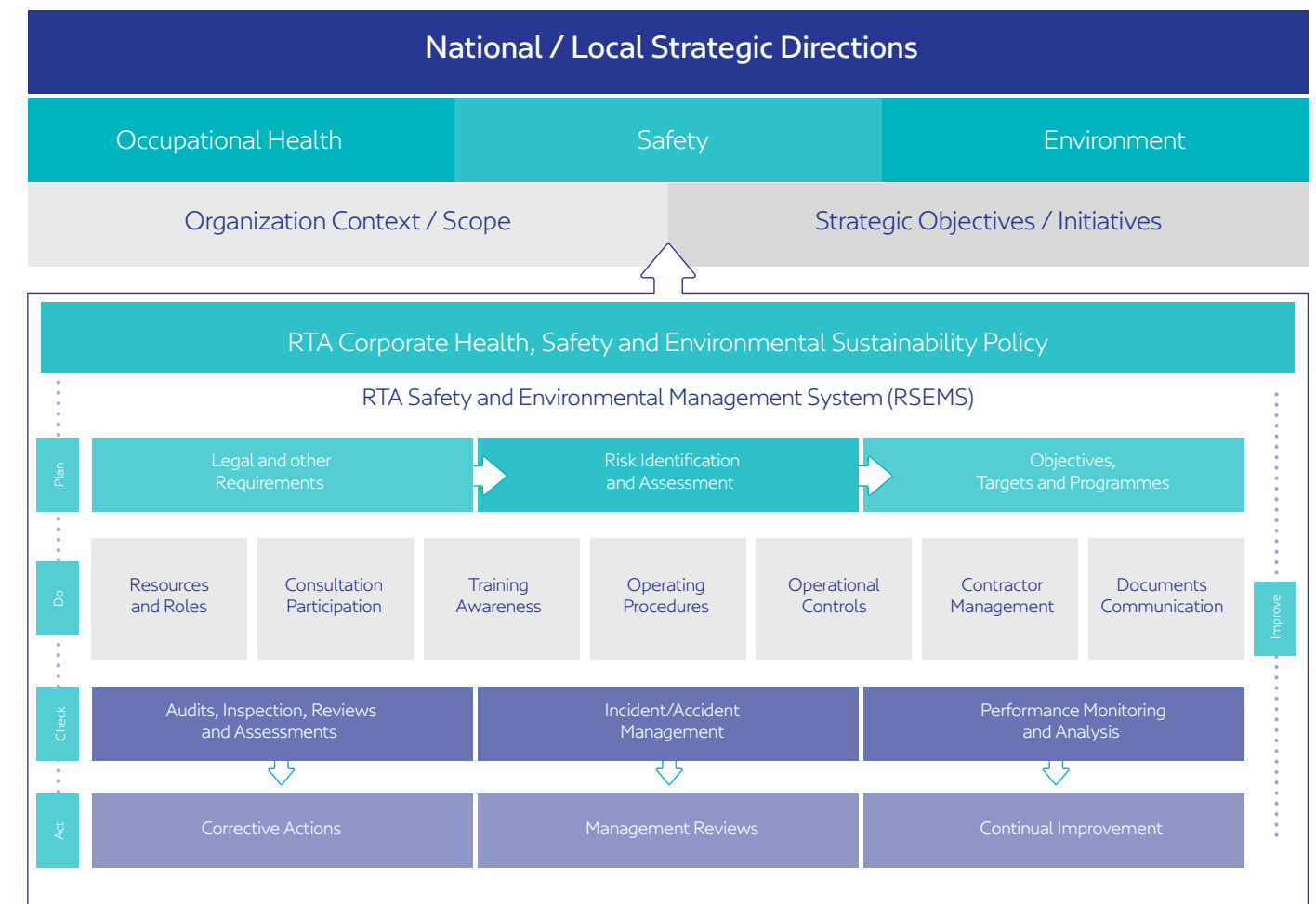
Rail Accident Investigation Branch
Railway Safety and Investigation



Office of Rail & Regulations
Railway Safety & Regulations

Health and Safety Governance Model

Our safety governance structure is based on the principles of leadership, participation, risk management, stakeholder engagement and legislative compliance. In order to achieve structured and meaningful impact, management responsible for executing safety decisions is spread across various teams and personnel. Our formal joint health and safety structure consists of top management, senior management and team members.



Compliance assessment and Status

RTA's Occupational Health and Safety (OHS) governance framework is in alignment with the RSEMS policy. The RTA Safety & Environmental Management System (RSEMS) ensures compliance to international standards and other applicable best practices and is implemented across the entire operations and integrates other systems and standards to meet RTA's health and safety objectives and targets. RTA conducts regular and periodic audits and inspections across its operations to ensure compliance to OHS policies, obligations and standard requirements. RTA confirms compliance with legal and other obligations mandated by relevant legal authorities. No prohibition notice or noncompliance report was raised on RTA in 2017, 2018 & 2019 with respect to the OHS legal obligations.

RTA's Occupational Health and Safety compliance is assessed through different programmes, as follows:

- **Compliance Assessment by Legal Authorities – No external non-compliance raised in 2017, 2018 & 2019**
- **Compliance Audits by the Certification Body – Meeting the expectations and requirements. As well as retaining the Certifications granted to RTA in 2017, 2018 & 2019**
- **Audits and inspections by the Safety, Risk, Regulation & Planning Department – 100% adherence to Audit Plan in 2017, 2018 & 2019**
- **Audits and inspections by the QHSE Offices in operational agencies**
- **Assessment by the Internal Audit Department in Director General Office**

In the period of 2017, 2018 & 2019 RTA has achieved and assured legal compliance required by the management system procedure – RSEMS, legal and other requirements.

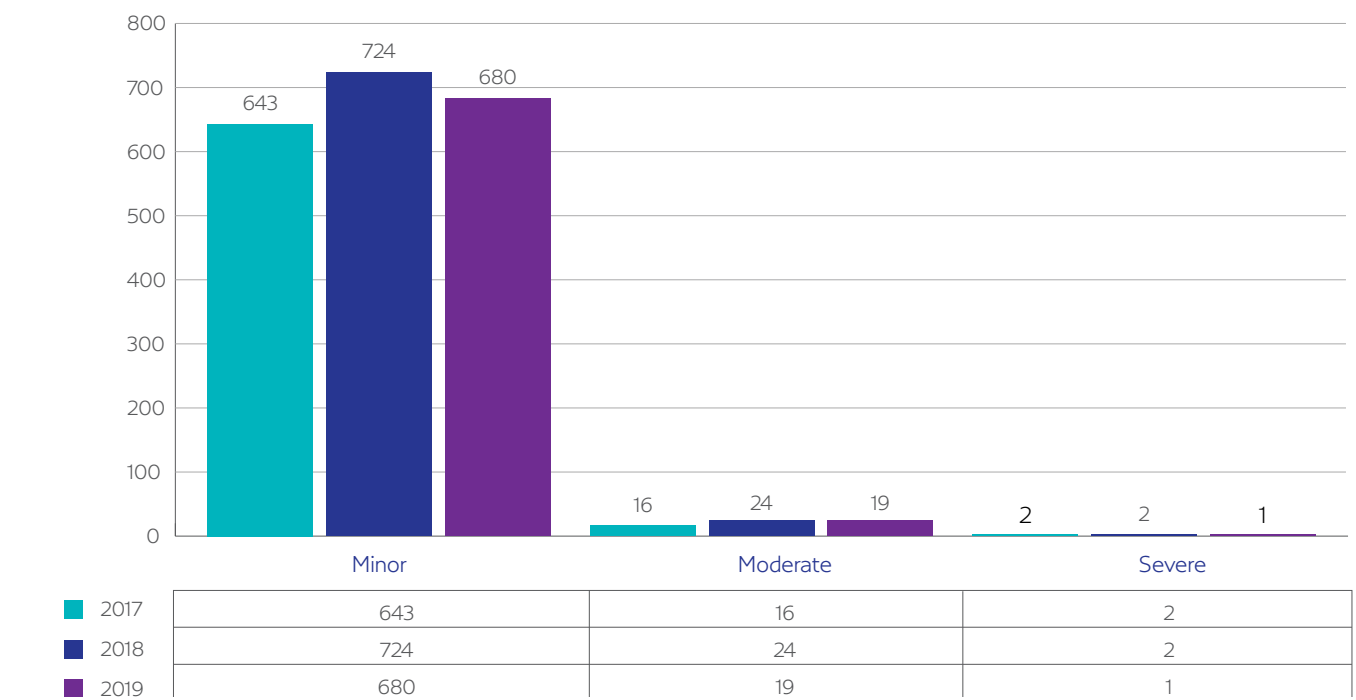
Performance Results for 2017, 2018 & 2019

TRA - Traffic and Roads Agency
 RA - Rail Agency
 PTA - Public Transport Agency

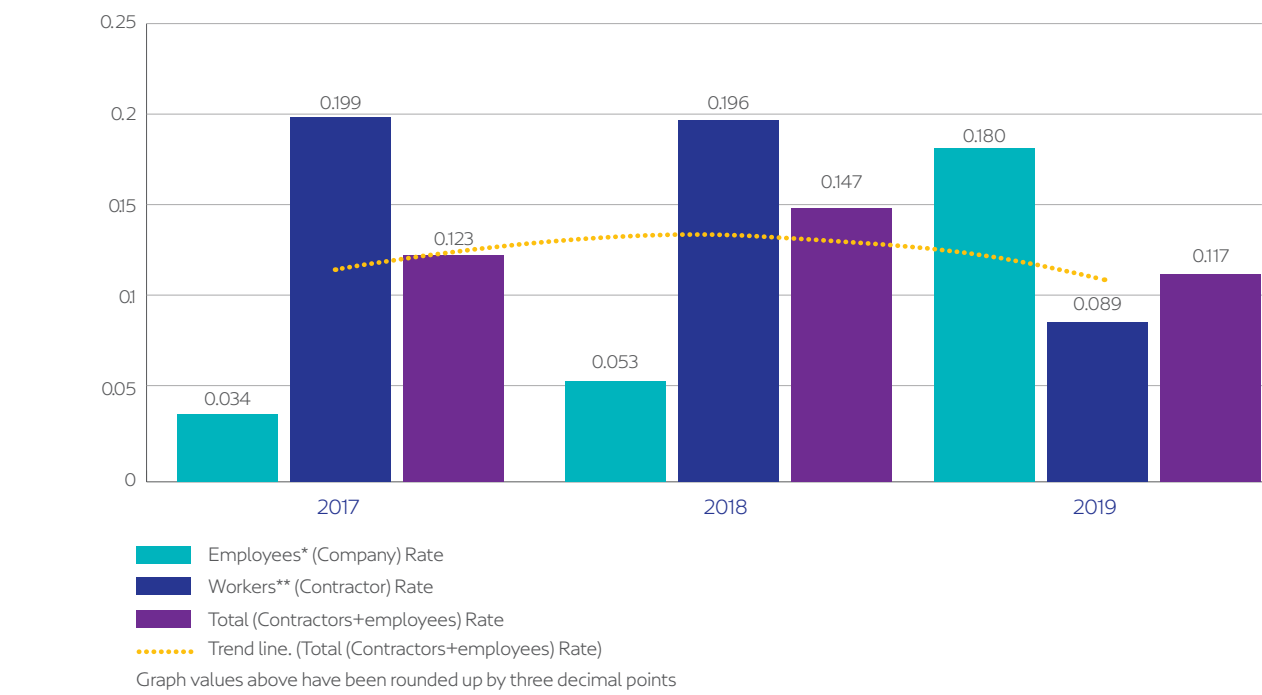
LIC - Licensing Agency
 DTC - Dubai Taxi Corporation
 CTSS - Corporate Technology Support Services Sector

CASS - Corporate Administration Support Services Sector
 SCG - Strategy and Corporate Governance Sector

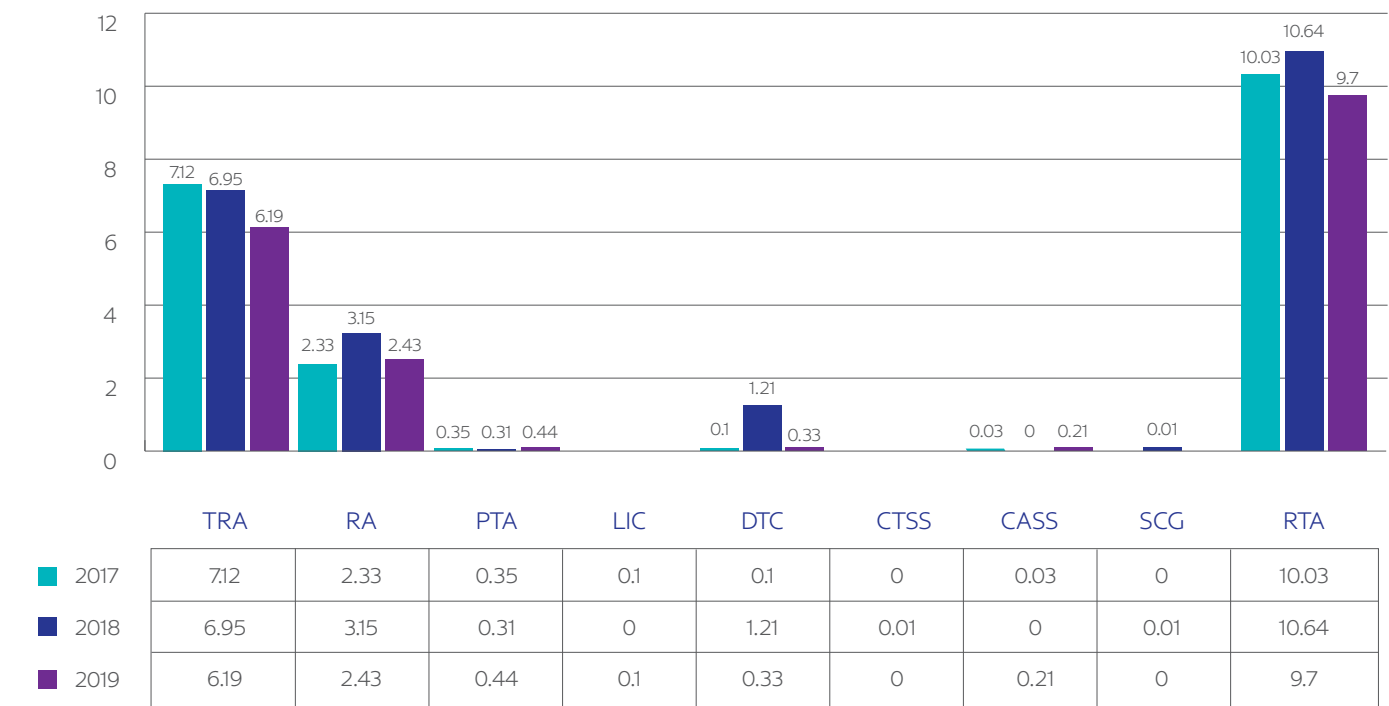
Incident Statistics 2017, 2018 & 2019



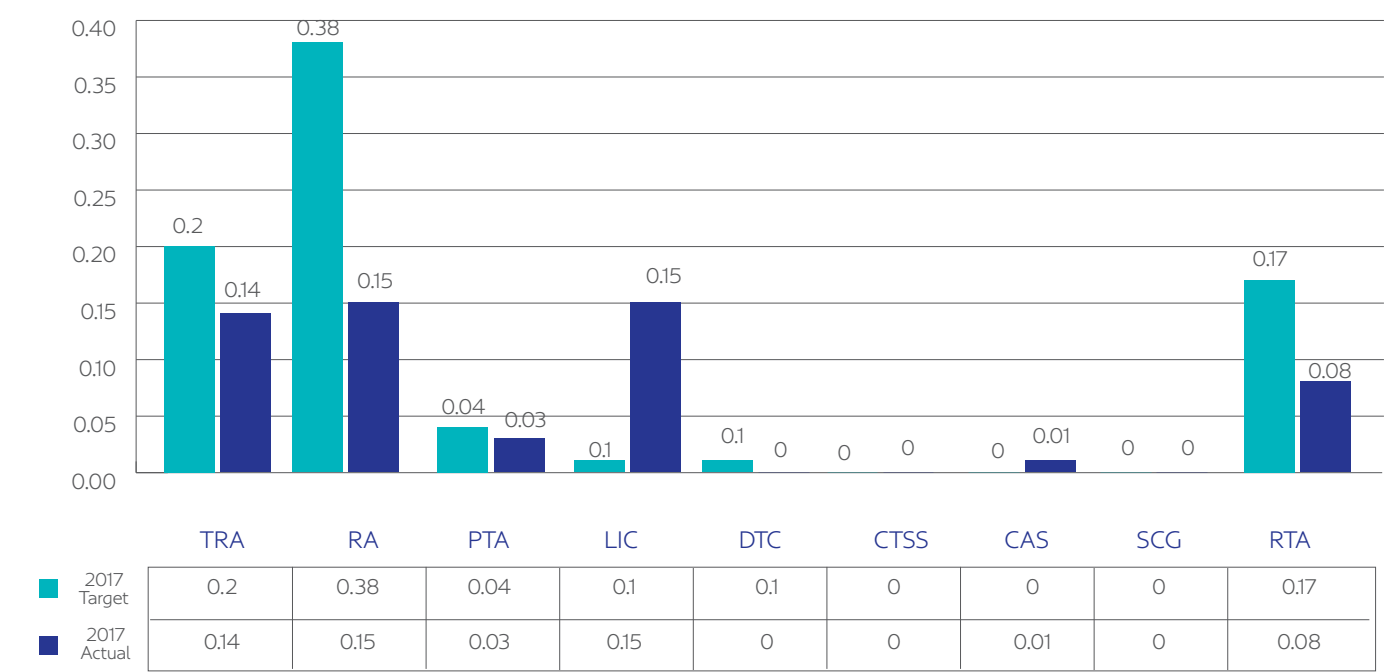
Rate of recordable work-related injuries 2017, 2018 & 2019



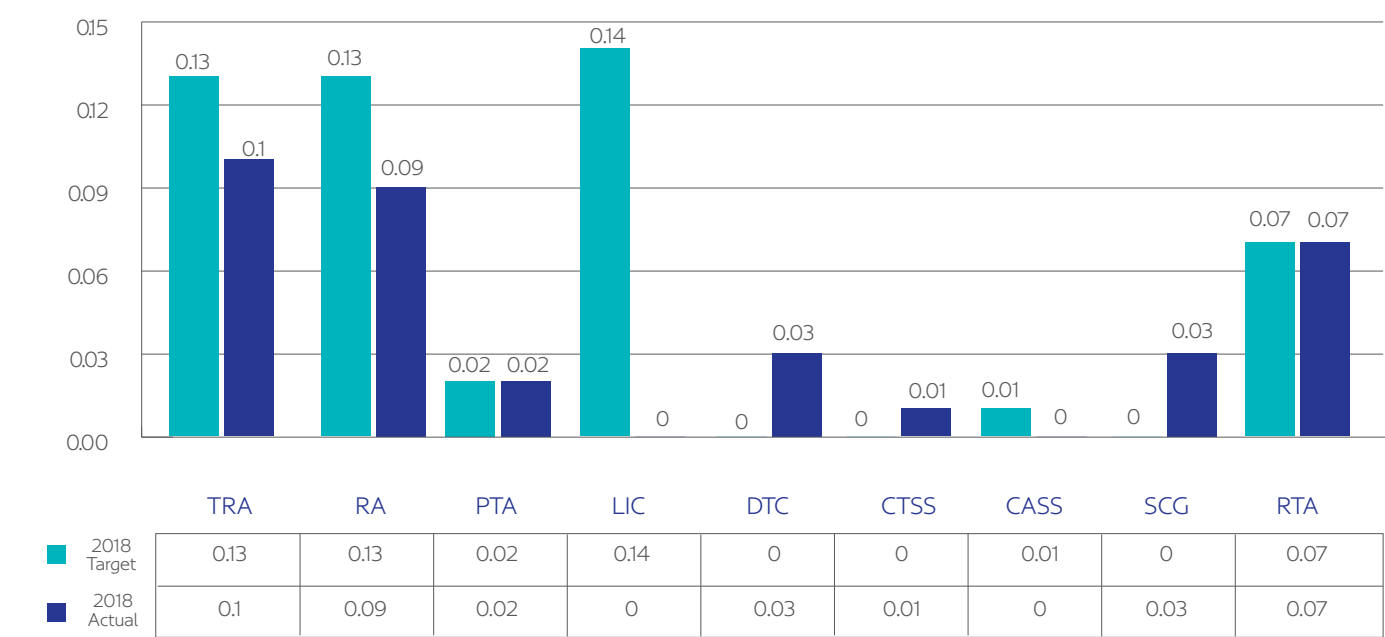
Equivalent Fatalities 2017, 2018 & 2019



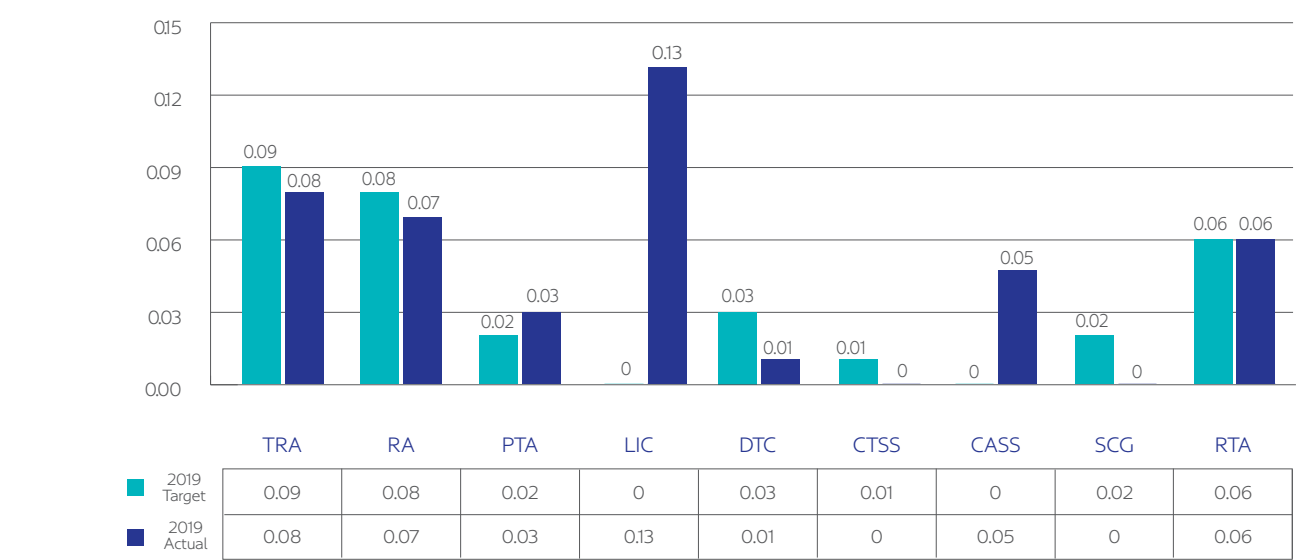
Equivalent Fatality Rate - 2017



Equivalent Fatality Rate - 2018

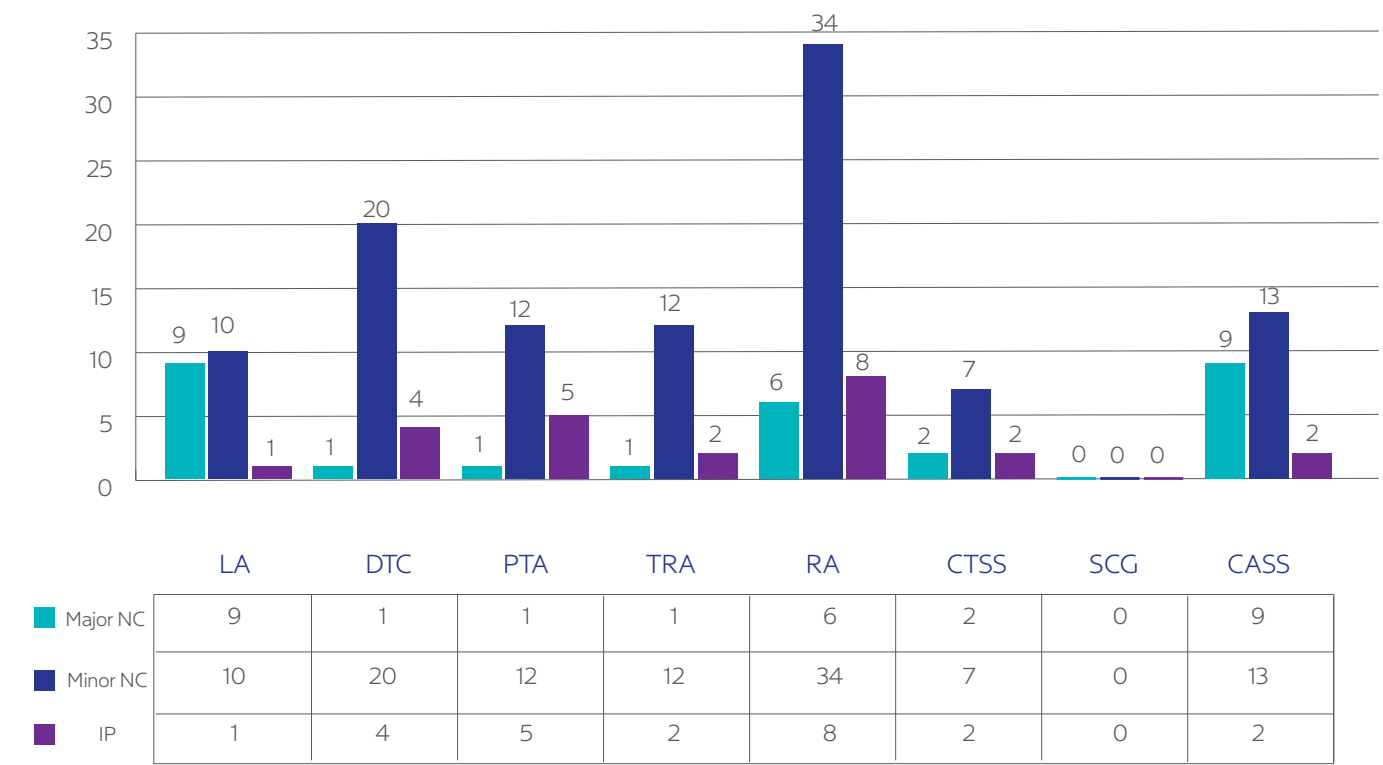


Equivalent Fatality Rate - 2019



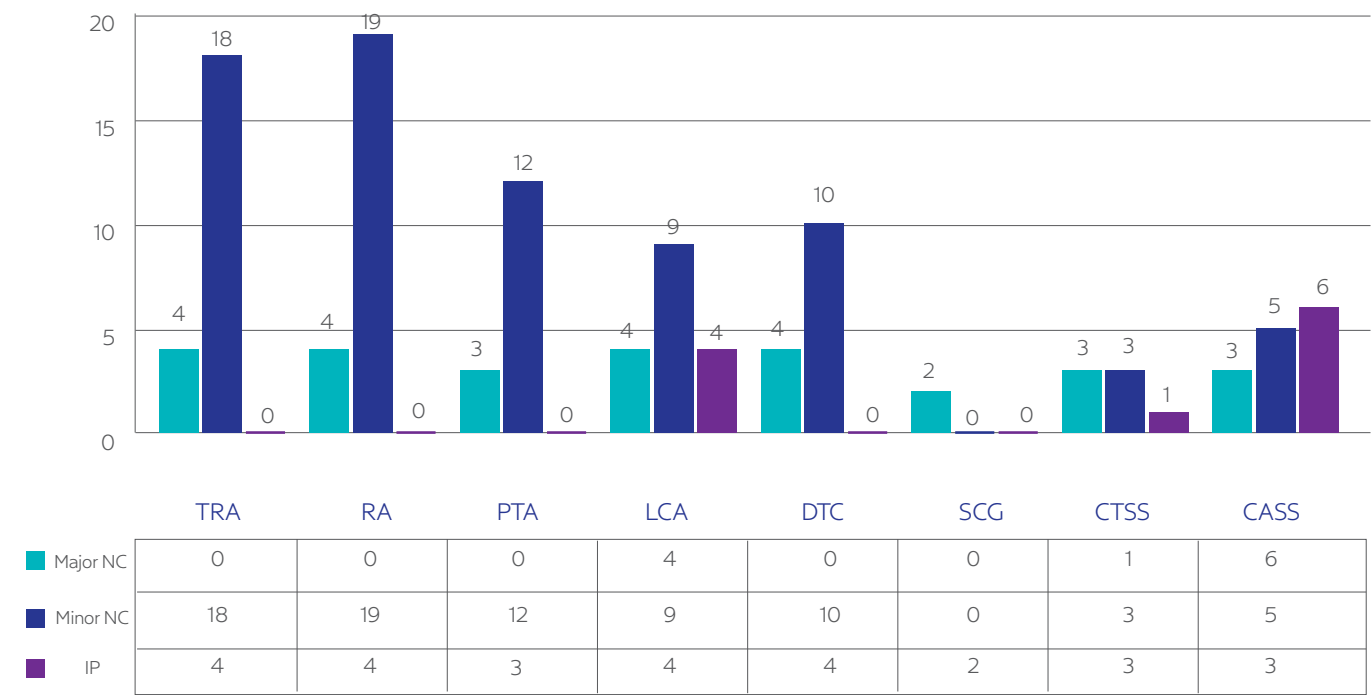
RSEMS Audit 2017

Type of Findings and Agencies 2017



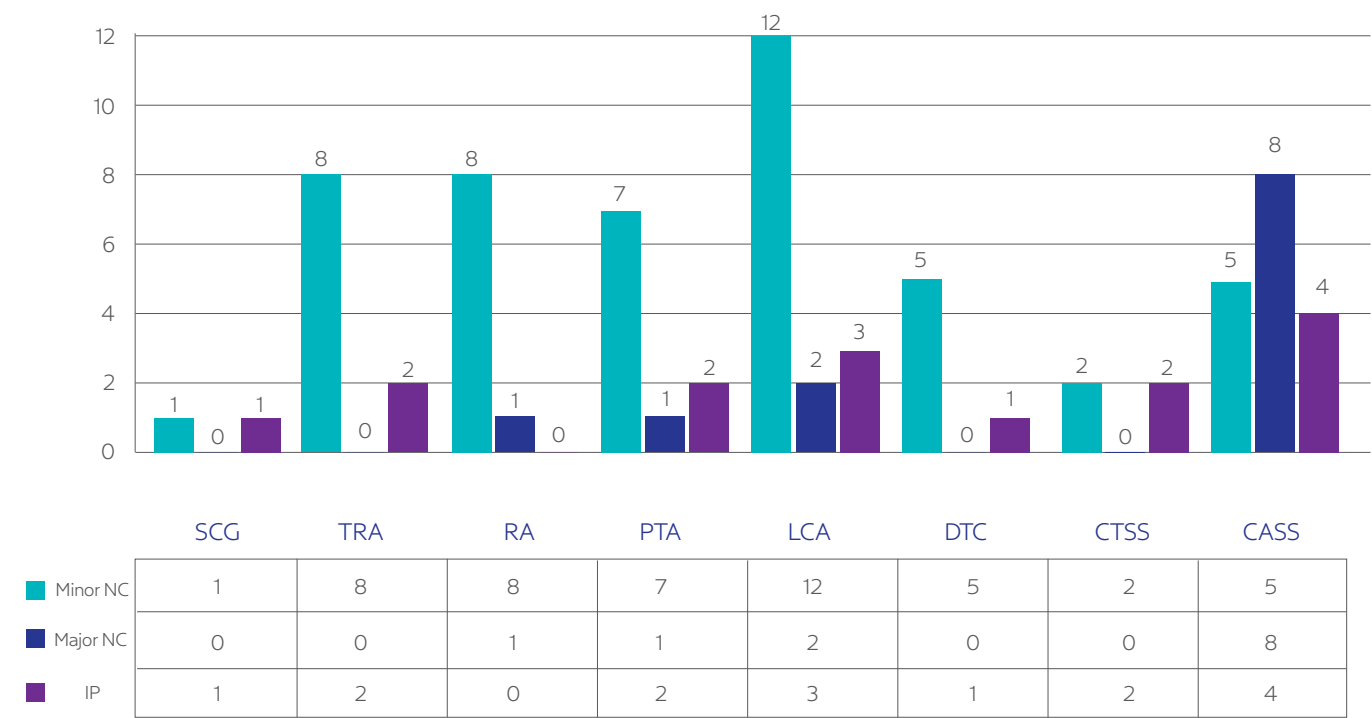
RSEMS Audit 2018

Type of Findings and Agencies 2018



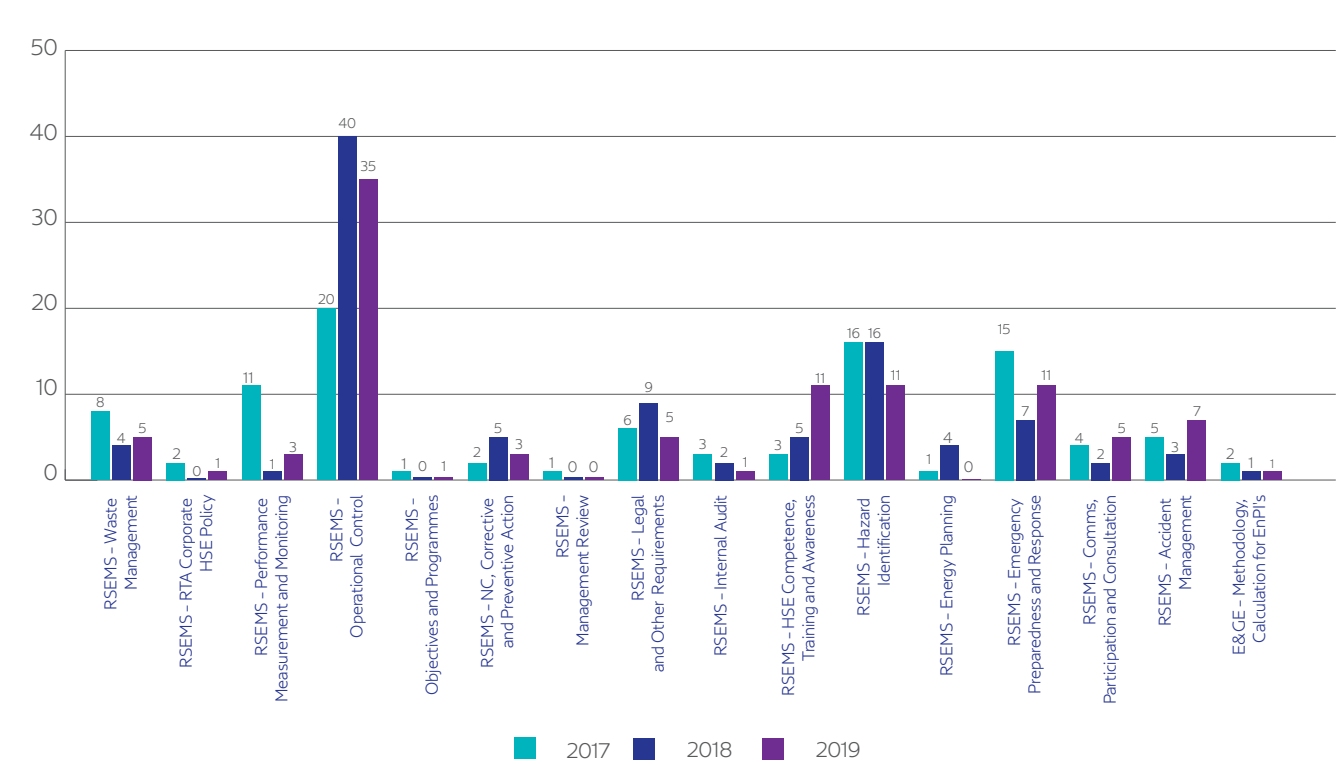
RSEMS Audit 2019

Type of Findings and Agencies 2019

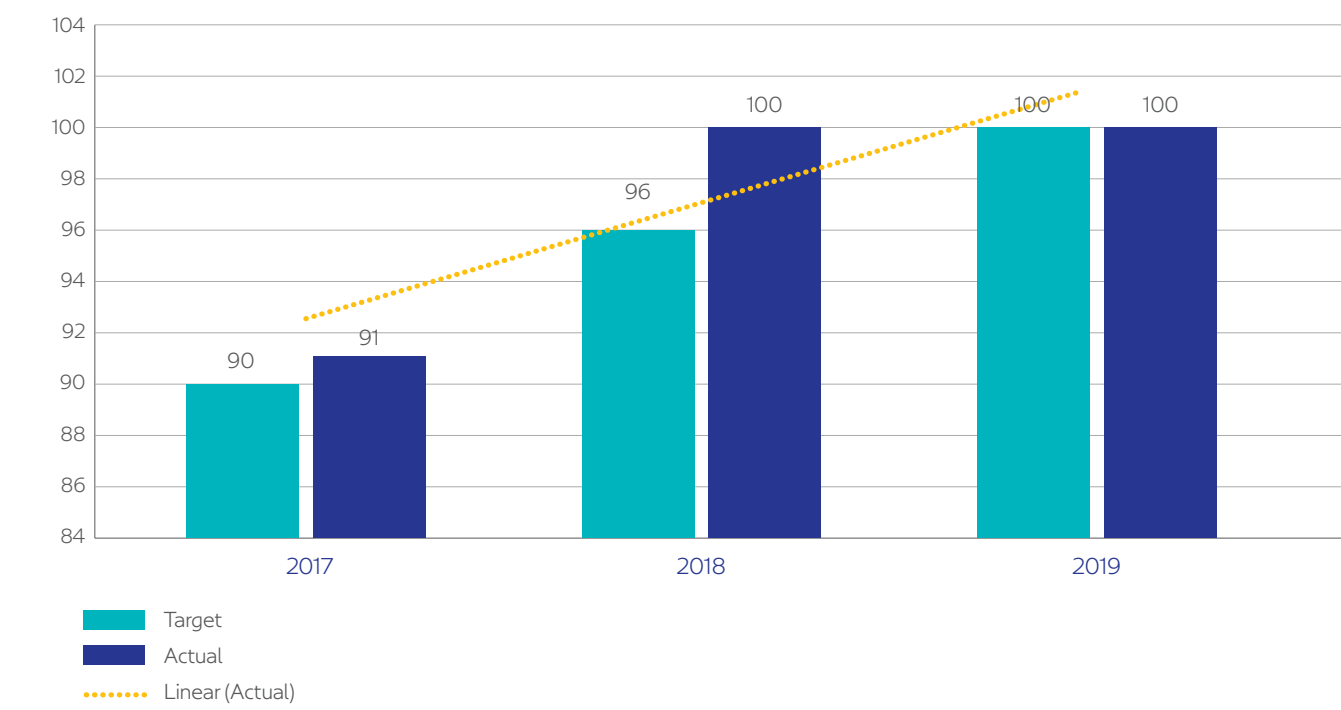


RSEMS iAudit

Findings distribution Trend for 2017, 2018 & 2019



Corporate HSE Audits 2017, 2018 & 2019



Top Management Commitment: Message from the Leadership Team

Sectors

Eng. Nasser Abu Shehab

Chief Executive Officer, Strategy and Corporate Governance Sector

The Roads and Transport Authority (RTA) has always shown tremendous commitment towards achievement of its Vision, 'Safe and Smooth Transport for all' and has established Standards and Best practices to position itself as an Industry Leader, not only at the local level, but also at the Regional and International level. RTA's achievements in operating its Public Transport Systems in the Emirate of Dubai and achieving a Sustainable network of Roads and Public Transport, comprises only a small part of its ever-growing portfolio of innovative Projects & Initiatives.

RTA's progress is underlined by its commitment to implement international best practices and updated Management System Standards to ensure its optimal Safety journey. This has contributed in developing its capabilities and prepare itself to manage new challenges and opportunities for achieving RTA's Vision and Strategic Goals. RTA has won several prestigious international awards and certificates in 2017, 2018 and 2019 including the Five Star Ratings on both Occupational Health & Safety Management System and Environmental Management System. Also, RTA has won both Sword of Honour and Globe of Honour Awards in 2018. These awards highlight RTA's Leading position in the field of Transport Health, Safety and Environmental Sustainability.

RTA has witnessed a steady improvement in the health and safety performance indicators and has achieved positive results over the years of 2017, 2018 and 2019. Through this report, we seek to document and provide the performance data for RTA's achievements in Health & Safety for these three years. This report shall be used for the information and knowledge of RTA's stakeholders who have contributed in the overall achievement of RTA's Health & Safety Sustainability Objective.

Finally, we hope this report achieves its objectives, and we express our thanks to who participated in developing the report, including RTA's employees and the concerned stakeholders for their continuous support for RTA towards achieving excellence in Occupational Health & Safety Sustainability.



Yousif Jawad AlReda

Chief Executive Officer, Corporate Administrative Support Sector

Corporate Administrative Support Services Sector (CASS) supports RTA in core centralised operational services including Administration Services, Marketing & Corporate Communication, Finance, Human Resources & Development, Procurement, Customer Happiness and Building & Facilities. One of our main goal is to ensure Occupational Health & Safety (OHS) sustainability in all our delivered services while achieving people happiness through fostering communication & cooperation with all.

At CASS, we ensure all our services delivered with safety sustainability in mind, which include the following main services:

1. Setting contractual OHS sustainability requirements for all contractors working for RTA and ensuring that these requirements are applied where and when applicable in coordination with relevant units in RTA.
2. Provision of all required OHS sustainability trainings for all relevant employees in RTA.
3. Provision of customer happiness activities at our happiness centres keeping in mind our customers' safety comes first while they are at our centres.
4. Provision of civil works including preventive and corrective maintenance for all assigned buildings and facilities keeping OHS sustainability as first priority when dealing with any of the requested services.

An achievement that I am proud of is our constant and rapid evolution. We have a clear vision, taking into consideration the OHS sustainability at work, ensuring all employees and contractual workers are provided with clear guidelines, tools and techniques that are necessary to perform their duties, without compromising their own safety and minimizing the impact on OHS



Mohammed Al-Mudharreb

Acting Chief Executive Officer,
Corporate Technology Support Services Sector

Promoting and adopting Health, Safety and Environment (HSE) best practices is no more an option, but one of the key factors for achieving employee happiness in Road and Transport Authority. (RTA).

HSE represents one of the strategic goals. At Corporate Technology Support Services (CTSS), we are proud of our commitment towards providing a safe and healthy workplace that is conducive to delivering results without any incidents, through the implementation of safest practices in the technology services industry, within RTA.

Employee Health and Safety is engrained in every decision we make at CTSS. The key offering of CTSS is the Technological Support Services in RTA. We ensure the procurement of IT and Technology equipment's from approved manufacturers who are committed to Safety throughout their product's lifecycle. Our support services ensure our employees have safe IT equipment's at their disposal. In general, focusing on safety and ensuring employee health is a prudent activity. The benefits are both tangible and intangible. Tangible benefits include reduction in cost, incidents, claims and compensation.

Working in a healthy, safe, responsible organisation not only benefits the business but also positively impact the moral and good manners of the staff, extending these practices from business requirements to a way of life.

As a concluding statement, I urge the readers of this message to make safety their priority in everything that they do for a better tomorrow.



Agencies

AbdulMohsin Ibrahim Younes

Chief Executive Officer, Rail Agency

Rail Agency has an impressive track record in the implementation of safety standards in the rail projects (Dubai Metro and Dubai Tram) in line with world-class standards.

The projects have recorded a safety level better than the acceptable global rate of one accident per million working hours. RTA adopted the highest standards of rail safety and has signed several agreements and MoUs with global entities such as ORR and Imperial College in the UK, SMRT in Singapore and others.

Rail Agency proudly celebrated the 10th Year of successful Dubai Metro operations in September 2019 with more than 2.5million safe trips carrying over 1.6 billion passengers. The growth of Dubai Metro has been one of the Middle East's most extraordinary success stories, considering one of the most efficient, safest and cleanest metro systems in the world.

RTA's recent membership in the Community of Metros (COMET) demonstrated Dubai Metros performance as compared to 38 Metros in the world. In terms of the Overall Equivalent Fatalities (i.e. Measure of Fatalities+ Major Injuries+ Minor Injuries per passenger journeys), a measure which is used to measure safety performance, the results are as follows; Dubai Metro is 4th best in terms of safety record after Seoul, Guangzhou and Singapore. The punctuality rate is at an average of 99.71 per cent with near zero crime and vandalism.

Rail Agency also proudly celebrated the 5th Year of successful Dubai Tram operations, which is one of the most advanced tram systems in the world with state-of-the-art safety technology as Aesthetic Power Supply (APS) and fully air-conditioned Tram Stations.

In terms of the future of Railways, Dubai Metro Red Line extension (Route 2020) is in the final testing and commissioning phase. The construction works have been completed without any fatality. Furthermore, Route 2020 achieved a major milestone of 24 million-man hours without Loss Time Injury (LTI).



Eng. Maitha Bin Adi

Chief Executive Officer, Traffic & Road Agency

Traffic and Road Agency is responsible for design, construction and maintenance of road networks in the Emirate of Dubai. Even though the risk involved in the building and maintaining a world class infrastructure is tremendously high, we thoroughly follow the policy that Safety of a person overrides all construction and maintenance targets. We strongly always believe in promoting occupational health & safety across agency's business at all times and committed to protect our employees, stakeholders and the community around us without compromising their wellbeing.

Our commitment stands strong to have a sustainable development where we ensure that all our activities avoid hardship to our people and the milieu.



Ahmed Hashem Bahrozyan

Chief Executive Officer, Public Transport Agency

Land and marine public transport operated by PTA have demonstrated a positive trend in safety performance for the last 9 years. The accident rate of public bus operations has reduced from 1.05 in 2010 to 0.32 in 2019. During the last 3 years, ZERO fatalities were reported in public bus operation. Also, ZERO fatalities were reported in marine transport for the last 10 years. Marine transport has now completed 1 million man-hours without any injuries to passengers and crew. This performance needs to be sustained, which needs efforts from all stakeholders.

We have established many initiatives that will improve the safety of transport mode, which we operate or regulate. In addition, we are constantly upgrading the facilities to improve the work environment. We believe that safer public transport is a key aspect required for increasing ridership.

The health and safety of our employees, and of all our stakeholders, is our fundamental objective. We continually seek to improve all aspects of our safety performance. I chair the safety committee of PTA with all directors as its members and we meet regularly to discuss safety issues. This signifies our commitment and approach in ensuring safety compliance.

It is not just, about what we say, but about what we do on the ground at our operations every day.



Abdulla Yousef Al Ali

Chief Executive Officer, Licensing Agency

We make concerted efforts to improve the driver's performance and vehicle safety in order to reduce road related injuries, accidents, CO2 emission reduction and deaths within the Emirate. We work in coordination with strategic partners that include Dubai Police, driver training institutes and vehicle inspection stations. We collaborate with operated customer service centres, approved agent operators and e-service channels to deliver the best quality service. Our agency contains five departments, which are: - Vehicles Licensing - Drivers Training and Qualification - Drivers licensing - Monitoring and Enforcement, Commercial Transport Activities.



Dr.Eng. Yousif Al Ali

Chief Executive Officer, Dubai Taxi Corporation

In order to achieve DTC vision "Pioneers in Safe, Reliable and Smart Transport Services", DTC introduced a package of traffic safety-driven programs, initiatives and projects. For instance, it has introduced the Brake Plus system in DTC taxicabs where a four-way flasher system automatically operates once the driver applies the brake to slow down or suddenly stop, in order to minimise the chances of rear side collisions. It has also put a 120 km/h speed limit on highways to all taxicabs of DTC, and identified geographical spots witnessing recurrent accidents to analyze the causes and introduce remedial measures. DTC has launched a driver monitoring system via on board cameras to spot events of declining attentiveness or sudden sleeping of taxi drivers to avoid potential accidents.

As result of these series of programmes & initiatives, DTC has reduced the taxi accident rate from 0.61 accidents per 100 thousand km in 2009 to 0.25 accidents per 100 thousand km in 2019, as evidence of DTC efforts in contributing to traffic safety in Dubai and the realisation of RTA's vision of "Safe & Smooth Transport for All" and the strategic goal No 5 "Safety and Environmental Sustainability.

DTC has developed new & sophisticated measures in training cabbies to sensitize them about the applicable rules & regulations as well as the importance of complying with the practices that maximise the safety & security of riders in support of RTA's vision. DTC has a unique system of incentives & rewards for motivating cabbies to improve the level of service. As part of its efforts to maintain the safety of customers and maximise their satisfaction. Beside that DTC has launched the Traffic Safety Award to felicitate distinguished drivers whose records are free from accidents, offences and quality violations".



Proactive Occupational Health and Safety Management

Roads and Transport Authority is committed to providing employees a safe working condition as far as is reasonable, practicable and has structured arrangements to ensure the safety and wellbeing of staff and others who may be affected by our activities. RTA’s Safety Strategy is to minimise the adverse impacts to individuals and the business from ill health and injury. RTA has a robust HSE framework to manage OHS risks and their impact on stakeholders which include employees, contractors, visitors and other vulnerable categories of people (nursery students, people of determination, etc.), passengers, public, etc. RSEMS supports in the identification of key health and safety risks that must be managed at an agency level. This is supported by Corporate Audits & Inspections, Emergency Responses & Drills, activity-based risk assessments, project risk assessments, and threat and scenario-based risk assessments. This multi-tier platform supports in effectively managing RTA’s Occupational Health and Safety risks that could have potential impacts on the organisation.

A formal process of reviewing health and safety performance exists across the organisation and is a crucial element of a robust safety management system. It allows the management teams to establish whether the essential health and safety principles are functioning within the organisation. Performance of sectors and agencies are monitored on a monthly basis. OHS performance data is collected, validated and consolidated for RSEMS OHS data management system. This system provides all management levels throughout RTA with necessary information to take early action if deviations from targets occur. Systems and processes are reviewed by third parties – in addition to corporate iAudits and agency QHSE audits.

OHS Management



Management Involvement and Commitment



Hazard Identification, Risk Assessment and Risk Response Plans



Training and Communications



Audits & Inspections



Emergency Response & Drills



Views of Interested Parties



Internal External Issues



Employee Consultation & Participation

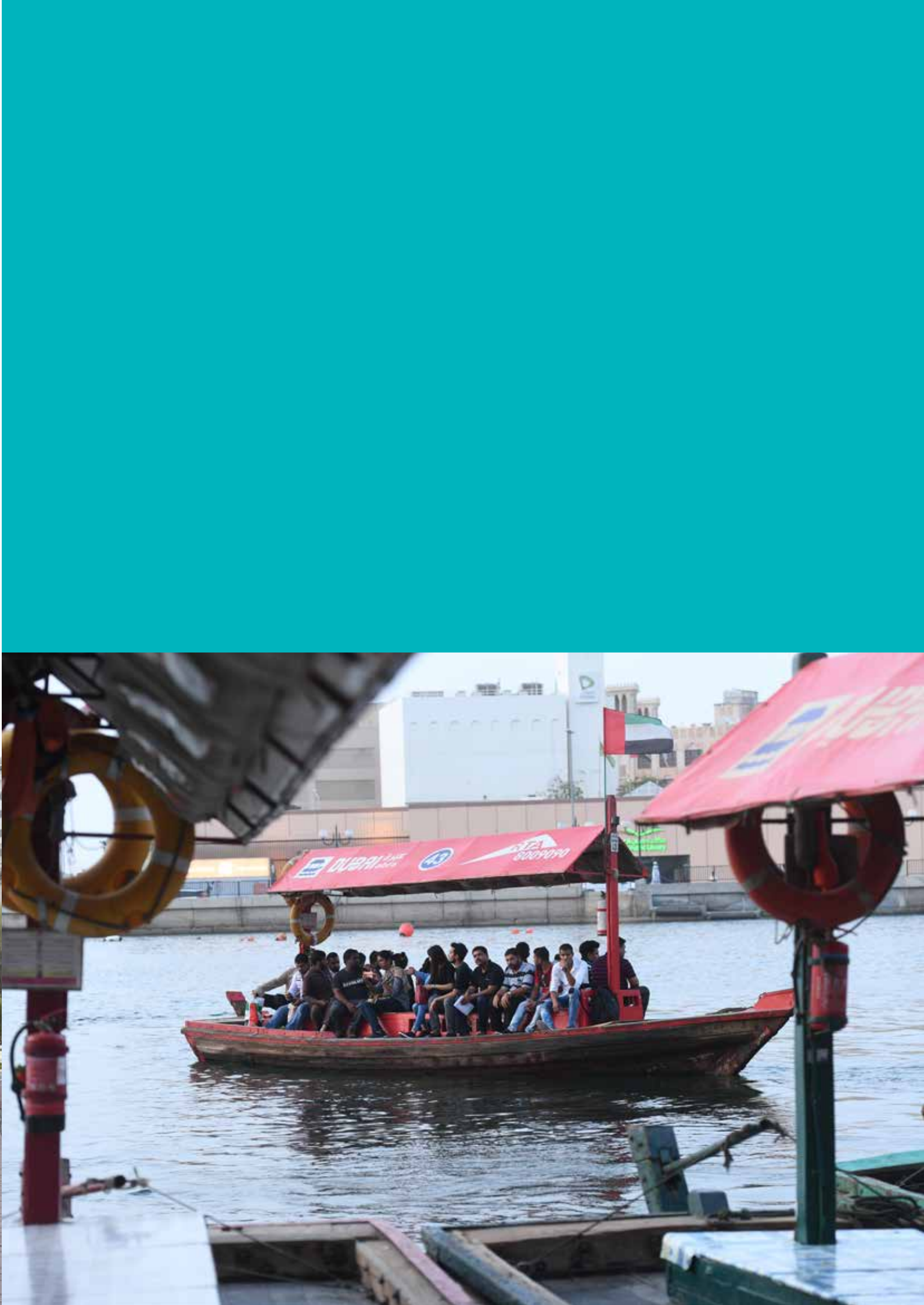
Rail Agency - Proactive Systems



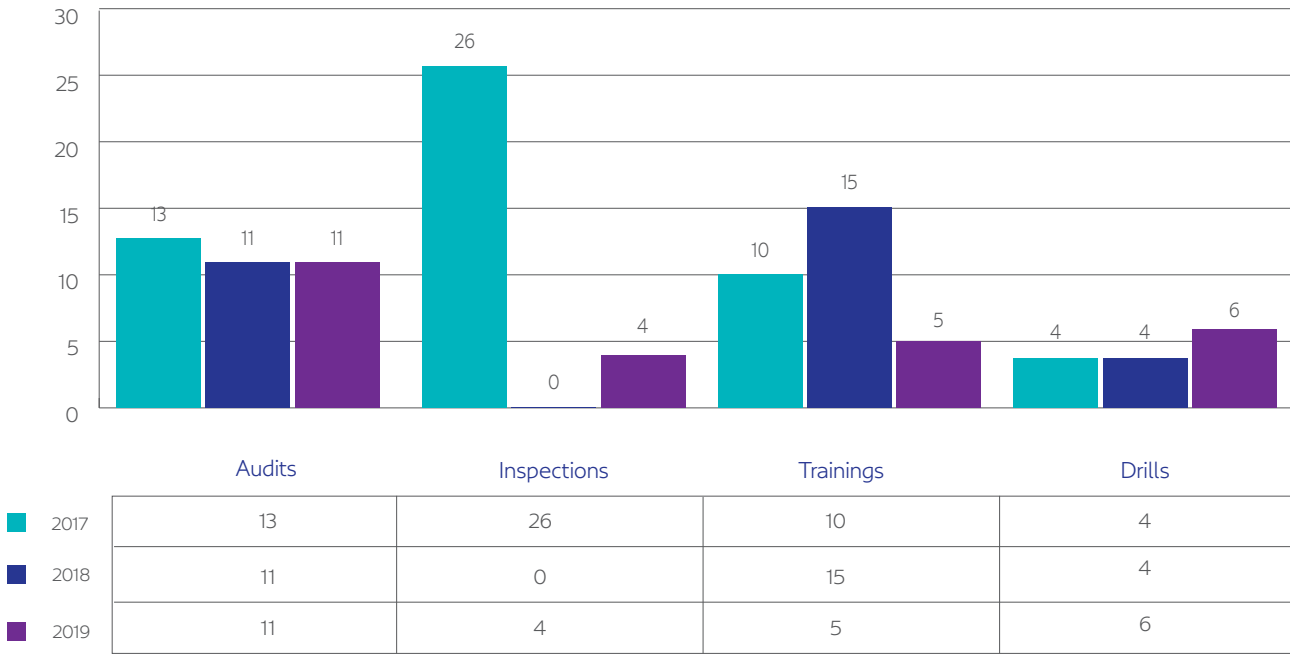
Traffic and Roads Agency - Proactive Systems



Public Transport Agency - Proactive Systems



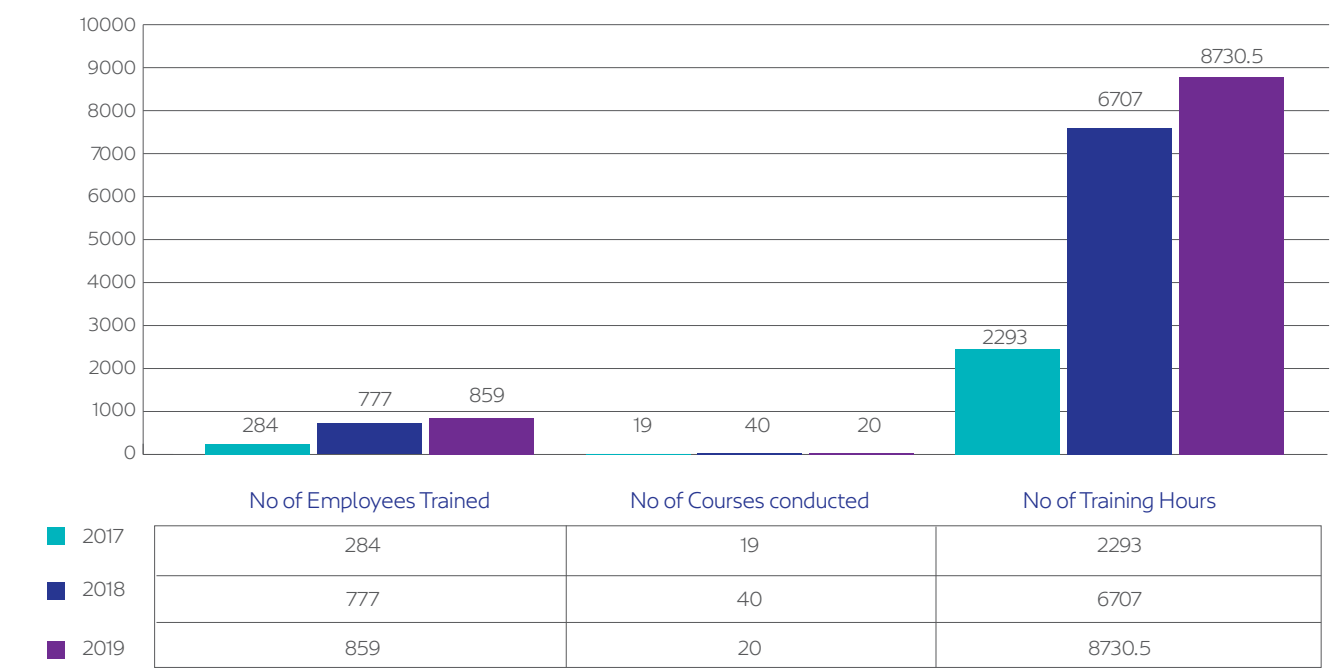
Licensing Agency - Proactive Systems



Dubai Taxi Corporation - Proactive Systems



Health and Safety Trainings by Human Resources & Development Department



Health and Safety Initiatives 2017, 2018 & 2019

The RTA Safety and Environmental Management Systems is continually enhanced with OHS initiatives and programmes. These are identified based on the review of RTA's Strategies, industry practices, trend analysis from audits, inspections, accident investigations, yearly management reviews and based on technological innovations that are in practice. In 2017, 2018 & 2019, RTA has identified numerous health and safety initiatives that has supported its overall positive health and safety performance.



Health and Safety Initiatives 2017, 2018 & 2019

#	Initiatives	Sector/Agency
1	RTA HSE Open Day 2017: Aimed to increase awareness of all RTA staff on Basic HSE – 1 Day event	Strategy and Corporate Governance
2	RTA HSE Open Day 2018– Knowledge sharing platform for RTA's internal stakeholders to showcase the safety initiatives and with site Visits, 2018	Strategy and Corporate Governance
3	RTA Smart Safety Licensing (S2L) Pilot Workshop – To enhance the HSE knowledge of RTA contractors	Strategy and Corporate Governance
4	Beat the Heat Campaign – In liaison with Dubai Municipality	Strategy and Corporate Governance
5	British Safety Council –Complete Five Star HSE Assessments: To obtain RTA's HSE Maturity Level against international best practices as per British Safety Council, UK, assessment criteria	Strategy and Corporate Governance
6	Enhancement HSE Compliance Assessment and Reports: Assure strict compliance of HSE Legal requirements	Strategy and Corporate Governance
7	Road Safety Awareness: A campaign to improve staff awareness on road safety issues with an aim to reduce the number of accidents/ injuries while driving	Rail Agency
8	Watch your Step: Safety initiative with an aim to improve awareness and prevent slips, trips and falls related injuries	Rail Agency
9	Stay Hydrated: A safety campaign on the importance of staying hydrated aimed for Route 2020 Construction Workers	Rail Agency
10	Blood Donation Campaign R2020: Project participated in blood donation campaign by hosting Dubai Health Authority for collection	Rail Agency
11	Summer Awareness Campaign: Safe working during the hot months in the UAE	Rail Agency
12	Child safety program – Campaign for the public on the seat belt rule which obliges motorists to have children under the age of four restrained in a safety seat	Traffic and Road Agency
13	Coloring asphalt in red – Initiative for coloring asphalt in red in parts of streets subject to changing speed limits to raise awareness to the motorists	Traffic and Road Agency

#	Initiatives	Sector/Agency
14	Safety Awareness to Project Team – A campaign for the Road construction Projects	Traffic and Road Agency
15	QHSE Taweih: To cascade HSE information proactively across TRA, QHSE have initiated Information posters in 2019. It is decided to roll out quarterly and fulfilled in 2019	Traffic and Road Agency
16	Mass Awareness: To road contractors in liaison with other government entities	Traffic and Road Agency
17	Updating and Releasing of Work Zone Safety Manual	Traffic and Road Agency
18	Bus specification improvement	Public Transport Agency
19	Development of safety standard for bus stops and taxi rank	Public Transport Agency
20	Annual health surveillance of drivers using DVLA standard, UK	Public Transport Agency
21	RAQEED Functionalities Incorporated In The New Buses– Extension In New EXPO Rider Buses (373 BUSES)/143 COACH: We have incorporated RAQEED system functionalities as part of bus specification for new buses procured during year 2019	Public Transport Agency
22	Parallel Parking Arrangement Inside Bus Depot: The depot infrastructure arrangement is now redesigned to avoid reversing of buses inside bus depot and is replaced with parallel parking (work is in progress)	Public Transport Agency
23	Smart Tyre Scanner: Tyre inspection is now automated to improve the safety of buses and avoid any accidents that might happen due to damaged tyres	Public Transport Agency
24	Health Station: MOU is established with ASTER for installing Health Station at bus stations during year 2019. This station will promote drivers to perform regular health check-ups. Design of station is completed and installation is scheduled in Q1 2020	Public Transport Agency
25	Evaluation of vehicle testing centers: In Dubai related to enhancing safety	Licensing Agency

#	Initiatives	Sector/Agency
26	Civil Defense Campaigns: In Testing Centers on Fire Risk awareness for employees and customers	Licensing Agency
27	Healthy snacks and food day: CTA had conducted a healthy snacks day for LIC employee	Licensing Agency
28	Sport day for driving licensing: A sport day has been conducted by the driver licensing department for their employees (specially for the examiners and their families)	Licensing Agency
29	Stress relief trips	Licensing Agency
30	Health and safety week: A platform to enhance the organization's advanced safety culture for employees, drivers and technicians	Dubai Taxi Corporation
31	Maintenance Risk Assessment – Maintenance Activities Safe Operating Procedures with linked risks assessment to enhance safety of the Operatives	Dubai Taxi Corporation
32	HSE Smart application: To design and develop a solution for conducting inspection of facilities of Dubai Taxi Corporation.	Dubai Taxi Corporation
33	HSE Smart application Phase 2: The Incident Management solution is a centralized system that provides a portal for organizations to comprehensively manage all aspects of HSE incidents	Dubai Taxi Corporation
34	OCC with Smart operation system: To monitor all the DTC Fleet (Taxi, Limousines and School Bus)	Dubai Taxi Corporation
35	Fire Alarm System in the Drivers accommodations – Phase 2: In order to reduce the fire risks inside the Drivers accommodations, DTC will install a fire alarm inside the drivers' rooms to prevent smoking and cooking inside the rooms	Dubai Taxi Corporation
36	Drive Safety System – Fatigue Management System: Real Time driver fatigue, distraction and accident prevention technology	Dubai Taxi Corporation
37	Ennya: Occasional health tests to analyze and assess all types of risks/hazards which maybe affecting the health of the drivers and employees in the long or short term	Dubai Taxi Corporation

#	Initiatives	Sector/Agency
38	Smart inspection system	Dubai Taxi Corporation
39	Driver Gymnasium: Design a gymnasium area for the drivers to encourage them to take care of their health	Dubai Taxi Corporation
40	Blood donation	Corporate Administrative Support Services
41	Medical examinations	Corporate Administrative Support Services
42	Eye examinations	Corporate Administrative Support Services
43	Dental examinations	Corporate Administrative Support Services
44	Biggest loser competition	Corporate Administrative Support Services
45	Boxing challenge	Corporate Administrative Support Services
46	Sunday fun day	Corporate Administrative Support Services
47	Oligo and metal mesh	Corporate Administrative Support Services
48	The retreat therapy garden activation	Corporate Administrative Support Services
49	Oligo scan for inspectors building	Corporate Administrative Support Services

People of Determination Initiatives



People of Determination in the workforce

Another important initiative undertaken by RTA to foster a culture of respect and inclusivity at the workplace as well as promote the spirit of cohesiveness towards all sections of people in the society, is the establishment of specially developed services for an important segment of our society, 'people of determination'. All our plans, projects and services are designed and implemented taking into consideration their needs and requirements, highlighting our responsibility towards developing Dubai as an empowered and a cohesive society to reside in. All our office premises, services, customer centres and transport systems have been designed to accommodate people of determination. Some of these initiatives include an audio-enabled RTA website, dedicated counters for people of determination at key customer service centres, tactile floor paths to guide visually impaired people at rail stations and 1517 low-floor buses and spaces designed for the use of people of determination. This is to ensure that all individuals in this nation are provided equal opportunities of learning and growing and feel equally involved and included as a part of the society. RTA has also engaged itself in CSR initiatives that target people of determination, such as RTA wheelchairs, as a means to ensure its commitment towards providing services to all.

Awards and Accolades

جائزة السلامة Safety Award 2018



جائزة السلامة Safety Award 2018



RTA Safety Awards (2018 and 2019)

As a part of RTA's wider campaign to promote and recognise good practice in the field of safety, H. E. Mattar Al Tayer, Director General, Chairman of the Board of Executive Directors, RTA's Chairman of the Board and Executive Director, has instructed the initiation and establishment of an annual Safety Award in the year 2009.

In 2018, RTA executed the 8th cycle of 'Safety Awards' to recognise the distinctive practices in the field of OHS and reward our stakeholders that adopt best practices and exceed our OHS expectations. In 2018, RTA's Safety Awards focused on stakeholders who were proactive and constructive in adopting and ensuring best OHS practices. A new category was also introduced, 'The Safety Hero in RTA', to incentivise our employees' active involvement in improving our OHS practices. There were eight main categories and 23 awards were provided to the stakeholders.

In 2019, RTA executed the 9th Cycle of Safety Awards and was designed to promote and recognise best practices in safety and green economy at all levels of operations across RTA. Green economy awards and safety award were merged and (17) main award categories were defined for the 9th Cycle of RTA Safety and green economy Awards.



RTA Safety Awards 2018

#	Award Category	Winner
1	Best Safety Consultant	Parsons Overseas Limited – 1st Parsons – Systra JV (PSJV) – 2nd
2	Best Safety Contractor 2a. Medium and Small-scale Contractor 2b. Large Scale Contractor	Medium and Small-scale Contractor ENOC Tasjeel -1st ServeU L.L.C -2nd Large Scale Contractor Al Naboodah Contracting Co. L.L.C -1st United Motors & Heavy Equipment Co. L.L.C – 2nd
3	Best Employee Laborer of a Contractor	Nigel Kuzivakwashe Chindzonga (United Motors & Heavy Equipment Co.) – 1st Vijay Kumar Prajapati (Wade Adams) –2nd
4	Best Valued Partner of RTA	Dubai Police – 1st Dubai Electricity and Water Authority – 2nd
5	Best Safe Public Transport Driver – Taxi Bus Marine Tram	Taxi S M Alamgir Abdus Samad Sikder (Dubai Taxi) Mir Abbas Khooshi Wall (Cars Taxi) Fasika Dagnachew Worku (Arabia Taxi) Bus Abdul Dayan Meer (Khawaneej Depot) Asaghar Ali Mohammed (Qusais Depot) Marine Jaymar Gelvero Tram James Kamaru Njoroge
6	Best Safety Initiative in RTA	Risk Rating in VSS System (Licensing Agency) -1st Brake Plus Initiative (Dubai Taxi Corporation)-2nd
7	Best Safe Maintenance Team	Maintenance and Fleet Services Team (Dubai Taxi Corporation) – 1st Road Facilities Maintenance Team (Traffic and Roads Agency)-2nd
8	Safety Hero in RTA	Asim Hussain Muhammed (Traffic and Roads Agency) -1st Mohammad Shafeeq Malik Ashiq Hussain (Public Transport Agency)- 2nd



RTA Safety and Green Economy Award 2019

Safety categories

#	Categories	First place winners	The applicant entity / agency
1	Best Safety Consultant	Parsons Overseas Limited	Traffic and Road Agency
2	2.1 Safety Contractor (Large), more than 500 employees working in RTA Projects	Belhasa Six Construct	Traffic and Road Agency
	2.2 Safety Contractor (Small and Medium) less than 500 employees working in RTA Projects	Al Dobowi Tyres Co LLC	Dubai Taxi Corporation
3	Best Safety Laborer (contracting companies)	Mohammed Nazim Abdul Latheef	Public Transport Agency
4	Best Safety partner	This category has been excluded because no participation requests have been received	
5	Safety Hero In RTA	Hassani Mohammedi Paramana	Public Transport Agency

#	Categories		First place winners	The applicant entity / agency
6	Best Safety Initiative		Intelligent Vehicle Inspection, Fleet Operation	Dubai Taxi Corporation
7	Best Safety Driver – Public Transport	7.1 Taxi Driver	Ahmad Khan Momin	Arabia Taxi
		7.2 Bus Driver	Gurbaksh Singh	Public Transport Agency – Al Khawaneej
		7.3 Tram Operator	Sylvia Wairmu Maina	Rail Agency
		7.4 Marine Operator	Mustappa Mugamathubava	Public Transport Agency

Green Economy Categories

Table of first place winners for each category

#	Category	Name of Project / Initiative	The applicant entity
1	Agencies / Sectors category	A set of initiatives on the energy axis and the green economy	Dubai Taxi
2	Project Category	Electric Taxi (Tesla)	Dubai Taxi
3	Strategic Partners Category	Reengineering of Gas Turbine	Dewa
4	Contractors Category	BESIX Site Installation Management	BESIX
5	Service provider Category	Green Fleet	Emirates Driving Institute
6	Students Category	Hybrid Solar PV/Fuel Cell Power System Integrated with Desalination Unit	Gwaki Jinhai University of Sharjah
7	Employee Category	Seasonal NOL cards	Noor Daoud
8	Promising Environmental Ambassador category (8 years and under)	First place: Muhammad Sufyan	The winner's father Mohamed Mounir – Traffic and Road Agency
	Promising Environmental Ambassador category (9 years and up)	First place: Hana Chellappan	The winner's father, Chellappan Soliban – Public Transport Corporation

External Awards

1. Five Star Audits from the British Safety Council



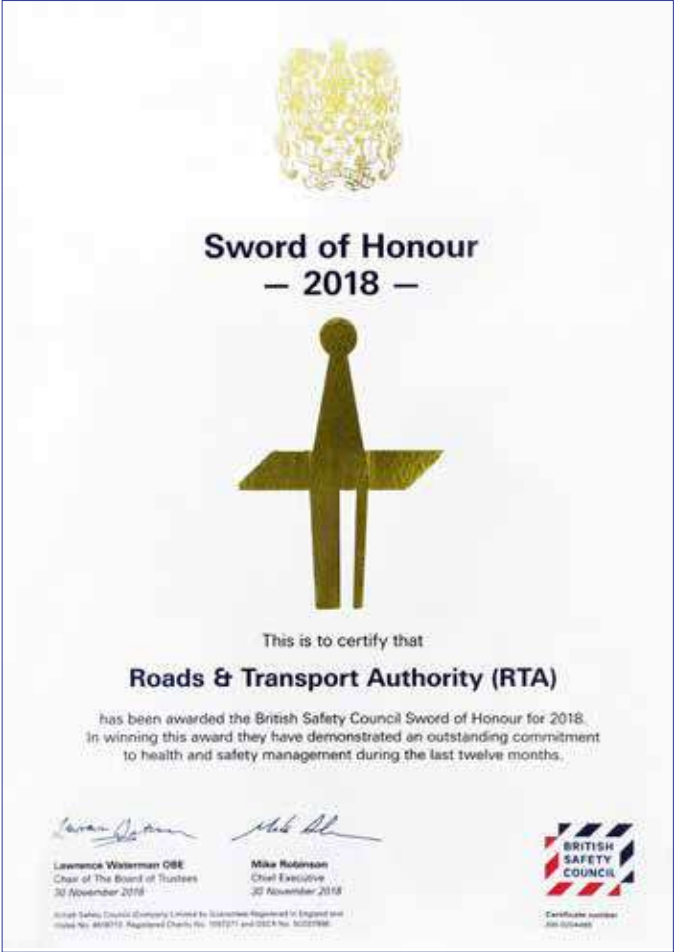
RTA underwent a detailed and quantified objective evaluation of its Occupational Health & Safety and Environmental Management Systems. These Audits provided to be an invaluable external validation and assurance through a panel of expert HSE Specialists, comparing RTA’s HSE systems encapsulating adoption and consideration of international best practices. The audits also measured RTA’s HSE performance against a number of key best practice indicators. The Five Star Occupational Health & Safety and Environmental Audits specification and criteria provided RTA with a framework to benchmark of the HSE Management Systems maturity and further development against current best practices to enable continual improvement.



These are the motives towards HSE Sustainability in RTA. The audit focused on the key aspects of managing occupational health and safety in the workplace and offered RTA a structured path for continuous improvement towards best practices in Health and Safety. RTA’s rating on Occupational Health & Safety Management System for Best Practice Indicators was established through the Five Star audits.

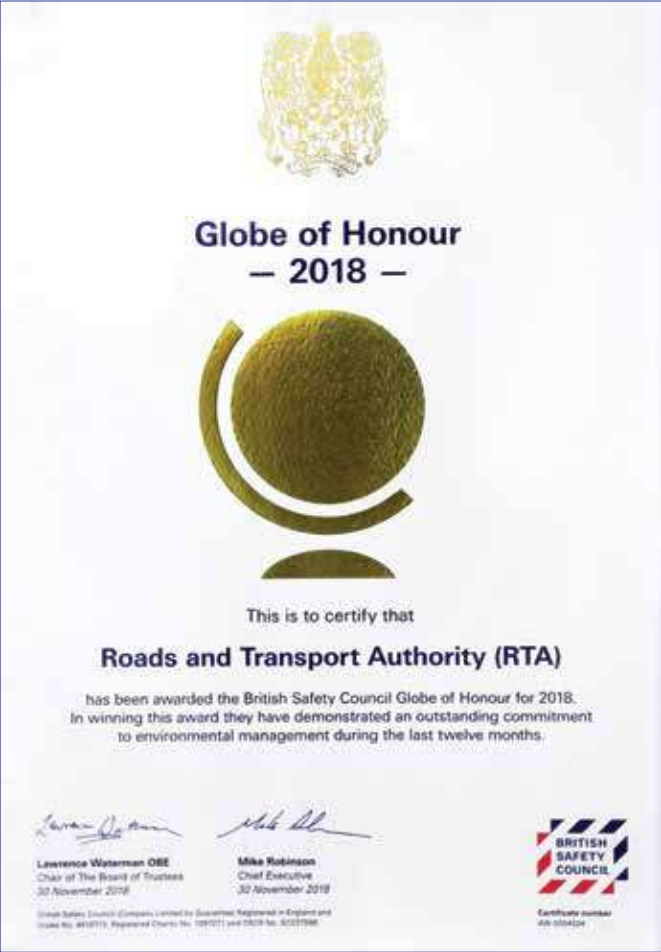
2. Sword of Honour

In RTA’s journey towards HSE Excellence in the Surface Transportation Sector and with the intention of continual improvement by adapting international best practices into our system, RTA participated in these prestigious awards that recognise the excellence in Occupational Health, Safety and Environmental Management around the globe. These awards highlight RTA’s commitment towards exceling in Occupational Health, Safety and Environmental (HSE) systems and performance across our operations. According to the British Safety Council, UK, the Sword and Globe of Honour Awards is the most prestigious accolade that an Organisation can achieve for Occupational Health and Safety. The Journey to Sword of Honour started with achieving Five Star Ratings on Occupational Health & Safety Management System with a 95% rating in OHS.



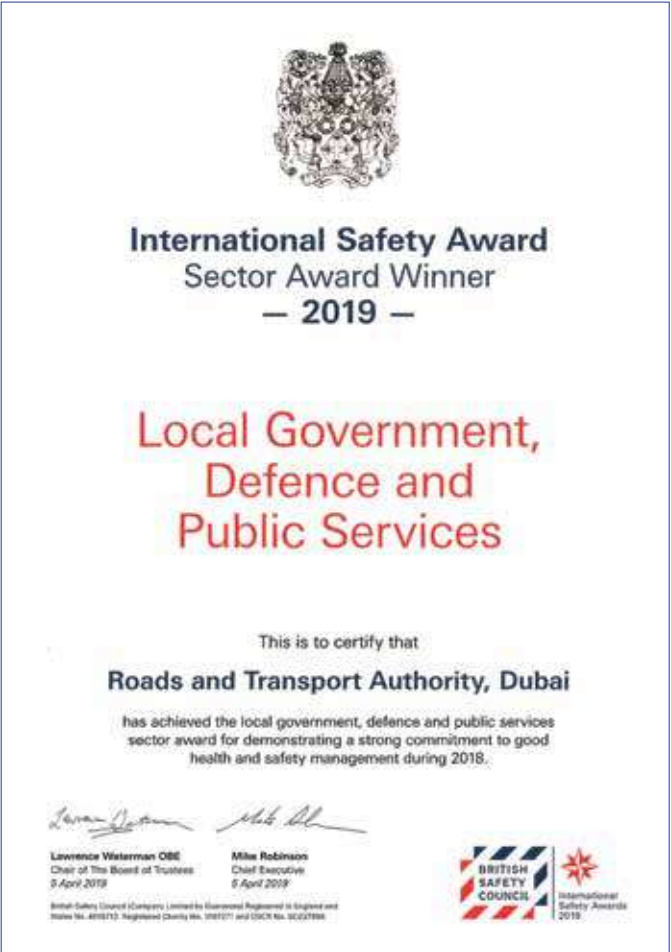
3. Globe of Honor

The Globe of Honour award recognises a business site’s commitment to excellent environmental management standards. RTA's achievement of Five Star Rating on Environmental Management System (92% Rating in EMS) and based on the Written Submission with facts, evidences, and future plans.



4. International Safety awards from the British Safety council

International Safety Award 2019 from British Safety Council, UK, recognized Organizations for excellence in occupational health & safety management, and in recognition of its commitments in keeping its workers and workplaces healthy and safe. RTA Won the Best ‘Local Government, Defence and Public Services’ Sector Award and Won International Safety Award (Merit) 2019.



Foreword

Leading the way in health and safety at RTA and a look into our future projects

- Accident Investigation Hologram – Smart Technology for supporting accident investigations at RTA
- Smart Safety Licensing – Contractors for enhancing the HSE Awareness of the contractors working on RTA projects. 300 Employees S2L completed in 2019
- Safety Risk Model for Rail Systems – Operational Excellence for Rail Systems that are regulated by Safety Regulatory Authority in the emirate of Dubai
- Occupational Health Index for RTA – New policy that covers employee happiness and employee health.

RTA remains committed to the objectives in ensuring Occupational Health and Safety Sustainability, in collaboration with its internal and external stakeholders by understanding and responding to their needs and expectations. We aim for the highest of HSE standards and its effectiveness in Dubai’s Transportation Services, contributing to achieve the vision and strategies of the emirate of Dubai.

We strive to continuously pioneer the transportation sector in the region. In addition, we remain highly aware of our ongoing obligation to elevate and improve our services and are dedicated to the safety and health of our work force, protecting public and optimization of assets in this journey.

References & Data Collection mechanisms

Data consolidation is done through agency/sector direct consultations and submissions which are approved by the respective CEO’s

Approved RTA GRI Report 2017 & 2018

Approved RSEMS Management Review Meetings 2017, 2018 & 2019

Approved Report for RTA Safety Awards 2018 & 2019

ADAA KPI results for 2017, 2018 & 2019

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