

# Client Procedure to obtain Exceptional Permit

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## 1. PURPOSE:

In order to maintain control over activities / value added services (not included in the scope of a company's existing license approved activity), but which is required to be carried out by client/licensee or its hired third party Company for its business continuation/purposes, this permit can be issued under approval of Trakhees, for a limited time period.

This permit is valid only at existing client's building/facilities as per client's license, wherein the proposed activity can be done safely and in accordance with Trakhees regulations, upon which an Exceptional Activity Permit will be issued.

Acquiring of any additional approvals required from other relevant authorities are the responsibility of the company requesting this permit.

## 2. SCOPE:

To review and establish safe work practices, while permitting of exceptional activity & value added services by licensee within Trakhees Jurisdiction.

## 3. DEFINITIONS:

- 3.1 Exceptional Activity : Applicable within Trakhees' jurisdiction, where an activity not under current license, but is temporarily necessary to support existing business, (eg. Printing, Painting of logistical forwarding goods, etc.)  
The activity is not to be a permanent activity, and restricted to a limited period.
- 3.2 'One Time' : Permissible for a one-time use only, where the activity permit expires after the project has been completed.
- 3.3 'Temporary' : Permissible for a specified temporary period, as per details of the project, or maximum until the license expires.
- 3.4 Exception Project : The 'activity' requiring exceptional permit, that has to be conducted at the licensed premises only, and having a defined period, not extending beyond the license expiry date.



## 4. PROCEDURE:

4.1 **Submission of Request:** The Occupier/Contractor shall submit request through Trakhees Online System at least 2 days in advance of carrying out required works. TRAKHEES shall check all the documents and if required call/intimate the occupier in case of any missing/inadequate document/information. Technical information may include the following:

- a. Detailed Project Description
- b. Method Statement and/or Safe Work Procedure
- c. List of Products
- d. Manufacturer Certification (For Printing/Label Changes)\*\*
- e. Risk Assessment
- f. Emergency Response Plan
- g. Setting-out and/or Floor Plan
- h. Safety Data Sheet (SDS) of chemicals

*\*\* Translation of languages activity are not covered under this Permit. The accuracy of information on printing is the sole responsibility of the client.*

4.2 **Payment:** A processing fee of AED 2500/- (plus AED 20 as Knowledge Dirhams & Innovation Fee) per application shall be deposited in pre-paid account prior to submission of application.

4.3 **Inspection:** Officer may inspect and checks the proposed works areas prior to or after issuance of Permit to ensure that only the permitted activity is carried out and all necessary precautionary measure are in place and safety procedures are implemented.

4.4 **Approval:** Upon satisfactory compliance with TRAKHEES requirements, Exceptional Study Permit will be issued and send to the registered email address as mentioned in the email application or can be downloaded in online account not later than 2 working days.

4.5 **Permit Validity:** Validity and scope of activity permitted is mentioned in the permit, client shall submit request to Trakhees – Inspection Department for any extension or changes in the required task.



## 5. SERVICE COMPLETION TIME:

	Service	Completion Time (WD)
5.1	Issuance of Exceptional Study Permit (upon approval)	2 WD

## 6. SERVICE FEES:

Service fees shall be paid by client prior to submission of application

	Service	Fees (AED)
6.1	Application – Exceptional Study Permit	2,500 <i>(each application)</i>

\* 10 AED Innovation fees and 10 AED for knowledge fees are to be added for each service

## 8. CONTACTS:

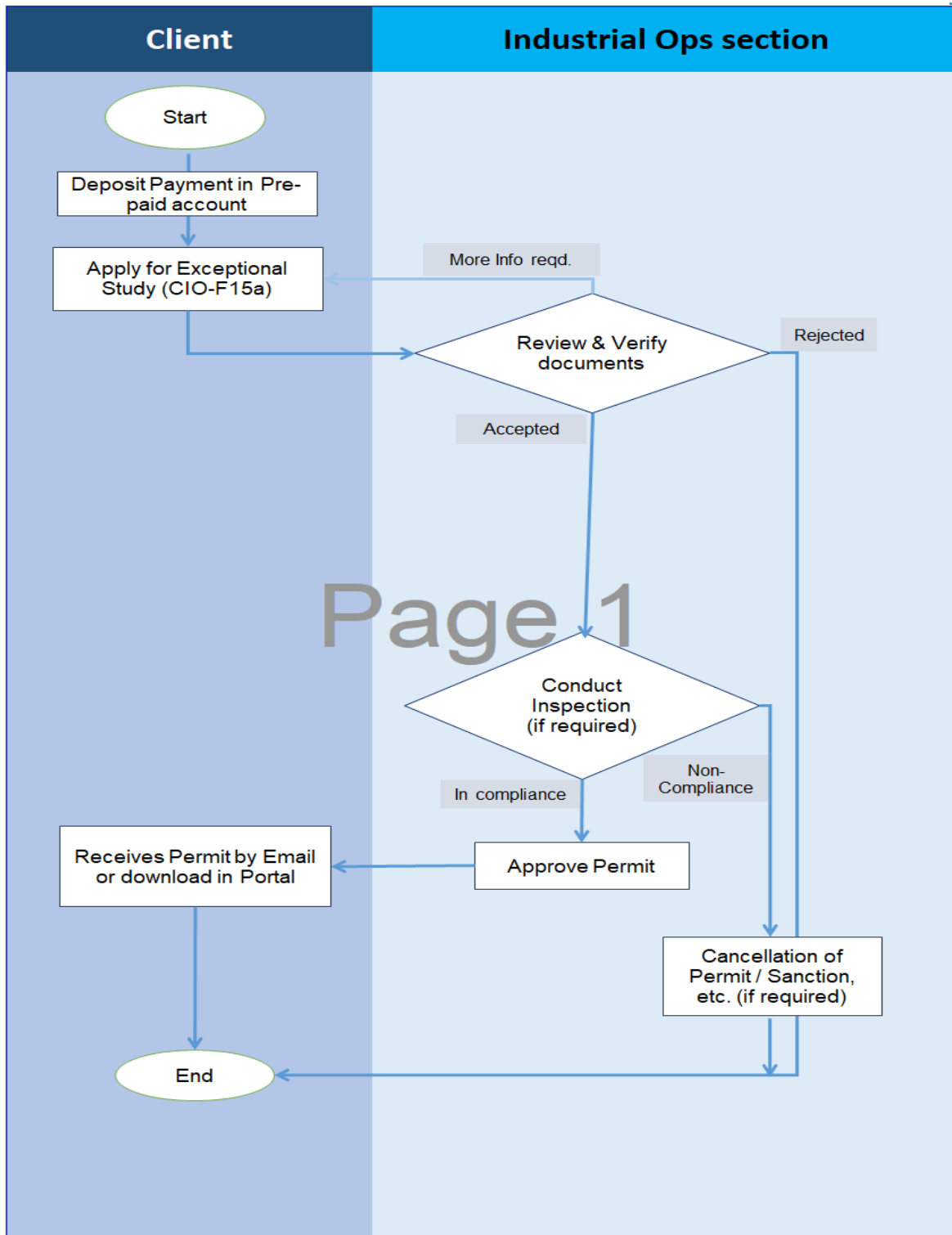
For queries regarding activities under this scope, kindly enquire with the below:

8.1 Mr Ronald Martin, Sr. Officer, Tel: 04-8811881/8068816; E-mail: [Ronald.Martin@trk.pfc.ae](mailto:Ronald.Martin@trk.pfc.ae)

8.2 Mr Jerald George, Sr. Officer, Tel:04-8811881/8068812; E-mail: [Jerald.George@trk.pfc.ae](mailto:Jerald.George@trk.pfc.ae)

## 9. WORKFLOW:

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