

DUSUP Procedure for Communication with Neighbouring Developers

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1 INTRODUCTION

Dubai Supply Authority (DUSUP) provides energy supply (Natural Gas) to the Emirate of Dubai to meet the needs of electricity generation and water desalination through its pipeline network, through the production of natural gas (which is processed into gas and condensate products), the purchase of pipeline gas and LNG (and its regasification), gas storage and the operation of the pipeline network. DUSUP plays a key role in the growth and development of Dubai.

DUSUP has assigned Dubai Petroleum Establishment (DPE) the responsibility for operating the DUSUP assets and has authorised DPE to manage all emergency events occurring on its operated facilities, pipelines and assets within the pipeline corridors in liaison with other governmental entities.

DPE-DUSUP designs, operates and maintains DUSUP's onshore pipelines and related facilities to International Standards in order to ensure an uninterrupted flow of gas and other hydrocarbons across Dubai.

DUSUP have three main pipeline corridors which are fenced as per corridor plot designated by Dubai Municipality: the Hassyan Corridor, Sharjah Corridor and the Margham Corridor. Each corridor has a number of pipelines owned and/ or operated by a number of additional Pipelines Owners namely ENOC, EMDAD, DEWA and Dolphin Energy.

Further, DUSUP have two main plots designated by DM which are appropriately fenced: DUSUP's Gas Control Station and Margham Plant. Additional plots that are owned and / or operated by DUSUP include the Jebal Ali LNG Jetty, DUBAL Corner, Land Shore Valve (LSV) area, JAFZA condensate pig trap area and a number of DUSUP well locations located in the vicinity of Margham plant and other areas of Dubai.

These corridors and plots, when first designated to DUSUP, could be deemed as being in the desert with very little infrastructure in the vicinity. As Dubai continues to grow year on year, what was previous in the desert is now part of the urban area of Dubai, therefore all rail, roads, utilities and developments need to be designed, constructed and operated ensuring the continued safety and integrity of the DUSUP and the Pipeline Owners hydrocarbon containing assets.

1.1 OBJECTIVE

The objective of this document is to establish a procedure for communication between DUSUP and neighbouring developments for reporting observations, requesting access, understanding security and emergency provisions, and the raising of NOCs for works in the vicinity of the DUSUP and Pipeline Owners Assets.

This is a guiding procedure to facilitate better co-operation and co-ordination between DUSUP and neighbouring developers and does not create any binding obligation or liability for any party; legal, commercial, or otherwise.

1.2 ABBREVIATIONS AND DEFINITIONS

1.2.1 Abbreviations

Abbreviation	Description
DEL	Dolphin Energy Limited
DPE	Dubai Petroleum Establishment
DUSUP	Dubai Supply Authority
ENOC	Emirates National Oil Company

Abbreviation	Description
eNOC	Electronic No Objection Certificate
GCS	Gas Control Station
NOC	No Objection Certificate
ROW	Right of Way
RTA	Roads and Transport Authority

1.2.2 Definitions

DPE	DPE is the government entities that operates DUSUP assets as Onshore Operations Team and has authority to manage all emergency events occurring on its own operated facilities, pipelines and all crisis occurring within pipeline corridors in liaison with other governmental entities.
DUSUP	DUSUP is the legal commercial entity that own Margham Field, Margham Plant Facilities, Gas Control Station, LNG Platform and Onshore Pipelines within pipeline corridors and has given to DPE full operatorship of all its facilities.
DUSUP Corridor	DUSUP Corridor is the land allocated by Dubai Municipality or other statutory government authority to DUSUP for the construction, operation and maintenance of gas and fuel pipelines in the emirates of Dubai.
Land Use Planning NOC Zone	Land Use Planning NOC Zone is the area where developers require to consult with DUSUP before the design of the development. This is to assess the risks and likely effects of major accidents and major hazards, and to mitigate the consequences of a major accident in the design of proposed development. DUSUP LUP Zone is extended 500 meters from the Pipeline corridor or pipeline, whichever is greater.
Neighbouring Development	A development in the vicinity of the DUSUP and Pipeline Owners pipelines, assets and corridors.
No Objection Certificate (NOC)	A document issued by the Traffic and Roads Agency of RTA, authorizing the party to whom it has granted permission to implement works in the Right of Way or create Traffic Diversions. DUSUP are the overall authority for NOC approval, with EMDAD, ENOC and DEL under the DUSUP NOC umbrella. The DEWA pipelines fall under DEWA NOC Approval only.
Onshore Hydrocarbon Pipelines Network	Approximately 700 kilometres of onshore hydrocarbon pipelines operating in Dubai. The network consist of gas, condensate, jet fuel and fuel oil pipelines. The gas pipelines operate at high-pressures up to 960-psig and transport highly explosive and flammable natural gas. The jet fuel and fuel oil pipelines operate at 653-psig share the same corridors. The condensate pipeline operate at 1000-psig and also share corridor with other pipeline.
Pipeline Owners	Owners or designated Operators of the existing Gas / Liquid Fuel Pipelines in onshore hydrocarbon pipeline network (ENOC Group, EMDAD, DEL & DEWA).

1.3 REFERENCES

DUSUP, Guidelines for Land Use Planning, DP-OPSON-0160

DUSUP, Guidelines for Road and Rail Infrastructure Crossing, DP-OPSON-0152

DUSUP, Guidelines for Road and Rail Running Parallel to Pipelines, DP-OPSON-0154

DUSUP, Guidelines for Utilities Crossing Hydrocarbon Pipelines, DP-OPSON-0158

DUSUP, Guidelines for Structures Close to the DUSUP Corridor, DP-OPSON-0188

2 RESPONSIBILITIES

This section provides a summary of the roles and responsibilities of DUSUP and the Pipeline Owners, Neighbouring Developments and the joint responsibility of all.

2.1 ROLES AND RESPONSIBILITIES – DUSUP AND THE PIPELINE OWNERS

- DUSUP and the Pipeline Owners (EMDAD, DEWA, ENOC and DEL) manage any work required in the pipeline corridor and in unfenced areas through an NOC issued via the RTA eNOC system.
- DUSUP and the Pipeline Owners patrol the Pipelines twice during the day which includes foot patrolling twice weekly of areas not visible from the internal road or that are covered from overgrown vegetation.
- DUSUP and the Pipeline Owners manage the integrity of the pipeline in accordance with their own Pipeline Integrity Management Systems aligned with international standards.
- DUSUP and the Pipeline Owners manage pipeline related emergencies and coordinate with emergency authorities as required.
- DUSUP and the Pipeline Owners shall communicate any maintenance activities that may affect the neighbouring development i.e. testing of alarms or venting at a nearby Block Valve Stations.
- DUSUP shall communicate any feedback to the neighbouring development regarding any issues associated with their development.
- DUSUP patrol their pipelines twice nightly via main roads.

2.2 ROLES AND RESPONSIBILITIES – NEIGHBOURING DEVELOPMENT

- Development is in charge of security for the development.
- Development shall communicate any feedback from DUSUP to their onsite teams.
- Developer shall manage development related emergencies and coordinate with emergency authorities as required and shall keep DUSUP informed in case of escalation to the pipeline corridors. DUSUP shall assist the development where applicable.
- Development is responsible in raising any No Objection Certificates for works within the NOC and Land Use Planning Zone via the RTA e-NOC System. Note that DEWA are not part of the DUSUP NOC umbrella, and separate DEWA NOC approval is required for works above their pipeline.
- Developer shall comply to DUSUP NOC Guidelines for future projects.
- Developer shall comply to any DUSUP / Pipeline Owners conditions raised for maintenance / repair activities.

2.3 ROLES AND RESPONSIBILITIES – JOINT

- DUSUP, the Pipeline Owners and the Development shall communicate any emergencies that affect both the developments, the pipelines and the pipeline corridor utilising the contact details as provided in Section 3.

- DUSUP, the Pipeline Owners and the Development shall communicate complaints and violations to one another, following the requirements provided in Section 4.1.

3 COMMUNICATION

For everyday contact issues, DUSUP may contact the Neighbouring Development over telephone, messenger etc and vice versa. For official complaints, DUSUP shall email Neighbouring Development for traceability and vice versa.

The following are the contacts of DUSUP. For contact details of the other Pipeline Owners in the vicinity of the Neighbouring Development, contact details shall be provided under Attachment B – DUSUP-DEVELOPER Contact and Information Exchange. However, Neighbouring Development may contact the DUSUP Pipeline ROW Control Room directly who will assist with specific contact details of the other pipeline owners should the need require.

Name	Title	Email	Contact
Stephen Kilshaw	NOC Team Lead	Stephen.kilshaw@dubaipetroleum.ae	+971 50 455 9028
DUSUP GCS Control Room (24/7) Primary Contact for Emergency and main contact provided on all DUSUP warning signs.		GCS@dusup.ae	+971 4 880 1867
DUSUP ROW Control Room (24/7) Secondary contact for Emergency and for requesting access to DUSUP corridor. Pipeline ROW Control Room can also be contacted for any day-to-day contact with DUSUP.		Work.noc@dusup.ae	+971 4 802 8720 +971 50 910 4642
DUSUP Pipeline Night Patroller		-	+971 56 415 7459

Neighbouring Development contacts (including 24/7 emergency contact) shall be provided to DUSUP who shall store the information in case of emergency. All contact details from the Neighbouring Development and a map of the development with the DUSUP and Pipeline Assets shown in the vicinity shall be provided in Attachment B – DUSUP-DEVELOPER Contact and Information Exchange and provided to the Neighbouring Development for reference.

The procedure during emergencies shall follow the requirements as detailed in Section 5.3.

4 DUSUP CORRIDOR

4.1 SECURITY AND ACCESS

The majority of the DUSUP and Pipeline Owners pipeline corridor and assets are enclosed within a 2.4m standard chain link fence, with some areas enclosed within defined “high security fences”, which includes high density mesh link and additional barbed wire. Generally, areas where the DUSUP pipelines are not fenced are within the RTA ROW interchanges and within the JAFZA Area. The majority of the pipelines in these areas are protected with protection slabs and pipeline berms, and there are multiple warning signs and markers detailing the presence of the DUSUP and Pipeline Owners pipelines within these areas.

Further, neighbouring developments to the DUSUP corridor may wish to replace the DUSUP corridor fence with their own plot boundary wall. Neighbouring development may undertake this on the basis that the developers follow the DUSUP requirements as detailed in DUSUP Guideline for Structures Close to the DUSUP Corridor (DP-OPSON-0188) and gain DUSUP NOC Approval prior to undertaking the work.

Neighbouring developers may require access the DUSUP Fenced Corridors i.e. for collection of items / pets etc. Neighbouring Development shall contact the DUSUP ROW Control Room (Refer Section 3), who shall organise access to the pipeline corridor with the DUSUP Pipeline Representative. Note, any access to the corridor for construction works will require an approved No Objection Certificate from DUSUP prior to entering the fenced corridor.

4.2 WARNING SIGNS

As detailed, the majority of the corridor is fenced with 2.4m high green chain link fence, with minimum two gates at each RTA ROW interchanges and Desert Crossing to allow access to DUSUP patrollers and contractors that require access to the corridor.

In order that members public can detail to DUSUP the pipeline and pipeline location in the event of an emergency; all Pipeline Warning Signs have a Pipeline Identification reference included. This identification reference can be quoted by a member of the public or the neighbouring development to the DUSUP ROW Control Room to assist in the emergency response. Figure 2 provides an example of a DUSUP Pipeline Warning and the below table provides the information detailed in the warning sign.

Signage Kilometre Point (KP)	Pipeline	Pipeline Owner
KP 7 + 871	48" Ring Main 2	DUSUP

The above information will be sufficient for the ROW Control Room to identify the exact location of the emergency.

If at a road crossing, the member of public / neighbouring development can simply provide the RX (Road Crossing) or DX (Desert Crossing) number which will assist the ROW Control Room in identifying the location.

Additional markers and fence warning signs are provided either at the pipeline location or are attached to the corridor fence at 250 m intervals, with additional signages provided on the corridor access gates. Each sign provides the emergency contact details of DUSUP.



Figure 1 – DUSUP Pipeline Marker (left), Fence Warning Sign (middle) and Gate Warning Sign (right)

5 PROCEDURES

5.1 MANAGING OBSERVATIONS AND VIOLATIONS

The following shall be followed for any observation found within the DUSUP corridor:

Step 1: DUSUP Right of Way (ROW) Control Room shall email the Neighbouring Development with the observation notification (Attachment A). The observation notification shall include the nature of the observation, the location and corrective actions required.

Step 2: The Development shall cascade the observation report to the site team and instruct to complete the corrective actions as required (if applicable).

Step 3: The Development shall close out the corrective actions required.

Step 4: The DUSUP ROW Control Room shall confirm if the Development has completed the corrective action. If so, the ROW Control Room shall update the form stating the corrective action is complete and will send observation form for confirmation to the development for final signature. Once all parties have signed the observation report, the form will be defined as closed. If the corrective action(s) are not completed either on time or to the DUSUP ROW Control Room's satisfaction, proceed to Step 5.

Step 5: If the corrective action is not completed on time or to the DUSUP ROW Control Rooms satisfaction, further action may be required which will be communicated to the development. In the observation notification, the DUSUP ROW Control Room shall update the report stating that the corrective actions have not been completed to satisfaction and will fill in the "Further Action Required" box detailing the reason for escalation and the recommended action. The form will be re-sent to the Development.

The development may wish to utilise to same Observation Note for any observations they would like to detail to DUSUP. DUSUP will endeavour to assist the Neighbouring Development in reviewing and if applicable, rectifying the observation.

5.2 NO OBJECTION CERTIFICATES AND GUIDELINES

All information regarding gaining approval for work crossing or in the vicinity of DUSUP pipelines and corridors can be found on DUSUPs NOC Website as indicated: <https://www.dusup.ae/no-objection-certificate/>.

Moreover, DUSUP Guidelines are readily available at the same web link which can be utilise for informational purposes, or if any consultants or contractors require to apply for an NOC for any work crossing or work in the vicinity of the DUSUP pipelines and corridors. The Guidelines are provided to ensure swift NOC approval.

The Guidelines which will be of particular use to the Neighbouring Developments will be the following:

- DUSUP Guidelines for Land Use Planning DP-OPSON-0160
- DUSUP Guidelines for Road and Rail Infrastructure Crossing DP-OPSON-0152
- DUSUP Guidelines for Road and Rail Running Parallel to Pipelines DP-OPSON-0154
- DUSUP Guidelines for Utilities Crossing Hydrocarbon Pipelines DP-OPSON-0158
- DUSUP Guidelines for Structures Close to the DUSUP Corridor DP-OPSON-0188

For any queries on the NOC requirements or guidelines, DUSUP NOC Team Lead can be contacted (contact details provided in Section 3).

5.3 EMERGENCIES

During an emergency scenario, DUSUP and the Neighbouring Development shall utilise the contact details provided in Section 3 and Attachment B – DUSUP-DEVELOPER Contact and Information Exchange document.

During an emergency, the neighbouring development shall detail to DUSUP:

- I. The nature of the emergency.
- II. The location of the emergency; preferably in pipeline KP (Chainage), Road Crossing (RX) or Desert Crossing (DX) reading provided on the nearby DUSUP warning sign (Refer to Figure 2) along with any nearby landmark. Alternatively, Neighbouring Development shall send google maps location to the ROW Control Room mobile contact number detailed in Section 3

- III. The affected onshore hydrocarbon pipelines or RX / DX number (as per Warning Signs)
- IV. The contact details of the Developer Emergency Site Supervisor.



Figure 2 DUSUP Pipeline Warning Sign with KP Numbers and DUSUP Pipeline or Road Crossing Number (RX or DX) – Emergency Number

DUSUP will verify the emergency location on DUSUP GIS and coordinate the emergency work with the Neighbouring Developer Emergency Site Supervisor as follows:

- I. If Emergency response / repair work affects the DUSUP Corridor, Pipelines or Assets, DUSUP will dispatch DUSUP Pipeline Representative to the emergency site immediately.
- II. If Emergency response / repair work does not affect the DUSUP Corridor, Pipelines or Assets, DUSUP ROW Control Room will clear the Neighbouring Development to proceed.

It is imperative that the Neighbouring Development emergency team wait for DUSUP or Pipeline Owners representative to arrive at site prior to starting the repair work if the emergency work affects the DUSUP Assets. DUSUP representative shall endeavour to reach the site within 45 minutes of the emergency call.

The neighbouring development may require to submit an NOC on the RTA portal of the repair report within 24 hours from the commencement of emergency work as per Regulation No. (4) of 2009 - Concerning the Regulation of Work in the Right of Way in the Emirate of Dubai: The post repair report shall include:

- i. Description of repair work.
- ii. Location coordinate of the repair work.
- iii. Time and date of repair.
- iv. Repair Work Supervisor contact details.
- v. Any change to the pipeline protection system and/or ground level.

Details of the warnings signs specific to the Pipeline Owners shall be provided for Neighbouring Developments reference in Attachment B – DUSUP-DEVELOPER Contact and Information Exchange.

6 DOCUMENT REVIEW AND UPDATE

This document shall be reviewed every 2 years to ensure applicability, and the Addendum (Attachment B) to this document, which will be specific to each Neighbouring Development, shall also be reviewed every 2 years. This will ensure that all details and emergency contact information are up to date.

Should any of the information detailed in this document require updating, DUSUP shall ensure that all the Neighbouring Developers are provided with the updated guideline.

DUSUP requests that should any contact details be updated by the Neighbouring Developers, the Neighbouring Developers contact DUSUP NOC Team Lead immediately with the update.

7 DUSUP GUIDELINES

DUSUP have written a number of guidelines which neighbouring development may utilise for the NOC raising. Reference can be made to the following link: <https://dusup.ae/dusup-noc-guidelines/>.

ATTACHMENT A: OBSERVATION FORM



هيئة دبي للتجهيزات
Dubai Supply Authority

Onshore Operations

Observation Notification

Date: _____

Pipeline Corridor:		Location:	
Company Name:		Company Plot:	
Plot Contact Details:			
Observation Summary:			
Potential Consequence:			
Corrective Actions:		Actionee:	Date:
DUSUP Representative Contact: For access to DUSUP corridor to carry out the action above please contact DPE-DUSUP Pipeline Patroller / Representative _____ on mobile number _____ Alternatively you can contact DUSUP ROW Control Room on 04-8028720 / 050 910 4642 or Email at work.noc@dusup.ae			
Corrective Action(s) Completed? (If no, proceed to Violation - Further Action Required):		Yes	No
Violation - Further Action Required:			
Plot Representative:		Signature:	
Developer Representative:		Signature:	
DUSUP ROW Team Lead:		Signature:	
DUSUP Pipeline Manager:		Signature:	

ATTACHMENT B - DUSUP-DEVELOPER CONTACT AND INFORMATION EXCHANGE

1. CONTACT DETAILS:

The following are the main contact details for the [DEVELOPER]:

Name	Title	Email	Contact
[Security 24/7 to be provided]			

[DEVELOPER] shall let DUSUP know when their contact details have been updated.

The following are the main contact details for DUSUP and the relevant Pipeline Owners:

Name	Title	Email	Contact
[Security 24/7 to be provided]			

2. SPECIFIC CONDITIONS:

List of specific conditions between DUSUP and [DEVELOPER] are as follows:

-
-
-

3. [DEVELOPER] MAP LOCATION:

4. ANY OTHER DETIALS

- I.e. Pipeline Owners Warning Signs