

**Annex No. (1)**  
**Concerning**  
**General Requirements and**  
**Technical Specifications of Security Systems**

**A. General Requirements and Specifications for CCTV Systems:**

**I. General Technical Specifications and Conditions on the Use of Recording Devices:**

1. Only digital recording devices must be used.
2. Recorders must have the capability to produce media copies of images and video footage.
3. The CCTV system must have the capability of live display at high quality of no less than 25 frames per second for each PAL system camera.
4. Digital recorders must have LAN network connectivity.
5. Recorders must have the ability of not less than 3 frames per second at 2 CIF resolution for each camera.
6. Recorders must have the ability of continuous recording at all times including when motion or alarm is detected.
7. Recorders must provide playback of pre-alarm recording for no less than 2 seconds in motion recording mode.
8. Recorders must have the time and date stamp on the recorded images.
9. Recorders must have the ability to search by time, date and camera.
10. Recorders must be able to resume recording automatically in case of system restart or power recovery after failure.
11. Image and video playback software must be provided and it should be MS Windows OS compatible.
12. The operator must keep recorders in a clean and safe location.
13. The operator must have a maintenance contract for the Security System.
14. The operator must have a logbook wherein all digital recordings of HD backups, CD/DVD and USB copies and backups, are recorded with time, date, name and signature of the operator.
15. All cameras in the recording device must be numbered or named as per their location.
16. The operator must have a logbook wherein all maintenance and cleaning of the Security System are recorded with details, date, time, name and signature of the operator.
17. Recorders must be set at no less than 2 seconds of pre-alarm recording in motion recording mode.
18. Recording must be set at no less than 3 frames per second for each camera.
19. All digital recorders must be set to real actual time and date.
20. There must be a dedicated independent LAN network for the CCTV system.
21. There must be a firewall and a LAN network protection and security

- system in case the CCTV network is connected with another network.
22. All recorder suppliers must provide the operator and the Competent Department with an image and video footage playback software through LAN network and on PCs.
  23. The employee in charge must be properly trained to run the recorders and produce or load images and video footage on media. He also must ensure the system is properly functioning and report any malfunction to the contracted warranty company.
  24. The recording must be set at no less than 75% of the recorder overall quality.

## II. Technical Specifications and Conditions for Use of Cameras:

1. The camera resolution must be no less than 420 TVL for colour and 480 TVL for monochrome cameras, or the equivalent pixels.
2. Outdoor cameras must be contained in IP66 enclosures.
3. Variable zoom cameras must not be used in areas of privacy, except with permission from the Competent Department.
4. Hidden cameras must not be used except with permission from the Competent Department.
5. It is forbidden to install cameras on the building roofs or walls to film/view beyond the establishment perimeters except with permission from Competent Department.
6. Cameras must have special features in the following cases:

| S | Case  | Feature        |
|---|---|----------------|
| 1 | Sites that contain a scene with a different intensity of illumination | WDR , SDR, BMB |
| 2 | Sites where light changes with time                                   | Auto Iris      |
| 3 | Sites where it is semi-dark or totally dark                           | Day & Night    |
| 4 | Sites with very fast changing light conditions                        | AES or BLC     |
| 5 | Sites where it is totally dark  | IR             |
| 6 | Sites of very low light   | Low Lux        |

7. Maps or listings showing all camera locations must be maintained at the establishment.
8. All outdoor and indoor cameras of the establishment must be periodically cleaned to provide clear images at all times.

## III. Technical Specifications of Object Viewing in CCTV Systems:

1. Definitions:
  - a. **Camera View:** A scene captured by the camera and displayed on the monitor screen.
  - b. **Object View:** A view of 1.6 m height human body fully displayed on the monitor screen
  - c. **Licence Plate View:** View of a vehicle licence plate with dimensions of 330x160 mm

2. View Classification:
  - a. **Identification View:** Ability to identify any unknown individual for the first time in a view where his body is displayed on 120% of the monitor screen.
  - b. **Recognition View:** Ability to distinguish a known individual from other known individuals in a view where his body is displayed on 50% of the monitor screen.
  - c. **Detection View:** Ability to detect any moving object/body on the screen and recognise the body in a view where it is displayed on 10% of the monitor screen.
  - d. **Monitoring View:** Ability to monitor general activities in a view where anybody is displayed on 5% of the monitor screen.
  - e. **Licence Plate Reading View:** Ability to read clearly the numbers and letters on the licence plate in a view where the licence plate is displayed on 20% of the monitor screen.

#### **IV. Technical Specifications for Lighting in CCTV Covered Areas:**

1. There must be white bright lighting in locations covered by long distance cameras for monitoring and detection views.
2. There must be infra red illuminators for dark locations covered by medium distance cameras for identification and recognition views.
3. There must be sufficient lighting in all locations covered by cameras as necessary or as per camera light sensitivity.
4. There must be permanent or motion activated lighting in all locations.

#### **V. Technical Specifications for Connections and Electrical Power:**

1. All wires and electrical connections must be concealed so it is difficult to cut or tamper with them. All wires must be contained in metallic conduits in apparent and easy-to-reach areas.
2. High quality cables must be used.
3. Digital recorders and management systems must be powered from a stabilised independent electrical supply. There must be a spare 25% of total power load.
4. The mains and backup power sources of the CCTV system must be independent and secured.
5. Wireless video transmission is forbidden except with permission from the Competent Department.

#### **VI. Technical Specifications for Display Monitors and Conditions for Use:**

1. Display monitor must be no less than 15” for spot view or sequence view.
2. Display monitor must be no less than 17” for multiple view of no more than 16 cameras.

## **B. General Requirements and Specifications for Alarm Devices and their Accessories:**

1. Detectors/sensors must cover all protected areas to ensure that no areas are vulnerable to intrusion attempts to stop or disable the Security System.
2. All outdoor glass facades must be monitored for breakage by means of glass break sensors or motion detectors.
3. All main and entry doors and emergency exit doors, if any, of the establishment must be monitored with magnetic contacts or motion detectors.
4. The safe must be monitored with a vibration sensor or motion detector.
5. The cashier, sales staff and the manager must be provided with a panic button to use in case of emergency and such button must be concealed and easy to use.
6. The control panel must be installed in a secure area, concealed and difficult to reach.
7. The alarm keypad must not be installed close to the control panel. It is recommended that it is installed next to the entrance door.
8. The control panel must be connected to the central alarm station.
9. No alarm devices shall be installed outside the establishment, except for the strobe light and siren.
10. The control panel, siren and strobe light must be equipped with a backup battery.
11. All alarm devices must trigger an alarm in case of cable cut or power shutdown.
12. At the end of working hours, the employee in charge at the establishment must activate the alarm system after vacating the establishment.
13. In case an intrusion or robbery alarm is reported, the employee in charge at the establishment must respond to the Police request to go to the establishment to investigate the incident and ensure the establishment is safe.
14. The alarm system must immediately turn on all lights at the establishment in case of alarm or intrusion.
15. Dual technology motion detectors must be used in medium and high security areas as deemed appropriate by the Competent Department.
16. Magnetic contacts must be concealed in the door or window frames so that it is difficult to tamper with or remove them.
17. The alarm system must be able to communicate with the central alarm station by sending the following:
  1. Subscriber account data;
  2. Data of the triggering device or auxiliary device and its zone ID;
  3. Low battery alarm;
  4. Power failure alarm;
  5. Control panel door open alarm;
  6. Tamper alarm in case any auxiliary device or sensor connected to the alarm device is tampered with or opened;
  7. Notification in case of alarm activation, alarm de-activation and keypad tampering.

**Annex No. (2)**  
**Concerning**  
**Security Systems for Hotels and Short-stay Residences**

**A. Hotels and short-stay residences include the following:**

- a. 5 Star hotels
- b. 4 Star hotels
- c. 3 Star hotels
- d. 2 Star hotels
- e. 1 Star hotels
- f. Motels
- g. Floating hotels
- h. Resorts
- i. Hotel apartments

**B. The provisions of Annex No. (1) Concerning General Requirements and Technical Specifications of Security Systems shall apply.**

**C. The following must be observed:**

- I. Fixed colour cameras must be installed at the following areas:
  1. All entries to the establishment (to provide Identification View);
  2. All reception desks (to provide Recognition View);
  3. All lift lobbies at all floors to provide Recognition View or as deemed appropriate by the Competent Department;
  4. Inside all lifts (to provide Recognition View) ;
  5. All emergency exit doors at all floors, or as deemed appropriate by the Competent Department (to provide Identification View) ;
  6. All entry/exit points to the establishment and parking areas (to provide Licence Plate View) ;
  7. All safe deposit boxes rooms and luggage rooms (to provide Recognition View) ;
  8. All entries leading to the bars, discos, night clubs and doors of function halls (to provide Recognition View) ;
  9. All entries to the business centres (to provide Recognition View);
  10. All loading and offloading areas (to provide Detection View);
  11. All vehicle drop off points (to provide Detection View).
  
- II. Colour or monochrome cameras must be installed as follows:
  1. Fixed or moving cameras inside car park areas;
  2. Fixed or moving cameras in the lobby and lounge areas;
  3. Fixed cameras at LPG cylinder areas;
  4. Fixed cameras at the electricity room doors;
  5. Fixed cameras at water tank rooms.

- III. Digital recordings for all cameras must be kept for at least 31 days.
- IV. Recording must be set at no less than 4 frames per second for each camera.
- V. All 5 and 4 star hotels defined by the Competent Department must provide the following:
  - 1. A control room dedicated to the management of the CCTV system equipped with all means of communication with the Security Guards, hotel staff, emergency services, rescue services, ambulances and all means of aid for the management or control of the Security System;
  - 2. Round the clock Security Guards;
  - 3. Female Security Guards.

**Annex No. (3)**  
**Concerning**  
**Security Systems for Financial and**  
**Monetary Establishments**

**A. Financial and monetary establishments include the following:**

- a. Commercial banks;
- b. Establishments engaged in foreign currency trading;
- c. Establishments engaged in traveller's cheques trading;
- d. Establishments engaged in local and foreign currency remittance services.

**B. The provisions of Annex No. (1) Concerning General Requirements and Technical Specifications of Security Systems and shall apply.**

**C. Security Requirements and Technical Specifications of CCTV Systems:**

I. Fixed colour cameras must be installed at the following areas:

1. All entries to the establishment (to provide Identification View);
2. All cash desks (to provide Recognition View);
3. All safes;
4. All lobby areas (fixed or moving cameras);
5. Inside all ATM units;
6. All ATM units inside the establishment;
7. All safe deposit box rooms.

II. All colour cameras must be no less than 470 TVL, or the equivalent digital pixels.

III. Recording must be set at no less than 5 frames per second for each camera.

IV. Recordings must be kept for at least 31 days for each camera.

V. Recordings must be kept for no less than 75 days for each ATM camera.

VI. Alarm System:

An alarm system must be installed in the establishment as per the following conditions:

1. Sensors must cover all protected areas to ensure that no areas are vulnerable to intrusion attempts to stop or disable the Security System.
2. All outdoor glass facades must be monitored for breakage by means of glass break sensors or motion detectors.
3. All main and entry doors and emergency exit doors, if any, of the establishment must be monitored with magnetic contacts or motion detectors.
4. Safes must be monitored with a vibration sensors or motion detectors.
5. Cashiers, sales staff and the manager must be provided with a panic button to use in case of emergency and such button must be concealed and easy to use.
6. The control panel must be installed in a secure area, concealed and difficult to reach.

7. The alarm keypad must not be installed close to the control panel. It is recommended that it is installed next to the entrance door.
8. The control panel must be connected to the central alarm station.
9. No alarm devices shall be installed outside the establishment, except for the strobe light and siren.
10. The control panel, siren and strobe light must be equipped with a backup battery.
11. All alarm devices must trigger an alarm in case of cable cut or power shutdown.
12. At the end of working hours, the employee in charge at the establishment must activate the alarm system after vacating the establishment.
13. In case an intrusion or robbery alarm is reported, the employee in charge at the establishment must respond to the Police request to move to the establishment to investigate the incident and ensure the establishment is safe.
14. The alarm system must immediately be able to turn on all lights at the establishment in case of alarm or intrusion.

VII. General requirements:

1. Security Guards must be deployed during working hours. Exemptions from this rule may be considered by the Competent Department.
2. Metallic grilles must be installed at all external openings.
3. Metallic shutters must be installed and used after working hours for all establishments with outdoor glass facades. Exemptions from this rule may be considered by the Competent Department for establishments protected by Security Guards after working hours.



**Annex No. (4)**  
**Concerning**  
**Security Systems for Precious Stones and Metal**  
**Manufacturing and Trading Establishments**

**A. Precious stones and metal manufacturing and trading includes the following activities:**

- a. Manufactured gold and precious metals trading;
- b. Metal alloys trading;
- c. Gold and silver jewellery trading;
- d. Pearls and precious stones trading;
- e. Gold and precious metals casting;
- f. Gold and precious metal products manufacturing;
- g. Precious jewellery manufacturing;
- h. Goldsmiths;
- i. Jewellery repair.

**B. The provisions of Annex No. (1) Concerning General Requirements and Technical Specifications of Security Systems and shall apply.**

**C. Security Requirements and Technical Specifications of CCTV Systems:**

I. Fixed colour cameras must be installed at the following areas:

1. All entries and emergency exits of establishments (to provide Identification View);
2. All display and sale desks;
3. Cash registers;
4. All safes.

II. Fixed or moving colour cameras in lobby areas as follows:

1. Recordings must be set at no less than 5 frames per second for each camera;
2. Recordings must be kept for at least 31 days for each camera.

III. An alarm system must be installed in the establishment as per the following conditions:

1. Sensors must cover all protected areas to ensure that no areas are vulnerable to intrusion attempts to stop or disable the Security System.
2. All outdoor glass facades must be monitored for breakage by means of glass break sensors or motion detectors.
3. All main and entry doors and emergency exit doors, if any, of the establishment must be monitored with magnetic contacts or motion detectors.
4. Safes must be monitored with a vibration sensors or motion detectors.

5. Cashiers, sales staff and the manager must be provided with a panic button to use in case of emergency and such button must be concealed and easy to use.
6. The control panel must be installed in a secure area, concealed and difficult to reach.
7. The alarm keypad must not be installed close to the control panel. It is recommended that it is installed next to the entrance door.
8. The control panel must be connected to the central alarm station.
9. No alarm devices shall be installed outside the establishment, except for the strobe light and siren.
10. The control panel, siren and strobe light must be equipped with a backup battery.
11. All alarm devices must trigger an alarm in case of cable cut or power shutdown.
12. At the end of working hours, the employee in charge at the establishment must activate the alarm system after vacating the establishment.
13. In case an intrusion or robbery alarm is reported, the employee in charge at the establishment must respond to the Police request to move to the establishment to investigate the incident and ensure the establishment is safe.
14. The alarm system must immediately turn on all lights at the establishment in case of alarm or intrusion.

#### IV. Security Guards:

1. Security Guards must be deployed during working hours for locations that contain more than 1 million UAE Dirhams worth of merchandise. Exemptions might be considered by the Competent Department.
2. Metallic grilles must be installed at all external openings.
3. Metallic shutters must be installed and used after working hours for all establishments with outdoor glass façade. Exemptions to this rule may be considered by the Competent Department for establishments protected by Security Guards after working hours.

**Annex No. (5)**  
**Concerning**  
**Security Systems for Shopping and Entertainment Centres**

**A. Shopping and entertainment centres include the following:**

- a. Shopping centres;
- b. Commercial complexes;
- c. Movie theatres and cinemas;
- d. Art exhibitions;
- e. Entertainment/theme parks.

**B. The provisions of Annex No. (1) Concerning General Requirements and Technical Specifications of Security Systems and shall apply.**

**C. Security Requirements and Technical Specifications of CCTV Systems:**

I. Fixed colour cameras must be provided at the following areas:

1. All entries to the establishment (to provide Identification View);
2. All reception and information desks (to provide Recognition view);
3. All lift lobbies at all floors, or as deemed by the Competent Department (to provide Recognition View);
4. All ATM areas and public phone areas;
5. All staircases and escalators;
6. All emergency staircase doors on all floors, or as deemed necessary by the Competent Department;
7. All entry/exit points to the establishment and parking areas (to provide Licence Plate View);
8. All loading and offloading areas (to provide Detection View);
9. All vehicle drop off areas (to provide Detection View);
10. Jewellery shops and valuables shops, court lobbies or walkways.

II. Colour or monochrome cameras must be installed as follows:

1. Fixed or moving cameras must be installed in car parking areas.
2. Fixed or moving cameras must be installed in lobby areas.
3. Fixed cameras in LPG cylinder areas.

III. Recordings for all cameras must be kept for at least 31 days.

IV. A control room must be dedicated to the control and management of the CCTV system and equipped with all means of communication with Security Guards, hotel managers, emergency services, rescue services, ambulances and all support services necessary for the management or control of the Security System.

V. Round the clock Security Guards must be deployed.

VI. Female Security Guards must be deployed during working hours.

**D. Special Security Requirements:**

1. Fixed or moving metallic bollards must be installed in front of all access gates to prevent vehicle access to the centre. Any other constructed barrier that prevents vehicle access to the centre may be accepted as alternative.
2. Security Guards must be assigned specifically at the jewellery and valuables shops, courts and walkways.

**Annex No. (6)**  
**Concerning**  
**Security Systems for Warehouses and Factories of**  
**Hazardous and Precious Materials**

**A. The provisions of Annex No. (1) Concerning General Requirements and Technical Specifications of Security Systems and shall apply.**

**B. Security Requirements and Technical Specifications of CCTV Systems**

I. Cameras must be provided at the following areas:

1. Fixed cameras must be installed at all entries to the establishment.
2. Fixed cameras must be installed at all emergency exits, if any.
3. Fixed or moving cameras must be installed in the warehouse or factory central yards.
4. Fixed colour or monochrome cameras must be installed along the perimeter of the warehouse or factory.

II. Alarm system:

An alarm system must be installed in the establishment as per the following conditions:

1. All windows must be monitored with motion detectors.
2. All emergency exit doors, if any, of the establishment must be monitored with magnetic contacts or motion detectors.
3. The control panel must be installed in a secure area, concealed and difficult to reach.
4. The alarm keypad must not be installed close to the control panel. It is recommended that it is installed next to the exit door.
5. The control panel must be connected to the central alarm station.
6. No alarm devices must be installed outside the establishment, except for the siren and strobe devices.
7. The control panel, siren and strobe light must be provided with a backup battery.
8. All alarm devices must trigger an alarm in case of cable cut or power shut down.
9. At the end of the working hours, the employee in charge at the establishment must activate the alarm system after vacating the establishment.
10. In case an intrusion or robbery alarm is reported, the employee in charge of the establishment must respond to the Police request to move to the establishment to investigate the incident and ensure the establishment is safe.
11. The alarm system must immediately turn on all lights at the establishment in case of alarm or intrusion.

**Annex No. (7)**  
**Concerning**  
**Security Systems for Petrol stations**

**A. The provisions of Annex No. (1) Concerning General Requirements and Technical Specifications of Security Systems and shall apply.**

**B. Security Requirements and Technical Specifications of CCTV Systems:**

- I. Fixed colour cameras must be provided at the following areas:
  1. All entries to the station (to provide Licence Plate Reading View);
  2. All vehicle petrol refueling areas;
  3. Main tanks refueling point areas;
  4. All stores entries (to provide Identification View);
  5. All cash registers;
  6. All ATM areas;
  7. Recordings for all cameras must be kept for at least 31 days;
  8. Recordings for all cameras must be set at no less 15 frames per second.

**Annex No. (8)**  
**Concerning**  
**Security Systems for Internet Service Providers**

- A. Internet service providers include establishments that provide internet services to the public in cafes, shopping centres, commercial complexes and public places.**
- B. The provisions of Annex No. (1) Concerning General Requirements and Technical Specifications of Security Systems and shall apply.**
- C. Security Requirements and Technical Specifications of CCTV Systems:**
  - I. Fixed colour cameras must be provided as follows:
    - 1. Fixed cameras must be installed at all entries to the establishment (to provide Identification View).
    - 2. Fixed cameras must be installed at workstation areas.
    - 3. Fixed cameras must be installed at cash register areas.
  - II. Recordings for all cameras must be kept for at least 31 days.

**Annex No. (9)**  
**Concerning**  
**Technical Specifications and Security Measures for**  
**Cash-in-Transit Vehicles**

**A. Technical specifications of cash-in-transit vehicles:**

1. The vehicle must be equipped with two compartments, one for the driver and the other for the safe.
2. All vehicle locks must be sturdy and safe and cannot be opened by conventional means.
3. The entire vehicles door locking mechanism must be connected to a single electromechanical controller.
4. The two compartments of the vehicle must have additional locks which operate consequently.
5. The vehicle front windshield glass must have a wide viewing area.
6. All the vehicle glass windows must be able to withstand a 9mm bullet within a 5-metre range ( European standard B2)
7. The safe compartment must withstand drilling and cutting with normal hand tool for a period of 15 minutes.
8. The vehicle armour must withstand a 22 RLV calibre within a 10-metre range (European standard B1).
9. The vehicle must be equipped with a global positioning system.
10. The global positioning system must be connected to a centralised monitoring centre.
11. The vehicle must have a burglar or intrusion alarm system.
12. The vehicle driver and safe compartment must be equipped with a panic button to be used in emergency situations only.
13. The vehicle must be equipped with not less than three cameras: one in the front, the other in the rear and a third one in the safe compartment.
14. The vehicle cameras must be connected to a DVR set at minimum 25 frames per second and quality of 4 CIF.
15. The vehicle DVR must have a recording capacity of 1 week.
16. The vehicle tyres must be able to withstand being driven for 15 kilometres while punctured or damaged.

**B. Security measures for cash-in-transit**

1. The vehicle crew must comprise three individuals: a driver, a cash-in-transit Guard and an escort.
2. The vehicle crew must have a radio communication device to call for help.
3. Cash must be transported by a cash-in-transit Guard escorted with an escort to protect him, either on foot or by cash-in-transit vehicles.
4. All cash and valuables must be transported in safe boxes from/to the vehicle.
5. The cash-in-transit Guard must secure the safe box to his hand while it is being transported from/to the vehicle.
6. The vehicle driver must not be assigned any other tasks other than driving the vehicle and he must stay in the vehicle while loading and offloading.



7. If a vehicle is reportedly stopped for more than two hours the service provider must provide a replacement vehicle to transport the load.
8. The vehicle insurance policy must insure the cash being transferred against theft or damage and it must insure the persons against death and injuries.
9. Cash in excess of the amount insured under the insurance contract may not be transported.
10. An escort vehicle must be used in case the value of cash transported is more than sixty (60) million Dirhams.

### **C. Security measures for emptying and replenishing ATM machines**

1. ATM machines must be cordoned off while emptying or replenishing them, to prevent any person from approaching.
2. The cash-in-transit Guard and the escort must safeguard the cash and the ATM cassette and must not engage in any other activity.
3. It is prohibited to handle more than one ATM machine at the same time.
4. The escort must not talk on the mobile phone or to the public while replenishing the ATM machine.
5. It is prohibited to eat or smoke during the transportation of cash.
6. It is prohibited to go to the toilet while carrying the cash.
7. In case the cash is transported on foot, the cash bag must be placed between the cash-in-transit Guard and the escort.

**Annex No. (10)**  
**Concerning**  
**Security Measures and Requirements of Service Providers**

**A. Requirements of the staff of security service providers:**

1. Applicants for Event Security Guard licence must be aged between eighteen (18) and sixty (60) years inclusive.
2. Applicants for Security Guard, cash-in-transit Guard, Security System Controller, Close Protection Guard or Security System Technician licence must be aged between twenty one (21) years and 55 years inclusive.
3. Applicants for security supervisor, Security Manager, Security Trainer and Security System Auditor licence must be aged between twenty five (25) and sixty (60) years inclusive.
4. Applicants for a Security Consultant licence must be aged between thirty (30) and sixty (60) years inclusive.
5. The applicant must be mentally and physically fit.
6. The applicant must be of good conduct and has not been convicted of any crime of moral turpitude.
7. The applicant must have a good command of reading and writing Arabic or English.
8. The applicant must pass the relevant technical examination of the licence or be holder of a degree from an accredited institute.
9. The applicant must have relevant security experience as follows:
  - a. Security Consultant licence: Experience of not less than fifteen (15) years in the security or military field.
  - b. Security Trainer licence: Experience of not less than five (5) years in the security or security training field.
  - c. Security Manager licence: Experience of not less than seven (7) years in the security or military field.
  - d. Security supervisor licence: Experience of not less than five (5) years in the security or military field.
  - e. Security Auditor licence: Experience of not less than two (2) years in the Security Systems field.
  - f. Security Systems Technician licence: Experience of not less than 2 years in Security Systems installation or university degree in electronics or electrical engineering.
  - g. Cash-in-transit Guard licence: Experience of not less than two (2) years in the security or military field.
  - h. Security Guard licence: Experience of not less than one (1) year in security or the military field degree from an accredited security training institute.
  - i. Close Protection Guard licence: Experience of not less than one (1) year in the security or military field or a degree from an accredited security training institute.
  - j. Security System Controller licence: Experience of not less than one (1) year and a certificate from an accredited security training institute.

10. Exemptions may be granted by the Competent Department as it deems appropriate.

**B. Requirements of security service companies and establishments:**

1. The security service company or establishment must be licensed by the Department of Economic Development or by one of the free zone authorities in the Emirate.
2. The relevant commercial licence must be valid.
3. One Security Manager at least must be registered at the same time of registration of the company engaged in the following activities:
  - a. Janitor services;
  - b. Event security and Close Protection Services;
  - c. Cash and valuables transportation services;
  - d. Security control and monitoring services;
  - e. At least one Security Consultant must be registered in order to establish a company carrying out security studies and consultancies;
  - f. At least one auditor or Security Consultant must be registered in order to establish a company carrying out security system inspection services.
4. To provide the Security System installation and maintenance services, the establishment must have at least one engineer and a number of technicians accredited by the Competent Department.
5. Maintenance companies must provide a full-time employee to receive complaints and respond to technical failure reports.
6. Maintenance companies must maintain a stock of spare parts to repair the security equipments and additional equipment to replace defective equipment, if necessary, in accordance with the maintenance contract.

**C. Measures and requirements for security training centres:**

- I. All security training centres must comply with the following:
  1. All training materials and curricula must be approved by the Competent Department.
  2. Provide training halls equipped with audio-visual recording facilities.
  3. The training crew must consist of two trainers.
  4. A single class may not contain more than thirty five (35) trainees.
  5. Provide five different modules that cover all the content of the curriculum, of which one module shall be selected by the Competent Department for each test.
  6. Tests must be conducted in accordance with the standards of impartiality and accuracy.
  7. Standard tests must be approved and must indicate the name of the course, name of the examiner, name of the examination writer, name of the proctor and name of the examination marker.

II. The curriculum for training of Guards must contain the following elements:

1. Basics of first aid;
2. Basics of fire fighting;
3. Crime scene preservation procedures;
4. The authority to search and arrest as well as legal proceedings;
5. Brief information about the UAE (general information);
6. Communication skills with people and customer service;
7. How to report and prepare reports.
8. Role and functions of security staff;
9. Security measures for disasters and crises.

**D. General provisions:**

1. To provides services, all companies must have their staff registered and licensed by the Competent Department.
2. All Security Consultants must provide consultancies and comments in written records and reports stamped and endorsed by them.
3. Cash-in-transit companies must get all cash-in-transit vehicles registered and licensed pursuant to the procedures of the Competent Department and in accordance with the Implementing By-law.

**Annex No. (12)**  
**Concerning**  
**Security Regulations for Organising Events**

**A. Duties of Event sponsor:**

1. To hire a security service provider registered and licensed by Competent Department to secure the Event.
2. To contract with a security provider to provide sufficient number of Guards in accordance with the size, type and location of the Event and requirements of the Competent Department.
3. To provide the service provider with signboards and information signs in the areas covered by the service, entrances and exits.
4. To provide an ambulance at the site of any Event attended by more than two thousand people.
5. The Event sponsor must comply with the security requirements of the Competent Department stipulated in the Event permit.

**B. Obligation of the service provider to secure the Event:**

1. Lists of the names of Guards or organising staff shall be sent to the Competent Department no later than one week prior to the Event.
2. A meeting must be held with the Event Security Guards to explain their individual roles and to clarify the security plan, contingency plans and any special instructions given by either the police or the Event sponsor in relation to the Event.
3. All information about incidents or issues that occur in the Event must be recorded, maintained and made available for review by the Competent Department upon its request.
4. All Event security Guards must carry their licences and display them prominently on their chests.
5. Security Guards and Event Security Guards must be present at the Event site sufficient time prior to the Event.
6. Means of communication among Guard posts must be provided.
7. Female Security Guards must be present to assist in organising or guarding.
8. A safe area must be dedicated to deposits and lost-and-found items.
9. A special uniform or logo must be designed for each Event.

**Annex No. (13)**  
**Concerning**  
**Security Requirements of Security Surveillance Operations Centre**

1. The area of the operations centre may not be less than three hundred (300) square feet, and may be more if the Competent Department deems it appropriate.
2. The operations centre must be operational round the clock throughout the year.
3. The number of employees in the centre may not be less than two (2) in addition to the centre supervisor. This number may increase depending on the area of the centre and the systems used.
4. The shift may not exceed eight (8) hours per day.
5. Communication between the centre and Security Guards at their posts must be secured.
6. The operations centre must be networkable to the Police.
7. A hotline must be established with the Police, Centre of Ambulance and the Civil Defence.
8. The operations centre must be equipped with a security system and an alarm system linked to the police.
9. There must be a battery-operated backup power system capable of providing two hours of supply to all computer systems.
10. The main power source must be connected to a backup generator which starts up automatically in case of emergency or power failure to provide power to all equipment and devices in the centre.
11. All devices must be set to the real time.
12. Safety regulations must be observed.
13. Maintenance contracts must be concluded in respect of all devices in the centre.
14. An evacuation and emergency plan must be in place and known to the staff of the operations centre.
15. Sufficient space must be provided to accommodate the following:
  1. Hardware and devices;
  2. The control room staff;
  3. Large monitor screens (if necessary);
  4. Maintenance activities;
  5. Services.
16. The centre must not have windows that allow people outside to observe the activity inside.
17. The centre must be secured against attacks and intrusion attempts.
18. The centre must have additional wiring routes.
19. Wiring routes must be protected against reptiles, rodents and anything that can cut or damage connections.
20. Long-lasting furniture must be used.
21. Wires and connections must be concealed.
22. Recording devices and their accessories and cables must be kept in safe containers.

23. Surveillance cameras must be installed to record all incidents inside the centre and must be set to provide Detection View.
24. The following is strictly prohibited inside the centre:
  1. Smoking;
  2. Eating;
  3. Use of the systems or the centre for other than the security purposes.

**Annex No. (14)**  
**Concerning**  
**Security Systems for Storage Services**

**A. The storage services include the following commercial activities:**

1. Self storage services;
2. Safety deposit vault renting.

**B. Definitions:**

1. Safes area: The area that contains safes and is surrounded by concrete walls.
2. Warehouses area: The area that contains warehouses.
3. Reception and waiting area: The area where customers are received and dealt with or where they wait for the services.
4. Checking area: The area where the renter can check his belongings in private. It must be within the protected area.
5. Secure area: The area that separates the storage area from other areas, and through which only the storage area may be accessed.

**C. General specifications of the establishments:**

1. The establishments providing safety deposit vault renting services must have the following divisions:
  - a. Reception and waiting area;
  - b. Safes area;
  - c. Check area;
  - d. Secure area;
  - e. Administration area.
2. The establishments providing self storage services must have the following divisions:
  - a. Reception and waiting area;
  - b. Warehouses area;
  - c. Administration area.
3. The secure area must have at least two (2) doors that open alternatively in such a way that no door can open unless the other is fully closed.
4. All doors must be fitted and operated with electrical locks.
5. There must be a backup power supply to operate the various systems in case of power failure as follows:
  - a. Alarm system for 8 hours;
  - b. CCTV system for 4 hours;
  - c. Door access control system for 4 hours.



**D. The provisions of Annex No. (1) Concerning General Requirements and Technical Specifications of Security Systems shall apply.**

**E. CCTV system:**

1. Cameras must be installed at all entries and emergency exits of the establishment and set to provide Identification View.
2. Cameras must be installed at reception and set to provide Recognition View.
3. Cameras must be installed in the secure area and set to provide Identification View.
4. Cameras covering all spaces must be installed in the safes area and set to provide Detection View.
5. Cameras must be installed in the check areas and set to provide Detection View.
6. Recordings for all cameras must be kept for at least 45 days.
7. Recording must be set at no less than 6 frames per second.

**F. Alarm system:**

1. The safes room must be monitored with motion detectors and vibration sensors.
2. The main entrance door must be monitored with door sensors.
3. The safes room must be monitored with motion detectors.
4. The reception area and the secure area must be monitored with motion detectors.
5. Panic buttons must be provided to the receptionist, manager and the Security Guard to use them in case of emergency.

**G. Security requirements and procedures:**

1. Round-the-clock Security Guards must be provided.
2. The renter's details must be maintained along with copy of a valid official ID.
3. A system to verify the renter's identity must be put in place.
4. All renters must enter into binding contracts which provide as follows:
  - a. It is prohibited to store illegal or harmful materials.
  - b. It is prohibited to store inflammables or explosives.
  - c. It is prohibited to store stolen goods or goods that are illegally acquired.