

**Implementing By-law and Decisions Related to
Law No. (24) of 2008
Concerning
Security Service Providers and Users¹**

We, the Dubai Police General Commander,

After perusal of Law No. (24) of 2008 Concerning Security Services Providers and Users,

do hereby issue the following Implementing By-law:

Article (1)

The following words and expressions shall have the meaning indicated opposite each of them, unless the context implies otherwise:

Emirate:	The Emirate of Dubai.
Police:	The Dubai Police.
Competent Department:	The Department of Protective Systems affiliated with the Police.
Service Provider:	A natural or legal person who provides security services to third parties such as guarding and protection services for establishments, cash-in-transit services, installation and maintenance of alarm and CCTV systems, sale of security equipment and devices, security training, provision of studies and consultations related to the aforementioned, and all types of security services.
Security Systems:	The systems that form the security scheme used to secure establishments, sites or events through certain procedures, electronic equipment and devices, security personnel, or all the aforementioned.
User:	The natural or legal person who uses the Security Systems provided to him in order to protect and secure his business or property.
Public Events:	The parties, exhibitions, conferences, as well as arranged or expected public gatherings held on the occasion of a certain event, which may require a licence from the competent authorities in accordance with the provisions of the law.

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¹ *Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict the Arabic text shall prevail.*

Alarm and Surveillance
Devices and Equipment
Trading:

Resale of alarm devices, access control devices, CCTV systems and all related accessories.

Security Devices and
Equipment Trading:

Resale of all security equipment and devices that are used by Government or private security bodies, such as security gates, metal detectors, thermographic (infrared) optics, specialised police equipment and alarm and surveillance equipment.

Installation and
Maintenance of Security
and Surveillance Equipment
and Devices:

Include the establishments that install and maintain equipment and devices, in public facilities and buildings, which are used for security and protection purposes such as surveillance and alarm equipment and other security equipment used to protect against theft, sabotage or exposure to various risks.

Property Guarding Services:

Include guarding services for residential and commercial buildings provided by appointment of guards for fixed periods.

Events Security and Close
Protection Services:

Include the establishments that provide security personnel to secure parties, events, and organise entry of visitors, provide them with orientation and parking for vehicles, in addition to providing personal security to individuals.

Money and Valuables
Transport Services:

Include the establishments that upon request engage in the transportation of money, precious metals such as gold and silver, and other valuable property and commodities such as jewellery and antiques using purpose-built vehicles.

Security Studies and
Consultancy Services:

Include the establishments that specialise in providing security consultancy, conducting studies and research and offering security and technical solutions to safeguard buildings and sites, as well as any other related security services including drafting designs, drawings, technical specifications and tender documents, and following up implementation and supervision of the aforementioned.

Security System Auditing
Services:

Include the establishments that engaged in testing and checking Security Systems to verify their safe operation, functionality and conformity to the specifications and standards in place, and in preparing technical reports or compliance certificates.

Security Training Centres:

Include the establishments that specialise in training and qualifying security personnel to perform their

duties, training technicians to install alarm and surveillance CCTV systems, and in organising seminars, conferences and workshops on security.

Security Dogs Training Centres:

Include the establishments that specialise in training dogs to guard, to detect arms, explosives, and drugs, and to track down suspects, as well as other uses. These establishments also engage in the hire and sale of trained dogs.

Security Operations and Monitoring Centres:

Include the establishments that receive and monitor alarms signaling theft or burglary, as well as medical emergency calls coming from clients, and attend to the same by proceeding to provide assistance or alerting concerned authorities. This also includes the establishments that monitor the premises of clients by CCTV to ensure their safety and security by monitoring the movement of vehicles fitted with tracking devices and notifying concerned authorities when necessary, as well as monitoring and managing cash-in-transit vehicles and providing them with security services.

Security and Surveillance Services:

Includes the establishments that provide security equipment and systems used in the surveillance of sites or vehicles, and that provide tracking services to clients through the use of special devices or through the internet.

Outfitting Vehicles for Safe Transport:

Includes workshops specialised in fitting vehicles with special internal and external equipment to provide additional protection for the safe and secured transportation of passengers or materials. These include cash-in-transit vehicles, explosives, natural gas, oil, and other materials requiring additional safety measures.

Safe Transport Specialised Vehicles Trading:

Includes the establishments that import, export and sell vehicles with special security specifications for the transportation of passengers and hazardous materials.

Hazardous Materials Transport Services:

The establishments engaged in the transportation of exceptionally hazardous materials that are flammable or explosive such as explosives, gas cylinders and other hazardous materials.

In-house Security Services:

The establishment that provides security services to its own residential and commercial buildings rather than to the public or other commercial entities.

Security Consultant:

The person who provides security consultations and studies for various projects and sites and recommends

	the required security and technical solutions.
Security Trainer:	The person who provides training to the Service Provider staff to effectively perform their duties, and teaches security sciences and skills to trainees.
Security Manager:	The person, or his deputy, employed by the Service Provider or the Important Commercial Sectors who is in charge of the management and supervision of a security operation.
Security System Engineer:	The person in charge of the technical supervision of the installation, operation and maintenance of Security Systems.
Security Supervisor:	The person, or his deputy, employed by the Service Provider or the Important Commercial Sectors who is in charge of the security personnel of the Service Provider.
Security System Auditor:	The technician in charge of checking and testing the performance and of verifying the effectiveness of Security Systems used by the important establishment.
Security System Technician:	The technician who specialises in the installation, operation and maintenance of Security Systems.
Cash-in-Transit Guard:	The person appointed by the security Service Provider to transport and guard the funds being transported from one place to another.
Security System Controller:	The technician who specialises in using and monitoring Security Systems located at the security operations room of the establishment.
Security Guard:	The person who is appointed by the Service Provider or the commercial entity to undertake the surveillance and protection of people and property.
Close Protection Guard:	The person who is appointed by the client pursuant to an employment contract to secure people and property of the client or of any third party.
Event Guard:	The person appointed by the Service Provider to organise and secure an Event against any criminal or sabotage act.

Article (2)

All Service Providers, whether individuals or commercial companies, must register their businesses and obtain approval for their activities from the Competent Department and obtain the relevant licences. The fact that their current activities are related to other activities will by no means exempt them of this requirement.

Article (3)

The Competent Department shall lay down the necessary conditions and procedures, and issue the relevant orders and instructions, for licensing Security Systems and Service Providers and their staff, as well as all equipment and staff related to the security industry in the Emirate.

Article (4)

1. The Service Provider must have its licence renewed by the Competent Department within fifteen (15) days following its expiry for individuals, and within thirty (30) days for companies.
2. The Service Provider must notify the Competent Department in writing of any change to the particulars of the establishment or its staff, within a period not exceeding fifteen (15) days from the date of such change.
3. The Service Provider must notify the Competent Department in writing of any case of conviction or detention of any of its employees, within a period not exceeding three (3) days of the incidence.

Article (5)

1. Individual licences issued to Service Providers by the Competent Department are classified as follows:
 - a. Security Consultant;
 - b. Security Trainer;
 - c. Security Manager;
 - d. Security System Engineer;
 - e. Security Supervisor;
 - f. Security System Auditor;
 - g. Security System Technician;
 - h. Cash-in-Transit Guard;
 - i. Security System Controller;
 - j. Security Guard;
 - k. Close Protection Guard;
 - l. Events Security Guard;
 - m. Safe transport escort.
2. The Competent Department may modify this classification by way of addition or removal.
3. All licensed persons must carry and conspicuously display the licence issued by the Competent Department while on security duty.

Article (6)

1. The commercial activities of Service Providers are classified as follows:
 - a. Alarm and Surveillance Devices and Equipment Trading;
 - b. Security Devices and Equipment Trading;
 - c. Installation and Maintenance of Security and Surveillance Equipment and Devices;
 - d. Property Guarding Services;
 - e. Events Security and Close Protection Services;
 - f. Money and Valuables Transport Services;
 - g. Security Studies and Consultancy Services;

- h. Security System Auditing Services;
 - i. Security Training Centres;
 - j. Security Dogs Training Centres;
 - k. Security Operations and Monitoring Centres;
 - l. Security and Surveillance Services;
 - m. Outfitting Vehicles for Safe Transport;
 - n. Safe Transport Specialised Vehicles Trading;
 - o. Hazardous Materials Transport Services;
 - p. In-house Security Services.
2. The Competent Department may add any other commercial activities to the list of existing activities of Service Providers.

Article (7)

Without prejudice to the right of the Competent Department to grant exemptions, it is not permissible to concurrently conduct the following activities:

1. Security System Auditing Services along with any other security activity except Security Studies and Consultancy Services;
2. Security Studies and Consultancy Services together with the Alarm and Surveillance Devices and Equipment Trading or Security Devices and Equipment Trading.

Article (8)

Service Providers must provide civil liability insurance cover for the business they conduct in proportion to the business size, value and risks as estimated by the Competent Department.

Article (9)

The Service Provider must have a special uniform approved by the Competent Department bearing the name of the Service Provider.

Article (10)

The Competent Department shall audit the records of the Service Provider and the systems and services provided by the Service Provider, and may take any appropriate action in the light of the outcome of such audit process.

Article (11)

Individuals, corporations and Service Providers are prohibited from:

1. purchasing, selling, displaying, installing, importing, possessing, or using any devices used for espionage or eavesdropping purposes, or revealing and countering such devices without obtaining permission to do so from the Competent Department;

2. using security equipment in private places in order to prove the occurrence of a legal breach or offence, without obtaining the prior approval of the judicial authorities of the Emirate;
3. importing or selling equipment or devices intended for military or law enforcement use without obtaining prior permission from the Competent Department;
4. obtaining, possessing, using, or carrying any chemical or electrical instrument or weapon used for defence or assault on individuals, without obtaining prior permission from the Competent Department.

Article (12)

Without prejudice to any higher penalty stipulated by the law, the Competent Department may, without obtaining any warrant, seize and confiscate any of the devices or instruments mentioned in the previous Article of this By-law.

Article (13)

1. It is prohibited for the Service Provider or User of Security Systems to copy, display or send any information or photographs to any party or individual who is not legally authorised to access or possess such information unless permission to do so is obtained from the Competent Department.
2. The Service Provider or User of Security Systems must maintain records of all security measures taken by the establishment including uploading data, copying photographs and videos, maintenance records, daily activities and any other records required by the Competent Department.

Article (14)

When an Event is organised, the Competent Department shall undertake the following:

1. Set the security and safety conditions and measures;
2. Require Event organisers and sponsors to meet all security requirements and conditions sufficient time prior to commencement of the Event.

Article (15)

The Competent Department shall lay down the technical specifications and requirements related to Security Systems that must be made available by the Commercial Sectors, as well as the procedures relative to the implementation of such systems.

Article (16)

1. The following commercial sectors must provide the Security Systems specified by the Competent Department for each business activity:
 - a. Hotels and short-stay residences;
 - b. Financial and monetary institutions;

- c. Manufacture and sale of precious metals and stones;
 - d. Shooting ranges, military and hunting equipment stores;
 - e. Shopping and leisure centres;
 - f. Precious materials storage facilities;
 - g. Hazardous materials storage facilities;
 - h. Precious commodities stores/outlets;
 - i. Large department stores;
 - j. Petrol stations;
 - k. Internet services;
 - l. Storage services;
 - m. Aircraft and balloon clubs.
2. The Competent Department may require that any business activity that is exposed to security risks, or whose Security Systems contribute to the public security, must use Security Systems in accordance with the specifications laid down by the Competent Department.
 3. The Competent Department shall issue Commercial Sectors compliance certificates confirming compliance with the security specifications and requirements, valid for one (1) year or for any other period as may be determined by the Competent Department.
 4. The said certificate must be renewed within a period not exceeding fifteen (15) days following expiry.

Article (17)

1. All Important Commercial Sectors must contract with a Security Service Provider approved by the Competent Department to provide all Security Services and consultations.
2. All Important Commercial Sectors engaged in Money and Valuables Transport Services must use the services of a Service Provider approved by the Competent Department to provide this service. They must not assign the transportation of cash to their employees or to other companies not approved by the Competent Department.

Article (18)

The Important Commercial Sectors must provide guarding services round-the-clock or throughout official working hours as may be required by the Competent Department.

Article (19)

The fees for services provided by the Competent Department shall be charged as per the following schedule:

1. Registration/Renewal Fees for Trade Licences of Security Service Providers:

a.	Alarm and Surveillance Devices and Equipment Trading	2,000 Dhs
b.	Security Devices and Equipment Trading	4,000 Dhs
c.	Installation and Maintenance of Security and Surveillance Equipment and Devices	2,000 Dhs
d.	Property Guarding Services	2,000 Dhs
e.	Events Security and Close Protection Services	4,000 Dhs
f.	Money and Valuables Transport Services	4,000 Dhs
g.	Security Studies and Consultancy Services	3,000 Dhs
h.	Security System Auditing Services	3,000 Dhs
i.	Security Training Centres	5,000 Dhs
j.	Security Dogs Training Centres	2,000 Dhs
k.	Security Operations and Monitoring Centres	5,000 Dhs
l.	Security and Surveillance Services	5,000 Dhs
m.	Outfitting Vehicles for Safe Transport	4,000 Dhs
n.	Safe Transport Specialised Vehicles Trading	3,000 Dhs
o.	Hazardous Materials Transport Services	4,000 Dhs
p.	In-house Security Services	2,000 Dhs

2. Licensing and Renewal Fees for Individuals:

a.	Security Manager, Security Consultant, Security Trainer	500 Dhs
b.	Security Supervisor, Security System Auditor, Security System Engineer	400 Dhs
c.	Security Guard, Cash-in-Transit Guard, Security System Technician, Security System Controller	300 Dhs
d.	Event Guard, Close Protection Guard	200 Dhs
e.	Replacement licence (lost or damaged) or modified licence for individuals	100 Dhs
f.	Replacement licence (lost or damaged) for Security Service Providers	200 Dhs
g.	“To Whom It May Concern” letter addressed to a designated authority	100 Dhs
h.	Certificate of compliance with the security specifications and requirements	100 Dhs
i.	Monthly penalty charges for delay in payment of fees or fines	200 Dhs
j.	Permit or pass for individuals or vehicles	100 Dhs

Article (20)

1. The Competent Department shall issue notices or impose fines on violators when they violate the applicable By-laws and Resolutions. In case of recurrent

violations, the Competent Department shall send a request to the Dubai Police General Commander to suspend or revoke the licence.

2. Without prejudice to any higher penalty stipulated by any other law, the fines for the violations shall be collected by the Competent Department as per the following schedule:

No	Description of Violation	Fines (Dhs)			
		1st Occurrence	2nd Occurrence	3rd Occurrence	4th Occurrence
1	Conducting security activities without licence	6,000	12,000	18,000	30,000
2	Conducting security activities with an expired licence	2,000	4,000	6,000	12,000
3	Hiring an unlicensed person to perform security duties	3,000	6,000	9,000	18,000
4	Hiring a person with an expired licence to perform security duties	1,000	1,500	2,000	4,000
5	Failure to display or carry the security licence while on security duty	1,000	2,000	3,000	6,000
6	Non-compliance with licensing requirements and procedures	8,000	16,000	30,000	30,000
7	Failure to notify the Competent Department of the arrest or conviction of an employee	2,000	4,000	6,000	12,000
8	Outsourcing the services of an unlicensed Security Service Provider	6,000	12,000	18,000	30,000
9	Illicit use of surveillance, recording or eavesdropping equipment	10,000	15,000	20,000	30,000
10	Hiring an individual to perform security duties contrary to the terms of the issued licence	2,000	4,000	6,000	12,000
11	Providing the Competent Department with incorrect data or information	5,000 3,000	10,000 6,000	15,000 9,000	30,000 18,000
12	Failure of the Service Provider to update data and information	3,000	6,000	9,000	18,000
13	Committing a technical misconduct	4,000	6,000	8,000	16,000
14	Sale, display or import of	10,000	20,000	30,000	30,000

	prohibited equipment without obtaining a licence				
15	Sale, possession or import of chemical or electrical weapons	3,000	6,000	9,000	18,000
16	Installation of prohibited equipment without obtaining a licence	20,000	30,000	30,000	30,000
17	Using a transport vehicle that does not meet security standards	20,000	30,000	30,000	30,000
18	Hiring an unlicensed transporter or escort	10,000	20,000	30,000	30,000
19	Failure to comply with or implement the written orders of the Competent Department	5,000	10,000	15,000	30,000
20	Violating resolutions and circulars issued by the Competent Department	6,000	12,000	18,000	24,000
21	Failure to keep or maintain security records	3,000	6,000	9,000	12,000
22	Committing a breach of any code of professional ethics and rules of conduct	4,000	6,000	8,000	16,000
23	Failure of the Event sponsor to comply with security requirements	15,000	30,000	30,000	30,000
24	Failure of the Service Provider to comply with the requirements for event and ceremony organisation	4,000	6,000	8,000	16,000
25	Breach of, or failure to comply with security and safety measures	5,000	10,000	15,000	30,000
26	Failure of the User to comply with the security requirements and standards set for the Important Commercial Sectors	15,000	30,000	30,000	30,000
27	Failure of the User to fulfill all security requirements set for Important Commercial Sectors	10,000	20,000	30,000	30,000
28	Negligence on the part of	2,000	6,000	8,000	16,000

	the Service Provider in providing its services				
29	Failure to use the Security Systems in accordance with the requirements of the Competent Department	4,000	8,000	12,000	24,000
30	Failure to provide adequate security	5,000	6,000	7,000	14,000
31	Failure to comply with the undertaking given to the Competent Department in due course	2,000	5,000	10,000	20,000
32	Failure to renew the compliance certificate for security specifications and requirements	2,000	4,000	6,000	12,000

Article (21)

The Competent Department shall issue the resolutions and circulars related to this By-law. These shall be deemed as an integral part of this By-law, and shall be read and interpreted accordingly.

Article (22)

The Competent Department is authorised to enforce the penalties stipulated in this By-law with regard to violators of the provisions therein and in any circulars and resolutions issued in pursuance thereof.

Final Provisions

Article (23)

All concerned parties in respect of this By-law must adjust their status to comply with its provisions within a period not exceeding six (6) months from the date it comes into effect.

Article (24)

This By-law shall come into effect on the day on which it is issued.

Dubai Police General Commander
Lieutenant General Dhahi Khalfan Tamim

Issued in Dubai on 30 December 2008
Corresponding to 3 Muharram 1430 AH