

Security Conditions and Requirements of the Security Surveillance Centre

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Version Notes: updating the presentation of requirements, in addition to listing the issued amendments based on the initiative of reducing the government requirements by 30%

Chapter 1: Standard and Technical Specifications of the Security Systems

Application of Standard and Technical Specifications of Security Systems of Law No. (12) of 2016, issued in February 2022, on regulating the Security Industry in Emirate of Dubai

Chapter 2: Security Conditions and Requirements

The Security Surveillance Centre

The following requirements and specifications shall be met:

1. The area of the operations room shall not be less than 300 sq. ft., and may be increased at the discretion of the competent authority.
2. The operations room shall work 24/7/365.
3. Employees in the room shall not be less than 2 employees and room supervisor. This number may be increased depending on the area and systems of the room.
4. The shift shall not exceed 8 hours a day.
5. A communication method between the operations room and the security guards shall be provided according to the location of the guards.
6. The operations room shall be linked to the police if required.
7. A hotline with the police, ambulance and civil defense shall be provided.
8. The operations room shall be secured by security system and alarm systems connected to the police.
9. An additional backup power source (UPS) shall be provided for the computer systems, which works with batteries for no less than 8 hours.
10. The primary power source of the room shall be connected to a backup power generator that works automatically in emergencies or electricity failure to operate all equipment and devices in the room.
11. Time in all devices in the room shall be synchronized with the actual time.
12. Safety systems shall be provided.
13. The necessity of a maintenance contracts for all the devices of the operations room.
14. There must be an evacuation and emergency plan known for all employees in the operations room.

15. Adequate spaces or locations must be provided for the following:

- Space for the devices;
- Space for the employees of the control room;
- Space for the large screens (if required);
- Space for large monitors;
- Adequate space for maintenance;
- Space for the services.

16. The operations room must not have windows in a location that reveals the details of the work to anybody outside the room.

17. It must be in a location secured against any attack or penetration.

18. It must have additional wiring channels.

19. The wiring channels must be protected against all reptiles, rodents and any other creatures that can cut or damage the connectors.

20. The furniture designated for long periods must be used.

21. All wires and connectors must be hidden.

22. The recording devices and their accessories and wires must be put inside safe containers.

23. Surveillance cameras must be installed to cover all acts inside the control room to provide detection view.

24. The following actions are prohibited inside the operations room:

- a) Smoking,
- b) Eating,
- c) Using the systems or the room for purposes that do not serve the security purposes.
- d) Taking photos by mobile phones