

Security Conditions and Requirements of the Hotels and Similar Facilities

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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

Hotels and Similar Facilities

Hotels and Similar Facilities include the following:

- a) Five stars' hotels;
- b) Four stars' hotels;
- c) Three stars' hotels;
- d) Two stars' hotels;
- e) One star hotels;
- f) Hostels;
- g) Floating hotels;
- h) Resort;
- i) Vacation homes; and
- j) Hotel apartments, including:
 1. Luxury
 2. Tourist
 3. Listed

Requirements of the closed Visual Surveillance System – VSS			
S.N	Requirement	Description	Remarks
1	IP System shall only be used	IP Visual Surveillance System (VSS) shall only be used	Five, four and three star hotels and luxury and tourist hotel apartments
2	at all entrances of the establishment	Identification View	
3	at all reception desks	Recognition View	Assistance and reception desks
4	at elevator lobbies of all floors	Observation View	
5	inside elevators	Observation View	inside elevators with an angle shows the floor number.

6	at all emergency exit doors	Identification View	on the ground floor and parking lots that lead outside the building
7	at all emergency exit doors among floors	Observation View	
8	at the entrances and exits of the vehicles of the establishment	Recognition View	Optional
9	at the safe and bag deposit rooms	Recognition View	Optional
10	at all the entrances leading to the bars, discos, nightclubs and the doors of ballrooms	Identification View	
11	at the entrances to business centers	Recognition View	
12	inside the business centers	Detection View	Optional
13	at all loading and unloading areas	Detection View	
14	at the area of getting on and off vehicles	Detection View	
15	at all the corridors facing the rooms	Monitoring View	
16	at all ATMs	Recognition View	Optional
17	at all outdoor corridors	Monitoring View	All cameras shall be with IR to provide night vision.
18	at residential units that have a back entrance overlooking a garden or a terrace	Detection View	Optional
19	at the corridors that have restaurants or shops.	Monitoring View	
20	at the entrances of restaurants, cafes and shops that have an outside entrance located within the establishment.	Identification View	
21	at the parking lots pathways	Detection View	
22	at the main lobby area	Detection View	
23	at the gas tanks storage area	Observation View	

24	at the entrance of electricity room.	Recognition View	Optional
25	at the water tanks room	Recognition View	Optional
26	at the entrances to the fresh air treatment units of the air conditioning system	Recognition View	Optional
27	at the fuel tanks of backup generators	Detection View	
28	Automatic Number-Plate Recognition cameras shall be installed	Automatic Number-Plate Recognition system (ANPR) approved by SIRA	At the entrances and exits of the parking lots. In case of more than one entrance, cameras shall be installed at the following locations: <ul style="list-style-type: none"> ○ Entrances and exits of the establishment's vehicles. ○ Entrances and exits of vehicles' parking lots. ○ Entrances and exits of the drop-off areas.
29	Recording Quality	Recording Quality and cameras shall not be less than 1080P.	
30	Recording Mode	The recording mode shall be set to at least 10 frames per second per camera.	
31	Duration of the recording	The recording shall be kept for at least 31 days for all cameras.	
32	Management of the VSS surveillance system	The VSS surveillance system shall be maintained and managed where there is mobile network coverage.	Optional
33	System of linking and following up the integrity of VSS	Installing a system for linking and following up the integrity of VSS	

Other Requirements			
S.N	Requirement	Description	Remarks
1	Calls Record	All incoming and outgoing calls shall be recorded by the system, including internal calls. It shall be kept for a period of not less than six months.	optional
2	System for entering rooms	Electronic system for entering rooms with the following features: a) Log in and out on the lock with at least 3000 actions. b) Linking all locks to a central system and keeping records of actions for at least six months.	For five, four and three-star hotels and luxury and tourist hotel apartments (optional)
3	VSS Room	An independent, closed VSS room that is non-exposed from outside, shall be provided.	For five, four and three-star hotels and luxury and tourist hotel apartments.
4	Security guards	Security guard or building watchman shall be provided on a "24/7" basis at the discretion of the security manager	For five and four-stars hotels, luxury and tourist hotel apartments, and hotels specified by the competent department.
5	Security Operations Manager or Security Supervisor	security operations manager or security supervisor shall be provided 24/7.	For five and four-stars hotels, luxury and tourist hotel apartments, and hotels specified by the competent department.
6	Security Manager	Security Manager shall be provided 24/7.	The five and four-stars hotels and the hotels specified by the competent department.
7	Female Guards	Female Guards shall be provided, if required	The five and four-stars hotels and the hotels specified by the competent department.
8	A Special Operations Room	A special operations room for controlling and managing the cameras and security system, shall be provided. The said room shall be equipped with all means of communication with guards and officials of the hotel, emergency and rescue entities, the ambulance and all means of assistance.	The five and four-stars hotels and the hotels specified by the competent department.
9	A Security Systems Supervisor	A Security Systems Supervisor shall be provided at the control room 24/7.	The five and four-stars hotels and the hotels specified by the competent department.