

**Resolution No. (1) of 2018**  
**Issuing the**  
**Implementing Bylaw of Law No. (12) of 2016**  
**Regulating the Security Industry in the Emirate of Dubai<sup>1</sup>**

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**The Chairman of the Board of Directors of the Security Industry Regulatory Agency,**

After perusal of:

Law No. (12) of 2016 Regulating the Security Industry in the Emirate of Dubai and its amendments; and

The Implementing Bylaw of Law No. (24) of 2008 Concerning Security Service Providers and Users, issued on 30 December 2008,

**Does hereby issue this Resolution.**

**Definitions**

**Article (1)**

The following words and expressions, wherever mentioned in this Resolution, will have the meaning indicated opposite each of them unless the context implies otherwise:

UAE:                      The United Arab Emirates.

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<sup>1</sup>*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 will prevail.*

Resolution No. (1) of 2018 Issuing the Implementing Bylaw of Law No. (12) of 2016 Regulating the Security Industry in the Emirate of Dubai

Emirate:	The Emirate of Dubai.
Law:	Law No. (12) of 2016 Regulating the Security Industry in the Emirate of Dubai and its amendments.
Government Entity:	Any of the Government departments; public agencies and corporations; councils; authorities, including the authorities supervising Special Development Zones and free zones, such as the Dubai International Financial Centre; or other entities affiliated to the Government of Dubai.
Concerned Entity:	A Government Entity or any other entity with which SIRA may coordinate for the purpose of enabling it to exercise the functions assigned to it and to achieve the objectives of the Law.
Licensing Authority:	The entity legally authorised to issue commercial licences to Security Service Providers operating in the Emirate or in a free zone, such as the Dubai International Financial Centre, as the case may be.
SIRA:	The Security Industry Regulatory Agency.
Executive Director:	The executive director of SIRA.
Initial Approval:	The initial approval issued by SIRA to an applicant for a Licence to enable him to complete the procedures for obtaining the Licence.
Licence:	A document issued by SIRA authorising a Person to provide Security Services in the Emirate.

**Security Service:** Any service which is intended to provide security protection to establishments or individuals through the use of Security Devices and Equipment or through specialised personnel, or to provide security protection training; or which involves selling and installing security protection equipment and systems or conducting studies and providing consultancy related to maintaining security protection.

**Security Service Provider:** A Person licensed by SIRA to provide Security Services to individuals, Government Entities, or establishments.

**Vital Sectors:** Sectors and establishments that are highly exposed to risks or threats due to the type or value of the commodities in which they trade or the services they provide. These include banks, money exchange establishments, gold and jewellery shops, hotels, shopping malls, and hospitals.

**Major Compound:** A compound of residential or office units, including buildings, towers, and villa compounds.

**Public Events:** Ceremonies, meetings, or shows that are open to the general public or to which a particular segment of the public is invited. These include religious and national celebrations, festivals, contests, competitions, and races.

**Preventive Systems:** The precautionary measures, electronic systems, and security equipment used to protect establishments or individuals against potential threats or to eliminate such threats.

**Preventive System Manual:** A document approved by SIRA which contains the technical requirements and standards for the planning, design, and

implementation of security systems at Vital Sectors, Major Compounds, and Public Events; and which includes the security conditions, requirements, and procedures imposed by SIRA on Security Service Providers and Users in respect of all security- and safety-related work and activities.

User: A Person who uses Security Services to protect himself or his business and property.

Person: A natural or legal person.

### **Providing Security Services**

#### **Article (2)**

- a. No Person may provide Security Services in the Emirate or conduct any business or activity related to providing these services without first obtaining a Licence. The Licence will be issued in accordance with the conditions and procedures stipulated in this Resolution.
- b. A natural person may provide Security Services only through a company or an establishment which is licensed in accordance with this Resolution to provide Security Services.
- c. No Person may engage or seek assistance from any other Person as a Security Service Provider unless such other Person is licensed by SIRA in accordance with this Resolution.

## **Types of Company and Establishment Security Licences**

### **Article (3)**

- a. The types of Licences that are issued to companies and establishments in accordance with this Resolution will be determined according to their security activities. These activities include:

#### **1. Trading in Security Devices and Equipment**

This includes selling all kinds of Security Devices and Equipment, such as security gates, metal detectors, thermal vision devices, specialised police equipment, alarm and surveillance equipment, access control equipment, and all related accessories.

#### **2. Installing Security Devices and Equipment**

#### **3. Technical Survey**

This includes protection of establishments against electronic intrusions, risk assessment, and provision of appropriate solutions.

#### **4. General Guarding**

This includes guarding services in all kinds of residential and commercial sites and buildings.

#### **5. Event Security and Personal Guarding**

This includes guarding services, ceremony and event security services, visitor access control and visitor information services, and personal guarding services.

## **6. Money and Valuables Transport**

This includes the transport of money; precious metals, such as gold and silver; and other valuable property and commodities, including jewellery, novelties, and similar items.

## **7. Security Consultancy**

This includes providing security consultancy; and conducting studies and research and providing security and technical solutions to ensure the security of buildings and sites and manage all relevant security matters. This includes preparing designs, drawings, technical specifications, and tender documents; and following up and supervising the implementation of work based on the same.

## **8. Security System Inspection**

This includes testing and inspecting Security Systems to ensure their efficiency, safety, and compliance with the relevant approved specifications and standards.

## **9. Security Training**

This includes organising courses, lectures, seminars, conferences, and workshops for persons engaged in any of the security areas regulated by this Resolution.

## **10. Training and Trading in Security Dogs**

This includes training dogs on guarding; on detecting arms, explosives, and drugs; and on tracking, and selling and renting out trained security dogs.

## **11. Command and Control Services**

This includes receiving and identifying alarm signals which inform of thefts or break-ins, providing medical emergency relief, providing assistance to subscribers to these services and reporting relevant incidents to Concerned Entities where necessary,

CCTV monitoring of the premises of subscribers to ensure the safety and security of these premises; and monitoring the movement of vehicles fitted with tracking devices and reporting relevant incidents to Concerned Entities where necessary.

## **12. Vehicle Tracking Systems**

This includes providing the Security Systems and equipment related to the supply, installation, and maintenance of vehicle tracking devices; and providing services enabling subscribers to monitor vehicles through special devices.

## **13. Central Station Connection Services**

This includes connecting central alarm monitoring stations to terminal devices and establishing communications between these stations and devices.

## **14. Outfitting Vehicles with Safe Transport Equipment**

This includes outfitting vehicles with equipment according to special internal and external specifications to ensure additional safety for passengers or materials. These include vehicles used for the transport of money, explosives, and paramilitary equipment.

## **15. Trading in Safe Transport Vehicles**

This includes importing, exporting, and selling vehicles outfitted with equipment according to special safety specifications for the transport of passengers, valuables, or hazardous materials.

## **16. Transporting Hazardous Materials**

This includes transporting radioactive, flammable, or explosive materials, such as transporting explosives, gas cylinders, and hazardous materials.

#### **17. Guarding Tourist Establishments**

This includes providing guarding services to tourist establishments.

#### **18. Manufacturing Security Devices**

This includes manufacturing or assembling security devices, such as security cameras, alarm devices, and thermal vision devices.

#### **19. Manufacturing Security Equipment and Gear**

This includes manufacturing or assembling security equipment used in personal protection, such as bullet proof jackets, and police and paramilitary equipment.

#### **20. Renting out Security Devices and Equipment**

This includes renting out surveillance and security scanning devices.

#### **21. Maritime Security Services**

This includes guarding maritime ships by employing guards who have received paramilitary training on the use of firearms.

#### **22. Sports Clubs Security Services**

This includes providing guarding and security services for sports establishments and events.

#### **23. Safe Storage**

This includes providing safe boxes and warehouses to the public for the storage of valuables or personal items on a daily, weekly, monthly, or yearly basis.



- b. The Security System inspection activity may not be conducted together with any of the security activities stated in paragraph (a) of this Article, except the security consultancy activity.

### **Conditions for Issuing Initial Approvals**

#### **Article (4)**

To be issued with an Initial Approval, the following conditions must be met:

1. The following information and documents must be submitted:
  - a. a copy of the passports and Emirates ID cards of partners in the applicant company or of the owner of the applicant establishment, and a copy of the passport and Emirates ID card of its legal representative;
  - b. the proposed legal form and the administrative and organisational structures of the applicant;
  - c. the type of security activity the applicant wishes to conduct;
  - d. the Security Devices and Equipment the applicant wishes to use;
  - e. the applicant's working hours and days; and
  - f. a proposed work plan.
2. The applicant establishment's owner or the partners in the applicant company must be of good character and repute, and not have been sentenced for a felony or other crime affecting honour or trustworthiness, unless they have been rehabilitated or pardoned by the competent authority in accordance with the legislation in force.
3. The Concerned Entity's approval must be obtained, where applicable.

4. The applicant's commercial licence, or an initial approval issued by the Licensing Authority, must be submitted.
5. The prescribed Licence application fee must be paid.

### **Procedures for Issuing Initial Approvals**

#### **Article (5)**

The following procedures will be followed when issuing an Initial Approval:

1. An Initial Approval application will be submitted to SIRA on the form prescribed by it for this purpose, supported by the required documents.
2. SIRA will register the Initial Approval application and notify the applicant of the receipt of his application.
3. SIRA will consider the Initial Approval application from a technical perspective, and ensure that it meets all relevant conditions and requirements and that it is accompanied by all required documents.
4. SIRA will issue a decision accepting or rejecting the Initial Approval application within thirty (30) days from the date of fulfilling all the requirements of the application. The application will be deemed rejected if no decision is issued by SIRA within this period.
5. Where the Initial Approval application is rejected, SIRA will notify the applicant of the reasons for rejection. The applicant may re-apply for Initial Approval after the lapse of at least six (6) months from the date of the rejection.
6. SIRA will give the applicant who is issued with an Initial Approval a time limit of up to six (6) months, renewable once for the same period to complete the procedures for obtaining the Licence and the commercial licence. Where this time limit expires without completing the procedures for obtaining the Licence and the commercial licence, the Initial Approval will be deemed null and void.

## **Conditions for Issuing Company and Establishment Licences**

### **Article (6)**

A company or establishment will be issued with a Licence subject to the following:

1. The Initial Approval must be submitted.
2. The commercial licence must be submitted.
3. Technical cadre and qualified personnel must be provided according to the type of requested Licence and in accordance with the rules and conditions stipulated in the Preventive System Manual.
4. The required Security Devices and Equipment and Security Systems must be provided according to the type of requested Licence and in accordance with the relevant requirements adopted by SIRA.
5. Appropriate premises must be provided according to the type of requested Licence.
6. The policies and procedures adopted by the Licence applicant must conform to SIRA's systems and to the legislation in force in the Emirate;
7. The Licence applicant must meet the minimum experience requirements prescribed by SIRA for the type of requested Licence, unless SIRA decides to exempt the applicant from these requirements.
8. The Concerned Entity's approval must be obtained, where applicable.
9. The security and guarantees prescribed by SIRA for the type of requested Licence, pursuant to the relevant resolution of Executive Director, must be provided.

## **Procedures for Issuing Company and Establishment Licences**

### **Article (7)**

The following procedures will be followed when issuing a company or establishment with a Licence:

1. A Licence application will be submitted to SIRA on the form prescribed by it for this purpose, supported by the required documents.
2. SIRA will register the Licence application and notify the applicant of the receipt of his application;
3. SIRA will consider the Licence application from a technical perspective, and ensure that it meets all relevant conditions and requirements and that it is accompanied by all required documents. SIRA may, for this purpose, conduct field visits, inspect Security Devices and Equipment, and request any documents or information it deems necessary to consider the Licence application.
4. SIRA will issue a decision accepting or rejecting the Licence application within thirty (30) days from the date of fulfilling all the requirements of the application. The application will be deemed rejected if no decision is issued by SIRA within this period. SIRA may grant the applicant a grace period to redress any deficiencies identified by SIRA before issuing its decision regarding the application.
5. Where the Licence application is rejected, SIRA will notify the applicant of the reasons for rejection. The applicant may re-apply for the Licence after the lapse of at least six (6) months from the date of the rejection.
6. Where the Licence application is approved, the applicant will be instructed to pay the relevant prescribed fees, whereupon SIRA will issue the Licence.

## **Validity of Company and Establishment Licences**

### **Article (8)**

A company or establishment Licence will be valid for a period of one (1) year, renewable for the same period. A Licence renewal application must be submitted at least thirty (30) days prior to the Licence expiry date.

## **Procedures for the Renewal of Company and Establishment Licences**

### **Article (9)**

The following procedures will be followed when renewing a company or establishment Licence:

1. A Licence renewal application will be submitted to SIRA on the form prescribed by it for this purpose, supported by the required documents.
2. SIRA will register the Licence renewal application and notify the applicant of the receipt of his application.
3. SIRA will consider the Licence renewal application, and ensure that it meets all relevant conditions and that it is accompanied by all documents required for Licence renewal.
4. The applicant must settle all arrears and fines payable to SIRA, where applicable.
5. Where the Licence renewal application is rejected, SIRA will notify the Licence renewal applicant of the rejection of his application and the reasons for rejection, and will then request the Licensing Authority to cancel the commercial licence of the Licence holder.
6. Where the Licence renewal application is approved, the applicant will be instructed to pay the relevant prescribed fees, whereupon SIRA will issue the applicant with the new Licence.

## **Variation of Details of Company and Establishment Licences**

### **Article (10)**

A Security Service Provider may apply for variation of the details of his Licence subject to the following procedures:

1. The Security Service Provider or his legal representative will submit to SIRA an application for variation of the Licence details on the form prescribed by SIRA for this purpose, supported by the required documents.
2. SIRA will register the application for variation of the Licence details and notify the applicant of the receipt of his application.
3. SIRA will consider the application for variation of the Licence details, and ensure that it meets all relevant conditions and requirements and that it is accompanied by all required documents. SIRA may, for this purpose, conduct field visits, inspect Security Devices and Equipment, and request any documents or information it deems necessary to consider the application for variation of the Licence details.
4. SIRA will issue a decision accepting or rejecting the application for variation of the Licence details within thirty (30) days from the date of submission of the application to it. The application will be deemed rejected if no decision is issued by SIRA within this period.
5. Where the application for variation of the Licence details is rejected, SIRA will notify the applicant of the rejection of his application and the reasons for rejection.
6. Where the application for variation of the Licence details is approved, the applicant will be instructed to pay the relevant prescribed fees, whereupon SIRA will vary the Licence details.

## **Assignment of Company and Establishment Licences**

### **Article (11)**

The assignment of a company or establishment Licence will be approved by SIRA subject to the following:

1. The establishment owner, or the partners in the company, to whom the licence is to be assigned must be of good conduct and repute and not have been sentenced for a felony or other crime affecting honour or trustworthiness, unless they have been rehabilitated or pardoned by the competent authorities in accordance with the legislation in force.
2. The Concerned Entity's approval must be obtained, where applicable.
3. The security and guarantees prescribed by SIRA for the type of assigned Licence must be provided.
4. Any other conditions determined pursuant to the relevant resolution of the Executive Director must be met.

## **Cancellation of Company and Establishment Licences**

### **Article (12)**

Where a Security Service Provider's Licence is cancelled for any reason whatsoever, he must:

1. provide alternative options to his current personnel or reach an appropriate settlement with them, and present these options or settlement to SIRA for approval;
2. ensure that the rights of his technical and administrative personnel are preserved;
3. inform his personnel of the cancellation of the Licence; and
4. settle any outstanding fines or fees payable by him to SIRA, where applicable.

## **Types of Security Licences Issued to Individuals**

### **Article (13)**

The types of Licences that are issued to individuals in accordance with this Resolution will be determined according to the type of security duties or post. These security duties and posts include:

#### **1. Security Consultant**

A natural person specialised in providing security consultancy, conducting security studies, and developing security and technical solutions for various projects and sites.

#### **2. Security Expert**

A natural person specialised in conducting practical work in any security area through utilising his technical capabilities and expertise in this area.

#### **3. Security Trainer**

A natural person specialised in providing trainees with training related to Security Services and developing their security knowledge and skills.

#### **4. Head of Security**

#### **5. Security Manager**

A natural person responsible for supervising, following up, and managing security operations at a Security Service Provider or a Vital Sector.

#### **6. Head of Security Operations**

A natural person responsible for managing security operations and supervising security personnel at a Security Service Provider or a Vital Sector.



## **7. Security Supervisor**

A natural person responsible for supervising security personnel at a Security Service Provider or a Vital Sector.

## **8. Security System Engineer**

A natural person who undertakes the technical supervision of the installation, operation, and maintenance of Security Systems.

## **9. Security System Inspector**

A natural person in charge of inspecting and examining the technical efficiency of the Security Systems in use, and verifying their proper performance and conformity with the relevant specifications and standards.

## **10. Security System Technician**

A natural person specialised in installing, operating, and maintaining Security Systems.

## **11. Money Transport Guard**

A natural person engaged by a Security Service Provider to transport money and guard it during transportation from one location to another.

## **12. Security Guard**

A natural person engaged by a Security Service Provider or a commercial establishment to guard and protect lives and property.

## **13. Money Transport Vehicle Driver**

A natural person engaged by a Security Service Provider to drive money transport vehicles.

#### **14. Security System Operator**

A natural person specialised in operating and monitoring Security Systems from the control room of an establishment.

#### **15. Event Security Organiser**

A natural person engaged by a Security Service Provider to organise and protect Public Events against any criminal or sabotage activities.

#### **16. Watchman**

A natural person engaged by a Security Service Provider to patrol and guard residential buildings.

### **Conditions for Issuing Licences to Individuals**

#### **Article (14)**

For an individual to be issued with a Licence, he must:

1. be of full capacity;
2. be of good conduct and repute and not have been sentenced for a felony or other crime affecting honour or trustworthiness, unless he has been rehabilitated or pardoned by the competent authorities in accordance with the legislation in force;
3. not have been struck off the registers maintained by SIRA;
4. be medically fit;
5. not be under the age prescribed by SIRA in this respect;

6. have the qualifications and experience that are required for the type of requested Licence and that are prescribed by the rules and conditions stipulated in the Preventive System Manual;
7. successfully pass the theoretical and practical tests accredited by SIRA according to the type of requested Licence; and
8. satisfy any other conditions stipulated in the Preventive System Manual.

### **Procedures for Issuing Licences to Individuals**

#### **Article (15)**

The following procedures will be followed when issuing an individual with a Licence:

1. A Licence application will be submitted to SIRA on the form prescribed by it for this purpose, supported by the following documents:
  - a. the applicant's curriculum vitae and two (2) passport-size photographs;
  - b. a certificate of good conduct of the applicant issued by the competent entities in the UAE and addressed to SIRA;
  - c. a copy of the applicant's passport;
  - d. where the applicant is a UAE resident, a copy of the applicant's valid residence permit and valid Emirates ID card;
  - e. a medical fitness certificate issued to the applicant by a medical centre recognised in the Emirate;
  - f. a true copy of the applicant's academic qualification certificates attested by the competent entities in the UAE;
  - g. a copy of the applicant's experience and training course certificates; and

- h. any other documents determined in the Preventive System Manual.
- 2. SIRA will consider the Licence application, and ensure that the applicant meets all relevant conditions and requirements and that he submits all required documents.
- 3. SIRA will issue a decision accepting or rejecting the Licence application within ten (10) days from the date of fulfilling all the conditions and requirements of the application. The application will be deemed rejected if no decision is issued by SIRA within this period.
- 4. Where the Licence application is rejected, SIRA will notify the applicant of its decision and of the rejection of his application and the reasons for rejection.
- 5. Where the Licence application is approved, the applicant will be registered in the special register maintained by SIRA for this purpose and will be instructed to pay the relevant prescribed fees, whereupon SIRA will issue the applicant with an identification card. The form of identification cards and the information that must be included therein will be determined pursuant to the relevant resolution of the Executive Director.

### **Validity of Licences for Individuals**

#### **Article (16)**

An individual's Licence will be valid for a period of two (2) years, renewable for the same period. A Licence renewal application must be submitted at least thirty (30) days prior to the Licence expiry date.

### **Issuing Individuals with Temporary Licences**

#### **Article (17)**

A Security Service Provider may submit applications to issue his personnel with temporary Licences until they satisfy the relevant conditions and requirements and submit the

documents required for obtaining Licences. In this case, the validity of a temporary Licence may not exceed a period of ninety (90) days, renewable only once for the same period.

**Obligations of Companies and Establishments Operating as  
Security Service Providers  
Article (18)**

A company or an establishment operating as a Security Service Provider must comply with the Law, this Resolution, the resolutions issued in pursuance thereof, and the manuals adopted by SIRA. In particular, it must:

1. comply with the terms of its Licence, and with the technical requirements and time frames stated in that Licence;
2. when appointing its security personnel, use the same designations adopted in the Licences issued to them;
3. comply with the minimum wage requirement prescribed in the Licence issued to each of its personnel and grant them all other employment benefits or allowances, as prescribed by SIRA in this respect;
4. comply with the Preventive System Manual;
5. not appoint any of its personnel as managers or supervisors without first obtaining the approval of SIRA;
6. conduct its licensed business and activities on a continuous and uninterrupted basis unless its Licence states otherwise;
7. not cease to conduct its licensed business or activities without first obtaining the relevant approval of SIRA;

8. comply with the safety conditions and requirements adopted by SIRA and those stipulated in the legislation in force in the Emirate;
9. take the necessary measures to minimise the risks that may result from conducting its licensed business and activities;
10. provide SIRA with the data, information, and statistics it requires;
11. prepare a work report on each task related to providing the Security Services determined by SIRA, and send a summary of that report to SIRA through the relevant means adopted by SIRA;
12. take the necessary measures and actions to improve safety levels and minimise the recurrence of accidents, and inform SIRA of these measures and actions;
13. take the required actions and precautions to maintain the safety of individuals and establishments;
14. remedy violations promptly or within the time frame prescribed by SIRA;
15. cooperate with SIRA employees and inspectors to enable them to perform their duties, including by allowing them to access its systems, records, and data at any time;
16. immediately notify SIRA, in the manner SIRA determines, of any accident that occurs during the conduct of its business or activities; and provide it with a preliminary report on the relevant investigations and their findings, within twenty-four (24) hours from the occurrence of the accident;
17. comply with the conditions and procedures adopted by SIRA for licensing individuals;
18. not conduct any business or activities other than its licensed business and activities under this Resolution;

19. not vary any of the details of its Licence without first obtaining the relevant written approval of SIRA;
20. procure the supplies required for conducting its business, including any devices, equipment, technical solutions, and other supplies that SIRA deems necessary in accordance with the Preventive System Manual;
21. maintain records of the Security Service contracts it concludes with Users, and enter into these records any relevant data and information determined by SIRA;
22. not advertise its services in any manner whatsoever without first obtaining the relevant approval of SIRA;
23. receive complaints from Users or from any affected parties, have these complaints considered by a committee formed at the company or establishment for this purpose, take the appropriate action in respect of these complaints, and submit the outcomes and necessary reports to SIRA;
24. take the necessary action to encourage and motivate UAE nationals to engage in the field of providing Security Services, including through its compliance with the requirement to employ the minimum percentage of UAE nationals determined by SIRA;
25. use information technology and its applications to perform its work and as determined by SIRA in this respect;
26. maintain records, reports, files, and other forms of data and information related to its tasks, business, and activities for the period determined by SIRA or for a period of five (5) years commencing from the date of completion of the relevant task;
27. not appoint any individual as a Security Service Provider unless he is licensed as such by RERA;

28. ensure that its personnel wear the relevant uniform in accordance with the rules adopted by SIRA in this respect;
29. provide SIRA with copies of the employment contracts of individuals who are licensed as Security Service Providers;
30. not assign its personnel any work beyond the scope of their duties as Security Service Providers;
31. enrol its licensed personnel in the training programmes accredited by SIRA, whether conducted by SIRA or by other entities or persons;
32. notify SIRA in writing in case any of its licensed personnel is convicted of any felony or other crime affecting honour or trustworthiness, or is arrested by a competent judicial authority, no later than two (2) days after the date on which the conviction decision or arrest warrant is issued;
33. ensure that an officer is on duty around the clock on all week days, including official holidays, to communicate with SIRA in case of any emergency relating to the following Licences and activities:
  - a. installation of Security Devices and Equipment;
  - b. general guarding;
  - c. money and valuables transport;
  - d. command and control;
  - e. vehicle tracking systems;
  - f. guarding tourist establishments; and
  - g. renting out Security Devices and Equipment.



34. communicate with SIRA through the security managers and supervisors approved by SIRA;
35. keep the Licence or a copy thereof in its premises at all times;
36. report to SIRA upon request;
37. not present itself in a misleading manner or in a manner that suggests being an official police or security authority;
38. comply with the decisions and instructions issued by SIRA; and
39. perform any other obligations determined pursuant to a resolution of the Executive Director.

### **Obligations of Individuals Practising as Security Service Providers**

#### **Article (19)**

An individual practising as a Security Service Provider must comply with the Law, with this Resolution, with the resolutions issued in pursuance thereof, and with the manuals adopted by SIRA. In particular, he must:

1. comply with the terms of his Licence;
2. refrain from performing any act that constitutes a violation of the legislation in force in the Emirate;
3. observe the principles of honesty and integrity, and the professional code of ethics of Security Service Providers adopted by SIRA;
4. observe the principles and traditions of the Security Service Providers' profession;
5. maintain the confidentiality of any information to which he may have access in the course of performing his duties;

6. mention his name and SIRA registration number in all the correspondence, certificates, and reports he issues;
7. carry and conspicuously display the identification card issued to him by SIRA while performing his duties;
8. provide complete, accurate, and true information, data, and documents as requested by SIRA in relation to his practice as a Security Service Provider;
9. not work for more than one (1) company or establishment that is licensed to operate in the Emirate in the field of providing Security Services;
10. attend the training courses accredited by SIRA according to the type of Licence issued to him;
11. surrender the Licence or identification card issued to him in case it is revoked or cancelled by SIRA;
12. maintain a neat and good professional and personal appearance and wear the prescribed uniform during working hours;
13. notify SIRA where his Licence or identification card is lost or stolen; and
14. perform any other obligations determined pursuant to a resolution of the Executive Director.

### **Security Service Contracts**

#### **Article (20)**

- a. A company or establishment operating as a Security Service Provider must conclude a contract with any entity or person requesting such services. This contract must state the obligations and rights of both parties, particularly the following:

1. the requested Security Services;
  2. the purpose of the Security Services;
  3. the term of the contract; and
  4. the consideration for providing the Security Services.
- b. Where a dispute arises between the parties to a Security Service contract concerning any matter related to the performance of the contract, SIRA will consider, and amicably settle, this dispute through a committee formed pursuant to a resolution of the Executive Director in this respect.

### **Security Devices and Equipment Licences**

#### **Article (21)**

- a. The following Security Devices and Equipment require obtaining a licence before they are imported, exported, allowed to transit through the territory of the Emirate, or traded in:
1. surveillance devices;
  2. protective devices;
  3. alarm devices;
  4. spying or anti-spying devices; and
  5. paramilitary or police devices.
- b. Licences for the Security Devices and Equipment stated in paragraph (a) of this Article will be issued subject to the following:

1. The Licence applicant must be an establishment which is legally licensed in the Emirate, and the activities of this establishment must include trading in, importing, or exporting these Security Devices and Equipment.
2. The Licence application must state the objectives of the Licence and the usage of the Security Devices and Equipment.
3. The Licence application must state the place in which, and the time during which, the Security Devices and Equipment will be used.
4. The Licence applicant must undertake to provide SIRA with a copy of the draft purchase or lease contract for the Security Devices and Equipment prior to concluding that contract.

### **Procedures for Issuing Security Devices and Equipment Licences**

#### **Article (22)**

The following procedures will be followed when issuing the Security Devices and Equipment Licences mentioned in paragraph (a) of Article (21) of this Resolution:

1. An application for a Security Devices and Equipment Licence will be submitted to SIRA on the form prescribed by it for this purpose, supported by the required documents and the information proving that the Security Devices and Equipment Licence requirements stipulated in paragraph (b) of Article (21) of this Resolution are satisfied.
2. SIRA will register the application for Security Devices and Equipment Licence and notify the applicant of the receipt of his application.
3. SIRA will consider the Security Devices and Equipment Licence application, and ensure that it meets all relevant conditions and requirements and that it is accompanied by all required documents. SIRA may, for this purpose, conduct field visits, inspect Security

Devices and Equipment, and request any documents or information it deems necessary to consider the Security Devices and Equipment Licence application.

4. SIRA will issue its decision accepting or rejecting the Security Devices and Equipment Licence application within thirty (30) days from the date of fulfilling all the requirements of the application. The application will be deemed rejected if no decision is issued by SIRA within this period. SIRA may grant the applicant a grace period to redress any deficiencies identified by SIRA before issuing its decision regarding the application.
5. Where the Security Devices and Equipment Licence application is rejected, SIRA will notify the applicant of the rejection of his application and the reasons for rejection.
6. Where the Security Devices and Equipment Licence application is approved, the applicant will be instructed to pay the relevant prescribed fees, whereupon SIRA will issue the Licence.

### **Activities Requiring Special Licences**

#### **Article (23)**

- a. The following activities require obtaining a special Licence every time they are conducted:
  1. purchasing, selling, displaying, assembling, importing, possessing, or using any devices used for spying or eavesdropping, or for detecting or preventing spying or eavesdropping;
  2. using Security Devices and Equipment in private places, except in private residences, for the purpose of documenting evidence for legal offences or crimes;
  3. importing or selling paramilitary or police devices and equipment;
  4. importing, possessing, using, or carrying any chemical or electric tool or weapon used for defence or attack against individuals; and

5. copying, displaying, or dispatching any data or pictures extracted from Security Systems to any entity or person who is not legally authorised to access or obtain such data.
- b. No Person, including Security Service Providers, may conduct any of the activities mentioned in paragraph (a) of this Article without first obtaining the relevant special Licence from SIRA and the approval of the competent judicial authorities or Concerned Entities, as the case may be, in accordance with the legislation in force in the Emirate.

### **Preventive Systems**

#### **Article (24)**

- a. Vital Sectors, Major Compounds, and Public Events must satisfy the security requirements and comply with the programmes, systems, and general and special technical specifications prescribed in the Preventive System Manual which is approved by SIRA and published on its website or announced through any other means.
- b. The Vital Sectors referred to in paragraph (a) of this Article include:
  1. hotels and similar entities;
  2. financial and monetary institutions and similar entities;
  3. manufacturers and sellers of precious metals and gemstones;
  4. shooting halls and paramilitary and hunting equipment shops;
  5. shopping and entertainment centres;
  6. warehouses;
  7. gas stations;
  8. precious commodity outlets;

9. large department stores;
10. internet service outlets;
11. vehicle rental agencies;
12. mobile phone SIM card shops;
13. factories and workshops for outfitting vehicles with safe transport equipment;
14. safe transport vehicle showrooms;
15. electronic game halls;
16. worship places;
17. shopping malls;
18. labour accommodation;
19. nightclubs;
20. restaurants; and
21. any other Vital Sector determined by SIRA.

## **Public Events**

### **Article (25)**

Public Events will be organised subject to the following:

1. The guarding services required to ensure security of the Public Event and visitor entry and exit organisation services must be provided by a Security Service Provider licensed by SIRA.

2. The venue of the Public Event must be safe and appropriate and must satisfy the conditions and rules adopted by SIRA in this respect.
3. Safety and Security Services must be provided in accordance with the Preventive System Manual.
4. Warning and information signs must be placed in the venue of the Public Event in accordance with the rules adopted by SIRA in this respect.
5. Any other conditions stipulated in the relevant resolutions of the Executive Director must be satisfied.

## **Security Events**

### **Article (26)**

- a. Any individual or company wishing to hold a security training or tutorial events in the Emirate must first obtain the approval of SIRA.
- b. For the purposes of this Article, security events will include:
  1. security exhibitions;
  2. security conferences;
  3. security seminars;
  4. security lectures;
  5. security courses; and
  6. security workshops.
- c. The security training and tutorial events mentioned in paragraph (b) of this Article will be organised or managed subject to obtaining SIRA's approval of the following:



1. the event organiser;
2. the event speakers or trainers; and
3. the training material or the areas covered by the security event.

## **Grievances**

### **Article (27)**

Any affected party may submit a written grievance to the Executive Director against the decisions, procedures, and measures taken against him under the Law, this Resolution, and the resolutions issued in pursuance thereof within thirty (30) days of being notified of the contested decision, procedure, or measure. The grievance will be determined, within sixty (60) days from the date of its submission, by a committee formed by the Executive Director for this purpose, and the decision on the grievance will be final.

## **Complaints Committee**

### **Article (28)**

- a. A committee named the “Complaints Committee” will be formed at SIRA pursuant to a resolution of the Executive Director. This committee will be responsible for considering complaints filed with it against Security Service Providers with respect to their non-compliance with the Law, with this Resolution, or with the resolutions issued in pursuance thereof.
- b. A complaint will be admitted subject to the following:
  1. The complaint must be filed against a Security Service Provider who is licensed by SIRA to provide Security Services.
  2. The complaint must contain a clear and detailed account of the incidents and evidence related to the subject matter of the complaint.

3. The complainant must provide evidence that he has made express efforts to resolve the complaint amicably with the Security Service Provider by following the grievance policy adopted the Security Service Provider.
  4. Detailed and accurate contact information of the complainant must be provided.
  5. The incident subject of the complaint must have occurred within no later than one (1) year prior to the complaint date.
  6. No claim with the same subject matter of the complaint must have been filed with any competent judicial authority, and no final definitive judgement must have been rendered in respect of the complaint.
  7. The subject matter of the complaint must not be related to a criminal offence.
  8. The same complaint must not have been previously filed with SIRA.
- c. A complaint filed with SIRA in accordance with this Article will be processed as follows:
1. The Complaints Committee will consider the subject matter of the complaint, decide whether the complaint falls within its jurisdiction, and verify whether it satisfies all relevant admission requirements.
  2. SIRA will notify the concerned Security Service Provider of the complaint filed against him, and request him to respond to the complaint within thirty (30) days from the date of notification.
  3. The Complaints Committee will consider the complaint and the response of the concerned Security Service Provider to verify the validity of the complaint.
  4. The Complaints Committee must determine any complaint filed with it within sixty (60) days from the date on which it is filed. Where the validity of the complaint is established, the Complaints Committee may make a recommendation to the Executive

Director to take the appropriate action against the concerned Security Service Provider. Where the validity of the complaint is not established, SIRA will close the complaint and notify the complainant of this decision. The decision issued by SIRA in respect of the complaint will be final.

## **Compliance**

### **Article (29)**

All persons and entities governed by the provisions of the Law must comply with the provisions of this Resolution within no later than six (6) months from the date on which this Resolution comes into force.

## **Issuing Implementing Resolutions**

### **Article (30)**

The Executive Director will issue the resolutions and instructions required for the implementation of the provisions of this Resolution.

## **Supersession and Repeals**

### **Article (31)**

- a. This Implementing Bylaw supersedes the above-mentioned Implementing Bylaw of Law No. (24) of 2008. Any provision in any other resolution will be repealed to the extent that it contradicts the provisions of this Resolution.
- b. SIRA will continue to charge fees for the services it provides under this Resolution and to collect fines for the committed violations prescribed in the Implementing Bylaw of the above-mentioned Law No. (24) of 2008 until new fees and fines are approved pursuant to a resolution of the Chairman of the Executive Council of the Emirate of Dubai.

## **Publication and Commencement**

### **Article (32)**

This Resolution will be published in the Official Gazette and will come into force on the day on which it is published.

**Talal Humaid Belhoul**

**Chairman of the Board of Directors**

Issued in Dubai on 12 July 2018 12 يوليو 2018

Corresponding to 28 Shawwal 1439 A.H.