
GOVERNMENT OF DUBAI
COP28UAE
DUBAI POLICE
Dubai Police
Sustainability Report
Cops for COP28
Smart Operations
Green Buildings
SPS: Smartest Police Station
Eco-friendly Patrols
GHIATH: Smartest Patrol
I-Serve: All Electric Car Sharing
SUSTAINABLE DEVELOPMENT GOALS
Smart. Secure. Together.
United Nations Global Compact



"No matter how many buildings, foundations, schools, and hospitals we build, or how many bridges we raise, all these are material entities. The real spirit behind the progress is the human spirit, the able man with his intellect and capabilities."

The Late Sheikh Zayed bin Sultan Al Nahyan
Founder of the United Arab Emirates

1918-2004



"By working together, we can address complex challenges and forge a path towards greater peace and prosperity for the entire world. We reaffirm our solemn commitment to advancing tolerance and understanding to build a better future for all."

His Highness Sheikh Mohamed bin Zayed Al Nahyan
President of the UAE



"Our homeland is the beating heart within us, the soul that runs through us, the love that flows in our veins, and the foremost of all things. We could give up our lives for it."

His Highness Sheikh Mohammed bin Rashid Al Maktoum
Vice-President and Prime Minister of the UAE, and Ruler of Dubai



"The UAE has made investing in people one of its top priorities and our innovative youth are solidifying our global position as creators of the future. They carry our ambition to unlock new achievements for our country, while also giving the world fresh hope for a better tomorrow."

His Highness Sheikh Hamdan bin Mohammed Al Maktoum
Crown Prince of Dubai and Chairman of Dubai Executive Council



"The UAE family believes in the risks that environmental pollution poses to the universe and people's well-being, its destructive impact on the nation. However, pollution of the mind is far more dangerous than any form of pollution."

Lieutenant General His Highness Sheikh Saif bin Zayed Al Nahyan
UAE Minister of Interior and Deputy Prime Minister

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Message from the Commander-in-Chief of Dubai Police

Advancing with Purpose



H.E. Lieutenant General Abdullah Khalifa Al Marri
Commander-in-Chief, Dubai Police

Dear Stakeholders,

I am proud to present our Sustainability Report 2020 - 2022, which outlines our commitment to supporting Dubai's sustainability vision and our achievements in implementing sustainable practices. These achievements build upon the exponential advances we have made over the years as one of the world's first police forces to have an organizational strategy mapped in alignment to key national and global sustainability goals.

This unique strategy has enabled us to evolve from a conventional police force to a globally renowned organization that has integrated its obligation to ensuring the safety and security of the community to embedding larger global goals as part of its service delivery.

Since 2017, Dubai Police has been actively aligning itself with sustainability frameworks. Currently, we are integrated with 43 local and national sustainability strategies, as well as the 2030 United Nations Sustainable Development Goals. We are committed to the UN Global Compact and Task Force on Climate-Related Financial Disclosures (TCFD). Our carefully evolved Sustainability Framework, reflecting these commitments, gears us up to the mission of promoting societal happiness, ensuring a safe city, and fostering innovation. Our Sustainability Team has been coordinating our actions and maximizing our contribution to the sustainability efforts of Dubai and the UAE as a whole.

Perhaps the biggest payback of our efforts came during the prolonged challenge of the pandemic of 2020, when our technology first approach and alignment to common sustainability goals enabled us to put up an exceptional performance in support of the Emirate's efforts to deal with the crisis. From innovative practices and technologies such as the movement permit system, motorbike patrols, AI-assisted speed cameras to thermal cameras to monitor social distancing and analyze COVID-19 cases, we provided all forms of support. I express my utmost appreciation for the Organization's commitment to serve the nation and the community while delegating its core objective of maintaining safety and security.

A pioneer in smart initiatives, we launched the first-ever 'Walk-in' Smart Police Station (SPS) in City Walk in 2017 which provides 46 criminal and community-based services in seven different languages. Till the end of 2022, 22 SPS were launched. We've achieved 100% smart transformation, leveraging advanced technologies like our AI-based Oyoon project to enhance emergency response, streamline administrative processes, and proactively prevent crime, ensuring greater community satisfaction.

Dubai Police's dedication to service excellence is reflected in the high levels of public confidence and happiness. An impressive average of 95% of individuals, over the course of three years (2020-2022), have expressed confidence in Dubai Police. Additionally, a remarkable average job happiness rate of 96% was recorded during the same time period. According to a Gallup survey, the percentage of 'People feeling safe' has increased from 97.5% in 2020, to 99.6% in 2022. The percentage of 'People who feel safe walking alone at night in the city or the region where they live' had also increased from 94.2% in 2020 to 97.8% in 2022.

Our connection with local residents is built through our continuous initiatives for the promotion of community well-being. In 2020, there were 23 community initiatives implemented, benefiting 779,030 individuals. In 2021, the General Department of Community Happiness carried out 22 initiatives, improving the lives of 1,012,934 citizens. In 2022, they undertook 17 initiatives that brought benefits to an additional 501,187 individuals. The community happiness rate in 2022 stands at an impressive 94.2%. These statistics affirm the Force's commitment to delivering quality service and fostering positive relationships with the community.

Our emphasis on technology is not merely to improve the Force's operational abilities. It is also part of our commitment to sustainability. For example, our marine SPS, the world's first such police station, apart from providing cutting-edge police services, is designed to safeguard marine biodiversity.

We are continuously evolving into a more diverse and inclusive police force, collaborating globally to enhance capabilities. I am proud to announce that Dubai Police Headquarters was certified by Great Place to Work for best work environment and corporate happiness in 2021-2022.

I would like to express my heartfelt appreciation to each member of the Force for their unwavering commitment towards making Dubai one of the safest places in the world. Together, while assuring the safety and security of our nation, let us act on our collective mission to build a more sustainable and safer future for all our stakeholders.

WELCOME NOTE

Dubai Police is pleased to present its latest Sustainability Report, showcasing its Environmental, Social, and Governance (ESG) performance over the years 2020-2022. This report reflects our commitment to sustainability, and to providing exceptional services to the community, customers, and partners.

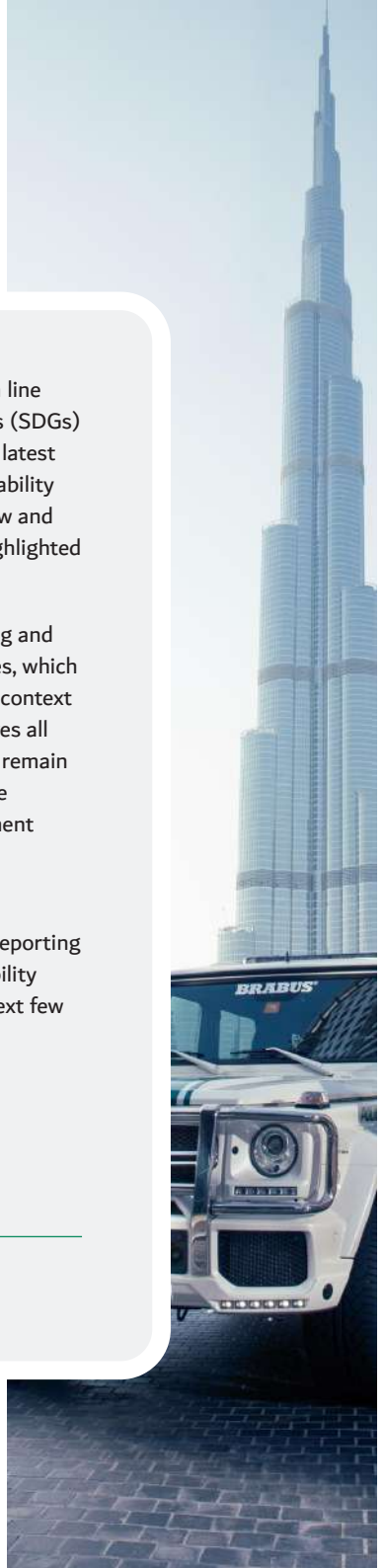
Prepared in accordance with the GRI Standards 2021 and in line with the United Nations' 17 Sustainable Development Goals (SDGs) and UN Global Compact principles, this report presents our latest sustainability targets and standards. Since our first Sustainability Report in 2015, we have been developing and promoting new and improved sustainability targets and standards, which are highlighted in this report.

We have engaged in a thorough assurance process, reviewing and researching all relevant policies, programs, and best practices, which have been communicated to our stakeholders. This report's context has an accurate and inclusive materiality process that involves all our stakeholders, ensuring transparency and inclusivity. We remain committed to monitoring and evaluating all key performance metrics of our departments, and introducing new measurement tools to address any challenges.

We hope this report provides our stakeholders with a comprehensive assessment of our performance during the reporting period. We look forward to meeting our cherished sustainability goals, working against set targets and ambitions over the next few years.

Sincerely,

Dubai Police Sustainability Team





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Governance

and Sustainable Development

The Percentage of People Feeling Safe

2022	99.6%
2021	99.6%
2020	97.5%

Percentage of People who Feel Safe Walking Alone at Night in the City or Region where they Live (Gallup Survey)

2022	97.8%
2021	97.5%
2020	94.2%

Performance during 2020-2022

95%
Individuals have confidence in Dubai Police (avg. 2020-2022)

96%
Rate of job happiness (avg. 2020-2022)

94.2%
Rate of community happiness in 2022

92.9%
Rate of customer confidence in 2022

93%
Rate of customer happiness in 2022

Unveiling Dubai Police:

A Comprehensive Overview



LEADING THE WAY

Dubai Police was established on 1st of June 1956, under the administration of the late Sheikh Rashid bin Saeed Al Maktoum, the second Prime Minister of the UAE. On 1st of November 1968, His Highness Sheikh Mohammed bin Rashid Al Maktoum was appointed the Head of Dubai Police and Public Security. Dubai Police has continued its journey of excellence under astute leadership.

Vision

Police Pioneering for a Safe City.

Mission

We strive to make Dubai the city of security & sustainable safety through providing innovative smart service, global institutional excellence in an environment that promotes innovation and creativity aiming for community happiness.

Values

- Positivity
- Objectivity
- Justice
- Transparency
- Teamwork

A Glorious Past and an Exciting Future



1995

Vision

Dubai a city of security, safety and distinguished police services

Elements of Excellence – Strategic Objectives

- Commitment to the Dubai Police, Police Code of Honor
- Strengthening the foundations of total quality management
- Simplifying procedures and work systems
- Encouraging collective initiatives and achievements
- Maximum use of financial resources
- Creating an effective work environment for employees that contribute to achieving the goal of the department
- A better position of the traffic safety standards and preservation of the environment and public health
- Continuity of providing the best police services
- Building and modernizing facilities and equipment
- Community commitment

2000

Vision

Security is the pillar of development, so let us be the strongest police force in deterrence, the most comprehensive prevention, the best organization, the most prestigious education, the latest training, the most efficient equipment, the most abundant equipment, the best quality, the fastest service, the politest, the most honest, impartial, and the highest treatment in the Arab world. We preserve the freedom of people, and we protect and defend the country, and carefully maintain the economy.

Mission

Strong police, not authoritarianism, for a healthy society and a strong economy.

Values

1. Integrity and impartiality, people are alike
2. Belonging, enthusiasm and loyalty
3. Quality in work and performance
4. Interdependence, cooperation, and brotherhood
5. Control, linkage and adherence to policing goals and their higher values

2006

Purpose

To prevent crime before it occurs, to arrest its perpetrators, to bring them to justice, to maintain security, stability, order and general tranquility, and to protect lives, honor and property.

Vision

We are committed to being a crime-preventing force; A deterrent to criminals and outsiders of laws and regulations, we protect rights and freedoms, we provide distinguished services to customers, we achieve institutional excellence based on applying international standards of excellence, constantly developing our performance, employing our capabilities in optimal employment; Within the framework of a fruitful cooperative relationship with the public and partners, under an effective and stimulating leadership of creativity and innovation.

Mission

To make our country the safest, most secure, and order-preserving country in the world.

Values

Honesty and trustworthiness, Integrity and transparency, Justice and fairness, Mastery of work, Fraternity and cooperation, Good treatment, Recognition and reward of individual and collective contributions, Preservation, Care and respect for human rights and its preservation.

2009

Vision

Security is the pillar of development, so let us ensure security and safety for the community and maintain its public order with efficiency, professionalism and international excellence.

Mission

Establishing security in feelings, preserving rights without prejudice, and providing services that satisfy people.

Values

Honesty and trustworthiness, Integrity and transparency, Justice and fairness, Mastery of work, Brotherhood and cooperation, Good treatment, Recognition and reward for individual contributions.

2010

Vision

Security is the pillar of development, so let us ensure security and safety for the community and maintain its public order with efficiency, professionalism and international excellence.

Mission

Establishing security in feelings, preserving rights without prejudice, and providing services that satisfy people.

Values

Honesty and trustworthiness, Integrity and transparency, Justice and fairness, Perfection of work, Brotherhood and cooperation, Good treatment, Recognition of individual contributions.

2016

Vision

Police leadership and innovative practice of smart security services.

Mission

We seek to make Dubai the safest and most secure city with innovative smart services, global institutional excellence, and professional development, in accordance with modern technologies in an environment stimulating innovation and creativity: for the happiness of society.

Strategic Goals

Community Happiness: Sense of safety and security, Police Trust, External Community Happiness, Internal Community Happiness.

Safe City: Reduce crime rates, Reducing road accident deaths, Emergency response, Crisis and disaster management.

Innovation in Resource Management: HR management, Material resource management, Technical resource management.

2019

Vision

Police leadership for a safe city.

Mission

We seek to make Dubai the safest and most secure city with innovative smart services, global institutional supremacy, and literal development in accordance with modern technologies in an environment that stimulates innovation and creativity: for the happiness of society.

Strategic Goals

Community Happiness: Sense of safety and security, Police Trust, Community Happiness.

Safe City: Insurance and protection, Reduce crime rates, Reducing road accident deaths, Emergency response, Crisis and disaster management.

Innovation in Resource Management: HR management, Material resource management, Technical resource management, Institutional performance development.

2020

Vision

Police leadership for a safe city.

Mission

We seek to make Dubai the safest and most secure city with innovative smart services, global institutional supremacy, and literal development in accordance with modern technologies in an environment that stimulates innovation and creativity: for the happiness of society.

Strategic Goals

Community Happiness: Sense of safety and security, Police Trust, Community Happiness.

Safe City: Insurance and protection, Reduce crime rates, Reducing road accident deaths, Emergency response, Crisis and disaster management.

Innovation in Resource Management: HR management, Material resource management, Technical resource management, Institutional performance development.

Exceeding Expectations: Striving for Excellence

Dubai Police witnessed a remarkable increase in customer confidence and happiness between 2020 and 2022. In 2022, an impressive 92.9% individuals expressed confidence in the Force, indicating a high level of trust and satisfaction. Moreover, the rate of customer and community happiness peaked in 2022, highlighting the outstanding level of satisfaction and contentment among the community.

Additionally, the rate of job happiness among Dubai Police employees stood at a commendable 94.6% in 2022. These statistics reflect the significant efforts and achievements of the Force in building trust, ensuring customer satisfaction, and promoting happiness among customers and employees alike.

The Percentage of People Feeling Safe



98.9%
3-year average

Percentage of People who Feel Safe Walking Alone at Night in the City or Region where they Live (Gallup Survey)



96.5%
3-year average

95%
AVERAGE
Rate of Individuals who have Confidence in Police

2020	94.2%
2021	97.9%
2022	92.9%

93%
AVERAGE
Rate of Customer Happiness

2020	92%
2021	94%
2022	93%

95.9%
AVERAGE
Rate of Job Happiness

2020	96.6%
2021	96.6%
2022	94.6%

92.9%
AVERAGE
Rate of Community Happiness

2020	91.1%
2021	93.6%
2022	94.2%

Global and Local Accolades

During 2020-22, Dubai Police was honored with 136 global and local accolades, recognizing the Force's outstanding achievements in various areas.

IACP Awards



British Safety Council's International Safety Awards



7th Global Benchmarking Award 2022



Dubai Police Wins Most Innovative Security Solution Award 2022

Environmental Excellence

- Emergency, Crisis and Disaster Management Award, 2020
- World Safety Award, 2021
- Global Benchmarking Award, 2022

Social Excellence

- Best Supporting Institution for Women Talent, 2020
- World Safety Award, 2020
- Global Safety Award in 2021
- The Arab Award for Corporate Social Responsibility in 2021
- Best Practices for Dealing with the Corona Crisis, 2021
- Best Digital Transformation Initiative, 2021
- Best Digital HR Award, 2021
- Best Employee Support Strategy, 2022
- Best Customer Service Entity, 2022

Leadership Excellence

- Punitive and Correctional Institutions Management Award, 2020
- Best Police Experience Award, 2020
- Best Entity in Administrative and Financial Governance Department Award, 2020
- Guinness World Records recognition for organizing the largest visual light show with drones at the graduation ceremony of the nominated students of the 26th batch, 2020
- Leadership in Law Enforcement Research Award, 2020
- Leadership on Human and Civil Rights, 2021

A Visionary Framework for Elevated Excellence

Dubai Police has formulated a comprehensive framework for corporate excellence, encompassing six major components designed to align its mission and vision with local and national directives.

The framework operates according to a set of principles that comply with best practices such as the ISO 9001 Quality Management, ISO 14001 Environmental Management, and ISO 26000 Social Responsibility standards, across operational management, strategic planning, efficient resource management, community partnerships, and organizational innovation.

Main Components of the Corporate Excellence Framework

- Strategic Planning
- Governance Structure
- Ethics and Risk Management
- Partnerships and Associations
- Awards and Recognition

Operational Excellence and Quality Management

Impactful certifications include:

ISO 9001:2015	- Quality Management System
ISO 14001:2015	- Environmental Management System
ISO 45001:2018	- Occupational Safety and Health Management System
ISO 27001:2013	- Information Security Management System
ISO 22301:2012	- Business Continuity Management System
ISO 10001:2018	- Customer Satisfaction Management System (Customer Charter)
ISO 55001:2014	- Asset Management System
ISO 22316	- Flexibility Management System
ISO 31000:2018	- Risk Management
ISO 37301	- Compliance Specification

Innovation and Social Responsibility

Dubai Police's forward-thinking approach is evident in its pursuit of innovation, as seen in the adoption of the UAE Specification for Innovation Management System and ISO 56002:2019 for Innovation Management. The force's adherence to ISO 26000:2010 reflects a commitment to social responsibility.

Aviation and Maritime Safety

The Ports Affairs Sector exemplifies Dubai Police's dedication to safety and excellence in aviation and maritime domains. Adherence to international standards in aviation security, aviation rescue, and maritime pollution control reinforces the organization's commitment to ensuring the highest safety standards in these critical areas.

Criminal Investigations and Security

The Criminal Investigation Affairs Sector is committed to professionalism and ethics through adherence to international standards in investigations, prisons, and drug control. Compliance with FATF standards and specialized training for combating drug trafficking aligns with international conventions.

Emergency Response and Crisis Management

The Operations Affairs Sector and Department Affairs Sector prioritizes operational efficiency, security, and excellence. Adherence to FEMA risk analysis, NASDU standards for K9 units, and INSARAG standards for crisis management ensures Dubai Police remains at the forefront of emergency response.

Training and Academic Excellence

In the Academic Affairs and Training Sector, Dubai Police Academy's adoption of international training standards and curriculum development methodologies, such as ILM, ICAO, and IIP, underscores its commitment to shaping highly competent law enforcement professionals.

Recognition



Certified Great Place to Work for 2021-2022

Laying the Building Blocks for Vibrant Growth

Dubai Police's strategic planning process includes laying down a comprehensive and dynamic framework that will help it stay ahead of the curve in terms of law enforcement.

A Global Approach to Strategic Planning



Approved by the UAE Minister of Interior, Dubai Police's global initiatives have been instrumental in shaping the future of policing. The journey goes back almost three decades, when, in 1995, Dubai Police became the first government entity in Dubai to establish a written organizational strategy. Continually updated every three to five years, this strategy is methodically implemented to ensure incorporation of the latest trends and benchmarks, thus guiding the organization's evolution.

Systematically evaluating risks, future security trends, and showcasing best practices, Dubai Police has imbibed a global approach to policing. This also involves integrating stakeholder feedback and fostering collaboration through international workshops to ensure a comprehensive strategy that takes into account stakeholder interests and concerns.



Strategy Formulation Process

1. Selection

The Strategy Retreats

- Showcasing risks and challenges
- Addressing current and future scenarios
- Discussing the future of security and policing
- Showcasing benchmarked best practices
- Developing the strategy retreat brochure
- Approving the strategic direction with Dubai Police's leadership team







2. Analysis

Addressing the Stakeholder's Feedback

- Forming a taskforce for the strategic update project
- Reporting on stakeholders' feedback
- Including the stakeholders' feedback in the strategy update

3. Identification

International Brainstorming Workshops

- Discussion of the strategic pillars and final outputs
- Approval of the workshop report by H.H. The UAE Minister of Interior



THE STRATEGY

Dubai Police's strategy (2020-2022) is centered on enhancing public safety and security through effective law enforcement and community engagement. It utilizes advanced technologies and innovative initiatives to achieve its objectives and mission.

Vision

Police pioneering for a safe city

Mission

We strive to build resilience into the safety and security of Dubai by adopting a robust policing excellence culture that nurtures innovation and pioneers smart solutions, ultimately sustaining the safest city for the happiest society

Values

- Positivity
- Objectivity
- Justice
- Transparency
- Teamwork

Society Happiness

Enhance Safety and Security

- Ratio of members of the public feeling safe
- Ratio of members of the public who feel and secure while walking alone at night across the city or their neighborhood

Enhance Confidence in Police

- Ratio of public confidence in police

Enhance Happiness and Quality of Life

- Community Happiness Index
- Customers Happiness Index

Safe and Resilient City

Safety Facilities and Safeguarding Individuals

- Percentage of conformity to national and international aviation security standards in national and international audit reports
- Rate of successful emergency, security, and protection plans
- Rate of escape cases from penal institutions

Crisis and Disaster Management

- Percentage of fulfilling the adopted resilience essentials

Crime Reduction Rate

- Crimes rate per 100,000 population
- Serious crimes rate per 100,000 population
- Ratio of known crimes to total serious crimes
- Ratio of arrests made out of the overall wanted persons across the Emirate
- Ratio of increased number of arrested drug promoters and dealers
- Ratio of increased crimes detected by examination and analysis of criminal evidence

Respond to Emergency Situations

- Average response time to various emergencies

Reduce Road Fatalities

- Traffic fatalities rate per 100,000 population

Innovation in Organizational Capabilities

Developing Human Capital Effectively and Efficiently

- Total number of police officers per 100,000 population
- Employees Happiness Index
- Percentage of Emirati employees

Managing Technical Resources Effectively and Efficiently

- Rate of digitally transformed transactions offered to clients
- Rate of smart transformation of internal processes on the Force's level

Developing Organizational Performance Effectively and Efficiently

- Improvement percentage on performance
- Percentage of innovation readiness

Managing Physical Resources Effectively and Efficiently

- Average compliance to government-approved budget
- Percentage effectiveness of resources and assets
- Management on department level

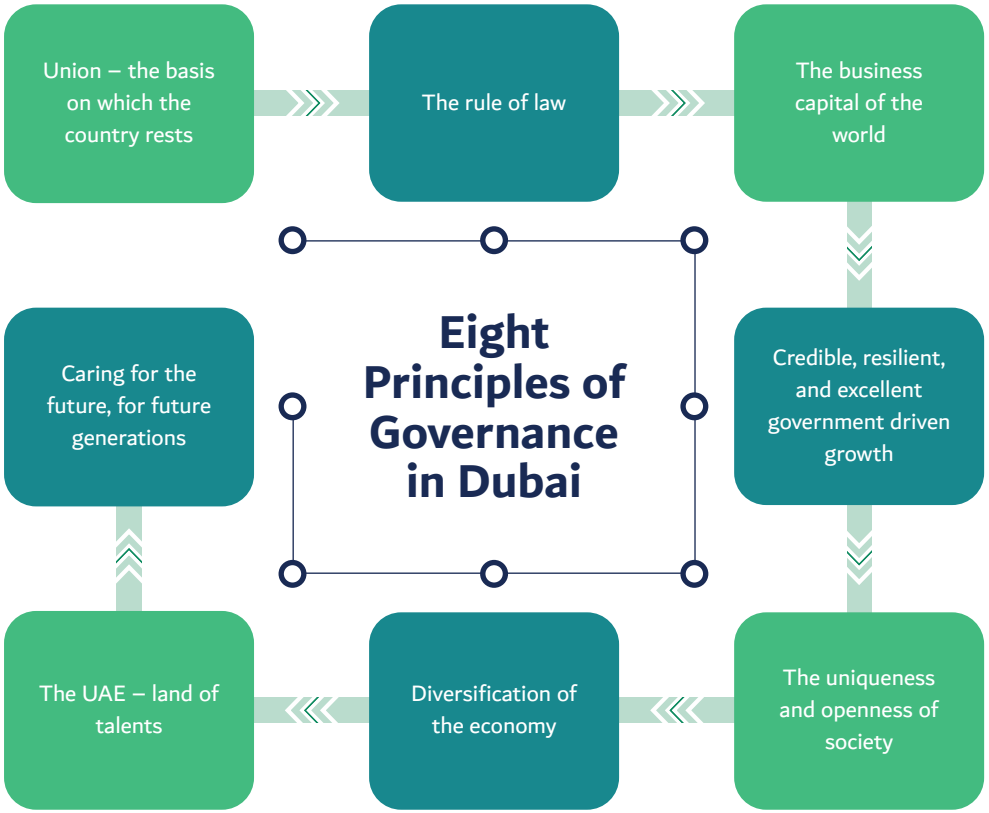


Local and National Alignments

During the reporting period, Dubai Police updated its plan to reflect the growth of the nation and reaffirm its commitment to regional and federal directives.

UAE Centennial 2071 → UAE Net Zero 2050 → UAE plan for Government Services → Eight principles of governance in Dubai

Dubai Police realigned its three strategic goals – fostering innovation in organizational capabilities, and ensuring a safe and resilient city – with the objectives and key performance indicators (KPIs) of the regional and national visions and plans as part of this update.



Developing the Right Organizational Culture

By integrating sustainable practices into its core business, Dubai Police aims to promote environmentally responsible operations and contribute to the city's long-term social and economic growth. Its Sustainability Framework is regularly updated to align with local and international mandates for sustainable development.

The Sustainability Team of Dubai Police

Acts as a link between the different departments, police stations and councils. For each, the team has established respective focus areas in the social, economic, and environmental dimensions of sustainability. Through its work, the team improves the quality of life for the people of Dubai while also supporting the city's socio-economic development.

Responsibilities of the Sustainability Team

1. Develop a sustainability framework in line with local and international mandates
2. Review and adopt local and global best practices
3. Build capacities through establishing and conducting awareness, training, and development programs
4. Monitor and verify the sustainability performance of departments and police stations
5. Report on organizational performance in line with international guidelines
6. Benchmark performance against international best practices in relevant sectors

Sustainability in Action

The Dubai Police 2030 Roadmap to Sustainable Development was launched in 2021. It highlights the organization's commitment to building capacities, implementing action plans and reporting on the organization's sustainability performance. It aims to devote the vision of a sustainable police to achieve the highest standards of employee well-being and customer experience.



In 2016, Dubai Police inaugurated sustainability reporting in line with the GRI-G4 standard, and completed developing the sustainability policy and framework in line with UN SDGs in 2018. In 2019, it framed plans for the Force-wide implementation of the sustainability framework while also initiating the sustainability appraisal programme. The same year, it developed an integrated sustainability reporting system in line with GRI-G4 and UNGC standards. The sustainability framework was revised in 2020, and the year also saw the publication of the international 'Sustainable Development Policing Report: A Step by Step Approach'.

In 2021, the Sustainability Development Roadmap 2021-2030 was launched together with the initiation of self-audit and performance and sustainable development appraisal programme.

Proud of Dubai Police HQ efforts in devising Dubai Police Sustainable Development Map 2030, contributing to society's happiness by creating an inspirations work environment in line with UAE strategies. I commend their commitment to sustainability through their work."

His Excellency Dr. Thani bin Ahmed Al Zeyoudi,
Minister of Environment and Climate Change, UAE

Committing to Ethical and Responsible Business Practices

Dubai police joined the United Nations Global Compact in 2018, to support the ten principles of the UN Global Compact with respect to human rights, labor, environment, and anti-corruption, and became the first police force to achieve this globally.



1st Police Force in the World

to Join the UN Global Compact for Sustainable Development

Dubai Police is committed to supporting the UN Global Compact (UNGC) and engaging with it to advance its principles by the following ways:

- Implement the UNGC's ten principles through Dubai Police's strategy and operations
- Encourage businesses and stakeholders to participate in the UNGC

Engagement with the UN Global Compact Local Network

Since becoming a signatory to the UNGC in 2018, Dubai Police has embarked on a proactive mission to engage with the local network, fostering opportunities for collaborative efforts between diverse sectors and exchanging valuable expertise to drive innovative solutions for the security landscape.

This has involved hosting esteemed local network officials for visits to Dubai Police facilities, whereupon local policing practices have been compared and contrasted with global best practices, spanning several critical areas including community well-being, happiness, and state-of-the-art security operations, with the noble aim of mitigating and thwarting illicit activities.

Supporting UNGC Principles – Communication on Progress

UNGC Principles		Organizational
Human Rights	**Principle 1:** Support and respect the protection of internationally proclaimed human rights within the business' sphere of influence	Dubai Police recognizes and accepts its responsibility to uphold human rights in the workplace and its sphere of influence. It complies with all labor laws formulated by the UAE government. Its grievance mechanism is equipped to address all employee grievances related to work environment and policies.
	Principle 2: Ensure that the business is not complicit in human rights abuses	Dubai Police has prioritized the development of comprehensive training frameworks and its commitment to human rights. The Code of Ethics is applicable to all employees, and no instance of human right abuses was reported in 2020-2022.
Labor Standards	**Principle 3:** Uphold the freedom of association and effective recognition of the right to collective bargaining	Dubai Police respects human rights at the workplace and pursues leading global practices, which ensure freedom of association, prohibition of child labor, protection of indigenous rights and prohibition of forced and compulsory labor. It follows an integrated framework that ensures rights and freedom protection.
	Principle 4: Uphold the elimination of all forms of forced and compulsory labor	
	Principle 5: Uphold the effective abolition of child labor	
	Principle 6: Uphold the elimination of discrimination in respect of employment and occupation	
Environment	**Principle 8:** Undertake initiatives to promote greater environmental responsibility	To become the World's first zero carbon police force by 2030, aligning with UNFCCC goals, Dubai Police achieved a significant milestone by acquiring the GC-Mark 'Green Company', and subsequently becoming the World's First Zero Carbon Police Force, certified by the UNFCCC.
	Principle 9: Encourage the development and diffusion of environmental-friendly technologies	Dubai Police is heavily invested in implementing energy efficient measures and technologies to reduce its energy consumption annually by 23%. In addition, Dubai police is committed to have 25% of its procured vehicles to be eco-friendly by 2030.
Anti-corruption	**Principle 10:** Work against all forms of corruption, including extortion and bribery	The Code of Ethics defines Dubai Police's commitment of doing work with due regard to the interests of the stakeholders and the environment. Further, the Code of Ethics and Policy cover such issues as bribery and corruption, fraud, and human rights and discrimination.

SDG Ambition Accelerators Program

This three-month accelerator program aims to challenge and support participating companies of the UNGC in setting ambitious corporate targets and accelerating integration of the 17 SDGs into core business management. SDG Ambition enables companies to move beyond incremental progress and step-up transformative change – unlocking business value, building business resilience, and enabling long-term growth.

Dubai Police Attendees



Eng. Mariam Maani

Project Manager of Sustainability Programs

An accomplished professional with over 11 years of experience in the fields of sustainability and climate change, with significant contributions to spearheading sustainable initiatives within the organization, including World's First Zero Carbon Police Force.



Eng. Enaam Abusharkh

Chief Engineer at the Environment, Health, and Public Safety Department

A specialist in Water & Environmental Engineering, focusing on adopting and implementing sustainable measures at Dubai Police that includes efficient energy projects to combat climate change.



Eng. Noaf Alblooki

Senior Engineer at the Environment, Health, and Public Safety Department

A sustainable and renewable energy engineer working on auditing various departments and police stations for compliance to various OHS regulations, as well as contributing to major sustainability projects across the Force.

> "The UNGC SDG Ambition program was a great learning experience and helped us view our organizational activities from a sustainability perspective, and tie them to the SDG targets. It was also interesting to connect with other organizations and learn about their contributions to the SDGs."
>
> **– Eng. Noaf Alblooki**

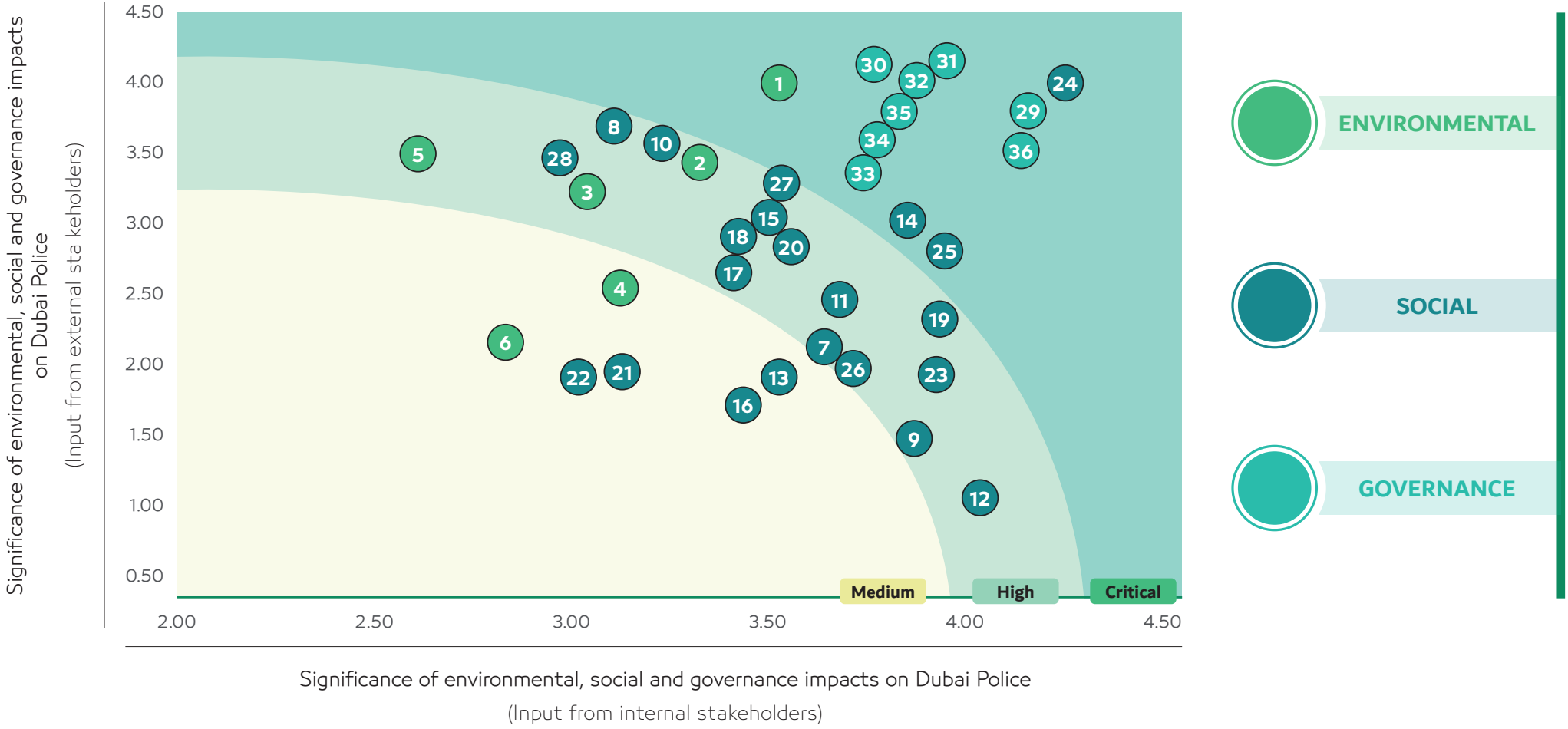


Graduation Ceremony at Dubai EXPO

Evaluating Material Issues Linked to Sustainability

Embracing Transparency

Dubai Police follows an integrated approach towards stakeholder engagement and sustainability reporting to ensure inclusive decision-making and collaboration. In 2022, Dubai Police conducted a materiality assessment to identify key material topics based on sustainable policing practices at the local, regional, and global levels. The mapping process resulted in the recognition of 36 key sustainable topics, which were divided into three overarching themes of sustainable development.



Topic Category	Critical	Topic Number
Environment	Climate change and energy efficiency	1
Environment	Carbon footprint per crime	2
Social	CSR and community engagement including volunteering	3
Social	Combat crimes of all forms and its drivers	4
Governance	Innovation, research & development and future foresight	5
Governance	Integrity and transparency	6
Governance	Corporate governance	7
Governance	Internal investigation and monitoring	8
Governance	Internal control to ensure appropriate operations	9
Governance	Regulatory compliance & alignment with local and national directives	10
Governance	Economic performance and management	11
Governance	Digitalization	12

Topic Category	High	Topic Number
Environment	Waste Management	13
Social	Provision of high-quality services	14
Social	Counter - terrorism	15
Social	Customer satisfaction	16
Social	Crime investigation management	17
Social	Emiratization	18
Social	Employee training and development	19
Social	Employee empowerment, engagement, and retention	20
Social	Anti-corruption	21
Social	Diversity and equal opportunity	22
Social	Occupational health and safety	23
Social	Regional and international partnerships and collaboration	24
Social	Data privacy and security	25

Topic Category	Medium	Topic Number
Environment	Biodiversity	26
Environment	Water and wastewater management	27
Environment	Supplier Environmental Assessment	28
Social	Anti-narcotics and combating drugs abuse	29
Social	Improve road safety and reduce traffic congestion	30
Social	Disaster management	31
Social	Human rights assessment	32
Social	Protection and support of victims of crimes	33
Social	Immigration and airport safety and security	34
Social	Support and rehabilitation of returning citizens	35
Social	Responsible supply chain	36



01

شرطة دبي
DUBAI POLICE

Protect and Serve

The Zero Carbon Police Force

Carbon Footprint per capita

2022	4.52 tCO_2
2021	6.08 tCO_2
2020	5.1 tCO_2

Percentage of Digital Transactions for Customers

2022	95.9%
2021	89%
2020	89.6%

100%
Control on environmental crimes and antiquities (2021-2022)

6,294 tCO_2
Planned reductions of carbon emissions by green mobility initiatives (I-serve) by 2024

6,924 tCO_2
Achieved avoidance of carbon emissions by smart transformation initiatives

Eco-policing Excellence

Dubai Police has exhibited a formidable dedication to the cause of combatting climate change and championing sustainable development, with a diverse portfolio of initiatives and measures designed to curtail their carbon footprint and elevate environmental consciousness. Dubai Police has forged a path of progress and excellence that sets an example for not just the UAE, but also the world at large.

Cleaning Mountain in Hatta

Aligned with the Dubai Government's enduring commitment to sustainability, Dubai Police's 'Our Environment is Trust' initiative aims to instill environmental consciousness. Rising visits to mountainous areas have increased waste, necessitating heightened awareness. Thus, they undertake measures including disseminating the initiative, coordinating waste management with partners, and executing plans at Umm Al-Nisour peak (Mount Hatta). The initiative also aimed at ensuring the safety of carrying out air missions on the Umm Al-Nisour summit runway (Mount Hatta) by removing flying waste that hinders the landing process. Outcomes involve supporting global sustainability agendas and enhancing societal environmental awareness, aligning with sustainability principles.

Resources Allocated to the Initiatives

Human Resources

- Pilot officers
- Aircraft crew members
- Air medic
- Engineers

Machinery/tools and Equipment

- Helicopter
- Bags for waste
- Clothes/uniform

Partners

Internal Partners

- General Administration of Logistical Support
- Ports Police Station

External Partners

- Dubai Royal Airwing
- Dubai Corporation for Ambulance Services

> **The initiative took place on World Environment Day 5th June 2022**



Towards Becoming a Carbon Neutral Force

Dubai Police has made a strong commitment to sustainable development, with a keen emphasis on preserving the environment, promoting social responsibility, and upholding good governance practices. Through adopting green practices, community engagement, and responsible management, it aims to achieve long-term sustainability while ensuring its operations align with national and global sustainability principles. Various measures, such as use of hybrid and electric vehicles, implementation of green building standards, installation of solar panels and recycling of waste materials, have been implemented by Dubai Police to reduce its overall carbon footprint.

Carbon Footprint per capita



Carbon Footprint Profile

Dubai Police Force is dedicated to calculating its annual Greenhouse Gas (GHG) emissions and reporting them in compliance with ISO 14064-1:2018. It collates a GHG inventory report detailed technical information on Dubai Police's consumption performance. The collected data is subject to regular review by both internal and external experts, and any extrapolations or estimations are clearly disclosed in a transparent manner.
The GHG inventory uses emission factors that are sourced from scientific and government agencies, both locally and internationally.

The Global Warming Potential (GWP) factors utilized in Scopes 1, 2, and 3 calculations are based on the IPCC's Fourth Assessment. Dubai Police has been reporting on Scope 1 and 2 emissions completely since 2014. However, the boundaries for reporting Scope 3 emissions are limited by the availability of third-party data. Moreover, the Global Warming Potential (GWP) factors utilized in Scopes 1, 2, and 3 calculations are based on the IPCC's Fourth Assessment.

Scope 1 **Energy Direct Emissions**

- Fuel combustion in transportation and standby generators
- Refrigerants consumption for air conditioning and maintenance operations
- Cooking gas (owned) consumption in kitchens and pantries

Scope 2 **Energy Indirect Emissions**

- Purchased electricity
- Purchased desalinated water

Scope 3 **Indirect Emissions**

- Wastes sent to landfill
- International business travel
- Cooking gas used by the third parties

Initiatives towards Zero Carbon Plan

The use of different policing methods to conserve energy has significantly reduced emissions compared to traditional methods. Instead of disposing of goods in landfills, selling them through auctions has promoted a more circular culture of reuse.

The most effective methods for reducing emissions are the smart transformation of police services and the management approach for auctions. By allowing customers to access police services through their mobile devices, the smart transformation has helped to avoid the emissions that would have resulted from customers traveling to police stations or departments to request the same services.

Our Zero Carbon Police Force strategy aims at reducing 2.76 Million tCO2e by 2030. During 2020-22 their progress is:

Cost Savings reaching

AED 2.69

Billion

Emissions Reduction reaching

80,000

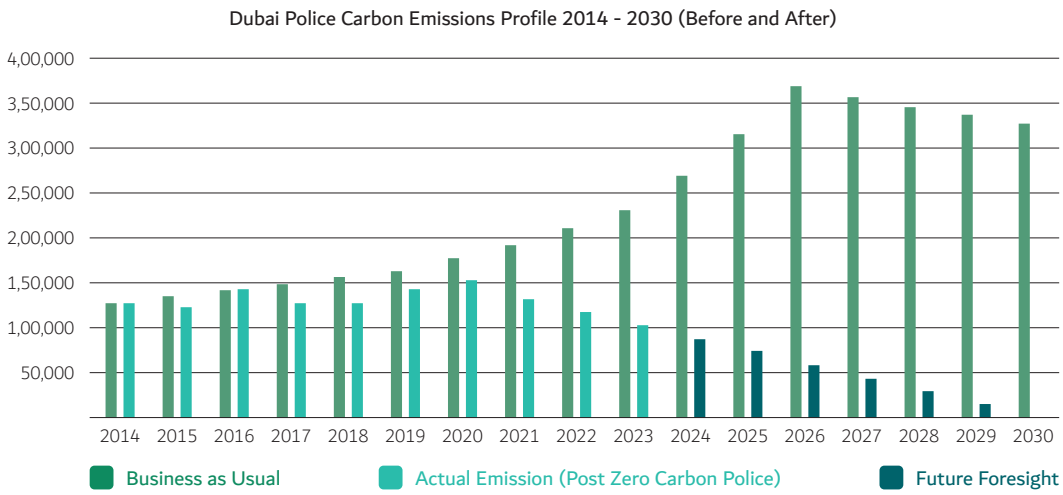
tCO_2e/year

Actual Emissions

GHG Emissions (tCO2e)



Projected Emissions



Wastewater-based Epidemiology

In a groundbreaking initiative, Dubai Police embraced scientific studies demonstrating the presence of microbial traces in wastewater from individuals infected with viruses. The understanding that wastewater acts as a reservoir for microbes shed by infected individuals, regardless of their symptomatic stage, has prompted the use of sewage as a diagnostic tool. This innovative approach aims to detect concentrations of infected persons across diverse geographical locations.

Dubai Police has pioneered a wastewater surveillance initiative in response to COVID-19. Expert consultation emphasizes a unified approach, while operational procedures involve collaboration between police and government teams. Monthly reports highlight infection hotspots, demonstrating an integrated approach toward public health and community well-being by Dubai Police.

COVID-19

6,400

Sewage water sampling tests to monitor COVID-19 cases, executed in 2020

Global COVID-19 Wastewater Monitoring Efforts by UC Merced Researchers

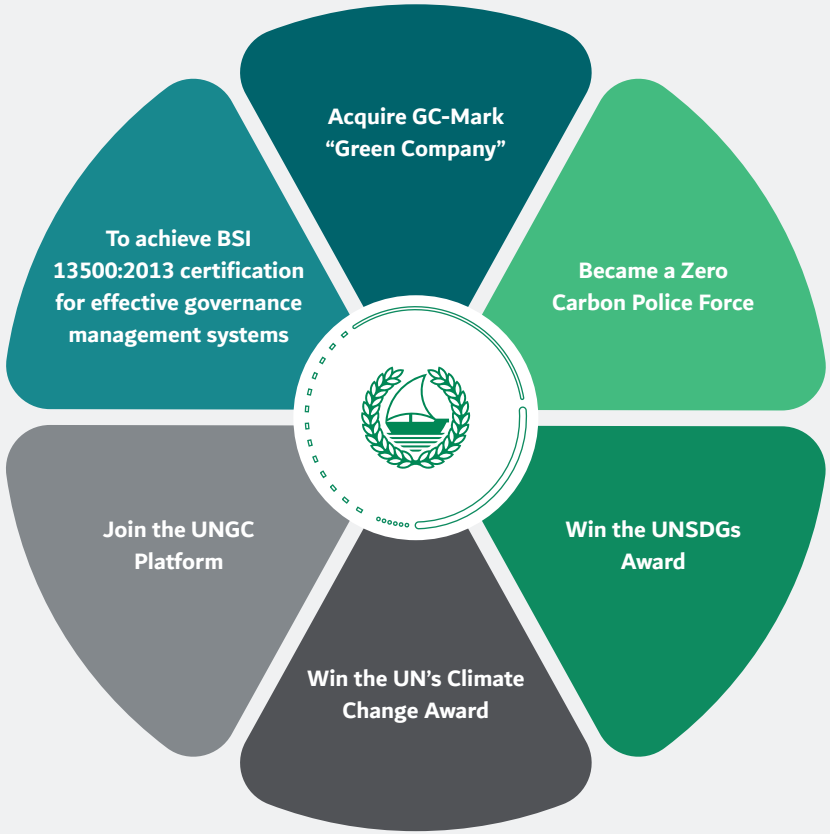


TARGET:

ZERO POSITIVE SAMPLES FOR ALL REGIONS OF THE EMIRATE OF DUBAI

Sustainable Pioneering

Dubai Police is the world's first Police entity to:



Zero Carbon Police Force

The zero-carbon initiative is designed to control carbon emissions through the adoption of best practices, regardless of expansion plans. It was created to comply with local, national, and global climate change directives and follows standardized methodology that can be customized for any organization, regardless of size, operations, or location. The initiative's targets are flexible in the initial stages of implementation to account for challenges and the learning curve. The success of replicating the initiative is based on fundamental principles of relevancy, completeness, consistency, transparency, and accuracy.

This initiative is embodied in all aspects of Dubai Police operations, which links all core duties with achieving carbon neutrality. For instance, the implementation of green procurement and clean energy were some of the outcomes of the initiative, focusing on the adoption of energy-efficient appliances such as LED lights and electric vehicles, instalment of solar rooftops across Dubai Police buildings, and development of route optimization platforms for police patrols to reduce fuel consumption.

620 tCO_2
Carbon emissions reduced for 800,000 estimated transactions

6,924 tCO_2
Achieved avoidance of carbon emissions by smart transformation initiatives

Percentage of Planning Efficiency in Resource and Property Management

2022	99.4%
2021	99.6%
2020	99.3%



Environmental KPIs

01 Percentage of **Reduction in Electricity Consumption** in a Specific Timeframe.

02 Percentage of **Reduction in Water Consumption** in a Specific Timeframe.

03 Percentage of **Compliance to Green Buildings Guidelines** in the Organization.

04 Percentage of **Green Procurement** in the Organization in a Specific Timeframe.

05 100% Percentage of **Completion of the Zero Carbon** Police Force Plan in a Specific Timeframe.

06 Total **Organizational GHG emissions** in a Specific Timeframe.

Envisioning a Sustainable Fleet through I-Serve

Dubai Police's 'I-Serve' initiative, set to be fully commissioned by 2024, aims to transform the entire service fleet into a shared model. This innovative approach not only provides an attractive transportation solution for employees but also significantly reduces the carbon footprint and associated financial costs for the Force. Dubai Police has estimated an amount of 6,294 tCO2e carbon emissions avoided by I-serve vehicles equivalent to 1,336 passenger vehicles and 708,237 gallons of gasoline.

The initiative aligns with Dubai's green mobility strategy 2030, that mandates 30% of public sector vehicles and 10% of all vehicle sales to be electric and hybrid by 2030. Dubai Police also aligns with UN SDGs 7 and 9 with its expanding electric car fleet initiative. Moreover, there is a 10% increase in the procurement of eco-friendly vehicles within Dubai Police. The I-serve application is likely to see a 400% increase in users between 2020 and 2024.

6,294 tCO_2
Estimated carbon emissions to be avoided by I-Serve vehicles



- Total number of end users is expected to rise to 156,000 users.
- An average of 156 trips per 1000 employee annually.

Solar Project

Dubai Police is embarking on a sustainable energy journey with the solar project. The project entails getting high-quality solar panels that work in intense cold or hot temperatures without losing efficiency. These panels use inverters to maintain their power output efficiency, in turn causing reduced carbon emissions. The structure holding the panels is strong and built to last for at least 25 years, engineered to endure environmental loads per meteorological, seismic, and local authority standards, with proper corrosion-resistant grounding lugs, nuts, and bolts.

80 GWh
Solar power plant generation annually

35,000 ton
Carbon emission abatement

579,000
Tree seedlings grown for 10 years

Green Building Projects

Dubai Police partnered with Etihad Energy Services Company (ESCO) as an initiative towards green buildings. It conducted energy audits and identified comprehensive energy conservation measures (ECMs) for 21 Dubai Police facilities comprising 241 buildings. The aim is to develop, engineer, procure, and construct the selected ECMs, focusing on enhancing energy efficiency and reducing water consumption costs. This initiative is designed to optimize energy use, resulting in reduced carbon emissions of 12,752 tons.

21
Sites with total of 241 buildings

14
Energy Conservation Measures (ECMs)

184.8 MILLION
Total guaranteed savings

Carbon Footprint per Crime

Dubai Police has taken a ground-breaking step by attempting to measure the environmental impact of crime prevention practices in the city, which is a novel concept for law enforcement agencies globally.

To achieve this, Dubai Police has developed methodologies to determine the direct and indirect energy consumption emissions resulting from various aspects of police operations related to criminal investigations, imprisonment, and administrative services.

Working towards Reduced Animal Crimes

The Criminal Investigations Department at Dubai Police has launched a dedicated section, Combatting Environmental Crimes Section, to combat environmental crimes against endangered wildlife and plants, as well as crimes involving dangerous and predatory animals. The department is also tasked with combating crimes related to antiquities and artifacts. The establishment of the department comes as part of Dubai Police's efforts to enhance public safety and deal with violations resulting from the possession and abuse of dangerous animals.

100%
Control on environmental crimes and antiquities (2021-2022)



Efforts in Combatting Environmental Crimes

2021

- Khalifa Seedling Initiative with 190 students participating
- Awareness and educational publications on social media platforms in multiple languages

2022

- Residential complexes security initiative, a mechanism for receiving environmental reports
- Internal awareness sessions for the employees

Green Signals for Air Pollution

The initiative involves implementing intelligent maritime traffic lights along inland waters and coastal navigation routes, replacing conventional traffic lights. This aligns with governmental directives for smart transformation and environmental conservation by employing eco-friendly materials. Additionally, the initiative prioritizes the safety of workers on board marine vessels by utilizing secure materials. Notably, these smart traffic lights boast a lifespan of three times longer than their traditional counterparts.

Strategic Objectives

- Community happiness
- Crises and disaster management
- Society happiness
- Emergency response

Key Outcomes

- Reducing environmental pollution
- Promoting and ensuring a sustainable future



Explosives Waste Disposal

The Explosives Security Department implemented the 'Explosives and Ammunition Disposal' initiative as part of Dubai Police's community services. This service facilitates companies in the secure disposal of expired explosives, fireworks, and ammunition regarding the careful collection and transportation of these materials. The initiative employs incineration with a specialized filter that absorbs smoke during combustion, ensuring environmentally responsible treatment and compliance with the highest international safety and quality standards. The submission of disposal requests is streamlined by utilizing digital platforms.

Strategic Objectives

- Crisis management
- Society happiness

Key Outcomes

- Reducing environmental pollution resulting from explosives
- Reducing and managing hazardous waste and negative impacts in the military industries of weapons, ammunition, and fireworks
- Promoting and ensuring a sustainable future
- Apply a safe environmental process
- Meeting the needs and requirements of community services (government/institutions/companies)



Phytoremediation of Explosives

Dubai Police endeavors to reduce environmental pollution from explosives and hazardous waste linked to military activities and industries. Employing a scientific approach, the force focuses on cleansing and purifying contaminated areas through the biological process of 'phytoremediation,' utilizing the resilience of 'vetiver grass.' This method proves to be efficient, cost-effective, and sustainable. Vetiver grass, carefully chosen for its adaptability to various conditions, flourishes in diverse water and soil types, varying temperatures, and both artificial and natural light environments. It endures explosive toxicity, absorbs secondary explosives, and proficiently eliminates highly insensitive explosive materials.

Strategic Objectives

- Crisis management

Key Outcomes

- Reducing environmental pollution
- Promoting and ensuring a sustainable future



Dubai Police's 3D Printing Breakthrough

Dubai Police in a major step, is recycling by transforming plastic bottles into durable plastic threads used for 3D printing. This forward-thinking project not only tackles plastic waste issues but also promotes cost-effective 3D printing solutions. On average, one bottle yields about 20g of resilient material.



Carbon Footprint to Reduce Paper Consumption Relative to Electronic Transformation

Dubai Police is transitioning from paper-based processes to electronic alternatives as a crucial step towards reducing carbon footprint. By embracing digital documentation and workflows, the Force can significantly cut paper consumption, lowering the environmental impact of paper production and disposal. Additionally, electronic transformation enhances efficiency, accessibility, and data security, contributing to a greener and more sustainable future.

Carbon Emissions Avoided tCO_2 due to Smart Transactions

	Carbon Emissions Avoided tCO_2	Number of Smart Transactions
2020	94,794.3	27,265,849
2021	183,746.0	52,851,206
2022	158,355.2	45,548,001



02



شرطة دبي
DUBAI POLICE

Digital Shields

Technology Revolution and Community Resilience Synergies

The Average Response Time of the Police to Extreme Emergencies



Percentage of Planning Efficiency in Resource and Property Management



89.6%
Digital transactions for customers in 2022

100%
Smart transformation of services (2020-2022)

25%
Green procurement in digital mobility on annual basis

400%
Increase in I-serve application users (2020-2024)

Pioneering Public Safety through Technology

Dubai Police persistently embraces technological and digital advancements to augment its law enforcement capabilities, yielding substantial benefits both for the Force and the community it serves. These benefits include quicker response time to emergencies, more efficient crime prevention, streamlined administrative processes, enhanced community engagement and public security.

From 2020 to 2022

758,078
Transactions by official website

524,069
Transactions by smart app

60,216
Transactions by smart police stations

Noteworthy AI Interventions by Dubai Police

Dubai Police - The Smart App

Dubai Police's dedication to providing innovative and intelligent policing services to promote community happiness is demonstrated by its continuous efforts to make its services more accessible to the public. Since January 2020, more than 1.3 million transactions have been processed through Dubai Police's smart platforms, including its website, smart app, and the smart police stations (SPS). The triumph of its smart platforms underscores the advantages of incorporating technology into law enforcement.

In 2022, Dubai Police launched a new version of its smart app through which users can notify the Force in case of a severe traffic incident through an SOS distress signal. The app provides 70 services and is available in seven languages. It also notifies users of temporary street closures and major traffic accidents. A 'Smart Volunteer' feature on the app enables volunteers to register and receive distress requests from app users. The app has been updated with new features for women, children, and vulnerable groups. These features allow them to request assistance in emergencies and submit complaints and suggestions. The app also features camera reading for blind people to process captured images.

85.8%
Increase in use of smart app

100%
Smart transformation on services



Smart Police Stations

The Smart Police Station or SPS initiative marks a leap in digital transformation of the public sector. Leveraging advanced technology and surveillance, Dubai Police's SPS is the world's first police station that provides services without human interaction. It represents the future of policing globally, providing a range of criminal, traffic, social, certificate, and permit services. This innovation ensures accessibility, equity, security and reduces operational costs. As many as 27 key services are available in six different languages, and citizens can interact with officers through video conferencing while maintaining confidentiality. In 2022, Dubai Police spearheaded a groundbreaking digital transformation, achieving an impressive 89.6% customer engagement through digital transactions.

5
New smart police stations

Blockchain Platform

Dubai Police implemented a blockchain-based platform that links various government entities. The platform connects Dubai Police, Courts, Public Prosecution, and the General Directorate of Residency and Foreigners Affairs, allowing customers to obtain certificates faster than earlier in just three steps. This initiative aligns with the Emirates Blockchain Strategy 2021 and aims to save time, effort, and resources by utilizing blockchain technology.

The Emergency Hotline-999

Dubai Police's control-and-command center 999 responds to calls within 10 seconds. In cases of a medical emergency, accident, or an ongoing crime anywhere in the UAE, 999 provides immediate access to well-trained professionals equipped with advanced technology.

The Emergency Hotline 999, together with smart app, predictive policing through Ghiath smart patrol system (please refer to page 43 to read more on Ghiath), and other technological services, has reduced the live response time to extreme emergencies to 2.34 minutes against the targeted response time of 6 minutes. The use of AI-enabled projects, such as the AI-Operations Room and the RASD program, has greatly contributed to Dubai Police's success. This hotline service is accessible around the clock, ensuring swift and effective response to urgent situations, with a primary focus on protecting lives and property.

10 sec
Average call response time

2.34 minutes
Live response time for extreme emergencies

The Average Response Time of the Police to Extreme Emergencies

2022	2.5 min
2021	2.6 min
2020	4.1 min

Percentage of calls answered within 10 secs

2022	99.1
2021	99.1
2020	99.6
2020	99.4

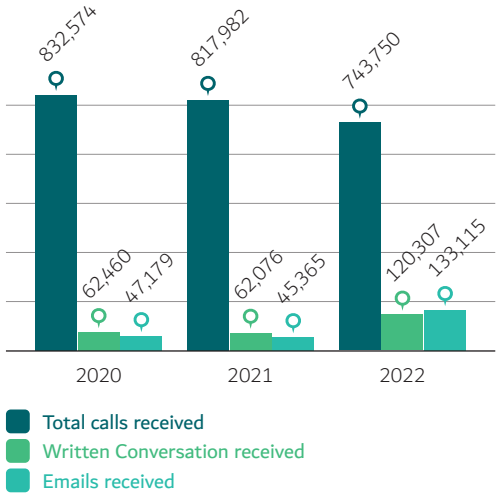
901 Call Center

Dubai Police's non-emergency call center, 901, offers a one-stop-shop service for reporting, suggestions, and inquiries. It is equipped with the latest smart technologies and AI services, and provides 33 over-the-phone services to community members and police employees. The integrated channel is managed by a specialized department to improve the efficiency of all previous services, including Police Eye, Public Feedback, Interactive Chat, Email, and Leaders at Your Service.

33
Over-the-phone services available through 901

Total calls received

2022	7,422,738
2021	5,384,317
2020	4,124,937



Smart Transformation of HR

Dubai Police's HR digital transformation is a multifaceted initiative, targeting 100% service digitalization and coverage, and a 100% employee satisfaction rate, and significantly lower the carbon footprint by 2.5%.

Timeframe of Automating HR Services

2022	46 Services
2021	42 Services
2020	35 Services

56.4%
Digitalization rate achieved through HR Services Digital Transformation initiative

99.5%
Service satisfaction rate

Calls answered within 10 secs

2022	7,377,519
2021	5,361,432
2020	4,082,966

Oyoon

Dubai Police's AI-based Oyoon is a sophisticated surveillance initiative backed by various governmental, semi-governmental and private sector organizations. By harnessing the power of data analytics, which minimizes human intervention and makes possible more proactive response, Dubai Police aims to revolutionize crime prevention. Oyoon has led to the deployment of thousands of cameras equipped with facial recognition technology and microphones, which has enhanced the Force's detection capabilities and thereby its operational efficiency. Criminals are tracked digitally with over 300,000 cameras around the clock spread across Dubai. The AI-based program utilizes data analytics to prevent crimes and respond quickly to emergencies. This program issues warnings, addresses reckless driving and enhances public safety. The committee overseeing Oyoon has set standards for CCTV installations across Dubai.

300,000
Cameras enabled through Oyoon

Smart Police Station

Forging a Path Towards Sustainable Service Excellence

The Smart Police Station (SPS) is a revolutionary concept launched in Dubai that amalgamates technology and convenience for community members in Dubai. Positioned as an interactive self-service station, it modernizes traditional police services, allowing for tasks such as criminal report registration, certificate and permit requests. The SPS tackles efficiency with smart services that eliminate the wait time and physical travel to traditional police stations. The project plans to expand its reach across various new areas of Dubai, introducing self-service centers with innovative features like Drive Thru and Walk Thru, thus making essential police services more accessible and user-friendly.

Gauging the Overall Impact of Smart Policing

Social Impact

- Easily available with faster response upon emergency
- Smart services available to customers 24x7
- Confidential service point without human intervention
- Improved quality of life for Dubai's entire population
- Improved public security
- Digital transformation, continuous improvement and innovation
- Top notch services with ease and as per highest standards
- Utmost safety and security in cyberspace
- Eliminate bribery and corrupt practices

Aligned to United Nations Sustainable Development Goals (UN SDGs)



Economic Impact

Reduces the future Police Stations' operational costs from $2.2 million to $330,000 on an average

SPS Enhancing Operational Efficiency

By going paperless and providing online access via smartphones, the SPS conserves resources and reduces environmental impact. The SPS's operational efficiency has led to reductions in energy and water consumption vis à vis traditional police stations. High-energy efficiency tools further diminish SPS's carbon footprint. This innovation also lessens greenhouse gas emissions by eliminating on-site staff requirement, promoting both customer convenience and environmental responsibility.

97%

Reduction in energy consumption enabled by SPS in comparison to traditional police stations

99%

Reduction in water consumption enabled by SPS



Floating SPS

Dubai Police's marine SPS is a groundbreaking achievement. The world's first such station, it is designed to safeguard marine biodiversity while providing cutting-edge e-police services. This visionary facility not only revolutionizes policing for residents, yacht owners, boat enthusiasts, and water sports fans but also sets a new standard for environmentally conscious infrastructure. Operating with the utmost care for marine ecosystems, it ensures a healthy marine environment for future generations. Constructed with sustainable materials and LEED Gold Certified, this state-of-the-art facility stands as a zero-waste and zero-discharge beacon, significantly reducing carbon dioxide emissions. SPS Coral sets a new standard for environmentally conscious infrastructure, enhancing public safety through the use of smart technologies and educating the public about marine life protection.

78 tons CO_2/year

Scope 1 emissions avoided – equivalent to saving 3,042 trees

186 tons CO_2/year

Scope 2 emissions avoided, equivalent to saving 7,254 trees

Smart Policing Success Story

Dubai Smart Police Station – Muraqqabat has processed over 27,000 transactions and received 560,000 customers in the first year. With the support of His Highness Sheikh Mohammad Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, Dubai Police has transformed traditional police stations into SPSes to symbolize the future of policing and reduce the need for customers to visit government service centers.



Exceeding Goals. Ensuring Efficiency

Dubai Police's 'E-crimes initiative', launched in 2020, advances cybersecurity through AI and machine learning, improving the time taken for resolving cases manifold. The initiative manages risk and uses pattern analysis to safeguard against diverse cyber threats.

E-crime Platform

The 'E-crime' platform empowers the public to report various cybercrimes, thus actively contributing to dismantling cybercrime syndicates and recovering hacked accounts.

Dubai Police provides accessible E-crime reporting services through diverse channels, including the smart app, website, and SPS. This multi-channel strategy ensures individuals can effortlessly report cybercrimes, fostering a safer digital environment for all.

174,474
Cases resolved with a team of 94 employees in 2020

173+
Nationalities formed the user base of the platform in 2020

94.7%
Customer Satisfaction rate surge in 2022 from 64.2% in 2020

Engagement and Accountability

Prioritizing openness and transparency, Dubai Police engaged many nationalities through surveys, public forums, and conferences, empowering stakeholders to influence the platform's evolution. The platform ensures clear, timely and accessible information for public awareness and engagement. Multiple mechanisms, including ISO audits, internal governance reviews, government assessments, together with layers of oversight, ensure transparency, effectiveness and accountability.



Impact and Outcome

The E-crime services, driven by the primary objectives of community well-being and safety enhancement, exceeded expectations and this is evident from tangible outcomes. Enabled by digital transformation and AI integration, Dubai Police streamlined crime reporting, resolving 174,474 cases, and achieving notable efficiency. Transparency and efficiency amplified community trust. This was reflected in a surge in satisfaction rate from 64.2% in 2020 to 94.7% in 2022. User-centric design reduced reporting time, eliminating wait time and improved economic efficiency through a reduction of operational costs and optimization of resources. Aligned with SDG 16, the initiative promotes inclusive justice, ensuring accessibility for all. This strategic transformation has positively impacted the community.

5 min from 60 min
Reduced reporting time, eliminating wait time enabled by E-crime platform

179 AED from 451 AED
Reduced operational costs as a result of the platform

Alignment with United Nations Sustainable Development Goals (UN SDGs)



Streamlined, Powerful, and Future Ready

With a strong focus on improving efficiency and reducing response time, Dubai Police has introduced pioneering concepts such as the Unmanned Aerial Systems Center and the Ghiath Smart Patrol. Apart from integrating advanced technology with law enforcement, these also promote smart mobility. Dubai's commitment to state-of-the-art law enforcement reflects the global trend toward smart and predictive policing.

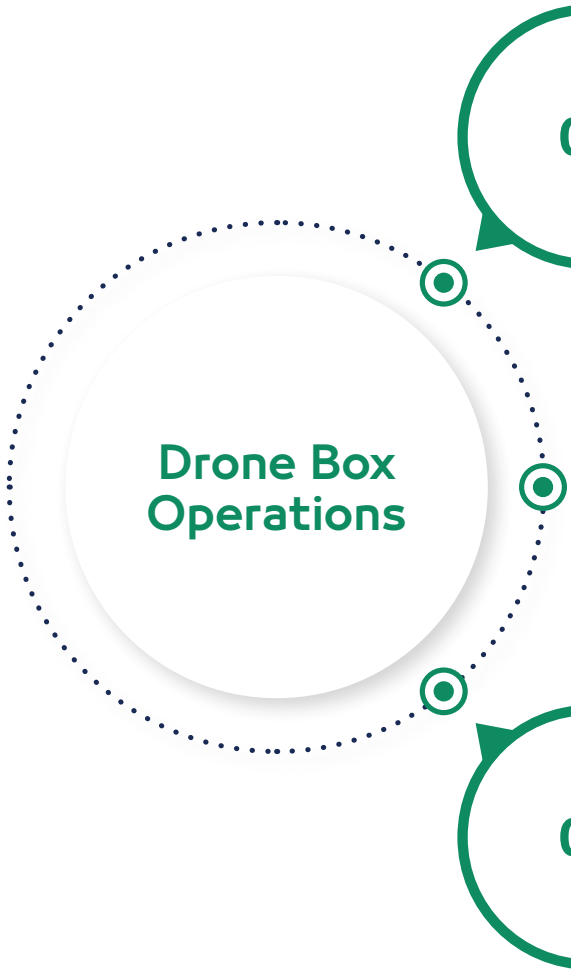
Drone Box System

Dubai Police established the Unmanned Aerial Systems Center in 2021. The initiative enables flying patrols and employs battery-powered devices that reduce carbon emissions. At the core of the center is the 'Drone Box' project, designed to dispatch drones swiftly across Dubai, and thus cutting down police response time from an average of 4.4 minutes to just 1 minute.

The primary objectives of this project include optimizing resource utilization, enhancing security presence, and providing specialized services. Furthermore, drones play a crucial role in monitoring and preventing marine pollution, ensuring rapid accident response, improving access to remote areas, and integrating AI for safer urban systems. This innovative system not only enhances security and reduces crime, but also offers cost-effective, all-weather surveillance capabilities.

1 min from 9.5 min
Reduced response time for high emergency enabled by Drone Box System

2.4 min from 5 min
Reduced response time for medium emergency enabled by Drone Box System



After notification is received from Inertial Measurement Unit (IMS), the drone is launched to the event site under the supervision of the Center's alternate

The drone receives commands from the drone platform through communication stations

Implementing the directives issued to it by the Center's alternate







Driving Efficiency with Ghiath Smart Patrol

The Ghiath Smart Patrol, a collaboration between Dubai Police and W-Motors, marks a futuristic advancement in policing technology. Equipped with AI, machine learning and state-of-the-art technology, it can autonomously scan, analyze, and predict potential incidents, revolutionizing the traditional reactive nature of policing to a more proactive, predictive, and efficient model.

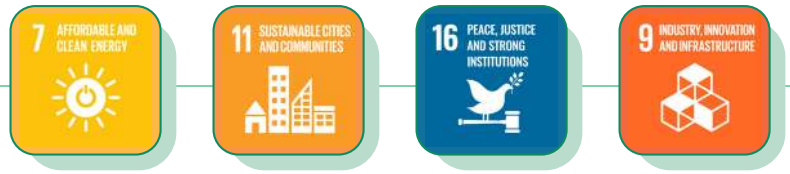
The initiative aims to enhance public safety, strengthen community confidence through technological incorporation, and promote energy efficiency to mitigate environmental consequences. Pursuing these goals, the Ghiath team conducted thorough examinations of best practices, comparisons with international benchmarks, and meticulous risk evaluations.

Pioneering Features of Ghiath

Mobile Command Unit Integration: Serves as a mobile hub, centralizing operations and integrating advanced technology to better serve the public.

Predictive Policing: Employs AI to proactively pinpoint potential areas of concern, optimizing routes and enhancing public safety through prevention.

Real-time Adaptive Response Systems: Ensures swift, coordinated public service responses by facilitating real-time data exchange with its state-of-the-art communication systems.



20%
Reduction in patrol-related accidents

95%
Effective patrol deployment

57%
Financial savings



دبـــي للـتمـــيز الحـــكومـــي
Dubai Government Excellence

Awarded

Dubai Government Excellence Program 2022

– Best Operations Category

Securing Streets. Improving Lives.

Dubai Police is fully committed to promoting road and traffic safety throughout the city. Stringent measures have been put in place to ensure maximum safety for all, with the primary goal of reducing road fatalities and accidents. Dubai Police is working towards the ultimate goal of zero road deaths, which has resulted in achievements such as the Al Muraqqabat Police Station reporting ZERO Traffic related deaths in 2020.

Zero

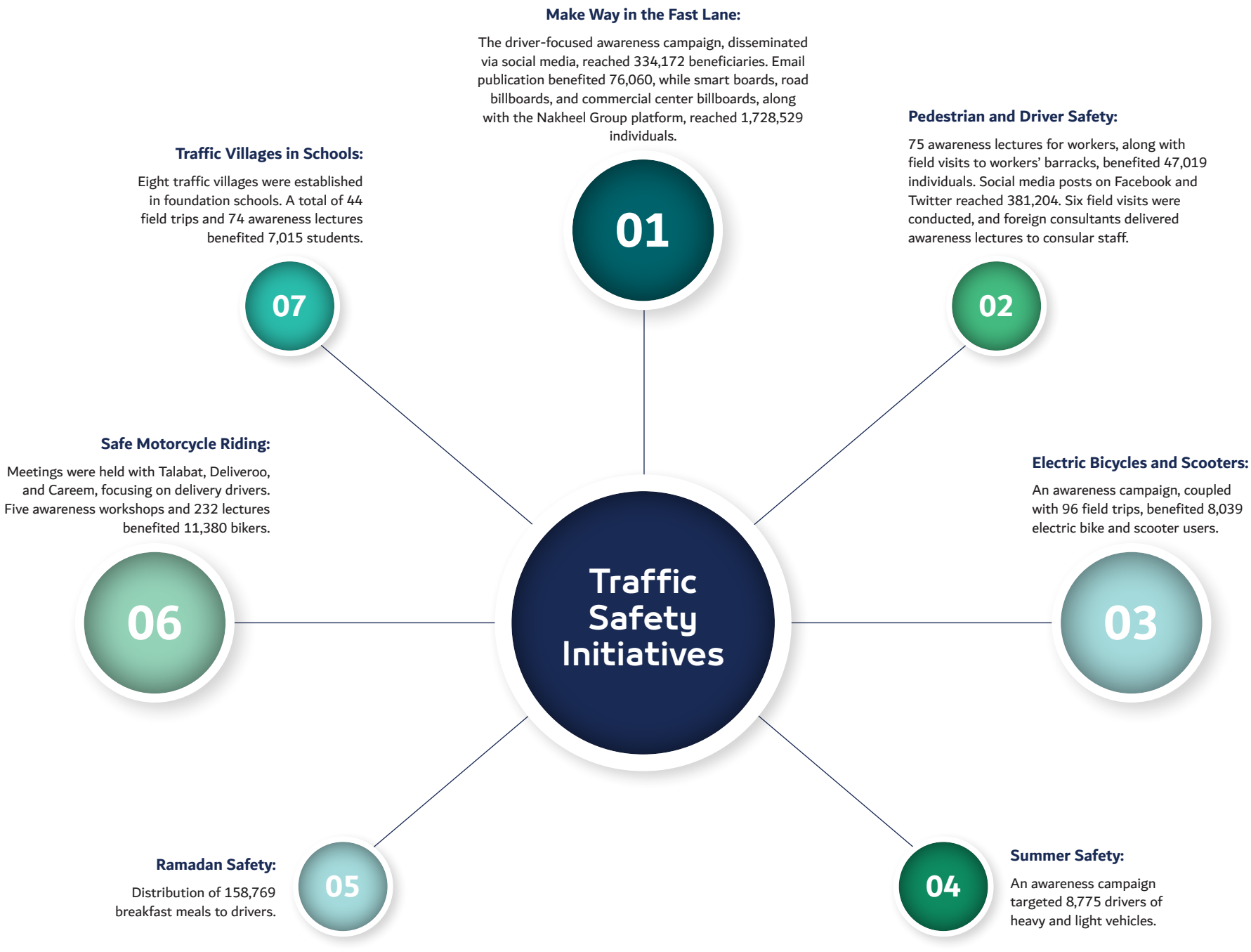
Traffic related deaths in Al Muraqqabat Police Station in 2020

Traffic Safety Strategy

The Traffic Safety Strategy is a collaborative five-year initiative established by the Dubai Police General Headquarters and the Roads and Transport Authority (RTA). Its primary objective is to enhance traffic safety through improved traffic management and control, advancements in road and vehicle engineering, the development and management of traffic control systems, as well as the establishment of mechanisms and regular procedures for measuring performance. This comprehensive strategy is designed to minimize the occurrences of fatalities, injuries, and accidents on the road.

To measure performance, Dubai Police has formulated four indicators. By achieving these indicators, it envisions to become the world's leading city in the realm of traffic safety.

Road accident mortality rate per 100,000 active residents	Actual	1.9
	Projected	2.2
Death and serious injury rates per 100,000 active residents	Actual	3.1
	Projected	3.2
Death rate of run-over accidents per 100,000 active residents	Actual	0.32
	Projected	0.38
Road accident death rate per 10,000 registered vehicles	Actual	0.58
	Projected	0.5


Traffic Safety Initiatives
01
Make Way in the Fast Lane:
The driver-focused awareness campaign, disseminated via social media, reached 334,172 beneficiaries. Email publication benefited 76,060, while smart boards, road billboards, and commercial center billboards, along with the Nakheel Group platform, reached 1,728,529 individuals.
02
Pedestrian and Driver Safety:
75 awareness lectures for workers, along with field visits to workers' barracks, benefited 47,019 individuals. Social media posts on Facebook and Twitter reached 381,204. Six field visits were conducted, and foreign consultants delivered awareness lectures to consular staff.
03
Electric Bicycles and Scooters:
An awareness campaign, coupled with 96 field trips, benefited 8,039 electric bike and scooter users.
04
Summer Safety:
An awareness campaign targeted 8,775 drivers of heavy and light vehicles.
05
Ramadan Safety:
Distribution of 158,769 breakfast meals to drivers.
06
Safe Motorcycle Riding:
Meetings were held with Talabat, Deliveroo, and Careem, focusing on delivery drivers. Five awareness workshops and 232 lectures benefited 11,380 bikers.
07
Traffic Villages in Schools:
Eight traffic villages were established in foundation schools. A total of 44 field trips and 74 awareness lectures benefited 7,015 students.

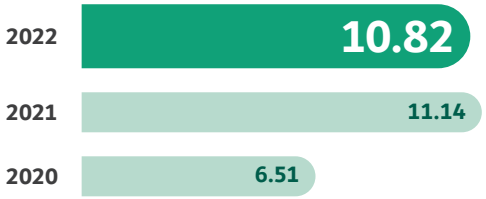


03

Uniformed Healers

Agents of Well-being and Peacebuilding

Rate of Lost Days due to Injury per 100 Employee



Average Rate of Community Satisfaction with Social Initiatives



0.22
Average rate of non-fatal occupational injuries per 100 employee

11
Resilience Diploma achieved by employees in 2022

98.9%
Average rate of inmates feeling safe in 2020-2022

91%
Anti-narcotic awareness campaigns for students and young adults in 2020-2022

216
Global Standards and Certifications Acquired in 2020-2022

Pioneering Urban Excellence

To Dubai Police, resilience means the ability to anticipate and resist destructive events, reduce harmful effects, respond effectively, and adapt in a way that allows learning and rebuilding. Aligned with Dubai's commitment to global excellence, the Resilient Dubai strategy aims to minimize risks and manage crises through coordinated efforts across city sectors.

Vision

Dubai is a flexible, safe, smart, sustainable, prosperous city with an outstanding quality of life, and a model to be emulated worldwide.

Mission

Creating coordinated and integrated efforts that include all segments of society and city sectors to reduce disaster risks and manage crises through innovative use of skills, technologies, and resources with the aim of enhancing the city's resilience and empowering and supporting individuals and institutions.

Six Strategic Initiatives approved in 2022

- Risk and Crisis Insurance Law
- Qualification of Fire Experts
- Maritime Security Project
- Drone Center
- Joint Response Centers
- Floating Centers



Resilience Forum

The Resilience Forum serves as a dynamic hub for diverse research and studies, fostering dialogue across verticals such as risk management, business continuity, blockchain, innovation, sustainability, and urban resilience. Workshops explore emerging technologies, including AI in cybersecurity. The forum encourages innovative projects like smart bulb, metaverse, smart rescue, and bacteria resistant to soil salinity, shaping a resilient and innovative future with a broad impact.



1,450 Attendees at the Resilience workshops in 2022

Resilience Diploma Program



The Resilience Diploma Program was launched by Dubai Police in cooperation with American University in Dubai (AUD), aligning with the Dubai Government's commitment to enhancing flexibility and mitigating risks. Stemming from Dubai's recognition as a resilient model city, this collaborative initiative focuses on global excellence in flexibility, intelligence, and sustainability. The program, emphasizing business continuity skills, provides comprehensive training in strategic planning, risk analysis, and the importance of flexibility in continuity and adaptability. Exploring global frameworks, risk reduction, crisis support, and internal audits, it addresses the interconnectedness of food, water, and energy security. The program cultivates leaders for a future marked by adaptability, continuity, and global excellence. The diploma program was arranged twice in batches, involving participants from different local government departments.

29 Participants in both the batches of the Resilience Diploma Program

Participating Institutions: 11 Governmental and Semi-Governmental Institutions



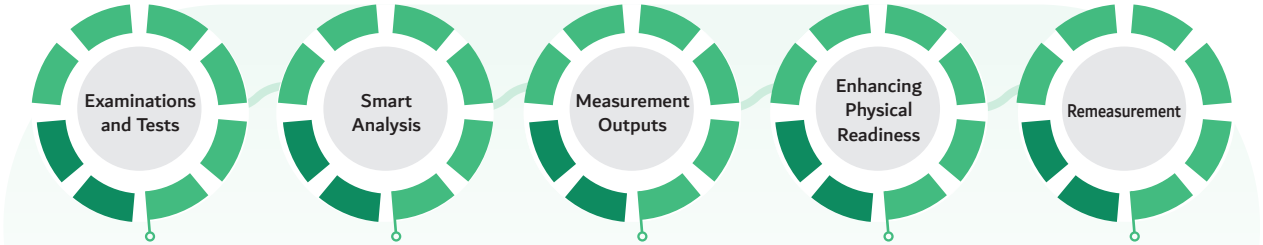
Strengthening Military Preparedness and Well-being

In the ever-evolving realm of modern military operations, achieving optimal employee readiness and well-being is pivotal. Dubai Police has implemented a robust military readiness and well-being framework to ensure the Force's wellness and maximize productivity.

80,354 Dubai Police employee physical readiness tests (2021-2023)

Pathway of Military Readiness

Dubai Police has a comprehensive approach to ensuring peak operational performance. Regular health assessments, intelligent analysis, strategic categorization, and continuous improvement fortify the pathway to readiness and resilience. The concept of employee readiness was introduced in 2021, resulting in multiple assessments within that year. Subsequently, the tests have been conducted on an annual basis for military personnel.



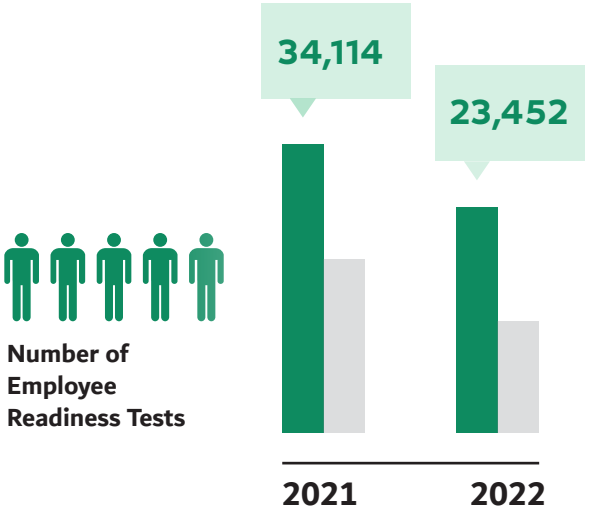
Conduct regular health examinations and fitness tests to assess physical well-being and proactively address health concerns.

Utilize data analytics and AI for informed decision-making, identifying trends, and refining military strategies.

Categorize forces based on readiness, enabling strategic resource allocation and prompt vulnerability addressing.

Strengthen military effectiveness through targeted exercises, rigorous training, and cutting-edge equipment.

Initiate a systematic process assessing strategies, technologies, and personnel capabilities, forming the foundation for continuous improvement.



Empowering Employees for Success

Awareness and Education

Disseminate information through publications, texts, lectures, smart training, videos, and exhibitions to empower informed decision-making.

Readiness Enrichment Programs

Implement health, sports, nutrition, and injury rehabilitation programs to fortify military readiness comprehensively.

Human Resources Procedures

Optimize appointments, rotations, supply chains, and stimulus programs to manage talent, skills distribution, and sustain motivation.

Wellness Wednesday Event

Wellness Wednesday is an initiative aimed at fostering holistic well-being within the Force. With a diverse range of activities, from health awareness exhibitions to nutrition consultation and sports activities, the event is designed to elevate the physical readiness of police personnel while promoting the ideals of wellness and physical health.



Event Objectives

- Raising the level of physical readiness in the Force
- Promoting the concept of wellness and physical health
- Developing the skills and capabilities of police personnel
- Promoting happiness and quality of life
- Raising awareness of the importance of healthy and balanced food

2,000+
Total beneficiaries with repetition

40,000+
Social Media Views

99.2%
Happiness level

Awareness Plan 2021-2023

Another important aspect of employee readiness is awareness. The Awareness Plan 2021-2023 is aimed at fostering knowledge dissemination and promoting informed decision-making. Through a variety of channels and mediums, the plan endeavors to reach diverse audiences and create a culture of awareness.

Plan Components

- Awareness publications providing accessible and engaging resources
- Text messages for bite-sized information
- Workshops for interactive discussions
- Smart training modules for dynamic learning experiences
- Field landing initiatives to reach diverse demographics directly
- Health awareness exhibitions offering immersive experiences
- Awareness videos using impactful visuals with storytelling

225,000+
Total beneficiaries with repetition

300+
Awareness programs

69%
Rate of awareness among employees

Fostering a Culture of Safety

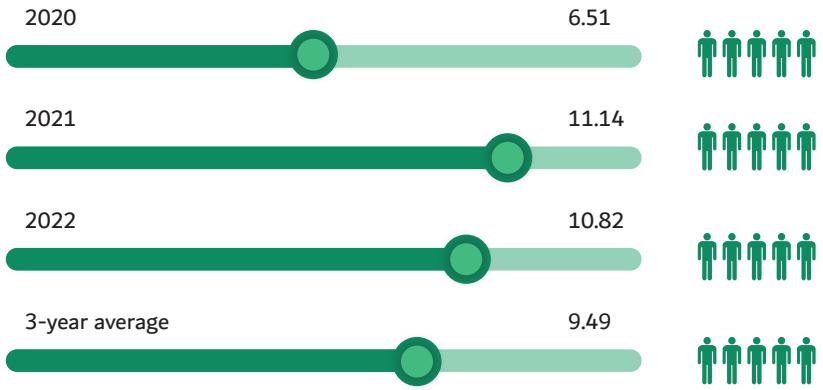
Dubai Police has developed an integrated Environment, Occupational Health and Safety (EOHS) Management System to ensure a safe and resilient environment across its operations.

The system targets EOHS observers, operators, and representatives of general departments and police stations, and focuses on maintaining the health, safety, and security of employees, inmates, and customers. It includes training programs and updates to educate employees on the latest health, safety, and security protocols, ensuring that they are equipped with the knowledge and skills to manage any associated risks.

0.22
3-YEAR AVERAGE
Rate of Non-fatal Occupational Injuries per 100 Employees

98.9%
AVERAGE
Rate of Inmates in Correctional Institutes Feeling Safe in 2020-2022

Rate of Lost Days due to Injury per 100 Employees



Ensuring Safety Operational Excellence

The EOHS Management System meets global standards, including ISO 14001, 9001 and 45001, and offers rigorous training programs and specialized courses on various aspects of health and safety, including:

- General education on environment, health and public safety
- Environmental Health and Safety Management System
- Theoretical and practical trainings on fire extinguishers
- Training courses and workshops on unplanned evictions

Employee Occupational Health and Safety Guidelines

To prioritize the well-being of Dubai Police personnel, the Force took the initiative to develop specialized EOHS guidelines, ensuring international best practices with third party consultants.

Approach to EOHS Framework and Guidelines

Dubai Police strives to adhere to the utmost standards of health and safety in everyday activities, encompassing both field and office work. It undertook a phased-out approach to streamline the preparation of EOHS guidelines. It included the following steps:

Mobilization
Involved peer analysis and health and safety governance related discussions.

Current State Assessment
Involved analysis of existing EOHS Management Systems, including the 'Road traffic safety (RTS) management system' (ISO 39001), assessment of leading practices in the police domain, and evaluation of key Health and Safety KPIs.

Stakeholder Engagement and Risk Registry
Discussion on Dubai Police's risk registry and incident reports, understanding diverse activities at the Dubai Police Academy, and conducting internal workshops to gather insights for developing and implementing HSE guidelines.

Develop Guidelines
Deliver ISO 45001-compliant EOHS guidelines.

Tech-driven Approach to Pandemic Control

Dubai Police demonstrated exceptional dedication to community protection during the COVID-19 pandemic, ensuring the safety of residents and tourists. Through tech-led approaches, it set a precedent for future crisis management. Its ability to maintain 100% service continuity showcased its agility and operational efficiency. This success underscores Dubai Police's longstanding commitment to operational mechanisms, establishing the Force's leadership in innovative emergency response.





Respond

March-June

Steps

- Dubai Police conducted 24,972 checks for employees in police clinics until November 2020
- A specialized team was assigned to carry out periodic sterilization of police buildings and transportation means
- Personal sterilization equipment was provided to employees
- A smart platform was developed to detect, track, and control COVID-19 cases
- A specialized team was formed for periodic follow-up to check on the health of infected employees
- Seven quarantine buildings were allocated for confirmed cases, with necessary medical care provided
- Dubai Police created a guide for isolation and quarantine facilities for military personnel in the UAE. The guide included a mechanism for selecting hotel facilities for quarantine according to standards.

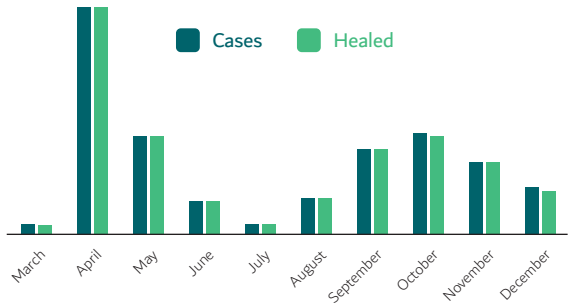
2020

Recover

July-October

Steps

- Develop and publish the Dubai Police HSE COVID-19 guide for all sectors and police stations
- Assess and certify compliance with pandemic health and safety protocols in line with international best practices by GC-Mark
- Continuous application of mitigation plans like enforcing hygiene practices to ensure employee health and safety

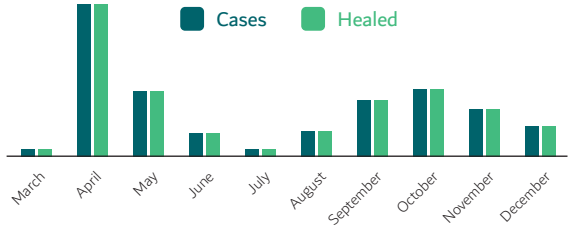


Thrive

2020-2022

Steps

- Inclusion of health, safety and environment as a key element in Dubai Police's risk and resilience management for the organization's vital services, operations and activities in line with ISO 22316 and ISO 31000.
- Preparing and approving emergency and response plans to minimize negative impacts on continuity of operations in line with the international requirements of the Global Accreditation Program for Compliance (GC Mark)
- Continuously monitor, verify and report on the implementation of mitigation plans to ensure employee health and safety through physical and remote inspections



Partners

إسعاف Ambulance

هيئة الصحة بدبي
DUBAI HEALTH AUTHORITY

بلدية دبي
Dubai Municipality

BUREAU VERITAS

Stages of COVID Response

Dubai Police took a strategic and phased approach towards COVID-19 prevention.

Confronting COVID-19

Criterion

Business continuity like continuing services and developing new mechanisms

100% Continuity of services during the pandemic

99.92% Secured and protected facilities

12 New technologies adopted to meet the challenges of the pandemic

3-D printed face masks Innovated to protect the first line of defense

Governmental priorities like partnership with various sectors, enhancing government efficiency and contributing to Dubai's economic recovery

100% Reopening of commercial centers, accelerating recovery as a result of identified hotspot lockdowns

Data and technology usage in decision-making, learning and development (L&D) and accelerating digital transformation

12 Statistical interactive screens (BI) to monitor results

5 Smart applications enabled to monitor infected cases

13 Technical initiatives implemented to accelerate digital transformation

12,732 Meetings per month (avg.) conducted over Skype for business

Leadership efforts to support and mobilize employee efforts towards crisis management

18 Internal and external bodies introduced to ensure readiness for confronting the pandemic

100% Infected areas went through daily field visits for the first line of defense

393 Employees' return from outside the country was facilitated

16 Initiatives were implemented to ensure social distancing, reduce family violence during quarantine etc.

Health and safety guidelines for workplace design and the physical or psychological safety of stakeholders

Zero Cases of infection transmission were recorded in meeting points with customers

100,000 Sterilizers were distributed among workers' residential areas

2,631 Employees were required to work remotely, particularly in the vicinity of elderly individuals, pregnant women, and other vulnerable populations

100% General departments, police stations and facilities were monitored by Dubai Police

Human resources policies to support remote work, establish ethical standards and raise employees' capabilities and skills

84 Training programs were implemented such as scenario planning and specialized courses

8,597 Employees trained to deal with COVID-19

55.3% Policy operations were implemented remotely

AED 288m Saved annually through changing job style

Communicating with the customers and community through volunteering activities

13,575 Volunteers during COVID-19 pandemic in 2020

43,158,598 Beneficiaries of Dubai Police volunteering programs in 2020

831,708 Calls received during 2020 to respond to customer inquiries

22 Awareness videos published related to returning to normal life with commitment

Planning for Post-COVID-19

Criterion

Recovery stage where pre-COVID-19 administration was restored

100% Return of employees to their workplace

38 Dubai Police operations return to the nature of each operation

New reality after COVID-19 where business continuity and governance recovery took place

67 SPS to be implemented in 2020-2024

AED 288m Saved with effective risk management

K9, Dogs and COVID

In response to the global challenge posed by the COVID-19 pandemic, the K9 Security Inspection Department embarked on a pioneering initiative to leverage the olfactory abilities of police dogs. Drawing on experiences from countries with expertise in training dogs to detect diseases like cancer and malaria, the department aimed to optimize methods for training dogs to identify individuals infected with COVID-19.

92%
Accuracy rate

6 seconds
To detect people with coronavirus using sniffer dogs





Building Resilience, Together

Dubai Police takes a compassionate approach to addressing drug addiction, providing rehabilitation and treatment services that include personalized counselling and therapy, access to support groups, and a wide range of other resources designed to empower individuals to overcome their addiction and take control of their lives. Dubai Police Hemaya International Centre organizes various awareness campaigns.

91 Anti-narcotic awareness campaigns for students and young adults in 2020-2022

Dubai Police's Anti-Narcotics Initiatives

Dubai Police's efforts in 2020 resulted in the seizure of large quantities of drugs and the disruption of several major drug trafficking networks. These efforts are part of the Force's ongoing commitment to creating a drug-free society in Dubai. In January 2020, Dubai Police seized narcotics in what was described as one of the largest drug busts in the world. The operation resulted in the arrest of 17 individuals, who were involved in the trafficking of the pills.

In 2022, Dubai Police's General Department of Anti-narcotics arrested 19 international fugitives and blocked 75 profiles and websites for drug trafficking in January 2022. In a proactive operation aptly named 'Panels,' Dubai Police arrested 10 residents for smuggling 1,056 kg of crystal meth worth AED 68,640,000. This remarkable feat is a testament to the Force's unwavering dedication to ensuring a drug-free Dubai.

1 billion AED
Worth of narcotics seized in January 2020

19 International fugitives arrested

75 Profiles and websites blocked owing to Dubai Police's General Department of Anti-narcotics in 2022

Generating Awareness Online for Youth

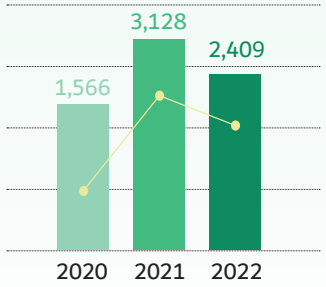
In 2021, Dubai Police awarded 11 university students with AED 100,000 each for creating 60-second awareness clips on drug and video game addiction, as well as online bullying, as part of the Hemaya Clip initiative. The 'Hemaya Clip' award was launched to raise awareness about the dangers of drugs and psychotropic substances through 60-second video clips with 1,040 participants from 50 nationalities.

Student Awareness Program (2020-2022)

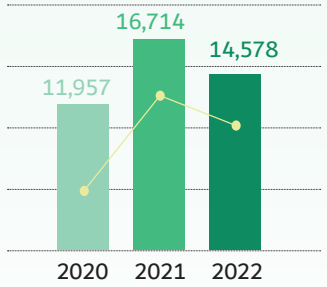
Dubai Police conducted a transformative student awareness program from 2020 to 2022, featuring a total of 9 field awareness courses benefiting 7,103 students, 294 awareness lectures benefiting 43,249 students and 46 "Our Student" awareness brochures benefiting 9,625,688 students.

The initiative focused on building awareness with 91 student initiatives on topics such as the harmful effects of narcotics, addiction, and more. It organized 294 lectures by experts under 'Your Awareness is Protection' program. It witnessed participation from 58 nationalities in 94 student events spread across 2020-2022. The program stands as a model for community engagement and education to move toward, a drug-resilient Dubai.

Beneficiaries of Student Field Courses



Number of Participants in the Awareness Lectures



Achievements

294 Lectures within the protection program

91 Student Events

Employee Sportsmanship

Train Protect, Unite

Dubai Police is committed to fostering employee sportsmanship and its profound impact on the community through initiatives like the 'Positive Soul' program and various community-based efforts. Dubai Police promotes tolerance, unity, and dialogue, exploring how these initiatives strengthen bonds with the community while reinforcing its core values among personnel.

Average Rate of Community Satisfaction with Social Initiatives



2,000
Volunteers

135
Community sports events organized

Positive Soul Initiative

Dubai Police's fourth annual 'Positive Soul' initiative has returned to strengthen the values of tolerance, coexistence, and dialogue among members of society. This program aims to encourage a positive mindset and promote unity and understanding among all citizens, regardless of their background or beliefs. By fostering a culture of acceptance and respect, it strives to create a more harmonious and prosperous society for all. The initiative, organized by the General Department of Community Happiness at Dubai Police, seeks to raise the sense of safety and security among community members. As part of the initiative, Dubai Police organized an event named 'Dubai's Bicycle-Friendly' at Nad Al Sheba cycling track to promote cycling safety. The program reached 19,971 beneficiaries through 49 sports events and 140 awareness lectures in 2021. The program also recorded an 89.5% happiness rate among beneficiaries and strategic partners.



Partners

جمعية توعية ورعاية الأحداث
Juvenile Association

مؤسسة حتى للإعلام
DUBAI MEDIA INC

هيئة تنمية المجتمع
Community Development Authority

هيئة الصحة بدبي
DUBAI HEALTH AUTHORITY

إسعاف Ambulance

بلدية دبي
Dubai Municipality

مجلس دبي الرياضي
DUBAI SPORTS COUNCIL

Community-based Initiatives

Dubai Police has established a range of community-based initiatives aimed at promoting positive relationships between police officers and the public. These are dedicated to enhancing communication with residents and strengthening trust. Through these initiatives, Dubai Police aims to foster a sense of safety and security within the community while promoting values such as sportsmanship, collaboration, and communication among society members.

Dubai Police's General Department of Community Happiness implemented 23 community initiatives benefiting 779,030 individuals in 2020, 22 initiatives benefiting 1,012,934 individuals in 2021, 17 initiatives benefiting 501,187 individuals in 2022. Through engagement in championships, and various awareness campaigns, the Force has been reaching out to the community through partnerships, marketing, and security media.

IMPACT OF COMMUNITY-BASED INITIATIVES IN 2022



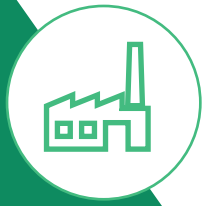
Championships

- Participated in 92 championship events
- Won 203 medals - 83 gold medals, 68 bronze medals, 52 silver medals
- Participated in the World Police Games in Rotterdam, Netherlands and won - 9 gold, 1 silver and 3 bronze medals



Marketing

- 44 Marketing campaigns organized to develop human capital
- 9 Exhibitions conducted
- 1,012,934 Individuals benefited



Awareness Campaigns

- 14 Campaigns for criminal, traffic, institutional and societal fields
- 27 Events conducted to raise security education among communities
- 1,112 Individuals benefited

Protecting Rights through Actionable Principles

Dubai Police pursues justice and societal well-being with its multifaceted initiatives aimed at combating human trafficking, ensuring the protection of women and children, and safeguarding workers' rights. The force aims to uphold human dignity and promote social harmony at all times. With its comprehensive framework of laws and initiatives, Dubai Police addresses pressing societal challenges and fosters a culture of inclusivity and support within the community. From pioneering legislative measures to proactive outreach programs, Dubai Police remains at the forefront of efforts to create a safer, more equitable society for its staff and citizens of Dubai.

Human Traffic Crime Control

The UAE is a major player in the global effort to combat human trafficking as t was the first nation in the region to propose and enact a comprehensive anti-human trafficking law (Federal Law No. 51 of 2006). The regulation is in line with the UN TIP Protocol, the United Nations Trafficking in Persons Protocol, which aims to prevent, stifle, and punish human trafficking.

Department of Child and Women Protection

To provide social and legal support to ensure the safety and well-being of women and children, Dubai Police established the Department of Child and Women Protection in 2011. The department has taken proactive measures to educate the public about the rights of women and children, and to promote social unity within local communities through various initiatives. Workshops on preventing sexual harassment of women and children have been held by Dubai Police, with a focus on raising awareness as the first step in prevention.

Most Prominent Initiatives	Impact and Results	Linking the Initiatives to the Goal
Safety Ambassadors	Promoting children's protection and awareness of their rights "Peer to Peer" initiative: • 143 schools joined the program (governmental and private) • 51 television episodes with Dubai Media on raising awareness of children's rights • 11 dialogue sessions on behavioral phenomena	
We Hear You	Providing the necessary protection for women to ensure that they stop assault, neglect, or violence against them and that they obtain all their rights	
Speak Out	Spreading a culture of women's rights with the aim of reducing and preventing behaviors that violate their rights	
Safe baby	Dealing with cases of neglect or failure to provide one of the children's rights, including the right to education, based on what is stipulated in the Child Protection Law "Wadima Law"	
Workers Rights	• An amount estimated at 836,141,612 was recovered, benefitting 251,603 workers in the Emirate of Dubai during the year 2020-2023 • Dealing with 2278 labor complaints during the year 2020-2023, 84.49% resolved • Rehabilitation of (44) victims of human trafficking crime • Providing financial support (65,320) dirhams.	
Diploma in combating human trafficking crimes	633 specialists were trained to combat human trafficking, the program included 12 regional countries	

From Service to Celebration

As a commitment to the force's happiness and well-being, a recent mass wedding initiative was organized by Dubai Police, where 101 police officers tied the knot. The event, conducted with strict precautionary measures, alleviated financial burdens for the couples. Participants expressed gratitude for the initiative, highlighting the inclusive nature that allowed parents and officials to witness the memorable occasion. Dubai Police's holistic approach, involving the music department from Dubai Police Academy, underscores their dedication to fostering a supportive community and promoting human rights within the organization.

51
People wedded in the first batch

50
People wedded in the second batch

5 million
AED
Spent

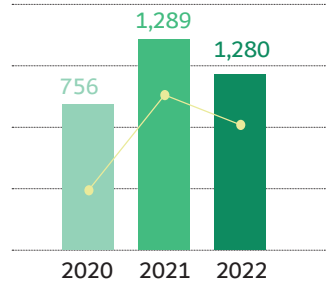
Cultivating Happiness: Dubai Police's Social Solidarity Fund Impact

Dubai Police's Social Solidarity Fund has emerged as a beacon of employee well-being, resulting in employee happiness rate of 97% from 2020 to 2022. This rise aligns with the Fund's dedication to providing support during challenging times.

The number of beneficiaries has consistently grown, with 756 individuals in 2020, reaching 1,289 in 2021, and maintaining a high count at 1,280 in 2022. The accompanying surge in fund disbursement further emphasizes the Fund's commitment, with amounts reaching AED 7,830,440 in 2020, soaring to AED 9,658,641 in 2021, and peaking at AED 10,713,923 in 2022.

97%
Employee happiness due to the Social Solidarity Fund (2020-2022)

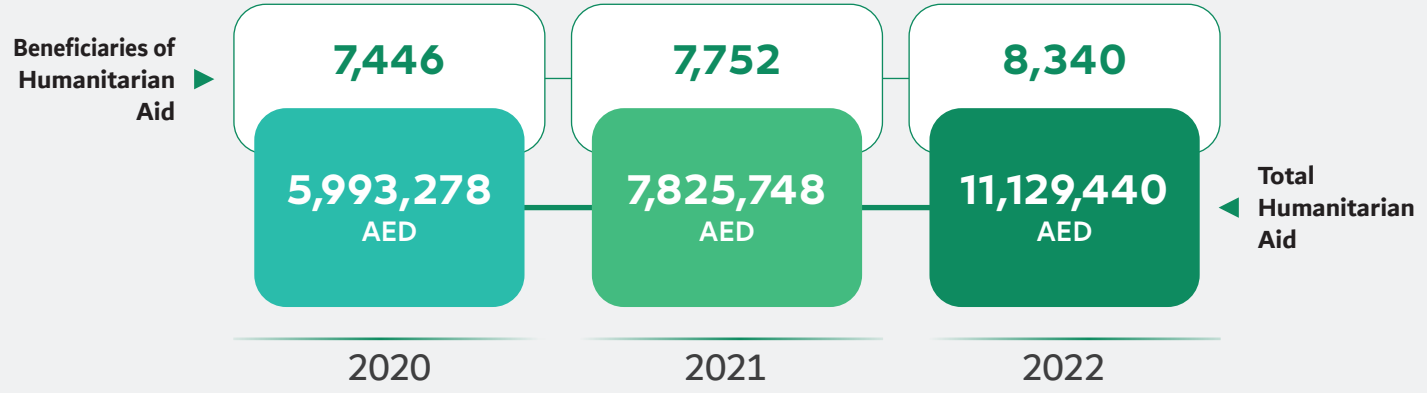
Beneficiaries of the Social Solidarity Fund



Financial Support for Workers in the General Department of Punitive and Correctional Establishments

Dubai Police extends crucial financial support, benefiting 647 individuals and investing significantly in employee welfare. The aid covers diverse aspects, including financial assistance, Umrah trips, and car parking shades, taking a holistic approach to enhancing the lives of its workers.

Humanitarian Aid





04

شرطة دبي
DUBAI POLICE

Empowering Tomorrow

Talent, Equality, and Inclusion for Sustainable Impact

Percentage of Competencies on Department level

2022	100%
2021	100%
2020	100%

Percentage of Innovation Readiness

2022	92.3%
2021	92.3%
2020	92.3%

31,646
Educational benefiters from Efaad (for police across Dubai) (2018-Present)

311
Number of graduates from human trafficking diploma (for experts only) in 2020-2022

100%
Average passing rate in Hemaya schools (for the children of the police staff) in 2020-2022

Nurturing Tomorrow's Leaders

Dubai Police focuses on providing platforms for the youth to showcase their strengths and build their intellect. It aids and funds various initiatives to promote and enrich the young minds.

Dubai Police Scholars Council

The Dubai Police Scholars Council, initiated under the guidance of Lieutenant General Abdullah Khalifa Al Marri, the commander-in-chief serves as a catalyst for educational advancement and societal growth. Established in 2017, its core objective is to nurture a generation armed with knowledge, emphasizing high qualifications that contribute to the community's development. Partnering with 10 local departments and 19 external institutes, it drives intellectual growth with impactful initiatives: publishing and reviewing scientific papers, delivering annual inspection reports, expert consultations, and fostering innovation through virtual. From 2020-2022, the council rolled out 67 initiatives. The council actively supports government initiatives to enhance knowledge in the UAE in alignment with His Highness Sheikh Mohammed bin Rashid Al Maktoum's vision of raising standards of human development and welfare.

Scientific Publications

Dubai Police plays a pivotal role in fostering cutting-edge research, evident in the publication of 31 research papers in 2022 across diverse subjects. These contributions span forensic sciences, microbial platforms, organizational excellence, genetic studies, health, risk management, artificial intelligence, and advanced analytical approaches, showcasing the force's commitment to innovation and knowledge dissemination.

Celebrating a String of Victories

Dubai Police Scholars Council excelled in several prestigious awards:

- Minister of Interior Award (2020): 3 members secured victory.
- EmTech MENA Award (2021): Notable win in technology.
- Dubai Government Excellence Program (2021): Secured 2 prestigious awards.
- IACP Innovation Award (2022): Recognized for groundbreaking innovation.
- IACP Under 40 Award (2022): Honored for exceptional leadership.
- Leader Award (2022): 3 members stood out as leaders.

Safety Ambassador Students

The 'Safety Ambassador' initiative is focused on addressing violence and bullying incidents on campus, targeting students aged six to 16. Its primary goal is to provide support and protection to children, ensuring their safety against harm or violence. Students who attended the workshops were educated about their rights and how to respond if they encounter violence, neglect, or abuse. The virtual workshops specifically educate students on how to contact the police and assist their friends and classmates in times of need.

In 2020, Dubai Police trained 1,090 students to become 'Safety Ambassadors' and raise awareness about security and report incidents of bullying and abuse. The program, tailored for students aged 6-16, seeks to impart knowledge on their rights and how to reach out to the General Department of Human Rights in Dubai Police when such crimes happen. The initiative aims to protect children and expand the successful project across more schools in Dubai.

EFAAD- Dubai Police Students Platform

EFAAD is a scholarship and training program initiated by The Dubai Police, aligning with the vision of H.E. Lt. General Abdullah Khalifa Al Marri and HH Sheikh Mohammed Bin Rashid Al Maktoum to provide employment and academic opportunities in Dubai. The Dubai Police staff, university students, scholarship recipients, and individuals from public and private institutions are its beneficiaries. The platform offers internship programs for students to gain work experience and develop skills. It also supports academic recruitment, sponsoring outstanding students to join the Dubai Police Force. It is committed to leveraging smart applications to facilitate communication, monitoring, and evaluation for students, both domestically and internationally.

This platform is designed to deliver student services in a smart and innovative manner, aligning with the organization's vision for modernized and effective educational support. During 2020-2022, Dubai Police extended 89 scholarships for pursuing diverse disciplines across PhD and Master's level, enhancing expertise in areas such as artificial intelligence, data science, criminal investigation, and forensic sciences across renowned international and local institutions.

31,646

Educational benefiters from Efaad (2018-Present)

Aligned with

Dubai Plan 2021	UAE Vision 2021	UAE Centennial 2071

Future Strategic Vision 2031

Zero paperwork 100%	A human resource specializing in artificial intelligence and data science	100% intelligent transformation
A pioneering platform in the recruitment and scholarship process	Reaching 100% beneficiaries' satisfaction	

Strategic Goals 2031

Invest in super smart technology	Preparing an empowered generation- Proactive response to crimes	Preparing a generation skilled in management- Crises and risks
The use of big data in police work	Preparing an empowered generation- Forensic sciences	Preparing a generation skilled in development- Happiness and quality of life systems

Preparing a generation capable of development- Innovation system in the force

Higher Education Scholarship Program

48
Master students sponsored under Dubai Police Scholarship Program

8
PHD students sponsored under Dubai Police Scholarship Program

Hemaya Schools for Children

Hemaya Schools, a cornerstone of Dubai Police's community and humanitarian initiatives, shape global leaders within a secure, creative environment. Offering free, high-quality education to the children of military and civilian force employees, the schools prioritize military discipline, academic excellence, and national values. The schools' mission extends to supporting Dubai Police employees by providing educational opportunities and fostering a safe, healthy learning environment. With strategic partnerships enhancing their efforts, Hemaya Schools have educated 2,326 students over 6 years, investing AED 61 million in tuition fees for 1,480 guardians, achieving a 100% success rate in the graduation of 187 high school students.

Himaya Schools are part of the UNESCO-affiliated network, dedicated to advancing education, security, innovation, and overall well-being. Through these schools, Dubai Police aims to empower the youth to foster peace and security. The schools facilitate inter-school communication for cultural exchange and learning and also integrate sustainable development into their curriculum contributing to building a safer city. Beyond academics, the schools offer advantages such as financial relief for employees, specialized military training, and free health services for students, embodying Dubai Police's commitment to a secure, healthy, and sustainable future through education.

100%
Average passing rate in Hemaya schools in 2020-2022

2,327
Students in Hemaya Schools

1,437
Beneficiary families

31
Students of determination

Employee Training

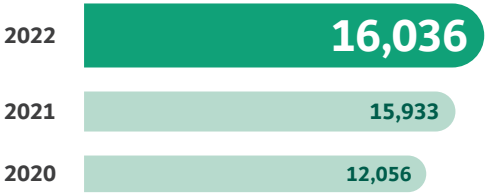
Elevating Excellence of the Force

Dubai Police nurtures a culture of continuous growth and advancement within its workforce, offering an array of specialized training programs tailored to meet the diverse needs of its employees. These initiatives encompass areas ranging from advanced technical skills to leadership development courses.

In partnership with the International Humanitarian City (IHC), Dubai Police has introduced various skill development programs, including advanced drone training. Additionally, collaborations with institutions like the Arab Academy for Science, Technology and Maritime Transport Sharjah (AASTS) have led to the implementation of professional diploma courses in maritime security, further enhancing the skill sets of its personnel.

EMPLOYEES

Number of Employees Trained



Number of Training Hours Implemented



Dubai Police Humanitarian Drive for Inmate Children and Families

Dubai Police's 'Asaadtumoni' (You Made Me Happy) initiative, brought joy to 51 children of female inmates at the Punitive and Correctional Institution in Dubai. The initiative, carried out by the Protection of Children and Women Department at the General Department of Human Rights, in collaboration with General Department of Punitive and Correctional Institutions, distributed toys, clothing, and food coupons to the inmates' children and families since January 2020

Voluntary Work for Inmates

Dubai Police involve inmates in volunteer work and community initiatives through the General Department of Punitive and Correctional Institutions. The virtual workshops introduced inmates to the fundamentals of volunteerism as part of the "Fina Khaer" initiative, endorsed by the Dubai Volunteering Centre of the Community Development Authority (CDA). This educational program aims to enrich inmates' understanding of noble work and its societal importance, engaging them in various activities and programs. Dubai Police emphasizes voluntary work to cultivate productive citizenship among inmates, aligning with its strategy to promote volunteerism and cooperation within the community.

Training for Nuclear Safety

We are addressing the challenge of a lack of analytical devices through a specialized forensic evidence project. This initiative aims to read and assess the radiation background of the Emirate of Dubai, ensuring safety by examining soil samples. Coordinating with specialized entities, this project aligns with the mission of connecting, protecting, innovating, and building for a safer and sustainable future.

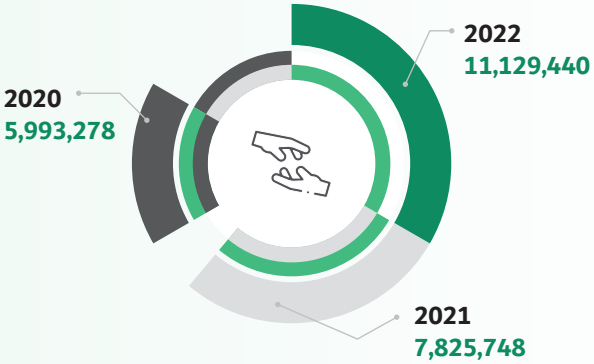


Ahmed Thani Al Suwaidi
First Lieutenant

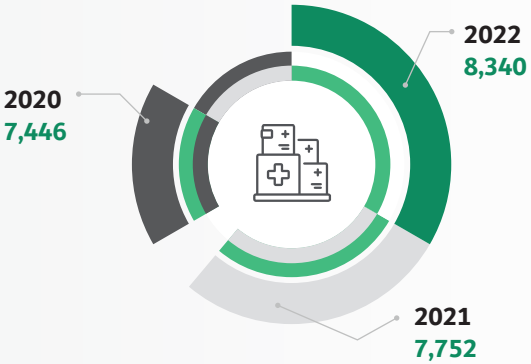
Nuclear Physics Section

General Department of Forensic Sciences & Criminology

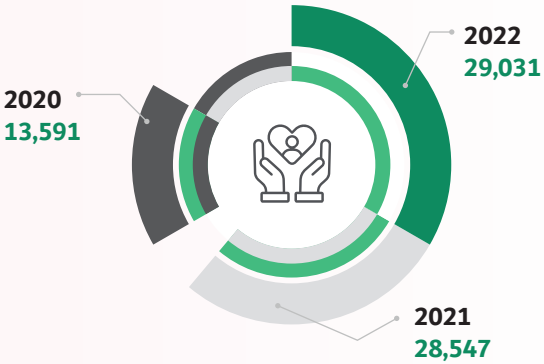
Total Humanitarian Aid



Beneficiaries Humanitarian Aid



Virtual Clinic



World's first security agency to obtain accreditation from the American Tort Reform Organization on the regional and local levels

History of Punitive and Correctional Institutions – Dubai

1896	Al Fahidi Fort
1956	Naif Fort
1973	Dubai Central Prison
2006	General Department of Punitive and Correctional Institutions

The Strategic Map of the Correctional Institutions

The Focus of Achieving Goals	Focus on Success Factors
Implementing sentences and rehabilitating inmates	Administrative support
Organizing inmate affairs	Inventory and consumables
Taking care of inmates' rehabilitative rights	
Supervising, guarding and securing prisoners	

Inmates Community

Aligned with the Dubai Plan 2021, the strategic map focuses on inmate care, rehabilitative rights, and efficient practices. Administrative support and resource management are pivotal. Simultaneously, under the broader commitment of the Government of Dubai, the Correctional Institutions Department modernizes with virtual education, economic support, and advanced security measures. The integration of virtual healthcare and legislative efforts further enhances the transformative journey, contributing to positive outcomes for inmates and society. Dubai Police achieved zero references, safeguarded funds from loss or damage, and successfully prevented the acceptance of counterfeit banknotes through smart service transformations, enabled owing to the COVID-19 pandemic. This influenced further integration and transition towards digital prisons and artificial intelligence.

The American Correctional Association (ACA), the leading authority in correctional practices, has a global membership of over 20,000 countries including UAE. In Dubai, collaboration with the ACA reflects the Government's dedication to excellence in correctional institutions. Through a rigorous accreditation process involving 38 rounds and 132 recommendations, Dubai's correctional facilities achieved 100% accreditation for women's prison management and renewal for Central Prison Administration. Through self-evaluation and knowledge sharing, the force strives for continuous improvement in correctional practices.

Building Knowledge at all Levels

Dubai Police is committed to fostering a culture of continuous learning and development among its workforce. To achieve this, it provides access to a wide range of specialized diploma and training programs that cater to the diverse needs of its employees. It also provides diploma courses on explosive sciences and human trafficking, to ensure that the force remains equipped with the latest skills and knowledge relevant to their roles.

Innovation Center

The Innovation Laboratory for the Dubai Police General Command, built by international standards, features specialized halls tailored to various aspects of innovation. These include the 'Without Borders' hall for research, the 'Quality of Life' hall for presenting innovative projects, the 'Future' hall for ideation, the 'Imagination' hall for software development, the 'Impossible' hall for hardware development, and the '50th Hall' for decision-making on proposed projects. Officially inaugurated in February 2020 by His Highness Sheikh Mansour bin Mohammed bin Rashid Al Maktoum, the laboratory emphasizes modern design and decoration, offering versatile spaces for meetings and workshops facilitated by modern technology. Sustainability is also a priority, with the reuse of existing infrastructure and the integration of environmentally friendly materials and energy-saving systems. The laboratory catalyzes creativity and critical thinking, fostering an environment conducive to innovation within the Dubai Police General Command.

Percentage of Innovation Readiness



Impact of Establishing the Innovation Lab

- Support for community happiness increased by 65% from initiation until 2022
- Support for a safe city increased by 65.4%
- Innovation in institutional capabilities increased by 66.6%
- Total percentage of support for strategic indicators reached 65.6%
- Implemented with partners at the department level rose from 19 projects in 2017 to 130 projects in 2022
- Number of recognized, innovative employees reached 18,276
- Increase in Dubai Police employees (20 innovation managers and 10 auditors) accredited to the Global Institute for Innovation

Achievements of Innovation Laboratories

18,419
Total motivators in the force

1,045
Total number of intellectual works (classifiers)

101
Total local, federal, regional, and international awards

754
Total innovators in the force

134
Total projects

25
Total diploma projects

19,253
Total beneficiaries of the workshops and events

12,594
Total visitors to the innovation laboratories

Diploma in Explosive Sciences

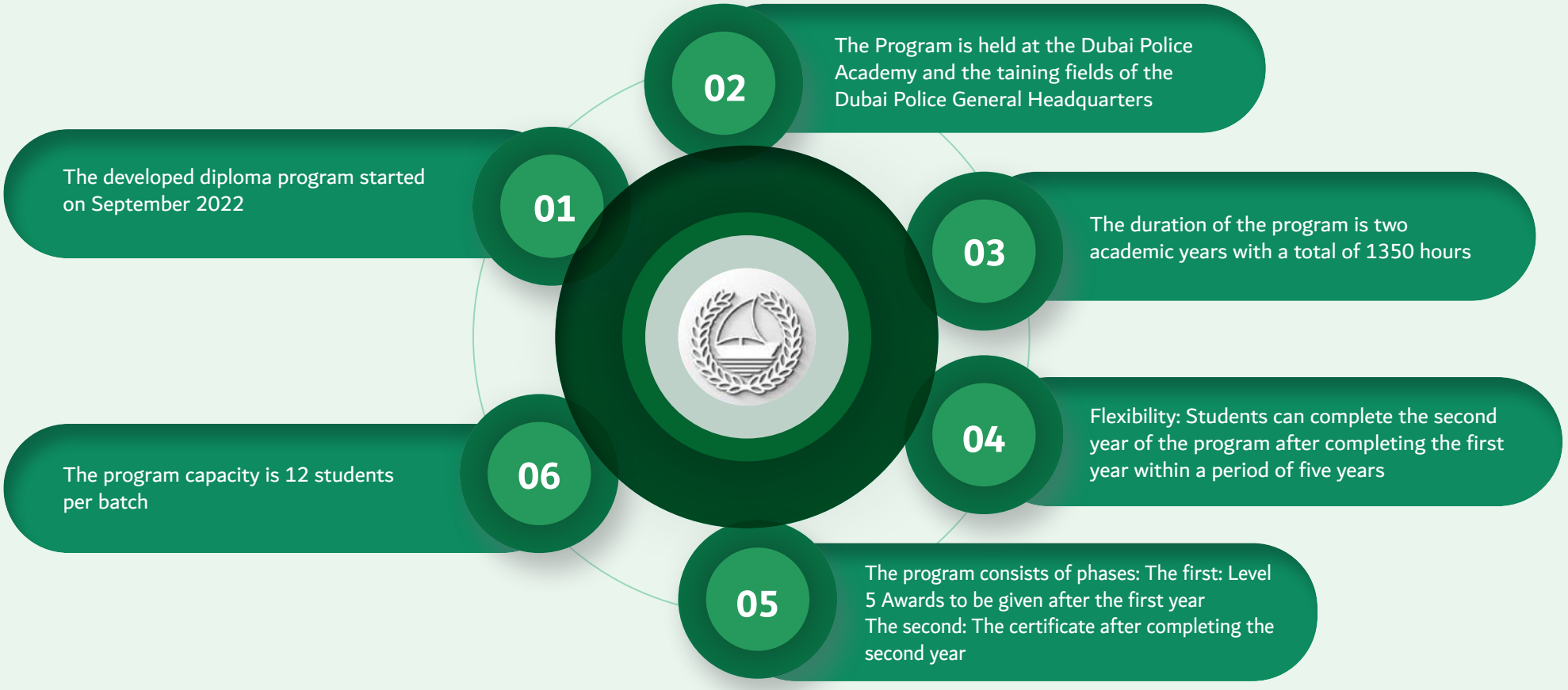
We initiated a concerted effort in alignment with the directives from the Dubai Police General Command to manage national human resources effectively and enhance their professionalism. The aim is to equip them with recognized academic and professional certificates in the specialized field of explosives. Recognizing the importance of benchmarking against other developed nations in this domain, we established collaboration between the Explosives Security Department and the Dubai Police Academy. This collaboration aims to offer an accredited academic diploma program in applied explosives science and ammunition technology, endorsed by the National Qualifications Authority.



Colonel/ Hisham Nasser Alsowaidi
Director of Explosives Security Department

Protection, Security and Emergency Department.

DIPLOMA PROGRAM PHASE 2022



Human Trafficking Diploma

The Trainer Preparation Diploma Program is a Dubai Police initiative through which specialized cadres are qualified to prepare professional trainers in human trafficking and vocational training in scientific and practical aspects. It developed with the help of specialists from the United Nations Office on Drugs and Crime and the National Committee to Combat Human Trafficking. This program aims to extend the influence of a specialized diploma in combating human trafficking across Dubai city.



Colonel/ Saeed Mubarak Bni Yas
Section Head of Training & Development

General Department of Human Rights

Objectives of the Program

- Monitoring the training needs of trainees
- Transferring knowledge and experiences to the trainee through various training methods
- Use highly effective training aids
- Learn about the concept and objectives of the training life cycle
- Preparing the training bag in a scientific manner
- Managing the training meeting efficiently and effectively, building and directing the team inside the training hall

311
Number of graduates from human trafficking diploma in 2020-2022

487
People are enrolled in the program including 210 military personnels and 277 civilians

112
Graduated in 2022 with passing rate of 95%

42
Entities participated in 2022

Promoting an Inclusive Workforce

Dubai Police has established a diverse working environment by employing individuals from 53 different countries, prioritizing creativity, transparency, and inclusivity. It offers sustainable employment opportunities for its citizens, encouraging graduates from various disciplines to apply for job opportunities through recruitment events. The inclusion of People of Determination has also increased significantly, ensuring their representation in service provision.

It promotes gender balance and equal opportunities through recruitment and retention policies. It maintains a 1:1 salary rate between men and women promoting equality.

Dubai Police Women's Council Sets Example for Gender Equality

Dubai Police Women Council wins EFQM Challenge for Diversity, Inclusion & Gender Equality. Their initiatives empowered Emirati women and increased their inclusion in police work. The award evaluated the best projects/initiatives set for diversity, inclusiveness, and gender equality and crowned the council's tireless efforts in promoting women's full involvement.

Dubai Police's First Female Lieutenant Pilot Captain Sheikha Mozah bint Marwan Al Maktoum Inspires Women in Aviation

Dubai Police is championing gender equality and female empowerment in aviation. Lieutenant Sheikha Mozah bint Marwan Al Maktoum, the first female pilot to join Dubai Police, shared her story at the Global Women's Forum Dubai 2020 and established 'Shehana,' an association to promote female representation in aviation. Despite challenges, her success showcases opportunities for women in the UAE. promoting women's full involvement.



Cultivating a Dynamic Workforce

Dubai Police is dedicated to fostering a diverse and talented team, providing full support, and creating an inclusive environment for constant growth. It prioritizes employee well-being, cultivates a positive workplace culture, and encourages excellence for ongoing success. With approximately 70% of its workforce under 35, Dubai Police focuses on attracting and retaining young talent through specialized training, mentorship, and career advancement opportunities, aligning with the UAE's evolving population needs.

Additionally, the Key Performance Indicator (KPI) known as "Percentage of Competencies on Department Level" is implemented to evaluate the proficiency of employees across various departments. This ensures that positions requiring specific qualifications are occupied by individuals who meet the essential criteria.

Percentage of Competencies on Department Level



Dubai Police in World Police Summit 2022

Dubai Police hosts the World Police Summit and Exhibition, a global gathering for policing and law enforcement leaders. This event promotes forward-looking policing strategies, highlights technological innovation in crime prevention, and fosters partnerships among global law enforcement agencies.

Supported by organizations like INTERPOL and EUROPOL, the summit provides a platform for international police communities to access crime information and technical solutions, enhancing global security. Under the patronage of His Highness Sheikh Mohammed bin Rashid Al Maktoum, the inaugural summit in March 2022 gathered senior local, regional, and international police officials, government leaders, and sector professionals to discuss key priorities.

With 2,237 delegates, including government officials and technical experts, the summit hosted conferences and sessions covering six topics, crime prevention, police innovation and resilience, forensic science, drones, K9 and anti-narcotics efforts. Distinguished speakers included H.E. Lt. Gen. Dhahi Khalfan Tamim, Commissioner Luís Carrilho, Maj. Gen. Dr. Ahmed Naser Al Raisi, and Jin Gyo Hoon.

Facts and Figures

10,831
Attendees

119
Conference sessions

151
Exhibitors

262
Speakers

73
Participating countries

2,237
Conference delegates

05



The Economics of Policing

Catalysts for Sustainable Security Development

98.4%
Average rate of adherence to the allocated budget by the government in 2020-2022

4,864
Smart installment transactions in 2021-2022

12%
Savings rate from economic conservation measures in 2020-2022

AED 46.8 Million
Smart installment transactions value in 2021-2022

99.4%
Average Rate of planning efficiency in resource and property management (2020-2022)

Navigating the Challenges of Economic Crime

Dubai Police takes an active role in safeguarding the local economy by combatting all forms of economic crimes, including theft, counterfeiting, forgery, fraud, corruption, and money laundering.

To effectively manage resources and innovate in this field, the department collaborates with various public and private entities to ensure adequate collective efforts are in place. Dubai Police's efforts in combating economic crimes have earned the trust and confidence of various international brands. By adopting innovative strategies while managing resources effectively, the department continues to secure Dubai's local economy from the negative impacts of economic crimes.

99.4%
Average rate of planning efficiency in resource and property management (2020-2022)

52
International ML cases in 2020-2022

12%
Savings rate from economic conservation measures in 2020-2022

63 in 2020 to Zero in 2022
Number of Financial Action Task Force (FATF) action plan items and recommended actions

International Accreditations of Dubai Police

Accredited international expert assessors with the Financial Action Task Force (FATF)

Consultant experts accredited by the International Monetary Fund in AML/CFT and Global Sanctions

Accredited international trainers and lecturers by the United Nations Office on Drugs and Crime

International JITs

150 million AED
Operation Monopoly 1-2

54 millionn AED
Operation 54

311 million AED
Operation Dolphin

Streamlining Compliance Transactions

Dubai Police revolutionized fine payments and enhanced customer convenience. By adopting digital transformation, it provides 24/7 police access and ensures a swift and efficient process. Its technologically advanced service framework seamlessly caters to the needs of citizens and residents.

Smart Traffic Fine Installment Project

Dubai Police presented the 'Smart Traffic Fine Installment' project in collaboration with the Revenue and Fund Department at the General Department of Finance. This innovative proposal aims to simplify fine payments by allowing customers to pay in installments through direct debit from their bank accounts. Accessible via the Dubai Police website or the app, customers can apply 24/7 without visiting a service center. The entire process takes just two minutes, making it a swift and hassle-free solution.

4,864

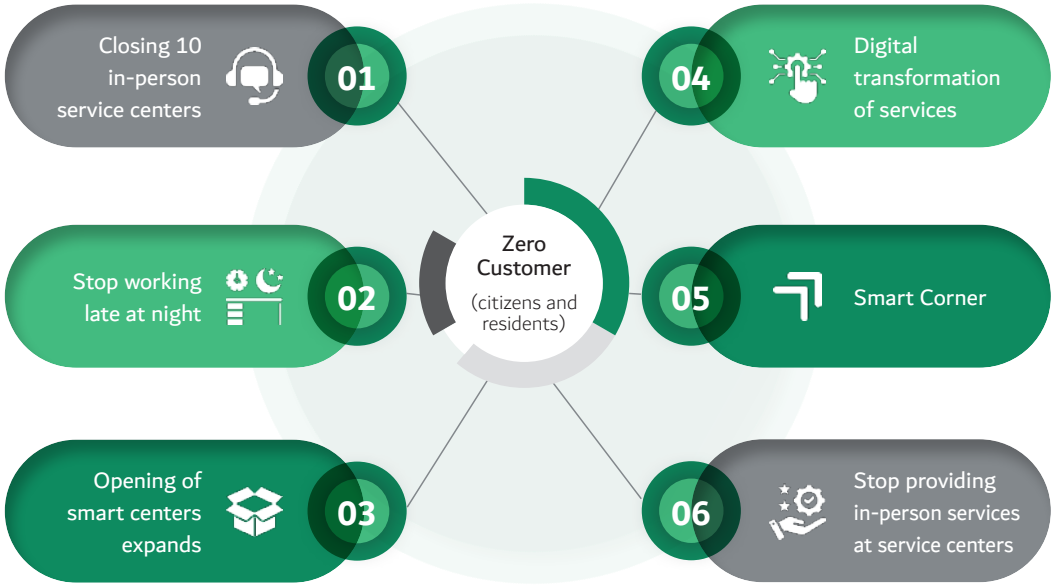
Smart installment transactions in 2021-2022

46.8 million AED

Value of smart installment transactions (2021-2022)

Digitalizing Customer Interaction Process

Dubai Police devised and executed the 'Zero Customer' project, strategically crafted to address operational challenges. The initiative aimed to align with Dubai's visionary goals of digital transformation and streamline customer experiences. The endeavor, which involved the cessation of certain services, was driven by a commitment to enhance efficiency and minimize customer effort. By embracing smart channels and ensuring round-the-clock availability, Dubai Police sought to embody the city's ambitions for a technologically advanced and customer-centric service framework.



98.4%

Average rate of adherence to the allocated budget by the government in 2020-2022

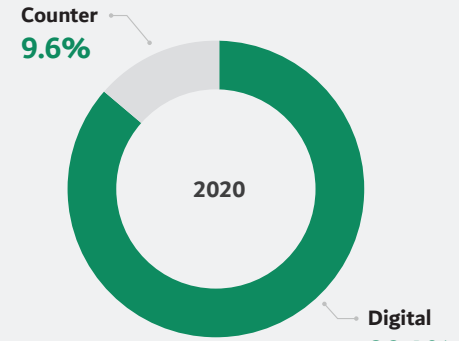
Impact of Project Implementation

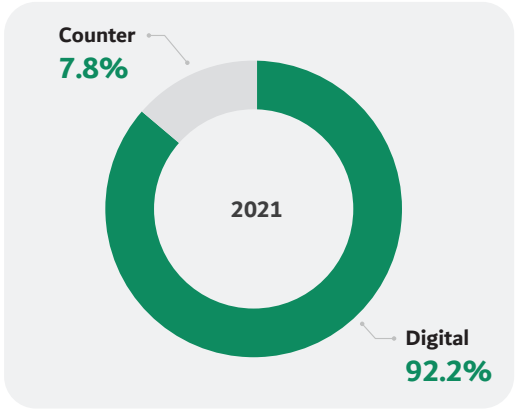
Reinvestment number of employees (336)	Reducing customer efforts to three steps	Reduced operational cost from AED 110 million to AED 42 million for 2020-2022

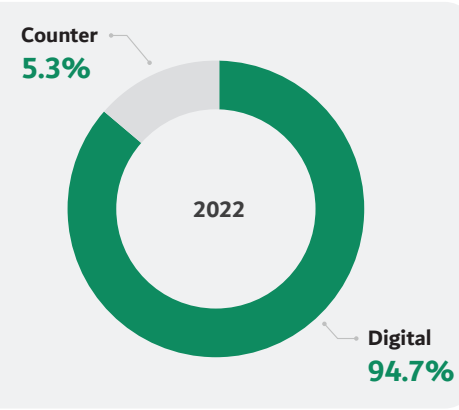
Total Transactions under Zero Customer Initiative



Total Transactions under Zero Customer Initiative









Dubai Police's commitment to digital transformation has significantly enhanced the efficiency and convenience of fine payments and customer interactions. The force streamlined its processes, reduced operational costs, and provided round-the-clock service access through various initiatives. These advancements ensure a seamless and customer-centric experience for all citizens and residents.

Appendix

Appendix A

Performance Data

Environment

Reporting criteria	Unit	2020	2021	2022
Carbon Footprint per capita	tCO2e	5.1	6.08	4.52
GHG emissions – Actual emissions	tCO2e	143,821	133,257	132,083
Carbon Emissions Avoided	tCO2e	94,793.3	183,746	158,355.2

Social

Reporting criteria	Unit	2020	2021	2022
Percentage of Digital Transactions for Customers	Percentage	89.6	89	95.9
Number of Smart Transactions	Number	27,265,849	52,851,206	45,548,001
Average Response Time of the Police to Extreme Emergencies	Minutes	4.1	2.6	2.5
Rate of Lost Days due to Injury per 100 Employee	Per 100,000	6.51	11.14	10.82
Average Rate of Community Satisfaction with Social Initiatives	Percentage	95.9	98.2	100
Average Rate of Community Satisfaction with Social Initiatives	Percentage	95.5	93.3	91.1
Employees Trained	Number	12,056	15,933	16,036
Training Hours Implemented	Hours	387,348	418,750	445,765
Total Humanitarian Aid	number	5,993,278	7,825,748	11,129,440
Beneficiaries Humanitarian Aid	Number	7,446	7,752	8,340
Virtual Clinic	Number	13,591	28,547	29,031
People Feeling Safe	Percentage	97.5	99.6	99.6
People who Feel Safe Walking Alone at Night in the City or Region where they Live	Percentage	94.2	97.5	97.8
Rate of Individuals who have Confidence in Dubai Police	Percentage	92.9	97.9	92.9
Rate of Customer Happiness	Percentage	92	94	93
Rate of Job Happiness	Percentage	96.6	96.6	94.6
Rate of Community Happiness	Percentage	91.1	93.6	94.2

Governance

Reporting criteria	Unit	2020	2021	2022
Percentage of Planning Efficiency in Resource and Property Management	Percentage	99.3	99.6	99.4
Smart Transformation of services	Percentage	100	100	100
Total Calls Received	Number	4,124,937	5,384,317	7,422,738
Calls Answered within 10 Sec	Number	4,082,966	5,361,432	7,377,519
Timeframe of Automating HR Services	Services Number	35	42	46
Percentage of Competencies on Department Level	Percentage	100	100	100
Percentage of Innovation Readiness	Percentage	92.3	92.3	92.3

Appendix B

GRI

Dubai Police has reported in accordance with the GRI Standards for the period from 1 January 2020 to 31 December 2022.

The table below provides a reference for GRI content in the report.

Statement of use	Dubai Police has reported in accordance with the GRI Standards for the period 1st January 2020 to the 31st December 2022
GRI 1 Used	GRI: Foundation 2021
Applicable GRI Sector Standard(s)	None

GRI content index

Gri Standard/Other Source	Disclosure	Location
General disclosures		
GRI 2: General Disclosures 2021	2-1 Organizational details	8
	2-2 Entities included in the organization's sustainability reporting	16
	2-3 Reporting period, frequency and contact point	6, 82
	2-6 Activities, value chain and other business relationships	9-12
	2-7 Employees	64-65
	2-8 Workers who are not employees	64-65
	2-11 Chair of the highest governance body	5
	2-12 Role of the highest governance body in overseeing the management of impacts	19
	2-14 Role of the highest governance body in sustainability reporting	5, 19
	2-16 Communication of critical concerns	15-17, 19, 21-24
	2-17 Collective knowledge of the highest governance body	19
	2-18 Evaluation of the performance of the highest governance body	19
	2-22 Statement on sustainable development strategy	15-19, 24
	2-23 Policy commitments	17, 20
	2-24 Embedding policy commitments	17, 20
	2-25 Processes to remediate negative impacts	15-17, 19, 21-24
	2-26 Mechanisms for seeking advice and raising concerns	21, 59-60
	2-27 Compliance with laws and regulations	21, 24
	2-28 Membership associations	15
	2-29 Approach to stakeholder engagement	16, 24
	2-30 Collective bargaining agreements	Collective bargaining agreements are illegal in the UAE

Gri Standard/Other Source	Disclosure	Location
Material topics		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	24
	3-2 List of material topics	24
Climate Change & Energy Efficency		
GRI 3: Material Topics 2021	3-3 Management of material topics	28-34
GRI 302: Energy 2016	302-1 Energy consumption within the organization	39-40
	302-4 Reduction of energy consumption	39-40
	302-5 Reductions in energy requirements of products and services	39-40
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	28
	305-2 Energy indirect (Scope 2) GHG emissions	28
	305-3 Other indirect (Scope 3) GHG emissions	28
	305-4 GHG emissions intensity	28
	305-5 Reduction of GHG emissions	29-34, 39-40
CSR and community engagement including volunteering		
GRI 3: Material Topics 2021	3-3 Management of material topics	57
GRI 413: Local Communities 2016	" 413-1 Operations with local community engagement, impact assessments, and development programs"	52, 56, 58, 64-65
Waste Management		
GRI 3: Material Topics 2021	3-3 Management of material topics	27
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	27
	306-2 Management of significant waste-related impacts	27, 33
	306-3 Waste generated	28-34
	306-4 Waste diverted from disposal	28-34
	306-5 Waste directed to disposal	28-34
Emiratization		
GRI 3: Material Topics 2021	3-3 Management of material topics	69
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	69
	405-2 Ratio of basic salary and remuneration of women to men	69
Employee training and development		

Gri Standard/Other Source	Disclosure	Location
GRI 3: Material Topics 2021	3-3 Management of material topics	64-65
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	64
	404-2 Programs for upgrading employee skills and transition assistance programs	64-65
	404-3 Percentage of employees receiving regular performance and career development reviews	70
Anti-corruption		
GRI 3: Material Topics 2021	3-3 Management of material topics	21-23, 72
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	21-23
Diversity and equal opportunity		
GRI 3: Material Topics 2021	3-3 Management of material topics	69
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	69
	405-2 Ratio of basic salary and remuneration of women to men	69
Occupational health and safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	51
GRI 403: Occupational Health and Safety	403-1 Occupational health and safety management system	51
	403-2 Hazard identification, risk assessment, and incident investigation	51
	403-3 Occupational health services	51
	403-4 Worker participation, consultation, and communication on occupational health and safety	51
	403-5 Worker training on occupational health and safety	51
	403-6 Promotion of worker health	51
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	51
	403-8 Workers covered by an occupational health and safety management system	51
	403-9 Work-related injuries	51, 49-50
	403-10 Work-related ill health	49-50
Biodiversity		
GRI 3: Material Topics 2021	3-3 Management of material topics	39-40
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	39-40

Gri Standard/Other Source	Disclosure	Location
	304-3 Habitats protected or restored	39-40
Water and wastewater management		
GRI 3: Material Topics 2021	3-3 Management of material topics	28-34
GRI 303: Water and Effluents 2018	303-2 Management of water discharge related impacts	29, 33
	303-4 Water discharge	29, 33
	303-5 Water consumption	28-34
Carbon footprint per crime		
GRI 3: Material Topics 2021	3-3 Management of material topics	28-34
Economic performance and management		
GRI 3: Material Topics 2021	3-3 Management of material topics	16, 19
Data privacy and security		
GRI 3: Material Topics 2021	3-3 Management of material topics	36-38
Supplier Environmental Assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	49-50
Responsible supply chain		
GRI 3: Material Topics 2021	3-3 Management of material topics	49-50
Regional and international partnerships and collaboration		
GRI 3: Material Topics 2021	3-3 Management of material topics	15-16, 57
Combat crimes of all forms and its drivers		
GRI 3: Material Topics 2021	3-3 Management of material topics	32, 41, 59-60, 72
Internal investigation and monitoring		
GRI 3: Material Topics 2021	3-3 Management of material topics	28-34
Internal control to ensure appropriate operations		
GRI 3: Material Topics 2021	3-3 Management of material topics	16, 42-43
Regulatory compliance & alignment with local and national directives		
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 21-23
Digitalization		
GRI 3: Material Topics 2021	3-3 Management of material topics	36-38

Gri Standard/Other Source	Disclosure	Location
Provision of high-quality services		
GRI 3: Material Topics 2021	3-3 Management of material topics	28-34, 36-40
Counter - terrorism		
GRI 3: Material Topics 2021	3-3 Management of material topics	24
Customer satisfaction		
GRI 3: Material Topics 2021	3-3 Management of material topics	41
Crime investigation management		
GRI 3: Material Topics 2021	3-3 Management of material topics	28-34, 36-38, 72
Innovation, research & development and future foresight		
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 62-63, 66-68
Employee empowerment, engagement, and retention		
GRI 3: Material Topics 2021	3-3 Management of material topics	60
Anti-narcotics and combating drugs abuse		
GRI 3: Material Topics 2021	3-3 Management of material topics	56
Improve road safety and reduce traffic congestion		
GRI 3: Material Topics 2021	3-3 Management of material topics	44-45
Disaster management		
GRI 3: Material Topics 2021	3-3 Management of material topics	28-34
Human rights assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	59-60
Protection and support of victims of crimes		
GRI 3: Material Topics 2021	3-3 Management of material topics	59-60
Immigration and airport safety and security		
GRI 3: Material Topics 2021	3-3 Management of material topics	24
Support and rehabilitation of returning citizens		
GRI 3: Material Topics 2021	3-3 Management of material topics	59-60

Appendix C

Glossary

UAE	United Arab Emirates
TCFD	Climate-Related Financial Disclosures
UN SDGs	United Nations Sustainable Development Goals
SDGs	Sustainable Development Goals
SPS	Smart Police Station
ESG	Environmental, Social, and Governance
AI	Artificial Intelligence
ISO	International Organization for Standardization
FATF	Financial Action Task Force
FEMA	Federal Emergency Management Agency
GRI	Global Reporting Initiative
NASDU	National Association of Security Dog Users
INSARAG	International Search and Rescue Advisory Group
ILM	Institute of Leadership and Management
ICAO	International Civil Aviation Organization
IIP	Investors in People
UNGC	United Nations Global Compact
GC mark	Green Company
UNFCCC	United Nations Framework Convention on Climate Change
OHS	Occupational health and safety
GHG	Greenhouse Gas
UC	University of California
BSI	British Standards Institution

ESCO	Etihad Energy Services Company
ECMs	Energy Conservation Measures
CCTV	Closed-circuit television
LED	Light Emitting Diode
LEED	Leadership in Energy and Environmental Design
L&D	Learning and Development
RTA	Roads and Transport Authority
AUD	American University in Dubai
EOHS	Environment, Occupational Health and Safety
RTS	Road traffic safety
KPIs	Key Performance Indicators
HSE	Health, Safety, and Environment
UN TIP	Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children
UNESCO	The United Nations Educational, Scientific and Cultural Organization
IHC	International Humanitarian City
AASTS	Arab Academy for Science, Technology and Maritime Transport Sharjah
ACA	American Correctional Association
CDA	Community Development Authority
INTERPOL	International Criminal Police Organization
EUROPOL	European Union Agency for Law Enforcement Cooperation
FATF	Financial Action Task Force
tCO2e	Tonnes of Carbon Dioxide Equivalent

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Cops for COP28

Thank you for reading the report.

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