

## COMMUNICATION ON ENGAGEMENT (COE)

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### Period covered by this Communication on Engagement

From: 30 April 2023

To: 30 April 2025

### Part I. Statement of Continued Support by the Chief Executive or Equivalent

Please use the box below to include the statement of continued support signed by your organization's Chief Executive or equivalent.

30 April 2023

To our stakeholders:

I am pleased to confirm that Dubai Police reaffirms its support to the United Nations Global Compact and its Ten Principles in the areas of Human Rights, Labour, Environment and Anti-Corruption. This is our Communication on Engagement with the United Nations Global Compact. We welcome feedback on its contents.

In this Communication of Engagement, we describe the actions that our organization has taken to support the UN Global Compact and its Principles as suggested for an organization like ours. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Sincerely yours,

Lieutenant General/ Abdulla Khalifa Al Marri  
Commander-In-Chief of Dubai Police

# **The United Nations Global Compact (UNGC) Communication on Engagement Dubai Police 2020-2022**

## Report Overview

We are delighted to share our comprehensive report on our environmental, social, and governance performance for the years 2020-2022, which includes a thorough comparison of our achievements and improvements over the past three years. This report reflects our commitment to sustainability and aligning with the Sustainable Development Goals (SDGs) and the principles of the United Nations Global Compact (UNGC).

Through a holistic understanding of sustainability within our core business and scope of work, we have defined our vision, set targets, and established a clear roadmap towards a sustainable future for Dubai Police.

Our report outlines the context of our sustainability efforts through an inclusive materiality process involving all stakeholders, which we elaborate on in detail. Furthermore, we continually monitor and evaluate the sustainability performance of all our departments and introduce new measurement tools to ensure the highest standards of sustainable practices across our organization.

## Terminology

The terms "Dubai Police" refers to all the departments, sub-departments, general councils, and police stations of Dubai Police located in the Emirate of Dubai, United Arab Emirates.

# Smart. Secure. Together

Dubai Police is renowned for its unwavering dedication to protecting its people. It consists of passionate individuals who have pledged to leave an indelible mark on their community.

Dubai Police wholeheartedly comprehends that harbouring benevolent motives alone cannot guarantee the safety of its fellow citizens; hence, Dubai Police works diligently to effectuate positive changes. With their keen sense of responsibility and steadfastness, Dubai Police persists in its noble quest to secure the well-being of the community.

Dubai Police possesses an unyielding courage to envision things differently and experiment with innovative approaches to overcome challenges. With unwavering devotion and resolute teamwork, they leave no stone unturned in rallying support from all quarters of society to create a safe and secure surrounding.

The objective of Dubai Police is simple yet profound - to create a world where every individual thrives and flourishes. Dubai Police not only proclaims its commitment to this mission, but also demonstrates it through tenacious efforts in upholding the welfare and safety of the community.

For Dubai Police, every iota of effort matters, irrespective of its magnitude, as it is always driven by the desire to make a meaningful impact. It firmly believes that a better tomorrow through collaboration, teamwork, and collective effort can be achieved by working together with society.

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## *Dubai Police at a Glance*

Dubai Police has pledged themselves not only to safeguarding the security and welfare of every member of the community but also to championing the cause of sustainability. The organization is deeply committed to integrating innovation and modernization into its operations, leveraging cutting-edge technologies and the finest practices to provide unparalleled security services, all while encouraging the adoption of sustainable practices.

## *About Dubai Police*

# Leading the Way

Established on 1st June 1956, Dubai Police, under the administration of the late Sheikh Rashid bin Saeed Al Maktoum, the second Prime Minister of the United Arab Emirates, sets the foundation for ensuring public safety and security through law enforcement and crime prevention measures.

Dubai Police's journey towards excellence continued with the appointment of His Highness Sheikh Mohammed bin Rashid Al Maktoum as the Head of Dubai Police and Public Security on 1<sup>st</sup> November 1968.

## Vision

Pioneer Policing & Innovative practices of Smart Security Services.

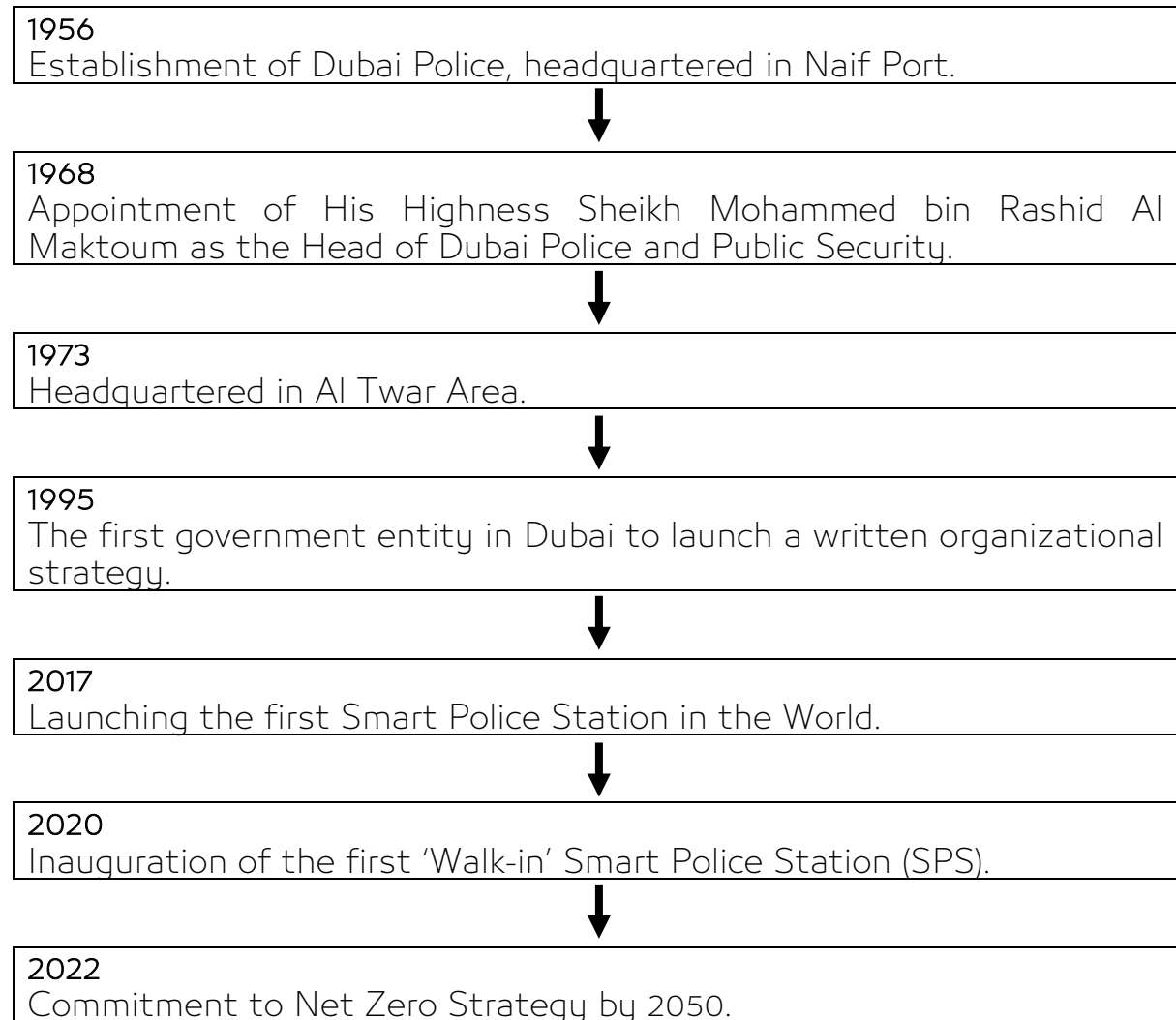
## Mission

We strive to place Dubai within the most secure & safest cities in the world. Through smart innovative services, global organizational excellence, professional development in accordance to the latest techniques with in a motivational environment for innovation and creativity to achieve community happiness.

## Values

Positivity, Objectivity, Justice, Transparency, Teamwork

## The Journey of Dubai Police



## *Navigating Through 2022*

# Sustainable Pioneering

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

- Acquire GC-Mark "Green Company"
- Became a Zero Carbon Police Force
- Win the UNSDGs Award
- Win the UN's Climate Change Award
- Join the UNGC Platform
- To achieve BSI 13500:2013 certification for effective governance management systems

## Going Above and Beyond

Dubai Police has seen a remarkable increase in customer confidence and happiness from 2020 to 2022. In 2022, the rate of customer confidence reached an impressive 99.9%, indicating a high level of trust and satisfaction among customers. Moreover, the rate of customer and community happiness reached a perfect score of 100% in 2022, highlighting the outstanding level of satisfaction and contentment among the community. Additionally, the rate of job happiness among Dubai Police employees is also noteworthy, standing at a commendable 94.6% in 2022. These statistics reflect the significant efforts and achievements of Dubai Police in building trust, ensuring customer satisfaction, and promoting happiness among both customers and employees alike.

Year	Rate of customer confidence	Rate of customer happiness	Rate of community happiness	Rate of Job Happiness
2020	94.2%	92.7%	91.1%	96.6%
2021	97.9%	91.6%	93.6%	96.6%
2022	92.9%	93%	94.2%	94.6%

### *Local and Global Accolades*

## Recognized of Services of Excellence

Dubai Police has been honoured with numerous global accolades, recognizing their outstanding achievements in various areas. These accolades include:

- Won seven awards at the International Association of Chiefs of Police (IACP) for massive achievements in fighting crimes and in ensuing effective policing in 2020.
- Won International Safety Award in 2020 by the British Safety Council's International Safety Awards
- United Nations Public Service Awards in 2021
- Global Energy Sustainability Award in 2021
- United Nations Goals OECD Challenges for Sustainable Management Quality Organization Award in 2021
- Global Safety Award in 2021
- The Arab Award for Corporate Social Responsibility in 2021
- Future Workplace Awards for category of HR innovative in 2021



- Awarded for two exceptional innovations – EFAAD and the Dubai Police Next 50 Innovation Hub, at the International Innovation Awards 2021
- Won EFQM Challenge for Diversity, Inclusion & Gender Equality in 2021
- Certified Great Place to Work for 2021-2022
- Awarded Transport and Logistics Middle East Awards 2022 for Most Innovative Security Organization for Dubai Police's General Department of Airports Security
- Al Muraqqabat Police station was awarded as a six-star police station in 2023

### *Corporate Excellence Framework*

## A Visionary Framework for Elevated Excellence

A comprehensive framework for corporate excellence has been formulated by Dubai Police, which encompasses six major components designed to align the organization's mission and vision with local and national directives. The framework is based on a set of principles that adhere to international standards in operational management, strategic planning, efficient resource management, community partnerships, and organizational innovation.

### Main Components of Corporate Excellence Framework

- The Strategy
- The Strategic Planning
- The Governance Structure
- Ethics and Risk Management
- Partnerships and associations
- Awards and Recognitions

## The Strategy

# Securing Community. Enhancing Order.



## Local and National Alignments

Dubai Police has updated its plan in order to reflect on the growth of the nation and reaffirm its commitment to regional and federal directives, including the UAE Centennial 2071, UAE Net Zero 2050, UAE plan for Government Services, and the eight principles of governance in Dubai. Dubai Police realigned its three strategic goals, fostering innovation in organizational capabilities, 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.

## 8 Principles of Governance in Dubai

1. Union – the basis on which the country rests
2. The rule of law
3. The business capital of the world
4. Credible, resilient, and excellent government drive growth
5. The uniqueness and openness of society
6. Diversification of the economy
7. The UAE - land of talents
8. Caring for the future, for future generations

## *Approach to Sustainability*

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, Dubai Police aims to achieve long-term sustainability while ensuring its operations align with national and global sustainability principles.

### *The Sustainability Team*

## Greening Dubai Police

Eng. Mariam Alawadhi, Director of the Environment, Health, and Safety Department, was appointed to lead the Sustainability Team at Dubai Police. Since its inception, the team has been actively developing a comprehensive sustainability framework that aligns with the local and international mandates for sustainable development. By integrating sustainable practices into the core business of Dubai Police, the Sustainability Team aims to promote environmentally responsible operations and contribute to the city's long-term social and economic growth.

The Sustainability Team at Dubai Police is responsible for developing and implementing strategies that promote sustainability and environmental responsibility across the organization. Through its work, the Sustainability Team aims to enhance the quality of life for the people of Dubai, while also supporting the city's economic and social development.

### Responsibilities

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 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.

## Dubai Police 2030 Roadmap to Sustainable Development

# Sustainability in Action

In the presence of His Excellency Dr. Thani Al Zeyoudi, the UAE Minister of Climate Change and Environment, Dubai Police launched Dubai Police 2030 Sustainable Development Plan in 2018. The roadmap serves as a sustainable policy framework and can be utilized by other security organizations.



Aligned with 43 local mandates and international directives including the UAE Centennial 2071 and Global Compact Principles UN Sustainable Development Goals

Dubai Police has made remarkable progress in sustainability reporting and implementation since 2016. Dubai Police has adopted international standards, established frameworks and policies in line with UN SDGs, and developed integrated reporting systems. Dubai Police has also implemented action plans, initiated auditing programs, and published a sustainable development policing report. Going forward, Dubai Police aims to achieve a 25% hybrid or EV fleet by 2030 and finalize its 2050 net zero strategy by 2023 while continuing to communicate its sustainability performance and celebrate its achievements.

2016	<ul style="list-style-type: none"> <li>Initial data collection</li> <li>Inauguration of sustainability reporting in line with GRI-G4 standard</li> </ul>
2017	<ul style="list-style-type: none"> <li>Force order to establish Dubai Police Sustainability Framework and its implementation plans</li> <li>Conducting sustainability awareness program</li> </ul>
2018	<ul style="list-style-type: none"> <li>Development and approval of sustainability policy and framework in line with UN SDGs</li> <li>Development of the sustainability capacity escalator program</li> <li>Conceptualization of internal auditing and sustainability appraisal program</li> </ul>
2019	<ul style="list-style-type: none"> <li>Force-wide implementation of sustainability framework action plans</li> <li>Initiation of internal auditing and sustainability appraisal program</li> <li>Development of an integrated sustainability reporting system in line with GRI-G4 and UNGC standards</li> </ul>
2020	<ul style="list-style-type: none"> <li>Revision of sustainable development framework and roadmap</li> <li>Implementation of internal auditing and sustainable development and appraisal program</li> <li>Publication of international sustainable development policing report: A Step-by-Step Approach</li> </ul>
2021	<ul style="list-style-type: none"> <li>Update of the sustainable development framework 2021-2030</li> <li>Launch of sustainable development roadmap 2021-2030</li> <li>Initiating self-audit and performance and sustainable development audit program</li> </ul>
2023	<ul style="list-style-type: none"> <li>Finalize the 2050 net zero strategy</li> </ul>
2030	<ul style="list-style-type: none"> <li>25% of the fleet will be hybrid or EV</li> <li>Communication of performance and celebration of achievements</li> </ul>

## Dubai Police and the UNGC Platform

# Channelizing Efforts

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, labour, environment, and anti-corruption, and became the first police force to achieve this globally.

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

Implement the UN Global Compact's ten principles through Dubai Police's strategy and operations

Encourage businesses and stakeholders to participate in the UN Global Compact

## Dubai Police's Support towards the Global Compact Principles – Communication on progress

Global Compact Principles		Our Contribution
1. Human Rights	Principle 1: Support and respect the protection of internationally proclaimed human rights within the business' sphere of influence	We recognize and accept our responsibility to uphold human rights at the workplace and its sphere of influence. We comply with all labour laws formulated by UAE government. Our 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 their commitment to human rights. Our code of ethics is applicable to all employees, and we do not have any instance of human right abuses in year 2020 -2022.
2. Labour Standards	Principle 3: Uphold the freedom of association and effective	We respect human rights at the workplace and pursue leading global practices, which ensure freedom of association,





	recognition of the right to collective bargaining	prohibition of child labour, protection of indigenous rights and prohibition of forced and compulsory labour. Dubai Police follows an integrated framework that ensures rights and Freedom Protection.
	Principle 4: Uphold the elimination of all forms of forced and compulsory labour	
	Principle 5: Uphold the effective abolition of child labour	
	Principle 6: Uphold the elimination of discrimination in respect of employment and occupation	
3. Environment	Principle 7: Support a precautionary approach to environmental challenges	We recognize the challenges faced by climate change. To address this, we have a comprehensive EHS policy in place with a focus on conserving and improving the environment. We ensure regulatory compliance. Our EHS department employs six organizational KPIs in line with global standards, such as ISO 14001, ISO 14064-1, ISO 50001, ISO 46001, ISO 14046.
	Principle 8: Undertake initiatives to promote greater environmental responsibility	To reduce our environmental footprint, our efforts are focused on reducing GHG emissions. We are committed to Net Zero Strategy by 2050. We are the first Police Station in the World to Acquire GC-Mark "Green Company" and became a Zero Carbon Police Force.
	Principle 9: Encourage the development and	We use energy efficient clean technologies. It is our constant endeavour to improve our

	diffusion of environmental-friendly technologies	energy consumption. We have the commitment to have 25% hybrid or EV fleet by 2030.
4. Anti-corruption	Principle 10: Work against all forms of corruption, including extortion and bribery	Our Code of Ethics defines our commitment of doing work with due regard to the interests of our stakeholders and also the environment. Further, the Code of Ethics and Policy cover such issues as bribery & corruption, fraud, and human rights & discrimination.

## Engagement with the UN Global Compact Local Network

Having become a signatory to the UN Global Compact, Dubai Police has since 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 involved hosting esteemed local network officials for visits to Dubai Police facilities, whereupon they sought to compare and contrast local policing practices with the gold standards of global best practices, spanning a wide spectrum of critical areas including community well-being, happiness, and state-of-the-art security operations, with the noble aim of mitigating and thwarting illicit activities.

## *Sustainability Reporting and Stakeholder Engagement*

# Embracing Transparency

Dubai Police moves forward with an integrated approach towards stakeholder engagement and sustainability reporting to ensure inclusive decision making, collaboration and constant improvement of the organizational performance and services provided. In 2022, Dubai Police conducted a materiality assessment to identify key material topics based on sustainable policing practices at the local, regional and international levels. The mapping process has resulted to 36 key sustainable topics, which were divided into three overarching themes of Environment, Social and Governance (ESG):



### Environment (6 Topics):

- Climate change and energy efficiency
- Carbon footprint per crime
- Waste Management
- Biodiversity
- Water and wastewater management
- Supplier Environmental Assessment

### Social (22 Topics):

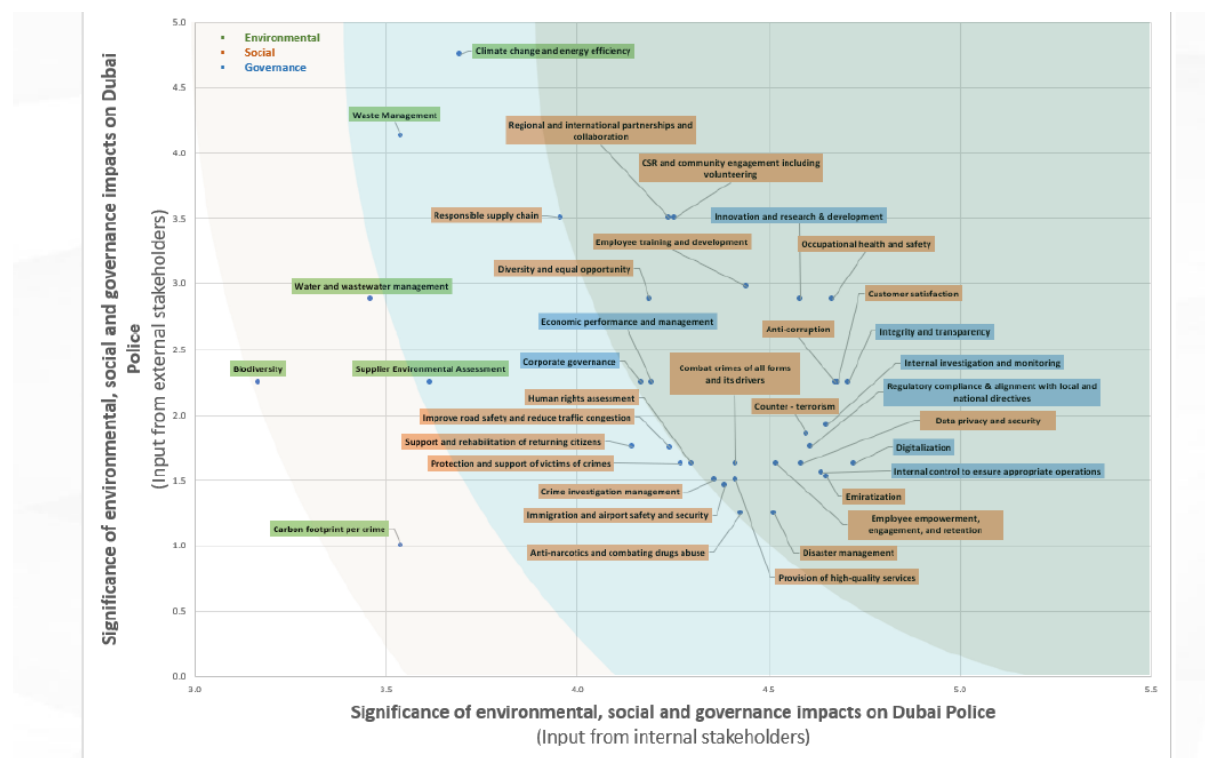
- Crime investigation management
- Data privacy and security
- Anti-narcotics and combating drugs abuse
- Combat crimes of all forms and its drivers
- Improve road safety and reduce traffic congestion
- Provision of high-quality services
- Disaster management
- Counter - terrorism
- Employee training and development
- Human rights assessment
- Protection and support of victims of crimes
- Immigration and airport safety and security
- Customer satisfaction
- Emiratization
- Support and rehabilitation of returning citizens
- Responsible supply chain
- Diversity and equal opportunity
- Occupational health and safety
- CSR and community engagement including volunteering
- Regional and international partnerships and collaboration
- Employee empowerment, engagement, and retention
- Anti-corruption

### Governance (8 Topics):

- Innovation and research & development
- Integrity and transparency
- Corporate governance
- Internal investigation and monitoring
- Internal control to ensure appropriate operations
- Regulatory compliance & alignment with local and national directives
- Economic performance and management Digitalization

These 36 material topics were identified as significant to both internal and external stakeholders, with an average rating of 3.75 or higher (on a scale from 1 to 5) and were further prioritized based on their significance to Dubai Police, as represented in the materiality matrix.

## Materiality Matrix



## *The Environmental Pillar: Climate Action*

Dubai Police has exhibited a formidable dedication to the noble 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. With their bold leadership and unwavering commitment to climate action, Dubai Police has forged a path of progress and excellence that sets an example not just for UAE, but also the world at large.

## *The UAE's Commitment to Environmental Sustainability*

# A Pledge towards a Greener Planet

Over the past few years, the UAE has made significant strides in environmental management and climate change advocacy. These efforts have been carried out under the auspices of Vision 2021 and the Green Economy for Sustainable Development 2030, which were initiated by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai.

The UAE has also established the necessary infrastructure to address the challenges posed by the United Nations' 17 Sustainable Development Goals (SDGs) by 2030. To achieve these goals, the UAE has pledged to channel a staggering AED 600 billion towards meeting the country's energy demands by 2050, while simultaneously fostering an ecosystem of sustainable economic growth. This ambitious undertaking is a testament to the UAE's unwavering commitment to charting a course of progress and prosperity that places the well-being of its people and the planet at the forefront.

*"Under the framework of the National Climate Change Plan and the Emirates Energy Strategy 2050, we have accomplished tangible achievements in reaching climate neutrality and increasing clean energy production by 2050."*

Dubai Police aligns itself to the achievement of targets of several local directives such as:

1. **Dubai Integrated Energy Strategy 2030**
  - Generation of at least 7% by 2020 and 15% by 2030 of Dubai's energy from renewable resources
2. **Dubai Clean Energy Strategy 2050**
  - Production of 75% of Dubai's energy from clean resources by 2050

### 3. UAE Energy Strategy 2050

- Increasing the contribution of clean energy in the total energy mix from 25% to 50% by 2050
- Reduction of carbon footprint of power generation by 70% thus saving AED 700 billion by 2050
- Increasing consumption efficiency of individuals and corporates by 40%
- With this, Dubai Police contributes to these national directives through its commitment to the Net Zero Strategy by 2050, in which 25% of its fleet is targeted to be hybrid or EV. Dubai Police is honoured to contribute its efforts towards supporting the UAE's commitment to building a cleaner future and strives to do everything in its power to help achieve this goal.

#### SPS Coral

The world's first marine Smart Police Station (SPS) is a ground-breaking achievement, built with extreme care to the marine biodiversity. The facility's operations are designed to ensure a healthy ecosystem for generations to come. The construction of the SPS was meticulously planned to increase coral creation in the submarine area and reduce future operational costs from \$2.2m to \$3.3m on average.

The SPS Coral is a remarkable feat of engineering, offering 27 smart key services in six different languages. This unmanned facility enables customers to complete transactions without having to visit traditional police stations or wait in queues. The floating station provides revolutionary e-police services to surrounding hotels, residents, and staff, making it a vital asset to the community.

Built with sustainable materials and LEED Gold Certified, this state-of-the-art infrastructure is a zero waste and discharge facility, saving around 186 tons of CO<sub>2</sub> per year, equivalent to saving 7,254 trees. The 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.

## *Our Climate Action Plan*

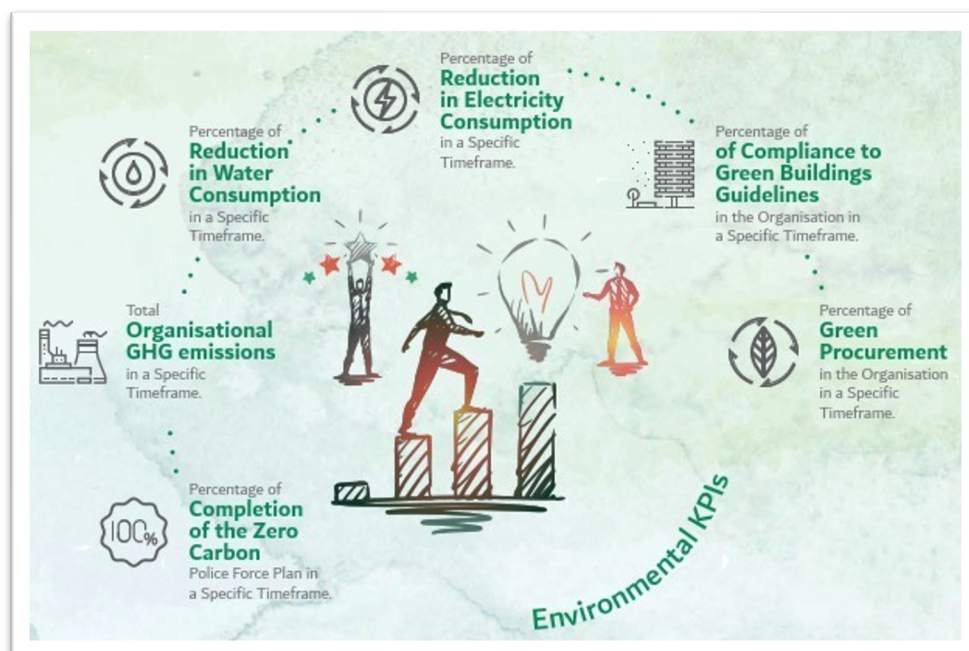
# Fighting Climate Change on the Frontlines

Dubai Police has extended its objectives and strategies to support environmental education and awareness as Dubai strives to become the world's most sustainable city with the lowest carbon footprint by 2050. While the organization's primary responsibilities involve law enforcement, crime prevention, and ensuring public safety and happiness, it strives to operate sustainably by performing its duties to the highest possible standards.

## The Department of Environment, Health, and Safety (EHS)

Dubai Police's EHS department operates proactively and focuses on eight fundamental pillars, each with specific objectives and performance indicators. The department employs six organizational KPIs in line with global standards, such as ISO 14001, ISO 14064-1, ISO 50001, ISO 46001, ISO 14046, and UNGC principles for environmental sustainability to measure, report, and validate their performance. These endeavors aim to support the organization's sustainability material topics, including Climate Change and Energy Efficiency, Compliance with Environmental Laws and Regulations, and Waste Management and Landscaping. By implementing these initiatives, Dubai Police is taking significant strides towards achieving sustainable development at a local level and making its operations efficient. It further launched the Environmental Compliance Manual to enhance environmental sustainability and ensure compliance with environmental regulations in the emirate.

## Environmental KPIs



## 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 EHS department has developed its Climate Action Master Plan and has actioned it through Dubai Police-wide Zero Carbon Police Force Initiative. 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.

## The Greenhouse Gases (GHG) Inventory

Dubai Police Force is dedicated to calculating its annual Greenhouse Gas (GHG) emissions and reporting them in compliance with ISO 14064-1:2018. The inventory report offers detailed technical information on the organization'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

- 2006 IPCC Guidelines for National GHG Inventories, Vol. 2, Energy
- 2012 Guidelines to DEFRA/DECC's GHG Conversion Factors
- International Civil Aviation Organizations (ICAO)
- The International Energy Agency (IEA 2017)
- Dubai Electricity and Water Authority (DEWA)
- Dubai Municipality factor based on UAE GHG Inventory.

Moreover, 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

\*\*Emissions from explosives and gunpowder have been neglected since their contribution to GHG emissions is negligible.

### GHG Emissions

GHG Emission (tCO <sub>2</sub> e)	2019	2020	2021	2022
Total Organizational GHG Emissions (Actual)	141,363	143,821	133,257	132,083

### Fuel Consumption

Dubai Police utilizes its fleet as a primary tool to ensure prompt response at all times. Proactive inclusion of hybrid and electric vehicles in the fleet and the implementation of a route optimization program are in place to achieve reduction in consumption.

Consumption (Litre)	2019	2020	2021	2022
Special Fuel Consumption (Petrol)	11,406,090	11,003,225	11,495,312	11,425,838
Diesel Fuel Consumption	581,325	4,56,031	4,40,482	4,51,983

### Refrigerants Consumption

Dubai Police are making efforts to reduce refrigerant consumption by implementing the best practices in refrigeration, air conditioning, and ventilation systems. The initiative aims to reduce the organization's carbon footprint and improve energy efficiency.

Consumption (Litre)	2019	2020	2021	2022
Refrigerants (R22)	9,384	12,430	4,861	4,779
Refrigerants (R134A)	0	1,768	1,795	1,323
Refrigerants (R407)	226	124	217	182
Refrigerants (R141)	0	490	398	676
Refrigerants (R410)	531	599	536	981



## Cooking Gas Consumption

Dubai Police Officers Club offers sports and wellness amenities and food catering services to officers and their guests. From 2019 onwards, the club has extended its catering services to internal and external events throughout Dubai. As a result, the demand for cooking gas has risen compared to previous years. Despite the increased demand, the club has been able to limit its consumption to within **96.85%** of the 2014 baseline through the implementation of various measures, including the use of environmental-friendly electric appliances as alternatives.

Consumption	2019	2020	2021	2022
Cooking Gas Usage (litre)	-	396,810	107,209	526,363

## Electricity Consumption

The Energy Conservation Section has adopted the ISO 50001:2018 Energy Management System to report Dubai Police's yearly electricity consumption.

Consumption	2019	2020	2021	2022
Electricity Consumption (kWh)	175,964,765	162,836,566	169,393,927	180,714,123
Consumption per employee (kWh per employee)	7528.54	7196.56	7550.76	7910.79

## Water Consumption

Water conservation measures have been implemented by Dubai Police to reduce the total consumption of water across its units. Despite these measures, consumption has fluctuated between 2019-2022, attributing to an increase in the size of the police force's population. ISO 46001:2022 - Water Efficiency Management Systems has been adopted to manage this increase. This has resulted in a year-on-year increase of less than 1.67% in water consumption across Dubai Police. The calculations and outcomes have been reported following ISO 14046-2019 Water Footprint standards.

Consumption	2019	2020	2021	2022
Utility Water Consumption (Million imp-gall)	729	712	696	718
Consumption per capita (Million imp-gall per capita)	0.032	0.031	0.030	0.031



## *Our Alignment to TCFD*

# From Risk to Resilience

Dubai Police has taken a remarkable stride by evaluating the hazards and prospects arising from climate change, in alignment with the principles laid out by the Task Force on Climate-Related Financial Disclosures (TCFD). This marks a significant milestone for the organization, as it strives to enhance accountability and comprehend the probable impact of climate change on its operations. By embracing TCFD-aligned assessment, Dubai Police demonstrates its commitment to progress and collaborates with stakeholders to strengthen its understanding of the impact of climate change. Through this initiative, Dubai Police aims to promote transparency and accountability, ultimately contributing to the creation of a more sustainable future for all.

### A Call for Awareness: International Day for Disaster Risk Reduction

The Dubai Resilient Program, launched in partnership with the UN, aims to establish Dubai as a leading city in global disaster risk reduction. Dubai Police participated in the International Day for Disaster Risk Reduction and emphasized the significance of creating a culture of risk awareness and reduction.

## What is Task Force on Climate-Related Financial Disclosures (TCFD)?

Task Force on Climate-Related Financial Disclosures (TCFD), created by the Financial Stability Board, guides businesses and organizations to contribute to a low-carbon economy. Aligning with TCFD will enhance the organization's climate disclosures and manage to report climate risks, improving the understanding of their impacts. The disclosures are centred around four thematic areas of Governance, Strategy, Risk Management and Metrics and Targets, representing core elements of organizations' operations. TCFD alignment helps stakeholders identify their carbon-related assets and understand their exposure to climate-related risks.

### Governance

- Oversight and governance - The Chief of Police and Public Security
- Sustainability Team, headed by the Director of the Environment, Health, and Safety Department

## Strategy

- Strategic Planning aligned with local and global mandates including UAE and UN SDG's priorities
- Strategic pillars:
  - Society happiness
  - Safe and resilient city
  - Innovation in organizational capabilities
  - Structured materiality assessment process in accordance with the GRI Standards

## Risk Management

- Implementation of specific policies and guidelines for effective internal and external risk management
- A robust Failure Mode Effect Analysis (FMEA) framework to ensure business continuity

## Metrics & Targets

- Eight EHS pillars, each with their own objectives and performance indicators
- Six organizational KPIs for environmentally sustainable operations
- Commitment to Net Zero Strategy by 2050
- 25% of the fleet will be hybrid or EV

## *Beyond Conventional Policing*

# Revolutionizing Police Culture

Dubai Police goes beyond law enforcement to promote environmental sustainability. With various campaigns and initiatives, the organization takes a proactive approach to encourage sustainable practices while ensuring community security.

In the upcoming United Nations Climate Change Conference (UNFCCC) Conference of Parties (COP 28), to be hosted by the UAE in 2023 with the theme 'Today for Tomorrow', it is an opportunity for Dubai Police to position itself for the 'Year of Sustainability', by showcasing itself as a cultural partner of choice and conducting sustainability capacity buildings to key stakeholders.

## Dubai Police on World Police Summit 2022

The World Police Summit, first held in 2021 in the EXPO 2020, is an international gathering of police officials and security professionals who discuss new technologies and innovative strategies for improved policing. The 2022 summit, which was hosted by Dubai Police, gave law enforcement professionals and academics the chance to talk about how to improve policing procedures and learn new police science information. His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, the head of Dubai's Executive Council, gave the opening remarks and emphasized the value of international collaboration in establishing the rule of law and combating all types of crime. Senior international police and law enforcement officials and professionals also engaged with governments, policymakers, and sector experts at the summit to address the important issues that will shape policing in the future. Speakers from all over the world delivered fresh methods, tools, statistics, and information that attendees may not have previously heard at the summit, which was centred on exchanging best practices.

## Combating Crimes Involving Dangerous Animals and Antiquities

Dubai Police has launched a special department 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 General Command's efforts to enhance public safety and deal with violations resulting from the possession and abuse of dangerous animals. The department will work

in cooperation with strategic partners, including various public administrations and police stations, to achieve public safety, enhance security, and safeguard animals.

According to Federal Law No. (22) of 2016, it states that violators who utilize predatory animals to create terror in others risk imprisonment and fines between AED 100,000 and AED 700,000.

## Leading as Waste Warriors

Dubai Police has demonstrated a strong commitment to promoting environmental sustainability beyond law enforcement. The organization has launched several initiatives and campaigns aimed at reducing waste and promoting responsible waste management in the city. One such initiative includes the installation of smart waste containers in Dubai's parks, ensuring efficient waste collection and disposal. Additionally, Dubai Police conducted an awareness campaign titled 'No to Plastic Bags' to promote environmental sustainability and reduce the use of plastic bags in the city. Dubai Police's efforts to reduce plastic waste also involved distributing eco-friendly bags to the public, encouraging responsible waste management practices. Through its proactive approach, Dubai Police has set an example for other organizations and communities to follow in promoting environmental sustainability.

## Pioneering Sustainable Fleet Management with Fully Electric SUV

Dubai Police General Command has made a significant move towards sustainable fleet management by adding a fully electric sports utility vehicle, to its supercar fleet. The SUV's zero-emission and low-noise operation make it an ideal choice for the police force's environmental goals while enhancing its security presence across top tourist destinations in the city.

Dubai Police's commitment to sustainable fleet management goes beyond adding electric vehicles. Dubai Police always seeks the latest and most efficient models of vehicles to deal with various situations, maintaining its position as one of the world's safest destinations. Dubai Police's supercar fleet now includes both sports cars and electric vehicles, making it one of the most advanced and environmental-friendly police fleets in the world.

## *The Social Pillar: Citizens and Cops*

Dubai Police considers social responsibility as a key driver of sustainability, and it strives to build trust and positive relationships with the community it serves. Dubai Police also engages in outreach and other initiatives to create a safe and secure environment for everyone.

## *Our People*

# Promoting Employee Welfare

Dubai Police is resolute in their pledge to cultivate and nurture a diverse team of exceptional talent. Dubai Police extends unwavering support to its members, providing a fair and inclusive environment, while expanding incentives to ensure the constant growth and development of their workforce. It also prioritizes employee well-being, fosters a positive workplace culture, and incentivizes excellence to ensure the continued success of the organization.

## Employee Engagement

Dubai Police realizes that human resources are essential to sustainable development, serving as the backbone of operations and community services. Since inception, Dubai Police leadership has been heavily invested in attracting and nourishing the national human capital and empowering them to lead Dubai Police.

Employees	2020		2021		2022	
	Civilian	Militant	Civilian	Militant	Civilian	Militant
Total number of full-time employees per category	2,859	19,786	2,771	19,663	2,817	20,029
Total number of full-time employees	22,627		22,434		22,844	

Dubai Police provides fair treatment and ample support to employees through competitive packages and inclusive incentives. It expands incentives as it grows, appreciating remarkable efforts. They further prioritize employee well-being and encourage feedback. Annual survey results indicate there is almost 4% increase in employee happiness in 2022 to 94.6% compared to 2019, which is also the highest job happiness rate recorded.

	2019	2020	2021	2022
% of job Happiness	91.90%	96.6%	96.6%	94.6%

## Dubai Police's Commitment to Education

Dubai Police has launched a new initiative to provide supplementary courses for the children of its employees. The program aspires to equip children with necessary skills and qualifications for future education. This endeavour exemplifies Dubai Police's unwavering dedication towards fostering education and progress among the families of their valued workforce.

### Dubai and Scientific Endeavours

A Dubai Police officer, Major Mohamed Ali Al Marri, who is also a PhD student at the University of Cambridge, has contributed to the analysis and publication of the Human Genome Diversity Project. Al Marri and his team identified a significant number of genetic variants specific to the Arab region that were previously missing from genome projects. As part of his PhD program, he is also leading a project to study Arab Genome Diversity.

Major Mohamed Ali Al Marri received Emirates Award for Scientific contributions and the Success of Dubai Police Scholarship program which sponsored 1034 students, including 165 full-time students.

## Diversity and Inclusion

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.

## Gender Equality

Dubai Police actively upholds equality and diversity in all departments, promoting gender balance and equal opportunities through recruitment and retention policies. The organization maintains a 1:1 salary rate between men and women promoting equality.

Strategic KPI	2020		2021		2022	
	Civilian	Militant	Civilian	Militant	Civilian	Militant
% Women by Category	33	10	34	10	36	10
% Men by Category	67	90	66	90	64	90
Total % of Women	13		13		12	
Total % of Men	87		87		88	

## Percentage of Newly Hired Employees by Gender

Strategic KPI by category	2020		2021		2022	
	Civilian	Militant	Civilian	Militant	Civilian	Militant
% Newly hired Women	83	18	24	76	51	49
% Newly Hired Men	1	99	2	98	11	89
Total % of Newly Hired Women	32		32		26	
Total % of Newly Hired Men	68		68		74	

## Dubai Police Women SWAT team

Established in 2017, Dubai Police Women SWAT team, brings together a group of exceptionally skilled and specialized female officers. This distinguished unit has set a new standard for gender equality in law enforcement and serves as a beacon of inspiration to women across the globe. They are tasked with handling critical situations and emergencies such as hostage situations and terrorist attacks. The team has received extensive training in tactics, firearms, and physical fitness. The team has been recognized both locally and internationally for their skills and professionalism.

## 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. Her Highness Capt. 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.

### Age Diversity

Dubai Police boasts a young and dynamic workforce, with around 70% of its employees under the age of 35. The organization's focus on attracting and retaining young talent is in line with the UAE's growing and evolving population. Dubai Police offers specialized trainings, mentorship opportunities, and career advancement schemes to support the development and growth of its young employees

### Full-time Employees by Age

Strategic KPI	2020	2021	2022
% Of Employees aged between 18 & 24	10	9	9
% of Employees aged between 25 & 34	36	36	35
% of Employees aged between 35 & 44	28	25	29
% of Employees aged between 45 & 54	15	16	17
% of Employees aged between 55 and above	12	12	12

### Newly Hired Employees by Age

Strategic KPI	2020	2021	2022
% of Newly hired employees aged between 18 & 24	83	80	68
% of Newly hired employees aged between 25 & 34	13	16	27
% of Newly hired employees aged between 35 & 44	2	2	4
% of Newly hired employees aged between 45 & 54	0	0	1

### Learning and Development

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 training programs that cater to the diverse needs of its employees. From advanced technical training to leadership development courses, Dubai Police invests in its personnel, through its



General Department, to ensure that they remain equipped with the latest skills and knowledge relevant to their roles.

Dubai Police present their employees with multiple skill development programs across different areas of interest. Further, in collaboration with International Humanitarian City (IHC), a 'Drones Advanced Training and Professional Diploma in Maritime Security from (Arab Academy for Science, Technology and Maritime Transport Sharjah) AASTS were introduced.

#### **Dubai Police Academy Awarded ISO 21001:2018 Certification**

Dubai Police Academy has been awarded the ISO 21001:2018 certification for Educational Organizations Management System, recognizing the academy's high level of efficiency and excellence in implementing international standards and practices.

### **Health and 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 their employees on the latest health, safety, and security protocols, ensuring that they are equipped with the knowledge and skills to manage any associated risks. The EOHS management system meets global standards, including ISO 14001, OHSAS 18001, and 9001, 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

Dubai Police's officers and employees received Covid-19 vaccines to ensure both public and organizational safety and integrity and also as part of the UAE's nationwide campaign to combat the pandemic. Dubai Police General Command offered four locations to administer the vaccine. Furthermore, Dubai Police was actively promoting mental health awareness among its personnel through a comprehensive campaign, prioritizing the well-being of its workforce.

## Success stories in Human Resource Management

### Training on Human Rights

Dubai Police has always highlighted the value of human rights among its staff via various codes, policies, and standards. Dubai Police's General Department for Human Rights guarantees conformity and frequent revisions of all in-house human rights protocols with national human rights regulations. Additionally, the organization extends its efforts in disseminating human rights policies and procedures by educating specialized personnel on these policies.

## *Our Community and Their Well-Being*

# Championing Strong and Secure Communities

Dubai Police dedicates itself to upholding the safety, security, and overall welfare of the community it serves. By conducting a multitude of programs, initiatives, and events, the department tirelessly works to strengthen its response to emergencies and build trust with the people of Dubai.

### Community Initiatives

Dubai Police has established a range of community-based initiatives aimed at promoting positive relationships between police officers and the public. From the innovative 'Coffee with a Cop' program to the dynamic 'Youth Council,' and the introduction of mobile apps to encourage public engagement and crime reporting, Dubai Police is 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 tolerance, co-existence, and communication among society members.

	2019	2020	2021	2022
Total Policemen per 100 Thousand of the Population	342	363	327	310
% of Individuals who have Confidence in the Police	98	94	98	93
% of Community Happiness	90	91	94	94

Dubai Police's General Department of Community Happiness has implemented 22 community-based initiatives, benefiting over one million individuals in 2021. These initiatives were conducted to promote community engagement and well-being. Dubai Police. Dubai Police engaged in championships, awareness campaigns and fulfilling children's wishes initiatives, and have been reaching out the community through partnerships, marketing and security media.

## Impact of Community-based initiatives

Championships	<p>Participated in 92 championship events Won 172 medals - 83 gold medals, 68 bronze medals, 52 silver medals</p> <p>Participated in the World Police Games in Rotterdam, Netherlands and won - 9 gold, 1 silver and 3 bronze medals</p>
Security Media	205,307,320 views
Partnerships	<p>52 Strategic partners</p> <p>195 Key partners from security, service, administration, traffic</p> <p>22 Community-based initiatives</p> <p>1,012,934 Individuals benefited</p>
Marketing	<p>44 Marketing campaigns organized to develop human capital</p> <p>9 Exhibitions conducted</p>
Fulfilling Children Wishes	<p>21 Child's Happiness initiative</p> <p>54 Children benefited</p>
Awareness Campaigns	<p>14 Campaigns for criminal, traffic, institutional and societal fields</p> <p>27 Events conducted to raise security education among communities</p> <p>1,112 Individuals benefited</p>

## Dubai Police Student Council Winter Activities Program

Dubai Police Student Council organized a winter activities program for 350 students in collaboration with the Ministry of Education. The program aimed at developing students' skills and expanding their knowledge. The activities included physical exercise, lectures on safety and security, workshops on craft works, robotic programming, and various entertainment, sports, and cultural events. Students were given the opportunity to visit Dubai Police Mounted Police Station and the K9 Department in AlAwir. They were able to gain valuable insight into the handling of horses and were even treated to an impressive K9 show where they learned about the canines' unique skills and techniques used in combatting a crime.

## 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.

## 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, Dubai Police 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 and eventful atmosphere. It has touched 19,971 beneficiaries through 49 sports events and 140 awareness lectures in 2021. The program has also recorded an 89.5% happiness rate among beneficiaries and strategic partners.

## *Response to COVID-19*

# Strong and Steadfast

Dubai Police has exhibited remarkable dedication to community protection through innovative approaches and a strong focus on safety during the COVID-19 pandemic. Their efforts have played a pivotal role in ensuring the safety and security of both residents and visitors alike. By leveraging technology and collaborating with partner organizations, Dubai Police has provided unwavering assistance to those in need. These efforts have set a precedent for future crisis management policies, cementing the department's reputation as a leader in innovative emergency response.

The 901-call centre was at the forefront of the crisis response, providing round-the-clock assistance to those in need. Dubai Police's 'zero customer' initiative, introduced in 2018 and utilized during the COVID-19 pandemic, facilitated uninterrupted service delivery through electronic channels.

Dubai Police has also implemented several measures to enforce compliance with COVID-19 regulations, including fines for non-compliance,

deployment of smart police stations, and use of drones for monitoring public spaces.

The response of Dubai Police to the COVID-19 pandemic has highlighted the importance of innovation, agility, and collaboration in crisis management. These efforts will have a lasting impact on future policy and will help ensure the continued safety and security of Dubai's residents and visitors.

### *Innovation and Citizen Happiness*

## Bringing Joy to Communities

Dubai Police has been making great strides in their mission to serve and protect the community through various initiatives and innovations. From launching smart apps and systems to establishing specialized centre for juvenile delinquents, Dubai Police has demonstrated its commitment to improving the quality of life of its residents. They have also been proactive in promoting community policing and cultural exchange, while leveraging blockchain technology for more efficient and streamlined services.

### **Al Muraqqabat Smart Police Station: A Year of Success**

Dubai Police's Al Muragqabat Police Station ranked as a 6 Star Police Station in January 2023 has marked its first anniversary as a Smart Police Station, offering 24/7 service without human interference. The station has processed over 27,000 transactions and received 560,000 customers in the first year. The transformation of the traditional police station into an SPS was attended by His Highness Sheikh Mohammad Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. Dubai Police aims to reduce the need for customers to visit government service centres by transforming all its stations into smart police stations, symbolizing the future of policing.

### **Dubai Police's 901 Call Centre**

Dubai Police's non-emergency call centre, 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.

## New Standard for Emergency Response Time

Dubai Police's swift response to emergencies is an exemplary feat. In 2021, their emergency hotline (999) received over 5,384,317 calls. Dubai Police recorded an average response time of 2.34 minutes to extreme emergencies, exceeding their targeted response time of six 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. The public is also urged to be mindful of their calls to the emergency hotline and to use the non-emergency hotline (901) for non-urgent matters.

In 2021:

10 sec Average call response time	2.34 minutes To reach emergency sites
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## Dubai Police Smart App

Dubai Police has launched an updated smart app that features an SOS distress signal in case of a severe traffic accident, notifies users of temporary street closures and major traffic accidents, and includes a "Smart Volunteer" feature to enable volunteers to register and receive distress requests from app users. The app also includes new characteristics to protect women, children, and vulnerable groups, with features that 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
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## Blockchain Platform by Dubai Police

Dubai Police implemented a blockchain-based platform that links various government entities to issue 3,991 lost passport certificates. The platform connects Dubai Police, Courts, Public Prosecution, and the General Directorate of Residency and Foreigners Affairs, allowing customers to obtain certificates quicker 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.

## Dubai Police Smart Platforms

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. Dubai Police's dedication to providing innovative and intelligent policing services to promote community happiness is demonstrated by its accessibility and efforts to

make Dubai the world's happiest city. The triumph of its smart platforms underscores the advantages of incorporating technology into law enforcement.

From 2020 to 2022

7,58,078 transactions by official website
5,24,069 transactions by smart app
60,216 transactions by Smart Police Stations
24X7 availability

### *Service Beyond Duty*

## Unwavering Commitment to Service Excellence

Dubai Police goes beyond their duty of serving and protecting the city, by promoting benevolence and compassion. They aim to maximize safety and empower communities through various outreach and awareness campaigns, creating an environment of support and growth.

### Voluntary Work for Inmates

To give the inmates the chance of reforming their life and to instil good citizenship among them, Dubai Police General Command, represented by the General Department of Punitive Corrections Institutions (PCI), launched a voluntary program for the inmates. It helps the inmates to qualify them for an honourable social life and along with that helps them in exploiting their energy through the educational and training programs in many fields.

**'Fina Khaer' Volunteering Team** – The team will oversee creating an attractive and encouraging environment for volunteering through setting policies and procedures that preserve the volunteers' rights and clarify thoroughly their duties and roles.

**Nine Programs** - Formation of a team of volunteers of both inmates and employees, who will be responsible for carrying out nine volunteering programs and activities within the Punitive and Correctional Institutions.



## *Roads and Traffic Safety*

# 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 dedicated to making the roads safer for everyone and is working towards the ultimate goal of zero road deaths. Which resulted in achievements such as **ZERO Traffic related deaths** in Al Muraqqabat Police Station in 2020.

## *A Drug-Free Society*

# Building Resilience, Together

Dubai Police has taken a strong stance against drug abuse and trafficking and have implemented a range of measures to combat narcotics in the city.

### Dubai Police's Approach

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.

### Dubai Police's Anti-Narcotics Efforts

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 Dubai Police's ongoing commitment to creating a drug-free society in Dubai. In January 2020, Dubai Police seized narcotics, worth around AED 1 billion, 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 aided in the arrest of 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 a 1,056 kg of crystal meth worth AED 68,640,000. This remarkable feat is a testament to the police's unwavering dedication to ensuring a drug-free Dubai.

## 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.

## *Human Rights Protection*

# Envisioning a Safer Future for All

The UAE's constitution guarantees civil liberties and equal rights for all members of society. Dubai Police prioritizes human rights in all activities and interactions with the public, promoting justice, equality, and tolerance. Dubai Police collaborates with various entities, both locally and internationally, to enhance human rights procedures, including its membership in the UN Global Compact. Dubai Police follows an integrated framework that ensures raising awareness, protection, and guidance to all society members without discrimination and law enforcement to achieve equality. Focusing on three main areas:

- Human Trafficking Crime Control
- Rights and Freedom Protection
- Women and Children Protection

## Human Traffic Crime Control

The UAE is a major player in the global effort to combat human trafficking because it 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, which aims to prevent, stifle, and punish human trafficking.

## Women and Children 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. The seminars' main objectives are to raise public awareness of social issues and teach kids about their rights and how to get assistance when they need it.



## Dubai Police's 'Safety Ambassadors' Program Takes a Proactive Approach to Child Protection

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.

## *The Governance Pillar: Performance with Integrity*

Dubai Police has been recognized for its successful efforts in combating economic crimes and ensuring good governance in the emirate. With a range of specialized units and advanced technology, Dubai Police has tackled various forms of economic crimes, contributing to Dubai's reputation as a safe and trustworthy destination.

World's 1<sup>st</sup> Police Agency to achieve BSI 13500:2013 certification for effective governance management systems

### *Our Governance Structure*

## Transparency. Efficiency. Accountability

Dubai Police's robust governance structure prioritizes accountability, transparency, and ethical behaviour. It has demonstrated a commitment to preventing bribery and promoting ethical business practices by receiving the ISO 37001:2016 certification for anti-bribery management system. Dubai Police has also taken steps to ensure fairness and transparency, including setting up a Grievance Redressal Committee and implementing a code of ethics for employees. To enhance the governance practices, Dubai Police has adopted advanced technology solutions such as artificial intelligence and big data analytics to improve their decision-making processes. With a clear chain of command and policies that prioritize sustainability, Dubai Police maintains the highest standards of professionalism and integrity.

### Assistant Commander of Criminal Investigation Affairs

- **General Department of Criminal Investigation** - Combats all forms of crime and executes crimes prevention methods. It operates 10 police stations across the city of Dubai.
- **General Department of Forensic Science and Criminology** - Manages specialized laboratories for forensic research and investigations, evidence storage, and heavy vehicle exam bay.
- **General Department of Anti-narcotics** - Combats narcotics and illicit drug use and smuggling within the UAE.
- **General Department of Punitive and Correctional Institutions** - Rehabilitates prisoners through correctional educational programs, sports activities, health and well-being treatment to reintegrate prisoners back into society.

### Assistant Commander of Administration Affairs

- **General Department of Administrative Affairs** - Prepares statistical and research studies to support the advancement of the organization's affairs.
- **General Department of Human Resources** - Develops and implements an integrated strategy for human resources management systems in Dubai Police.
- **General Department of Artificial Intelligence** - Develops efficient and smart policing solutions for the internal and external stakeholders' services.
- **General Department of Finance** - Plans and maintains the operations budgets and projects' finances.

### Assistant Commander of Operations Affairs

- **General Department of Traffic** - Manages Road traffic safety and traffic order.
- **General Department of Operations** - Manages city-wide surveillance to coordinate emergency responses, search and rescue operations on land and sea.
- **General Department of Protective Security and Emergency** - Secures and protects human lives against any threats, violence, and unlawful activities.
- **General Department of Transport and Rescue** - Manages police fleet operations, and rescue operations in man-made and natural disasters.

### Assistant Commander of Excellence and Pioneering Affairs

- **General Department of Excellence and Pioneering** - Sustains organizational performance development and measures stakeholders' satisfaction rates.
- **General Department of Human Rights** - Sustains human rights in-line with international mandates and country laws, and combats violence, human trafficking, and all forms of abuse against children and women.

### Assistant Commander of Academy and Training Affairs

- **General Department of Training** - Builds capacities of staff through awareness programs, expert trainings, and advanced educational programs.
- **Dubai Police Academy** - Offers higher education in areas such as law, criminal investigation, as well as providing military training for police cadets.

### Assistant Commander of Ports Affairs

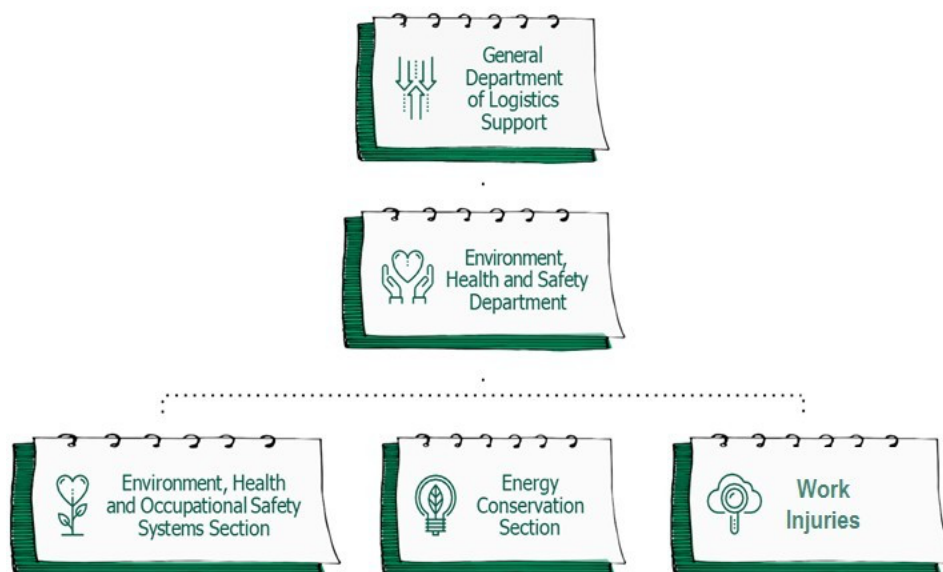
- **General Department of Airport Security** - Prevents any threats in airports affairs and ensures aircraft and passengers security.
- **Air Wing Centre** - Implements air patrols to monitor roads and beaches as well as conducts search, rescue, and transportation of injured people to hospitals.
- **Ports Police Station** - Secures port facilities and protects sea operations.

### Assistant Commander of Community Happiness and Logistic Support Affairs

- **General Department of Community Happiness** - Implements initiatives to ensure internal and external community well-being and happiness.
- **General Department of Logistics Support** - Delivers logistic support for the operations of Dubai Police. The Environment, Health and Safety Department resides here and caters for developing health and safety measures.

### EHS Department

Dubai Police founded the Environment, Health, and Safety Department (EHS) in 2012 with the aim of advocating environmental stewardship and spearheading internal projects to set benchmarks for scalability and replication in line with local and national regulations.



## *Ethics and Risk Management*

# Navigating Risks with Integrity

## Ethics and Compliance

The protection of both employee conduct and organizational reputation is top priority of Dubai Police. In line with this objective, a robust framework for ethical conduct and adherence to regulations has been established throughout all departments and stations, serving as a key pillar of the organization's vision. The Regulatory Office oversees compliance and ethical functions, regularly reporting to the leadership team on compliance performance and audit outcomes. Policies, standards, and systems for solid ethics and compliance functions are communicated to all internal and external stakeholders to ensure a culture of integrity. Encouraging the reporting of concerns or suspected wrongdoing, the leadership team has created an open environment for employees to raise issues early to prevent misconduct. In recent years, Dubai Police has reported unethical and non-compliance cases and has taken swift action against those.

	2020	2021	2022
Cases of non-compliance with ethics by employees (total number of bribery cases)	1	0	1
Cases of non-compliance with ethics by employees (total number of cases of abuse of position/function)	4	0	4

## Risk Management and Business Continuity

Dubai Police has been taking extensive measures to manage both internal and external risks effectively. To ensure that their operations are compliant with the UAE Law on Risk Management, Dubai Police updated its Information Security Policy in 2015 and incorporated it into its strategic planning, services, and collaborations. To maintain secure information processing and storing, Dubai Police has implemented a well-defined Information Security Management System (ISMS) based on ISO 27001:2013. Dubai Police has also provided training to its employees to ensure that the policy and management system are effectively implemented. Additionally, Dubai Police uses a Failure Mode Effects Analysis (FMEA) framework to manage risks through four pillars, which are clearly communicated to all employees.

1. Risk Determination	2. Risk Analysis	3. Risk Evaluation	4. Risk Remedy
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## Risks Classification

Internal Risks	<ul style="list-style-type: none"> <li>- Strategic Risks</li> <li>- Administrative Organizational Risks</li> <li>- Technical Informative Risks</li> </ul>
Joint Risks	<ul style="list-style-type: none"> <li>- Operations and Partnerships Risks</li> <li>- Financial Risks</li> <li>- Health and Safety Risks</li> <li>- Security Risks</li> </ul>
External Risks	<ul style="list-style-type: none"> <li>- Main and Legal Risks</li> <li>- Social Risks</li> </ul>

## *The Battle Against Economic Crimes*

# 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.



## *Basis of Presentation*

This is Dubai Police's third Sustainability Report providing information about their Environmental, Social and Governance (ESG) performance and achievements. The content covers three years- 2020 to 2022, spanning from 1<sup>st</sup> January 2020 to 31<sup>st</sup> December 2022. It covers operations undertaken by Dubai Police and all its operating units. This Report has been prepared with reference to the Global Reporting Initiative (GRI) Standards, 2021. This Report outlines the organization's commitment to the United Nations Sustainable Development Goals (SDGs) and the principles of United Nations Global Compact. Dubai Police is also aligning its operations to the recommendations outlined by the Task Force for Climate-related Financial Disclosures (TCFD).