

Awareness paves the way for loyalty and belonging



Awareness is the cornerstone for orienting individuals and communities, and, to a considerable degree, for shaping their aspirations and identifying their behavior, whether in their day to day transactions with each others, or between them and the community or country they belong to.

There is no question that knowledge is the core and accurate compass of awareness. It guarantees optimal results to individuals, which are positively reflected upon the whole community.

Awareness evolves through a cumulative process involving the different components of community and lead by the State, which represents its natural and healthy incubator. With this in mind, our country is heedful to its future generations, whether nationals or residents, in terms of boosting their knowledge, and hence smoothing the path for their active loyalty and belonging to their country.

Systematic and sustainable awareness contributes in spreading general culture among the public, which would positively influence their actions. From this perspective, emphasis must be placed on providing awareness-raising cultural content, which must be built around high values that keep in view community nature,

customs, needs and ability to grasp the message conveyed and implementing it on the ground, through acts that reflect success or failure of such outreach.

Successful outreach is not tied to a time, place or a specific segment of community, but should rather be passed from generation to generation in accordance with the stages of human life, from early childhood to school age and all through to the workplace.

Although family is widely considered as the “first” school and the cornerstone of social structure of the ethical foundation of the man and woman of tomorrow,

The educational institution, at all levels, is the wider and most important surrounding, to complete the steps in this structure. It hosts the process of planting science, culture and the seeds of awareness to germinate the humans of the future, who by their awareness, scientific capital and strength, will participate in the process of development and construction to maintain the gains that has been achieved, which are credited to our wise leadership, since the first steps for the establishment of the State and until today.

Mohammed Khalfan Al Rumaithi
NCEMA'S General Director



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magazine not necessarily
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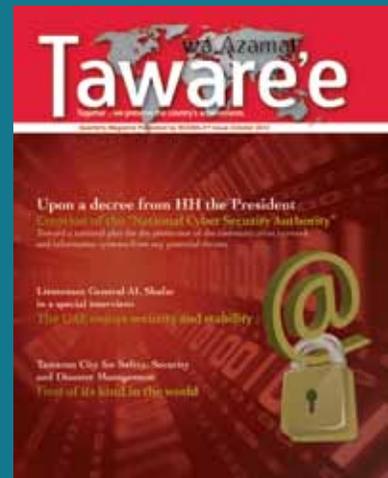


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Upon a decree from HH the President



Creation of the “National Cyber Security Authority”

Toward a national plan for the protection of the communication network and information systems from any potential threats

UAE Ranks First Regionally and Fourth Globally

H.H. Sheikh Khalifa Bin Zayed Al Nahyan, President of UAE, has issued a Decree stipulating the incorporation of the National Electronic Security Authority, with its headquarters in Abu Dhabi City. The National Electronic Security Authority operates under the umbrella of the Supreme National Security Council and sets sights on regulating the protection of communications networks and information systems in the UAE.

Pursuant to Article (2) of the Decree by Federal Law No.(3) of 2012, the National Electronic Security Authority has moral personality and financial and administrative independence and enjoys full legal capacity and necessary executive and control authorities to perform its acts, in accordance with the provisions of this Decree by Law and the regulations and decisions issued in implementation thereof.

Pursuant to Article (3), the National Electronic Security Authority may establish branches and offices inside and outside the UAE, as per a resolution passed by the Board of Directors.

Pursuant to Article (4) the National Electronic Security Authority also endeavors to develop, modify, and make use of required e-security means, and works to boost

the efficiency of information retention and exchange by all UAE bodies, whether through information systems or any such other e-methods.

Competencies

Article 5 sets out the National Electronic Security Authority’s competencies, namely proposing the country’s e-security policy and its implementation subsequent to Board’s approval, setting up standards for e-security provision in the country, overseeing the same, developing a national plan to deal with any dangers or threats as well as breaches to e-security in coordination with the concerned authorities, ensuring efficiency of communication network and information system protection systems of public-private bodies operating in the UAE, overseeing the extent of stakeholders’ compliance with e-security requirements approved by the National Electronic Security Authority and following up on their implementation, fighting computer, information network, and IT crimes of any kind whatsoever, coordinating the National Electronic Security Authority’s scope of work with regional and international stakeholders, providing technical and consultancy assistance to all UAE stakeholders, receiving e-security related complaints

and proposals in the UAE, and conducting and funding the required studies and research to develop e-security in coordination with stakeholders.

Furthermore, pursuant to Article (5), the National Electronic Security Authority's competencies also include setting the required restrictions, in coordination with UAE stakeholders, to authorize the imported, exported and used encryption and jamming hardware and software, providing services for testing the penetrability of communication networks and information systems, fighting cybercrimes, proposing e-security legislations, spreading awareness of e-security importance in coordination with stakeholders, holding and taking part in conferences and seminars, cooperating with relevant regional and international organizations, in addition to other roles that the National Electronic Security Authority may be entrusted with by virtue of law or a board decision.

The Board of Directors: Role and Responsibilities

Pursuant to Article (6), the National Electronic Security Authority operates under a board of directors composed of (5-9) members. The membership term for board members is three years and may be renewed for similar periods. A decision to establish the board is to be issued by the Chairman of Supreme National Security Council, based on a nomination by the National Security Advisor. Pursuant to Article (7), the National Electronic Security Authority's board is recognized as the highest governing authority within the management structure at the National Electronic Security Authority. The board shall be responsible towards the Supreme National Security Council for achieving the goals and implementing the policies whereby the National Electronic Security Authority was established, and exercises the required powers and authorities to achieve its goals. More precisely, the Board may set up its general policies and oversee their implementation, approve and review its action plans and programs and assess the extent of their implementation on an annual basis.

Pursuant to Article (8), the National Electronic Security Authority's Director General shall be appointed by virtue of a Federal Decree, as may be nominated by the Board Chairman. The Director General shall be responsible for running the National Electronic

Security Authority's affairs and representing the National Electronic Security Authority in its relations with third parties and before courts.

Data Confidentiality

Pursuant to Article (10), all data and information provided by stakeholders to the National Electronic Security Authority and pertaining to its functions shall be kept strictly confidential. Neither the National Electronic Security Authority nor its employees may disclose such information to any person, public or private authority or use the same for any purposes other than those specifically set out in the executive regulations of this Decree by Law.

Compliance with Standards and Controls

Pursuant to Article (11), stakeholders and individuals shall comply with the National Electronic Security Authority's e-security regulations, standards and restrictions; make available all information and data required by the National Electronic Security Authority to be able to achieve its tasks, as well as fulfilling e-security requirements and operating in compliance with the Decree and its executive regulations as well as the decisions issued in implementation thereof.

Article (13) authorized the National Electronic Security Authority to perform all acts required to ensure the prevention of any unlawful penetration into communication networks and information systems, or detect shortcomings of such communication networks and information systems, in order to avoid any violations to the provisions of this Decree.

Pursuant to Article (14) of the National Electronic Security Authority's Decree of Establishment, the National Electronic Security Authority shall set up the required restrictions and controls to prevent any attempt to disrupt, ruin or apply changes to communication networks and information system content. The National Electronic Security Authority shall accordingly perform all necessary acts to prevent such activities and attempts, whether from inside or outside the UAE.

UAE Ranks First Regionally and Fourth Globally

UAE ranked first regionally and fourth globally in e-security field, exhibiting remarkable progress

compared to the previous year (35th rank). The country has also achieved significant rankings, regionally and globally, in different economic competitive categories and other fields, according to IMD World Competitiveness Yearbook (WCY).

The report covers 59 developed countries. Of these: United States, United Kingdom, Germany, Switzerland, Singapore, Hong Kong, etc. The methodology of this report, which is published annually since 1989, is founded upon more than 300 indicators that are based on a number of pillars, including government and business efficiency as well as infrastructure and economy performance. The methodology is also built around statistical indicators and data extracted from these countries' surveys.

Thanks to the tremendous endeavors of the UAE Telecommunications Regulatory Authority (TRA) to ensure infrastructure, and its related Computer Emergency Response Team (aeCERT)- one of the National Electronic Security Authority's initiatives-, this significant milestone for the UAE's e-security plan "punched the clock".

H.E. Mohamed Bin Ahmed Al-Qamzi, the National Electronic Security Authority's Board Chairman, reported that the National Electronic Security Authority draws so much attention to the information security issue that it has integrated information security into its strategic goals manifested in creating a globally leading, sustainable, secure, competitive organizational digital environment for the telecommunication and information technology sector. The National Electronic Security Authority also works to provide all that is necessary to achieve the highest security levels in the UAE's telecommunication and information sector. The National Electronic Security Authority is keen on boosting the efficiency of the national computer emergency response team members and its participation in all regional and worldwide events, which would expand its members' realm of knowledge and expertise.

The National Electronic Security Authority's information security team provides 30 proactive and reactive services, classified into 4 specific categories. These are: cyber-attack detection and response, research and analysis, security awareness and information security quality services. Its members, who reached up to 109, are divided according to their information infrastructure classification. Priority is

given to government authorities, given the nature of their infrastructure.

The response team achieved significant milestones in activating early warning systems tailored to detect weaknesses in infrastructure, cyber attack and user-targeting malicious software. The team monitors information infrastructure in the UAE and alerts the users about how to respond to cyber attacks.

Furthermore, the team took part in the global Information Security Olympics, which were held in the United States of America. Several countries from different continents competed in the field of peaceful security attacks and penetrations. The team ranked fourth globally.

The team also launched numerous security awareness campaigns, namely member and college oriented awareness campaigns as well as the awareness campaign for judges, school students and parents. Total member training hours amounted to 244.

The National Electronic Security Authority placed emphasis on spreading information security awareness among community members through awareness campaigns targeting all segments of the community. The National Electronic Security Authority created, as well, the cartoon character "Salem" to convey its messages to the public. It used print and audiovisual media as well as social networking and held specialized conferences and exhibitions. Also, tablet (e.g. iPad) apps have been created and published, free of charge, for awareness purposes.

Moreover, the team hosted international top-class seminars and conferences in the field of information security, including Blackhat, held for the first time in the region. Also, it took part in the Advisory Committee to prepare for 1st International Cyber Security Forum for Energy & Utilities. The team has been elected a member of the Steering Committee of the Organization of Islamic Countries Computer Emergency Response Teams, in addition to its role in the GCC response team. Locally, the team has been elected as member of many UAE college boards.

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Under the Auspices of HH Sheikh Hazza Bin Zayed and in Presence of His Highness and its Board Members

NCEMA launches the First Issue of “Taware’e wa Azamat” and its New Website



Under the patronage of HH Sheikh Hazza Bin Zayed Al Nahyan, National Security Advisor and NCEMA’s Board Chairman and in the presence of His Highness and NCEMA’s Board members, the first issue of “Taware’e wa Azamat” was launched on September 12, to coincide with the launch of NCEMA’s new website.

This initiative comes in line with the e-government plans. The website and the magazine, the first of their kind in the region, seek to deliver news and address various issues related to emergency and crisis situations. They will also provide access to information on the latest developments in this area, will activate the education and awareness programs on the many issues involved and act as a gateway to connect with various segments of society.

A Point to Start

Under the title “Improvised Responses...No More Tolerated”, HH Sheikh Hazza Bin Zayed Al Nahyan, in the editorial of “Taware’e wa Azamat” magazine, asserted that resorting to improvised response and dealing with dangers spontaneously is no more a viable course, as such approach could lead to dire consequences. His Highness warned that any crisis could result in a disaster if not handled promptly and efficiently and without detailed plans to address crises before and upon their occurrence. He also explained that response planning and preparedness help avoid so many disasters and overcome such events with minimum human and financial toll when they occur. Furthermore, under “A Point to Start” section, His Highness highlighted the importance of crisis response training and asserted that training contributes, to a great extent, in preventing and reducing the impacts of emergencies and

crises in such a way as a country is not taken by surprise. He went on to say that planning plays a significant role in opening opportunities for the crisis management team to proceed to successful, organized and effective response and to get ready to respond to unplanned crisis-related incidents. He further stressed the need to adopt the so-called “preventive prediction” as a key requirement in the crisis management process, based on proactive and predictive thinking that helps prevent potential emergencies and disasters through a preventive, innovative and training-based system.

On the Road

For his part, HE Mohamed Khalfan al-Rumaithi, NCEMA’s Director General, asserted, under “On the Road” section in an article entitled: “Why Taware’e wa Azamat”, that all components of the UAE community, each within their own sphere of responsibility and capacity, are to consciously

take part in crisis response for optimal results. He also said that with such participation, these efforts will ultimately secure the country and maintain its stability and wellbeing.

best methods to stop the bleeding and reduce the impact of burns, etc. were approached.

The Website

As regards NCEMA's website (www.ncema.gov.ae), Al Rumaithi noted that it provides visitors with full information on its NCEMA's mission, national vision, and strategic goals, as well as its departments, services, publications, and other services and critical information pertaining to its nature of work.

News Services

The website provides comprehensive news services covering all NCEMA's activities and events, in addition to e-links relating to NCEMA's pages on social networking sites such as "Facebook," "Twitter" and "YouTube", whereby visitors can get the latest news, communicate with officials, and gain emergency and crisis awareness.

Al Rumaithi added that NCEMA continuously endeavors to develop the website content, to become a main source of NCEMA information, and serve as an effective communication bridge between NCEMA and the various segments of community.



Taware'e wa Azamat: Issue "1"

In addition to a special interview with the Secretary General of the Cooperation Council for the Arab States of the Gulf, Dr. Abdul Lateef Bin Rashed Al Zayani, the first issue of the quarterly magazine included a detailed section on the NCEMA-organized 3rd International Emergency and Crisis Management Conference hosted in Abu Dhabi, as well as a number of varied sections and topics. "Sanid" Volunteer Programme and the role of the National operations Center in embodying response efforts were placed in the spotlight. Also, media role in the "Arab Spring" and crisis preparedness and special needs plans issue were tackled. Under the "Latest Technology" section, the magazine displayed robot models searching victims under debris and rubble and handling nuclear reactor valves. In the "Be Ready" section,



Enhancing the Efforts and Integration of Emergency and Crisis Response

NCEMA Signs 5 MoUs and a Partnership Agreement

In its attempt to coordinate and integrate response efforts with various UAE stakeholders, and as a means of enhancing the preparedness and response steps to preserve national properties and assets, by hindering the effect of emergencies and crisis, and coordinating the national recovery efforts, NCEMA signed five MoUs with “Agthia”, “Abu Dhabi National Hotels Company”, “Federal Authority for Nuclear Regulation”, “General Command of Civil Defense”, “Takatof Programme for Social Volunteering” and “Emirates Transport”, in addition to a Partnership Agreement with “Emirates Identity Authority”



With “Agthia” and “Abu Dhabi National Hotels (ADNH)”

With the aim of strengthening cooperation in the field of food provision and supply during emergencies throughout the country, the MoUs concluded with “Agthia” and “ADNH Compass Middle East L.L.C” stated that both should provide and supply food upon NCEMA’s request in times of crisis, emergency and disaster, in accordance with top-quality specifications and based on lists, locations, and timetables agreed upon with NCEMA.

H.E. Mohamed Khalfan Matar al Rumaithi, NCEMA’s Director General, explained that these companies have been selected based on their expertise and capabilities to meet the market’s needs, in line with NCEMA’s vision for handling emergencies and crisis.

Upon signature, H.E. Rashed Mubarak Al Hajeri, Chairman of Agthia Group, hailed NCEMA’s strategic vision and preparedness to meet all life requirements in times of emergencies and crisis. He emphasized Agthia’s readiness to provide full logistic support for NCEMA and any such other services that fall within its scope.

For his part, Alan Morgan George, Chief Executive Officer of ADNH, said that the



company would put all its capabilities at the disposal of NCEMA and provide all required services, as part of its national duties.

With “Federal Authority for Nuclear Regulation”

The Memorandum of Understanding, which was signed with the “Federal Authority for Nuclear Regulation”, tackles cooperation in the field of nuclear and radiological emergency preparedness and response. The MoU aims at clarifying both entities’ roles and responsibilities. It sets out the terms and conditions governing their cooperative relationship, as they plan for nuclear and radiological emergency response in the surroundings of nuclear facilities and utilities that use controlled substances, which are likely to result in off-site radiation emission, whether accidentally or during transportation. Also, the MoU is signed to ensure compliance with the obligations stipulated in applicable laws and regulations with respect to nuclear safety and security, radiation safety and incident management.

The MoU requires consultation to promote its full implementation and, more precisely, holding periodic meetings to discuss nuclear and radiological emergency planning and preparedness measures to protect people, property and environment against nuclear and radiological incidents, in addition to exchanging training sessions and expertise among both parties’ employees, and participating in seminars, workshops and joint exercises at the national level.

H.E. Mohamed Khalfan al Rumaithi, who signed the MoU together with FANR Director General William Travers, said that it falls within the plan pursued by NCEMA to enter into partnerships with competent federal authorities. He further stressed the importance of joint coordination and cooperation in nuclear and radiological incident preparedness and response process, using safe



and organized methods. He went on to say that NCEMA is exerting tremendous efforts eyed at creating a common work environment, which is likely to boost and promote the national work level.

For his part, Travers has welcomed the signing of MoU and pointed out the need for such cooperation to ensure nuclear safety and occupational security and to provide all precautionary measures and work safety. He also emphasized the importance of joint coordination and cooperation in emergency response and preparedness in general, and particularly with regards to nuclear and radiological incidents.

With the Civil Defense and “Takatof”

The joint MoU signed with the “General Command of Civil Defense” and the Emirates Foundation for Youth Development’s “Takatof Social Volunteering Programme” touched on supporting “Sanid”, the National Emergency Response Volunteer Programme.

This MoU aims to establish the main enabling principles of Sanid in the field of civil defense, and coordinate cooperation among stakeholders. Sanid should serve as the main emergency response volunteer program and should support all the UAE’s beneficial institutions and incident response entities.



Pursuant to this MoU, the General Command of Civil Defense must avail its expertise in the field of civil defense to Sanid, by providing trainers, training facilities and equipment, as well as required practical exercises to prepare the volunteers for incident response.

MoU was signed by each of H.E. Mohamed Khalfan al Rumaithi and the Civil Defense's Director General H.E. Major General Rashid Thani al Matrushi, as well as Mrs. Maythaa Hamad al Habsi, Emirates Foundation for Youth Development's Chief Programme officer.

Al Rumaithi stressed the importance of training programs for volunteers, as they are fundamental to rescue operations. He also noted that the General Command of Civil Defense has a great deal of expertise that will contribute to provide proper training to "Sanid" volunteers, ensuring their readiness to support incident response entities.

Al Matrushi explained that the agreement is tailored to support coordination and cooperation efforts between Civil Defense and various UAE ministries and government and non-government competent authorities. It also sets out each party's obligations with respect to disaster prevention and handling, using a mechanism that is likely to create a conscious generation aware

of their roles in serving the nation.

He added that volunteers will undergo a specialized training program, whereby they would learn a great deal of incident response skills.

For her part, Al Habsi asserted that the agreement is tailored to promote and develop the capabilities of the program members in the event of a crisis at the national level. It also contributes in preparing the UAE nationals to perform their humanitarian and social roles in different activities and events.

With "Emirates Transport"

As it endeavors to establish the basic principles to provide mass transportation in the event of a crisis across all seven emirates, NCEMA signed a Memorandum of Understanding with "Emirates Transport".

H.E. Mohamed Khalfan al Rumaithi explained that the signing of this MoU falls within NCEMA's strategic plans for readiness, preparedness, business continuity as well as the provision of logistic support services across the UAE, when a disaster occurs, in accordance with clear-cut work mechanisms and systems that ensure optimal performance. He further said that "Emirates Transport" is a federal institution



which is recognized for its commitment to its national goals towards community service. It plays a tremendous role in providing mass and safe transportation. He noted that rallied efforts require joint cooperation in order to develop the national emergency and crisis response procedures.

Al Rumaithi praised the cooperation between NCEMA and Emirates Transport, asserting that this MoU serves as a model for constructive partnerships among competent federal authorities which help to attain the objectives of emergency response plans. He further emphasized the ongoing development and ETC's achievements and service quality, which reflect the significant mass transportation development in general within the country. He went on to say that NCEMA is developing strategic emergency and crisis response plans to provide all means of success to emergency response teams and to capitalize on the government sector capabilities in terms of materials, equipment, heavy vehicles and transportation means.

With “Emirates Identity Authority”

The ID card has now become the official and fundamental document to prove identity. To that end, NCEMA and EIDA have signed a strategic Partnership Agreement to boost the reliance on ID card and capitalize on its e-features in order to enhance its service level and performance.

Both parties agreed that “EIDA” shall provide e-readers to allow NCEMA to electronically read the ID card data and to speed up and facilitate clients' basic information flow from the ID card into NCEMA's systems and databases.

H.E. Mohamed Khalfan al Rumaithi stressed NCEMA's keenness on ongoing administrative and technological development of its systems and capitalization on the ID card advanced e-features, as it is fully aware of the significance of joint program development and exchange of



expertise, studies, and information in the light of e-government concept. He went on to say that these initiatives assert NCEMA's effective role in achieving progress and promoting community services and reflect both parties' willingness to enhance their level of service, so as to achieve their national goals.

For his part, H.E. Dr. Eng. Ali Mohamed Al Khouri, Emirates ID Director General hailed NCEMA's keenness to benefit from the ID card advanced technology and e-features, in order to boost performance level, upgrade government work and facilitate public services, especially e-services.

He added that this Agreement falls within the framework of the increased support exhibited by federal and local government entities to boost the reliance on ID card and use its applications in upgrading its services, which contributes to the implementation of UAE's vision 2021.

Al Khouri gave a presentation of EIDA's strategic plan 2010-2013, and a brief overview of its projects and initiatives, including e-link project with all entities concerned with civil incidents in the UAE, in addition to the digital identity project of the Electronic Authentication Center.

NCEMA organizes an Iftar Dinner in the Honor of Media Workers

As a gesture of appreciation for their active role, and to introduce its role and different activities, NCEMA organized an Iftar ceremony in honor of media workers during the holy month of Ramadan. The ceremony witnessed the presence of numerous local media workers, and a number of NCEMA's heads of departments and employees.

Mr. Shahwan Suroor Al Dhaheri, NCEMA's Deputy Director General, has welcomed the guests and extended his sincere gratitude and appreciation for their active cooperation in spreading safety and security awareness and developing the sense of belonging across the State.

Al Dhaheri praised the media's vital and tangible role and the fundamental partnerships with media in order



to protect the country and its assets. He also stressed the significance of media role in transferring knowledge and spreading awareness among community members regarding all community matters.

Fujairah Education Zone's Delegation Updated about National Emergency, Crisis and Disaster Plans

A delegation from Fujairah Education Zone visited the premises of the National Crisis and Emergency Management Authority (NCEMA) in Abu Dhabi. During their visit, members of the delegation got acquainted with NCEMA's role, preparedness and strategic plans of response towards potential risk.

The delegation, headed by Saeed Rashid Al Khatibi, Zone Deputy Director for Educational Management and Student Activities, Chairman of Fujairah Education Zone's Central Committee of the Environmental Awareness and Disaster Management project visited NCEMA's National Operations Center and listened to a detailed explanation about risk assessment process and inter-agency role coordination mechanism during incidents.

During the visit, a short introductory movie about



NCEMA's history, goals and role was shown. H.E. Ali bin Kenaid Al Falasi, NCEMA's Director of Support Services, emphasized the significance of this visit in examining areas and ways of cooperation between Fujairah Education Zone and NCEMA. He further said that NCEMA communicates continuously with ministries and government authorities and entities to coordinate efforts and work together to manage crises.

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He confirmed keenness to communicate with all segments of society and to develop a clear and efficient mechanism to create a common matrix for the protection of public security

HE Lieutenant General Saif Abdullah Al Shafar undersecretary of the Ministry of Interior in a special interview with Tawaree :

The UAE enjoys security and stability and there are no distinguishable manmade risks that jeopardise its well-being.

Our community services aim to develop a clear and effective mechanism to create a common matrix for the protection of public security and promote the role of the community.

We strive to improve the standards of our services and we were successful in a number of achievements.

We are keen, through our strategic plan, to keep abreast of the latest developments worldwide in order to reach world standard levels of customer service relying on state-of-the-art technologies.



Interview

HE Lieutenant General Saif Abdullah Al Shafar, Undersecretary of the Ministry of Interior, confirmed that the UAE enjoys security and stability and that there are no distinguishable manmade hazards that jeopardise its well-being.

In a special interview with “Tawari’ Wa Azamat”, he said that the Ministry of Interior works towards a set of noble aims, namely ensuring a safe and secure society, preserving order and security, limiting crime and dissipating fear thereof and contributing to the attainment of justice. He noted that the ministry strives to enhance the standards of community service and it was successful in a number of achievements to this effect. He explained that the community services offered by the ministry are designed to establish a clear and effective mechanism for creating a common matrix for the protection of public security and the promotion of the role of the community. He added: “We have an extensive set of standards and specifications for organisational excellence and we are implementing a number of programmes to this effect.”

HE Lieutenant General Al Shafar also touched on the Ministry of Interior’s keenness, through its strategic plan, to keep abreast of the latest developments worldwide in order to reach world standard levels of customer service relying on state-of-the-art technologies. He added that the Minister of Interior’s Excellence Award establishes concepts of vocational creativity and motivates the desire to pursue the highest standards of excellence, which made the culture of creativity an essential pillar in their operations.

As for the Ministry of Interior Village, he observed that it is a first of its kind. It aims to achieve up-close communication with the various segments of society and with individuals. He explained that the Village has so far attracted 440 thousand visitors of various ages and nationalities and achieved its goals of promoting partnership with the community and raising security awareness among individuals.

HE also referred to the International Security and National Resilience Exhibit and Conference, which he described as a valuable opportunity for regional governments and private institutions concerned with security affairs.

The interview in detail:

The Ministry of Interior ranked third worldwide in the community services category. What is the ministry’s philosophy that enables it to assume such an advanced position?

The community services that MoI provides to the public aim to establish common responsibility between the ministry on one hand and state institutions, nationals and expatriates on the other hand. That is in order to achieve the security of the community and to effectively fight all sorts of crimes. Security has become a shared responsibility between security authorities and the community. Therefore, the ministry’s community services aim to develop a clear and effective mechanism for creating a common matrix for the protection of public security and the promotion of the role of the community.

The Ministry of Interior has developed a number of programmes, mechanisms and strategic projects in the purpose of communicating with all segments of society in order to promote positive values and reject negative behaviours. They also aim to promote the respect of the laws and regulations that are in effect in the UAE, to entrench the principles of human rights and to develop the concept of community partnership among the ministry’s staff as well as members of society and social institutions.

The Ministry of Interior is keen to develop services and organisational excellence. How is this vision translated in reality?

We have an extensive set of standards and specifications for organisational excellence and we are implementing a number of programmes to this effect.

The concept of organisational excellence has become a concrete reality in every department of the Ministry of Interior and at all levels. For this purpose, local and global specifications and criteria are being implemented in conjunction with the ministry's ongoing efforts to enhance its services. We were able to succeed in a number of achievements in this regard.

We have an extensive set of standards and specifications for organisational excellence and we are implementing a number of programmes to this effect. These include the secret customer programme, the customer service charter, surveys, implementation of the ministry's rehabilitation programme, the excellence model for the assessment of organisational performance, the project to re-design the Ministry's procedures and services, reducing the time needed for services provided as well as a number of specifications and criteria that revolve around customer service and the many programmes, initiatives and projects that were developed in line with the UAE government programme for organisational excellence.

The Ministry of Interior, through its strategic plan, is keen to keep abreast of the latest developments worldwide in order to reach world standard levels of customer service relying on state-of-the-art technologies, thus achieving its ambitions and winning the confidence of its customers. Our

overall strategy is "working efficiently to make the UAE one of the world's leading countries in safety and security."

The best proof of our success in this domain is the customer satisfaction indicator that registered 90.3% in 2011 compared to 88.7% in 2010. As for the community satisfaction indicator, it registered 90.6% in 2011 compared to 87.3% in the previous year.

The Ministry of Interior created its village under the slogan "community village with policing spirit". What were the reasons behind establishing the village and what has it achieved so far?

The Ministry of Interior Village is one of the ministry's community initiatives. It has so far attracted 440 thousand visitors of all ages and nationalities and achieved its goals of promoting partnership with the community and raising security awareness among individuals. The village is the first of its kind. It aims to achieve up-close communication with the various segments of society and with individuals. It showcases the various services provided by the ministry's

The Ministry of Interior Village attracted 440 thousand visitors of various ages and nationalities and achieved its goals of promoting partnership with the community and raising security awareness among individuals.



The recurrence of building incidents in recent times called for the development of strict procedures and measures that aim to enforce the implementation of safety criteria in order to safeguard lives and properties.

departments and it highlights the ministry's cultural, humanitarian and social role that adheres with the its 2011-2013 strategy that in turn complies with the federal government's strategy. The village contributed to acquainting community members with the functions of various ministry departments and with the tasks and obligations of police officers within the village.

The MoI Village entrenched the values of community culture and the concept of social and national communication and rapprochement. It presents a good image of community solidarity and helps in raising security awareness in the community via various means.

Quick and efficient response to all possible emergencies is one of the ministry's strategic objectives. What is the process that the ministry relies on to achieve this?

The Ministry of Interior is one of the most prominent federal organisations in the UAE in view of its pioneering and efficient efforts that contribute substantially to preserving security and stability. The Ministry works towards a set of noble aims, namely ensuring a safe and secure society, preserving order and security, limiting crime and dissipating fear thereof and contributing to the attainment of justice. This could only be achieved by upholding the sovereignty of law and preserving the prestige of the state, and also by maintaining efficient police institutions in the field and in practice.

The Ministry has devised a clear strategy to reach this end and translate its vision through a seven-bullet plan as follows:

Concentrating all efforts to protect security and increase safety for all people residing in the UAE. Acquiring trust and diffusing comfort and safety among all segments of society through effective

communication and consultation.

Improving the quality of services and performance.

Achieving best value by using resources to provide services.

Developing the talents and capabilities of all ministry employees in order to achieve professional objectives.

Entrenching and consolidating concepts of integrity, ethics and honesty.

Providing equipment, buildings, facilities and technologies that ensure efficient and competent services.

The Ministry of Interior is seeking to create partnerships with the relevant private and public sectors locally and internationally. How do you coordinate with the National Emergency, Crisis and Disasters Management Authority (NCEMA) to achieve efficient response to risks before or when they occur?

Upon the directives of HH General Saif bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Interior, the Ministry of Interior is keen to communicate with local partners such as NCEMA in all domains. This is achieved through participation in developing plans and concepts of emergencies, crises and disasters and through developing and implementing joint trainings and drills at a national level to counter any emergencies, should they occur God forbid. We have created mechanisms for joint coordination and for the exchange of information and expertise and we hold mutual training courses between MoI and NCEMA. The Ministry, through its main operations centre also cooperates and coordinates with the national operations centre (NOC) and with the various operation centres at general police headquarters in the country and the national coordination bureaus.

The Ministry of Interior aims to encourage creativity. What sort of creativity do you mean

and what sort of motivation does the Ministry offer in this respect?

The Ministry of Interior constantly encourages police commanders and directors to support creative thinking among their recruits. This is part of its strategy to enhance and improve the services we offer to the public and to improve police services in line with the federal government's strategy for development. Encouraging creativity allows us to better exploit our human resources and to constantly and objectively evaluate the performance of our staff. Creativity among police officers contributes to maintaining the quality of the services offered to the public.

Creative ideas and any suggestions for enhancing services are well-received and awarded at the Ministry since they make a positive difference and ultimately contribute to making the UAE one of the world's safest countries.

In view of the system of promotions for deserving elements based on competence and performance, what are the terms and requisites of the Minister of Interior's Excellence Award? What are its purposes and who are its candidates?

The Minister of Interior's Excellence Award

The International Security and National Resilience Exhibit and Conference is a valuable opportunity for regional governments and private institutions concerned with security affairs.



Interview

has been created based on the realisation that the human factor is the most important element of organisational productivity. Its aim is to encourage the Ministry's staff to reach the highest levels possible of competence and productivity. It motivates them and directs their behaviour and efforts towards achieving the Ministry of Interior's strategic objectives. The award, since its inception, has laid the foundations of job creativity. It motivates the Ministry's recruits to strive for excellence. This is what made the culture of creativity an essential pillar in their performance and in their everyday life, too.

The Minister of Interior's Excellence Award is comprehensive. It has more than 50 defined criteria and requisites and has many objectives such as:
Supporting the achievement of the Ministry's strategic objectives;
Striving to develop our services and increase customer, community and human resources satisfaction;
Equipping the Ministry and police departments to compete for federal and local awards;
Implementing local and international best practices in organisational and job excellence;
Propagating knowledge and exchanging best practices among the various departments at the

The Minister of Interior Award establishes concepts of vocational creativity and motivates the desire to pursue the highest standards of excellence, which made the culture of creativity an essential pillar in their operations.

The Village aims to achieve a safer society, to safeguard order and security, to limit crime and fear thereof and to contribute to the attainment of justice.

Ministry; and
Motivating and improving the Ministry's human resources.

The Ministry announces that as of October 2012, it would start implementing a new standardised list of regulations and fines related to security and safety systems in all establishments. How effective will these new regulations be in your opinion?

The purpose of introducing the new list of regulations is to ensure safety and security within establishments in order to better preserve lives and properties and to further the culture of security and safety throughout the UAE. It doesn't aim to collect money through fines. The list includes 1800 violations directly related to safety and security. Fines for certain violations may go as high as AED 50 thousand.

I believe that the General Command of Civil Defence will activate safety and security procedures for modern buildings through enforcing the implementation of the UAE Building Code. This aims to prevent or decrease the risk and the magnitude of fires.

Civil Defence departments, in coordination with the relevant authorities in each emirate, and through specialised personnel, will be inspecting

new buildings. As per the UAE Code, violators would be issued a warning at first that may accrue to a fine in case the violations weren't removed or modified.

The recurrence of building incidents in recent times called for the development of strict procedures and measures that aim to enforce the implementation of safety criteria in order to safeguard lives and properties.

Since 2008, Abu Dhabi has been hosting the International Security and National Resilience Exhibit and Conference with a substantial contribution of the MoI. What is the aim of such conferences and what have they achieved so far?

The International Security and National Resilience Exhibit and Conference is a valuable opportunity for regional governments and private institutions concerned with security affairs to meet and exchange expertise with various participants. It showcases state-of-the-art technologies and systems for security, crime fighting and preventing hazards. The conference has indeed realised its objectives of promoting cooperation and coordination between world governments in the domains of policing and security especially that

The Ministry of Interior Village is the first of its kind and it aims to achieve up-close communication with the various segments of society and with individuals.

we live in a fast-paced world that requires joint cooperation to better face challenges.

In light of the changes and events that have been occurring in the region, what are the biggest risks for the UAE and how can the UAE remain an oasis of security and stability?

By the grace of God and thanks to the directive of our higher command, the UAE enjoys security and stability. This is a reality that all residents of this land can witness to. There are no distinguishable manmade risks that jeopardise its well-being. This is mostly due to the nature of the UAE society, its solidarity and the support it demonstrates to its leadership, which in turn strives to ensure its welfare.

There are however natural hazards that the country is prone to, such as earthquakes and floods. We are coordinating and cooperating with the relevant authorities in the state to ensure the protection of the people in case such hazards were to occur.

The Ministry of Interior's vision is to work efficiently to make the UAE one of the world's most secure and safe places. On what do you base this noble vision?

The Ministry's vision is achieved when its message is clear to all staff. Our aim and objectives are explicit and clear. We aim to consolidate the concept of security and safety to our staff and the community and we achieve this end by ensuring the best human and material resources and through adequate control and assessment mechanisms that ensure the proper realisation of our aim.

It is essential to maintain ongoing planning in order to ensure the realisation of our aim and to use assessment and planning to determine priorities and areas of improvement.



One Community

For the purposes of Emergency Response and Specialized Training

“Tawazun Safety, Security and Disaster Management City”

The First of its Kind Locally, Regionally and Internationally

توازن
TAWAZUN

It is no longer questionable that emergency and disaster management has turned, since the beginning of this century’s second decade, into a top priority for the United Arab Emirates, as it is recognized as a strategic development necessity. Working to boost the efficiency of stakeholders and different national bodies, and preparing them to respond to any type of crisis or emergency, has become one of the major goals it endeavors to achieve, as per the top-notch international quality standards.



Launch of Tawazun Disaster Management City (TDMC)

Within this framework, TDMC was launched on February 22, 2011, at IDEX 2011. It is the first of its kind locally, regionally and globally. TDMC sets sights on providing training services in the fields of safety, security, emergency preparedness and crisis and disaster management. The significance of this pioneer training facility lies in developing national personnel that have expertise to perform the tasks referred to above.

Identification of Weaknesses--- Endeavors to Ensure Quality

In times of crisis, disaster response often required rallying concerted efforts of many authorities that only knew very little about the work methodology of each other. Thus, it became necessary to gather all these authorities under one roof and create situations that bear resemblance to those that occur in real-life crises. This would help identify such authorities' common strengths and weaknesses, and apply the required changes to work methodologies and provide relevant training. In doing so, each authority would get acquainted with its role when a crisis occurs.

A project of such importance should meet fundamental constituents, which are: quality, safety and good control, in accordance with the best international training, safety and security standards. To that end, great emphasis has been placed on obtaining all professional permits and accreditations from the competent authorities. For instance, the city has obtained the accreditation of International Civil Aviation Organization, with respect to aviation scenarios. Also, its maritime activities have been awarded "IMO STWC 95" certification.

TDMC was established with a view to supporting the efforts of stakeholders in emergency, crisis and disaster response, standardizing national policies, providing joint training and avoiding investment and resource duplication, by



establishing an integrated training facility that serves all authorities, in accordance with global specifications. "Tawazun Holding" was entrusted to conduct required studies to bring this idea into reality, which aims to build, sustain and enhance the nation's capacity and capability to protect its communities, assets, and vital infrastructure for creating a ready and resilient nation. This would only be possible by preparing and boosting the efficiency of all segments of the community to respond to different potential scenarios in the safety, security and disaster management field.

Towards Duplication Prevention

"Given the presence of so many authorities and systems that perform almost the same activities, "Tawazun" was entrusted to coordinate tasks among different government bodies in order to prevent duplication, and involve them in TDMC project to support the efforts exerted to ensure compliance with national policy in the field of emergency handling and crisis management", explained a TDMC official in an exclusive interview for "Taware'e wa Azamat".



Cooperation Agreement between “NCEMA” and “Tawazun Holding”

In order to translate into practice its strategy aimed at activating partnership and exchanging expertise with private and public institutions, NCEMA has signed a mutual cooperation agreement with “Tawazun Holding” to increase the level of service quality and exchange expertise, information, competency and consulting services available with both parties, in order to develop joint projects.

Capability Testing and Preparation Facility

Tawazun Holding’s TDMC extends over an area of 400,000 sq. m roughly, to the south of Abu Dhabi. It consists of facilities designed for training on complex operations involving several bodies. Its headquarters includes a number of training wings that provide more than 35 courses on emergency response and incident handling in urban and industrial areas as well as ports and maritime areas.

TDMC will serve as a facility to test crisis management capabilities of the armed forces and civil defense bodies’ personnel, as well as health authorities, humanitarian and non-government organizations. In later phases, new facilities will be included for the purpose of training on more complex scenarios, in addition to providing training simulators and R&D facilities, allowing the companies to test their new products in controlled conditions.

Upon TDMC launch, the company declared the city establishment plans to serve as an emergency response training facility and prepare specialists as well as boosting their efficiencies to be able respond to high-risk incidents, in the fields of security, safety and disaster management.

ScenariosResponse

TDMC’s trainees and specialists are offered the opportunity to handle several potential scenarios,

including natural incidents such as earthquakes, floods and epidemics, and man-made incidents such as building collapses, explosions and fire, in addition to sea rescue operations.

Current facilities allow training on firefighting, search and rescue (SAR) and nuclear, biological and chemical damage handling operations.

“Safety Training Center”

In this context, TDMC’s official stressed to “Taware’e wa Azamat” the role of the “Safety Training Center.” He said that it was opened in 2003, with the aim to provide training services in the field of security and safety. He added that the current facilities provide a range of specialized training programs in the following fields: firefighting, damage control, handling the effects of mass destruction weapons, sea search and rescue (SAR), maritime safety and first aid. He further said that many bodies have capitalized on the opportunities offered by the center, especially the Armed forces and Ministry of Interior’s units, i.e. Civil Defense, Critical National Infrastructure Authority and some oil and gas companies.

In his exclusive interview for the magazine, the source asserted that training at TDMC is a unique experience, where both authorities and individuals can acquire the required knowledge and competencies to effectively perform their roles and responsibilities, in times that require joint efforts from the competent authorities. He also said that TDMC’s training curricula are tailored to meet the growing requirements of trainees, with an emphasis on cooperation in times of emergency.

Focus on Response and Management

“In addition to providing specialized training in the field of safety and security and community awareness, training concentrates on response and management aspects, with a special focus on scenario-based multi-agency training. Particular emphasis is given to effective mechanisms used

before, during, and after an emergency, crisis or disaster situation,” he added.

TDMC was established in coordination with stakeholders to unify the efforts and establish an integrated training facility that serves all authorities, by creating various training scenarios to provide joint training on most crisis types, and assess the preparedness and emergency plan adequacy of such authorities. To that end, TDMC has received lists from such authorities detailing their training needs.

Project Contents

What are TDMC’s project contents and phases? When will this project be completed? The source replies: TDMC project includes eight Wings: Crisis & Emergency Management Wing, Maritime Wing, Oil & Gas Wing, Aviation Wing, Health and Environment Wing, Search and Rescue Wing, Safety and Security Wing and Fire-fighting Wing.

These wings will carry out professional and specialized training tasks and awareness programs in these fields, through lectures, practical applications, seminars and simulations. TDMC also consists of 12 training zones. These are: Aviation Zone, Maritime Zone, Industrial Zone, Urban Zone, Transport Area, Construction Area, NBCD & HAZMAT, Technical Rescue, Medical Zone, Public Safety Zone, Firefighting Zone and Experimental Zone.

The Training Zones provide a platform for scenario-based or simulated training and are designed to create an increased awareness of the critical role that each person must shoulder to respond effectively to the emergencies themselves, as well as the management of mitigation, recovery, and reconstruction phases.

The project is divided into two phases:

- Phase 1 (two years): In this phase, five training wings will be established (Emergency and

Disaster Management, Maritime, Oil & Gas, Aviation and Firefighting wings), and eight training zones (Air, Maritime, Industrial, Urban, Transport, Construction, NBCD & HAZMAT, Technical Rescue, Medical, and Firefighting zones)

- Phase 2: (one year): completing the remaining wings and training zones

TDMC is an initiative aimed at building and strengthening the UAE’s capacity to protect its facilities, assets and vital infrastructure, and empowering it to anticipate emergency and handle changes, with the highest degree of flexibility.

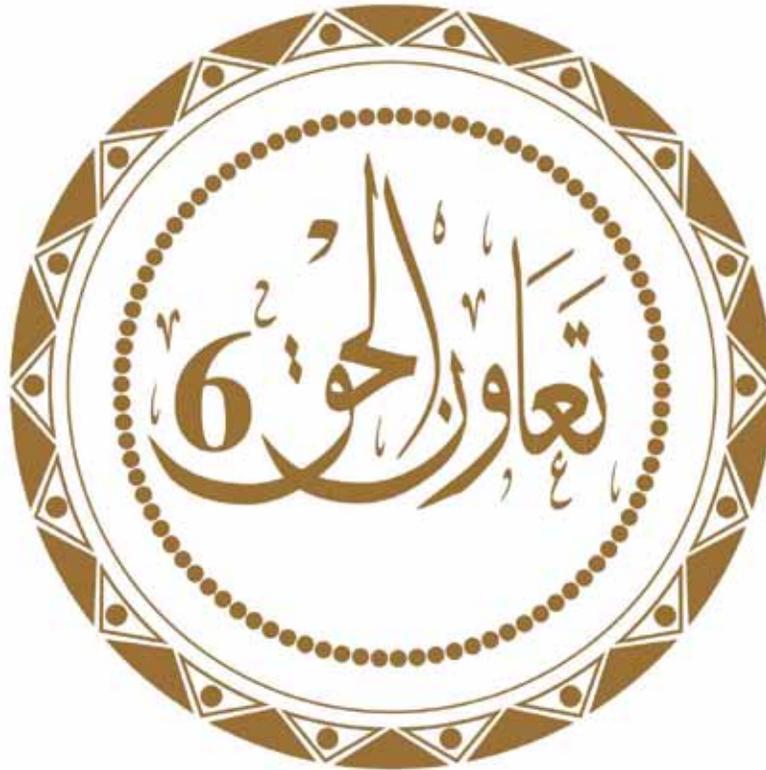
The General Command of Civil Defense brought TDMC’s project implementation plan to light and held, for this purpose, a coordination meeting with “Tawazun”, as commissioned by the Office of His Highness the Crown Prince of Abu Dhabi. A consultant has been commissioned to examine the different project aspects, namely its components and specifications, in line with TDMC’s establishment goals, costs and construction program roll out and milestones.

“Tawazun Holding” aspires that TDMC attains and sustains the status of preferred multi-agency training hub, locally and internationally, in the fields of safety, security, emergency preparedness, and crisis and disaster management.



With a View to Enhance the Readiness of Emergency Response Sectors

An Evacuation Drill Conducted in a Hotel in Abu Dhabi



In cooperation with NCEMA, the UAE Armed Forces and Ministry of Interior, a joint exercise was carried out during the second week of October with participation from other competent authorities. This exercise is aimed at developing readiness and capability of all sectors in cases of emergency and crisis as well as demonstrating ways of emergency and crisis handling. Such events require prompt coordination and mutual cooperation among incident response bodies, in accordance with an effective strategy set up to

boost the capabilities of responders and train them on various plans and scenarios as well as ways of managing and controlling emergencies and crises and exhibiting the potentials and abilities of all sectors.

The evacuation drill was conducted with the participation of different stakeholders in a hotel in Abu Dhabi. Guests and workers were evacuated, in addition to securing the site to help the rescue vehicles, ambulances, civil defense teams and other relevant bodies reach the site.

Under the Follow up of NCEMA

“Sanid” and “Takatof” Volunteers Fly to Jordan to Relieve Syrian Refugees



Keen to fulfill their humanitarian duties and represent their country anywhere around the world and under any circumstances and to translate their role into practice, an Emirati group of volunteers from the “Emirates Foundation for Youth Development” have joined, through Sanid, the National Emergency Response Program, and Takatof, a volunteer social program, the UAE rescue team currently present in the Hashemite Kingdom of Jordan, to assist the Syrian refugees at the Jordanian border.

“Sanid” is the fruit of a partnership between NCEMA and Takatof. It has been created to promote emergency response and mitigation in the event of crises and assist emergency response bodies.

Maytha Al Habsi, Chief Programme Officer at the Emirates Foundation for Youth Development, said that sending Sanid and Takatof volunteers to Jordan reflects the keenness of our wise leadership to boost efforts deployed by the UAE

rescue team, currently in Jordan, through such volunteers, in order to help the Syrian refugees overcome their plight. She also asserted that volunteer groups will be rotated every now and then, allowing the opportunity for the participation of the largest number of young Emiratis.

Al Habsi noted that Sanid and Takatof volunteers have previously performed a number of activities abroad in various countries, such as Tanzania, Thailand, the United States and the Kingdom of Morocco. They were involved in building and refurbishing houses, clinics, schools, etc., and provided medicines and education for children. They have also volunteered in Pakistan two years ago to help relieve people who suffered from the consequences of the floods.

She further pointed out that the volunteers’ responded promptly to the call for that mission, which crystallizes the readiness of young Emiratis who are eager to represent their country anytime and anywhere.



Abu Dhabi Emergency Team Holds its First Meeting



The Crisis and Disaster Department at Abu Dhabi Police held its first meeting chaired by Major General Obaid Al Hairi Salem Al Ketbi, Deputy General Commander of Abu Dhabi Police, at the general headquarters.

The assembly discussed the agenda and propositions, as well as a number of relevant issues and means to achieve integration plans at the local and national levels and increase readiness. After the meeting, Al Ketbi stated that means for coordination between all parties and sectors were discussed in order to implement the team's work policy in the upcoming period, as well as the readiness and responsiveness of the other entities.

The Abu Dhabi Executive Council had previously issued resolution n. 19 for 2012 regarding the formation of a Crisis and Disaster Management Team in Abu Dhabi, headed by Major General Obaid Al Ketbi.

The Graduation of the “Risk Register Preparation” Team in Ras Al Khaimah



Under the supervision and organization of NCEMA, a graduation ceremony was held in Ras Al Khaimah for the “Risk Register Preparation” Team consisting of 24 members representing a number of federal and local government institutions.

Brigadier General Mohamed al Nawbi Mohamed, Deputy Commander General of the Police, Deputy Leader of Crisis and Emergency Management Team in Ras Al Khaimah, praised the graduates who acquired numerous concepts and requirements to boost their level of security awareness and got briefed on potential risks, in addition to studying and assessing such risks and their impacts and got acquainted with scenario generation process for potential risks and threats .



NCEMA Honors the Participants in the “Cooperation of Right” Drills and Examines the “Disaster and Crisis Register” with Dubai Customs



register with “Dubai Customs”, in accordance with its strategy requiring preparedness and communication at both federal and local levels, in order to protect people and property and preserve the country’s assets.

“Cooperation of Right IV and V”

NCEMA honored the concerned ministries, institutions and individuals who contributed in preparing and carrying out “Cooperation of Right IV and V” drills, in presence of HE Saif Sultan Al Aryani, Secretary General of the Supreme National Security Council, HE Mohamed Khalfan al-Rumaithi, NCEMA’s Director General and a number of senior officials, leaders and directors of departments at different federal and local institutions.

Dr. Jamal Al Hosani, Director of Technology and Telecommunications Management at NCEMA, hailed the constructive cooperation, positive interaction and enthusiasm witnessed throughout both exercises, which resulted in a high-caliber success. He also stressed NCEMA’s keenness to express gratitude for this cooperation. He further noted that stakeholders endeavor, through this cooperation, to achieve national goals aimed at promoting joint coordination and cooperation by conducting joint exercises to assess joint emergency and response plans and identify strengths and weaknesses as well as providing emergency and crisis management concept training and standardizing the basic principles



In an attempt to promote communication and cooperation with different government bodies, to preserve the country’s achievements, and encourage teamwork to achieve national goals, NCEMA pursued its activities at all levels to promote team spirit.

In this framework, NCEMA honored all those who have contributed in developing and completing “Cooperation of Right IV and V” drills. NCEMA also discussed ways to coordinate efforts with respect to the development of disaster and crisis

among participants.

Al Hosani praised the efforts of the participating bodies, the team spirit and teamwork and the cooperation to achieve goals, namely communication and cooperation among different government bodies to protect the country and its assets. He clarified that these joint exercises ascertain the capabilities of national institutions, as one team, to respond to and contain different challenges, in cooperation with different bodies. He went on to say that such type of exercises must be continuously carried out in order to reinforce the concept of national operations and teamwork mechanisms, which in turns reflects the sense of belonging and loyalty to the country. He extended his thanks to those who participated in preparing the exercises, namely the members of exercise development and design committees, control, controllers and practical application committees, as well as the telecommunications committees, calling on God to preserve the nation and its wise leadership and the UAE people.

“Dubai Customs”

In an endeavor to coordinate efforts to prepare a disaster and crisis register in the Emirate of Dubai, a delegation from the NCEMA Coordination Office in the Emirate of Dubai visited Dubai Customs and tossed around the areas of cooperation and the ways of enhancing them in the future.

During the meeting, issues pertaining to crisis management and emergency preparedness, response or prevention were tackled. Great emphasis was placed on communication channels and joint coordination in all disaster-related matters, in order to achieve integration at both local and national levels. Also, Dubai Customs’ risk management methodology and mechanism were introduced.

For his part, Mohamed Rashed Al Mazroui, Senior Manager of Risk Management Section



at Dubai Customs highlighted the keenness of Dubai Customs to coordinate with NCEMA and all stakeholders in this field. He pointed out that Dubai Customs retains a continuously updated risk register consistent with the national register which provides databases containing information about all available materials and capabilities. He added that local crisis response and business continuity plan development and assessment processes are subject to supervision with stakeholders to ensure compliance with the national response plan.

He further explained that Dubai Customs coordinates with emergency teams, in line with the wise leadership’s vision and aspirations which require preparedness and communication at both federal and local levels. This coordination aims at protecting people and property and consolidating NCEMA’s role in coordinating efforts among local departments and institutions throughout the Emirate, in such a way as to promote preparedness before, during and after various kinds of crisis.

NCEMA’s delegation members extended their gratitude for Dubai Customs’ cooperation and the constructive introductory presentation they received. They also praised the efforts deployed to implement the best international practices, which contribute to raising productivity and efficiency, especially in the field of risk management.

Thai and Korean Teams visit NCEMA's Premises in Abu Dhabi and Get Briefed on its Role and Activities

NCEMA Receives Delegations from Thailand and Korea to Discuss Ways of Cooperation and Expertise Exchange



In an attempt to strengthen its relationship with its international stakeholders and capitalize on exchanged expertise in the field of emergency and crisis response, NCEMA broached ways of cooperation and expertise and training program exchange, in the field of crisis management, with two visiting delegations from the presidential office for emergency and crisis management in South Korea, and the “Standing Committee for Disaster Prevention and Mitigation” of the Council of the Thai People.

The two delegations met with HE Mohamed Khalfan al-Rumaithi, NCEMA's Director General. His Excellency emphasized the importance of such visits to strengthen cooperation, coordination and concerted efforts among stakeholders throughout the world.



The delegations got briefed on NCEMA's nature of work and functions, as well as its coordinative role with its partners in responding to crisis and the measures that can be taken to respond to crises. They also got acquainted with NCEMA's programs and activities pertaining to its school awareness campaigns and Sanid's role in qualifying and training volunteers to handle different types of crisis. The teams visited the National Operations Center and listened to a detailed explanation about NOC's role in times of crisis as well as the duties of its components, namely the national crisis and emergency management team, strategic coordination and planning group, main operations rooms and media and support cell building

Business Continuity Management (BCM)

Business Continuity Management (BCM) is similar to old plan “B” concept, but with/through systematic integrated methodology, which integrate with emergency management. The aim of BCM is to assure the continuity of providing critical services/ functions of entities in both public and private sectors, during any type of emergency that could disrupt or stop the entity’s daily business.

Researchers and subject matter expertise (SME’s) have developed several standards regarding this issue. The first auditable standard was issued in the United Kingdom in 2007 and it was called (BS25999). This standard was followed by number of other standards such as Australian/New Zealand (ANZ/505) and the Singaporean standard (SS: 540). Etc....

Since 2007 the UK standard took the lead due to its broad context and applicability to any organization, until mid of year 2012 when the (ISO 22301) were launched. (ISO 22301) is similar to the (BS25999) with more focus on admin aspect and leadership support and as mandated initiative by NCEMA we have developed a fit for purpose standard that been revised and agreed by all federal entities to make sure it suits UAE nature of work and culture in both languages Arabic and a translated English version and as per our leadership management instructions we have included the specifications and the guidance in one document attached also with a tool kit section that has one model of a BCP for further guidance to user. The purpose of all these standards is to guide entities in setting up baseline to enhance the capability in continuing providing their critical services/ functions during crisis, normally there will be a guideline or code of practice document, which will enable users to set up and build their BCM program and practical Business Continuity Plan (BCP).

No matter what methodologies we use to identify, mitigate or stop accidents, there are still some unexpected surprises we cannot stop or anticipate. Those unexpected incidents, which disrupt or even stop our work suddenly is what we should be prepared for by a comprehensive BCM program. For example new cyber / technical problem, extreme natural disasters or human intentional act.

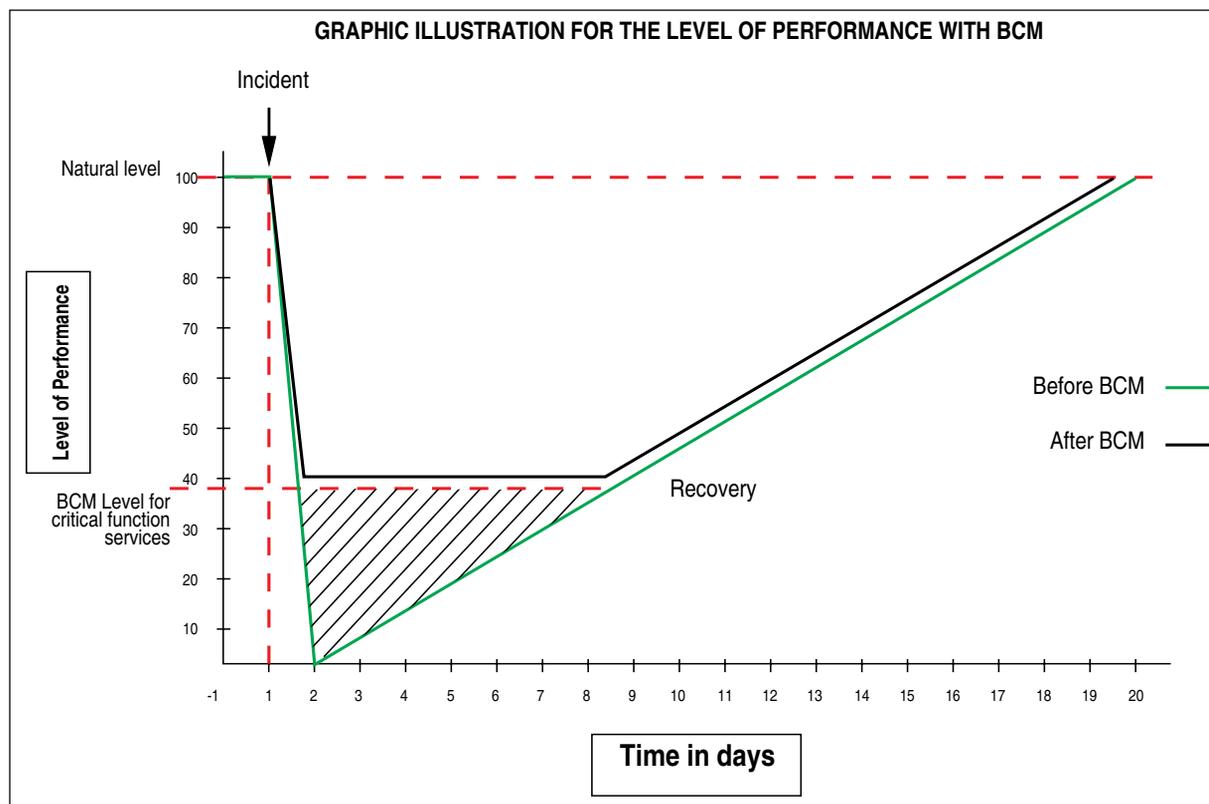
In this context, we are focusing on three element of any entity, which are :

- People (human resource): are the most challenging element and they are exposed to several threats such as pandemic’s, strikes, conflicts etc... or any other causes results in mass absent of employees. Therefore there should be proper arrangements and plans to overcome this element and there are many in “BCM” program. Such as internal cross training between different sections / departments or even cross agreements with similar entities’ for exchanging of non-critical employees in certain entity to occupy critical function in other.
- Premises: is the element where buildings are involved and no matter how advance safety equipment are there, we cannot stop any unexpected extreme natural disasters, intentional acts or safety systems failure that result in evacuating buildings. Therefore if we did not have any arrangement in place that can maintain critical functions of the entity such as redundancy location (hot site, warm site & cold site – definitions are explained in the AE/HSC 7000:2012) to transfer operation or/and resume operations through internet by key personnel from remote sites (depending to the nature of business of the entity) In order to provide the pre-set minimum level of service approved by the leadership level.
- Processes: all operational and IT equipment related to the core business of the entity or any other direct or indirect support to the operational business of the entity that if it stops, can affect or disrupt the critical function of the entity therefore, there should be proper alternative for each critical function

separately as example a back-up servers in safe location far enough from the main building and some other solutions for the other operations of the entity.

Naturally before we establish all above steps there is some basis in emergency management such as risk management and assessment, which filters several threats and hazards or mitigate them up to the entities risk appetite therefore no need to spent time and effort creating solution for tolerable residual hazards or eliminated risks.

After risk management stage and ready “risk register” then initial step for BCM to be accomplished is BIA (business Impact Analysis) which identifies and collects all critical functions and the time to recover along with the minimum level during crisis that assures satisfactory to the society in one hand commercially to the company on the other hand.



After that collection of all required resources for these critical functions to assure continuous chain of supply in order to maintain the level of services/tasks the entity should provide during crisis.

And after that, the general policy for the business continuity can be easily achieved with the higher admin support and approved then the BCP will defines the names and contacts of teams members with their tasks in a coordinated manner under Business Continuity concept.

All these steps will be properly documented, rehearsed, implemented, revised and improved when necessary to achieved best objective, which is resiliency.

Mohammed Al Jenaibi
Dir. Safety & Prevention (NCEMA)

wa Azamat

وأزمات

Taware'e

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Taware'e wa Azamat

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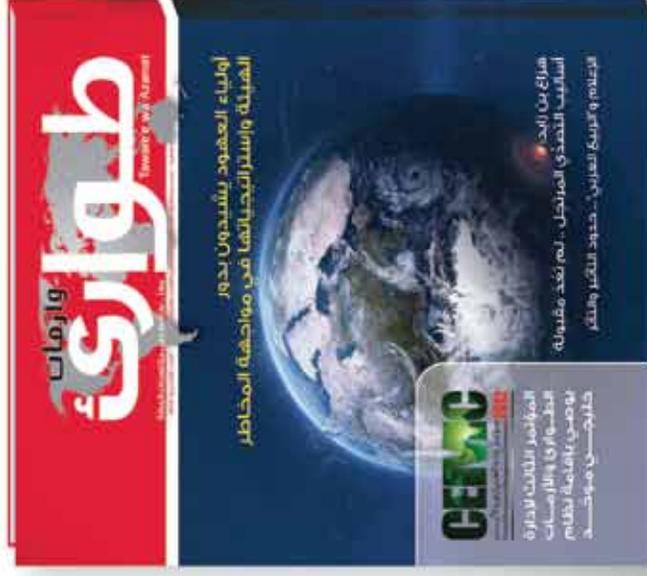
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معاً... نحافظ على مكتسبات الدولة

المهمة
تعزيز إمكانيات دولة الإمارات العربية المتحدة، في إدارة ومواجهة الطوارئ والأزمات والكوارث، ووضع متطلبات ضمان استمرارية العمل خلالها والتعافي السريع منها، بالاستعداد والتخطيط المشترك، وباستخدام كافة وسائل التنسيق والاتصال على المستوى الإتحادي والمحلي والخاص، بهدف المحافظة على الأرواح والممتلكات.

الرؤية
التميز في إدارة الطوارئ والأزمات والكوارث.

الهدف
تحقيق سياسة الدولة في ما يخص الاجراءات اللازمة لإدارة الطوارئ والأزمات والكوارث.

للحصول على نسختك إتصل على: 02 4177 000 فاكس: 02 4177 088. تواصلوا معنا على:   