

Taware'e

wa Azamat

Together .. we preserve the country's achievements

Quarterly Magazine Published by NCEMA 3th Issue December 2012

**The Presidential Initiative
to pay off the debts of defaulters
entrenched tranquility and contribute
stability to hundreds of families citizenship**

Hazza Bin Zayed:
**(BCM) Standard gives institutions
flexibility & ability to work during
emergencies and crises**

Director General of (TRA):
**The UAE ranks first in the region
and fourth internationally
in cyber security**

**NCEMA Establishment
Decree included**





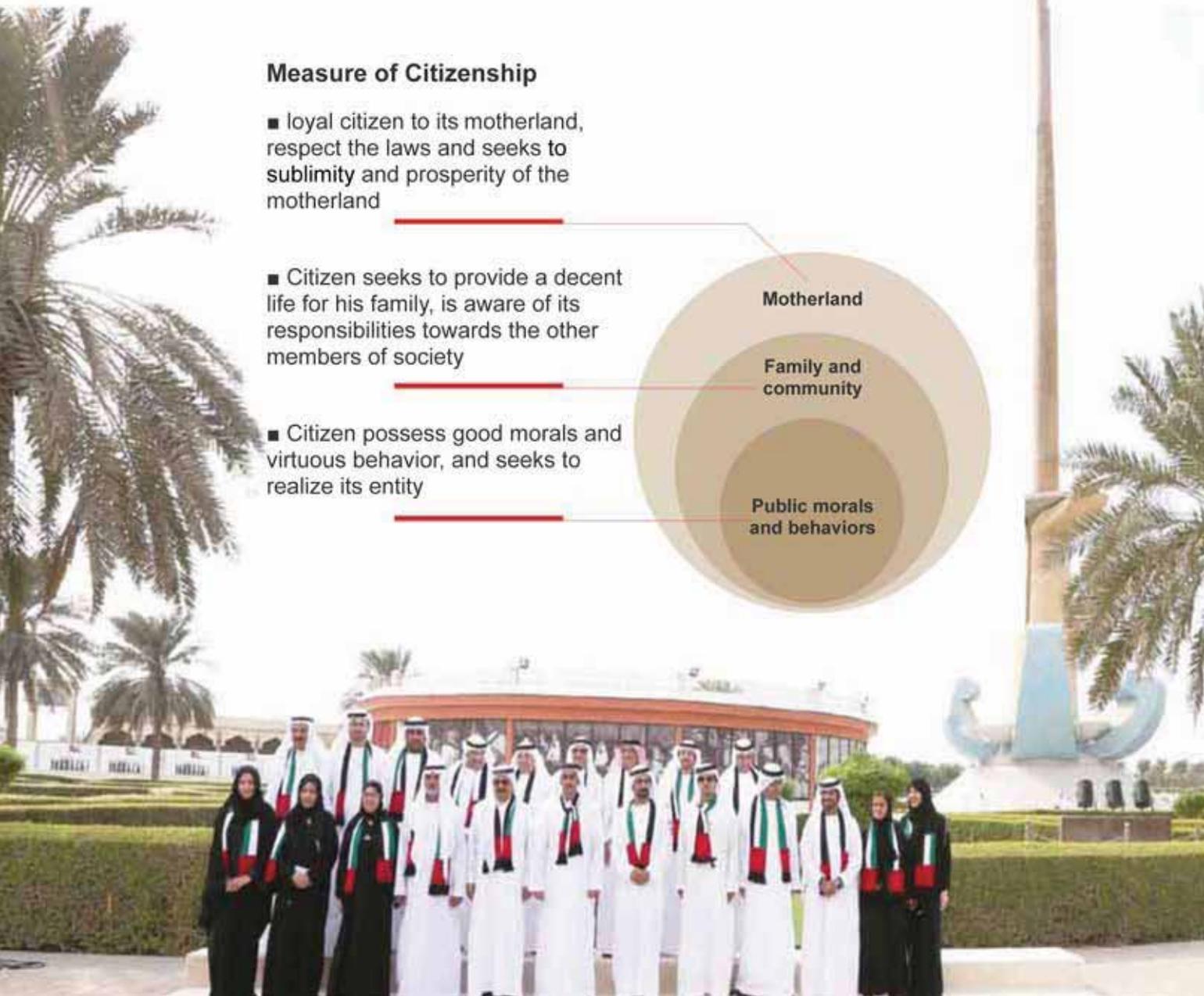
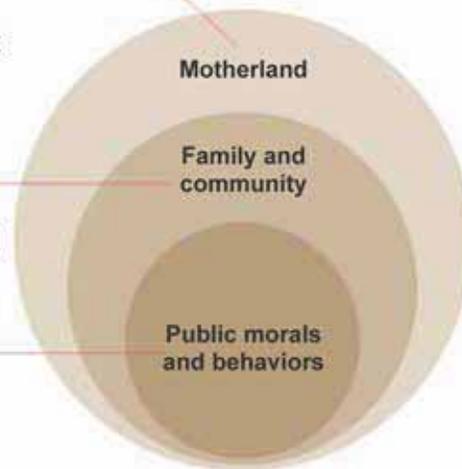
UNITED ARAB EMIRATES
The Supreme Council for National Security
National Emergency Crisis and Disaster
Management Authority

The Concept of Citizenship

It's a joint inheritance of principles, values and behaviors among individuals in one state, and which contribute to the formation of the citizen's personality and give it characteristics that distinguish it from other citizens in other countries. In another meaning, it's a full individual and responsible membership in the State, or any society, and the consequences of those membership of a group of mutual relations between the two parties.

Measure of Citizenship

- loyal citizen to its motherland, respect the laws and seeks to sublimity and prosperity of the motherland
- Citizen seeks to provide a decent life for his family, is aware of its responsibilities towards the other members of society
- Citizen possess good morals and virtuous behavior, and seeks to realize its entity



Awareness paves the way for loyalty and belonging

Thanks to the development of telecommunication mediums and techniques, the world has, no doubt, become a small village. Technological development reduced distances in time and space. It removed many a barrier and overcame many an obstacle. A person can follow up on any event live, anywhere in the world. People can communicate directly and freely, via sound and video, with anyone, wherever they may be. There is no way to tell what new developments and globally influential and dynamic leaps telecommunication and media technologies would achieve in coming years. This “telecommunications boom”, this “digital revolution” has indeed invaded every part of the globe. The United Arab Emirates, just like many other countries, large and small, welcomed the new revolution and followed it closely, carefully scrutinising all of its aspects. Today, it is a part of the daily life of almost every segment of the country’s community. The UAE created an advanced structure to cater to the needs of individuals and institutions on all levels and in a way that enables them to conduct the minute details of their lives via state-of-the-art technologies. The country established the laws and legislations required to guarantee the easy flow of everyday life and, more importantly, to ensure the proper use of technological means in a way that serves individual interests as well as the advancement and the prosperity of society. It is due to such sound initiatives that our country was able to be among the leading users of modern communication technologies. If numbers are any indications, Blackberry service subscribers in the UAE are close to reaching one million. The UAE ranks first among Arab countries in the number of facebook users with more than three million subscribers, 68% of

whom are between the age of 18 and 34. The country is classified first globally in terms of the widespread of mobile phone networks at a time when developed nations such as Japan and the UK ranked 25th and 37th respectively. The widespread of fibre optic networks earned the country the second rank globally following South Korea and followed by Hong Kong, Japan and Norway.

Nonetheless, it is no secret that technology can be a double-edged sword as it has positive and negative effects that are determined solely by how man chooses to use them. And since the aim of having modern technology in the first place is to use it in a positive and beneficial way, legal restrictions have been established along with deterring sanctions to prevent the abusive use of these technologies.

It is true that the constitution and the laws of the United Arab Emirates guarantee people’s freedom, but freedom, too, has limits that must be observed. A person’s freedom mustn’t encroach on the limitations and interests of others or breach the laws of the land. Responsible freedom is the uncontested, natural and legitimate right of every human being. Reckless freedom, on the other hand, that doesn’t respect values or statuses inevitably backfires and becomes a source of deviation that requires adjustment or legal deterrence.

Nowadays, as we enjoy the bliss of security and peace of mind in a state of law and institutions, we need, more than ever before, to persevere in our efforts and to conduct ourselves with full awareness and true national responsibility to preserve our stability and to safeguard our achievements of our wise leadership that chose investment in human being as their sublime aim to build a prosperous future.

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**UAE President's Initiative
to settle defaulters' debts has
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families a great sense
of reassurance and stability**

05



**Advice to homeowners and
residents of public buildings
Fires and ways to prevent them**

36



Hazza Bin Zayed:
(BCM) Standard gives institutions flexibility & ability to work during emergencies and crises

11



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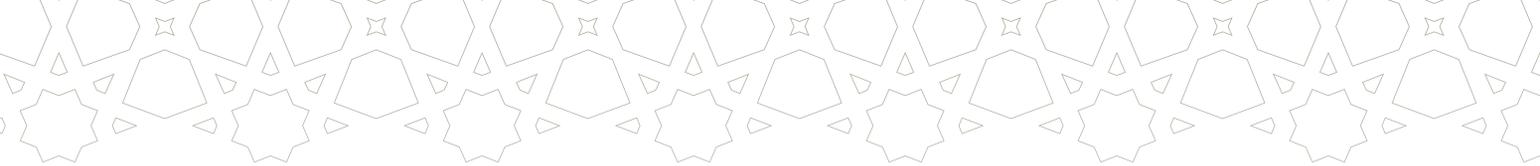
24



08



UAE youth tackle a new volunteering challenge in the United States



UAE President's initiative to settle defaulters' debts has given hundreds of Emirati families a great sense of reassurance and stability

Sense of relief felt across segments of society

More awareness and better planning are prerequisites before seeking a bank loan



Everyone agrees about the high merits of the generous initiative by His Highness Sheikh Khalifa bin Zayed Al Nahyan, the UAE President, may Allah protect him, which consisted in paying off the debts accrued by hundreds of Emirati defaulters, following a decision to get them out of prison and back amid their families and loved ones.

The situation of these defaulters was only going to exacerbate, further affecting the lives of their dependents and wider families, causing damaging effects, not least at the social level, with the likelihood of families being disintegrated and homes broken.

The presidential initiative came, indeed, to strengthen these struggling families' sense of security and stability, allowing them to have a regular Emirati family life, which is characterised by tight bonds and cohesion in an open Emirati society that feels great loyalty and appreciation towards the country's wise leadership.

In turn, the wise leadership spares no effort to create the conditions for a decent livelihood for Emiratis, based on an understanding of their needs and owing to diligent efforts to offer them adequate solutions for anything that may stand in the way of their welfare.

A worthy successor, to a worthy precursor

This unprecedented step, which emanates from a high sense of responsibility, is a fruit of a human-focussed approach that has been adopted by the



Events

wise leadership ever since the establishment of the United Arab Emirates – a philosophy that translates the belief in the “importance of the human element and the need to ensure human welfare” into a felt and tested reality.

The seeds once planted by the founding father, the late Sheikh Zayed bin Sultan Al Nahyan, may Allah rest his soul in peace, are today still being watered by His Highness Sheikh Khalifa bin Zayed Al Nahyan, the UAE President, may Allah protect him.

The founding father used to say: “Focusing on human beings is a necessity, for they are the pivot of any real, sustainable development”; “The nation is prioritising the building of human capital and the welfare of citizens everywhere across the country, for the citizen is the true wealth of the land”; and, “We must take good care of our younger generation and point them to the right direction, for we all have a responsibility and we all are shepherds, and we must deliver this care in a good way, just as Allah took good care of us.”

To these words of wisdom, now the founding father’s successor says: “Building human capital is the best investment in our country, and it is the cornerstone of our development process”; “It is our ultimate goal in the UAE to build the citizen and the nation”; and, “Building human capacity is the highest goal that we are making every effort to achieve.”

The UAE President’s gift, an act of distinction

It is one more gift in a whole list of generous offerings by His Highness Sheikh Khalifa bin Zayed Al Nahyan, the UAE President. It is a gift that settled about Dh5 million worth of debt accumulated by Emiratis.

By any standard, this is an act of distinction that sets the UAE apart. It is an epitome of the mature relationship between the ruler and the people and

shows the leadership’s paternal care in dealing with social issues and crises.

Indeed, His Highness’s initiative was a paternal, rational and objective solution to a crisis that has affected hundreds of citizens, putting them and their families in a tough bind. At the same time, it has sounded the alarm, drawing attention to a problem that many others, if not careful enough, may be facing again and again in the future.

In fact, His Highness’s initiative was a wake-up call on the importance of cautious planning before applying for a loan. It also sends the message that responsibility does not lie with the creditor alone and cannot be casually blamed on circumstances. The debtor must acknowledge their error of judgment and personal responsibility. If a lesion is not treated wholesomely, the bleeding will not stop.

Lures and traps!

“Personal loans for everyone”, “No need for salary transfer”, “You ask, we provide”, “Enjoy your holidays with our easy loans”, “You dream, we’ll make it happen”; “With our easy loans, forget about the impossible”; “Grab this once-in-a-lifetime opportunity, do not hesitate”; “Our loans secure your future”.

So many commercial catch phrases like these are found all over the place, spreading a silk carpet under the consumer’s feet, striking the right cord and fuelling dreams. Singles and heads of families alike fall for them.

In the hadith, Prophet Mohammed says: “Tie it up, then leave” (about the camel). The wise man says: “Don’t stretch your legs beyond your rug.” The logician says: “Consider the landing before you take the jump.” And the financial expert says:

“Before you take a loan, ask the question: ‘What if future winds blow in an adverse direction?’”

instalments will be covered, the applicant in this case is just asking for trouble.

Gain and pain

1,348 Emirati citizens filed settlement requests on their personal loans, which amounted to about Dh1.05 billion, after they had exhausted all other options and defaulted. Another 184 Emiratis were granted a waiver on their outstanding loans, which totalled Dh20 million.

Regardless of how big or small the number of defaulters is or how significant the amounts of their loans are, whether in the hundreds of thousands of dirhams or in the hundreds of millions, we must acknowledge the fact that there is a problem.

This problem, which can turn into a trend, has cast a dark shadow on the lives of hundreds of families, depriving them from the normal measure of happiness that is their natural, human right.

The situation becomes even more worrisome when we take a look at Central Bank figures which show that the UAE population has taken Dh260 billion (\$70.8bn) in personal loans in the first half of 2012 alone.

In principle, taking a bank loan is not always a bad thing. Understandably, there are circumstances in life that lead people to take that decision. No one can tell what the future is made of. When one is left with just two options, one goes for the less bitter one. In this case, the decision to take a bank loan is justified; it solves a problem. The debtor is fully aware of the importance of making a sound financial management plan that will help him pay off his loan within a reasonable timeframe.

But when debt is incurred for no pressing cause or cogent reason, and without any evaluation of its potential repercussions or a plan for how its

Rationalising needs

In either case, rationalising one’s needs in proportion to one’s means is advised before making the first step to the bank. The future is always full of surprises, making the logic of “It will work itself out” completely unsound. A much higher sense of responsibility is called for if the worst is to be avoided.

So, whether indebtedness is the only way out of a real crisis or just a means for keeping up with the Joneses, careful planning that takes into account all the potential consequences, especially the negative ones, must happen well before the final decision is made. An evaluation should be decisive in determining whether one should go ahead with a loan application or refrain from it. That is the way to avert unpleasant surprises.

“Don’t stretch your legs beyond your rug” – an old proverb that we hear as children and it stays with us as we grow up. This proverb is a treasure in itself; it means to preserve our dignity and prevent us from chasing wild, vain fantasies, that lurk like poison in honey, and can lead to disaster.

Wild indebtedness: the root of the problem

Bank officials said the settlement deals they have reached with the Loan Defaulters’ Settlement Fund for Emiratis fall within the framework of these banks’ social responsibility and are part of their contribution to ensuring the welfare of Emirati citizens, considering that the social stability of UAE nationals is always a boost for growth.



These officials stressed that they have responded to the UAE President's initiative without consideration for profit and loss, arguing that helping this initiative to succeed is the main

objective of those settlement deals.

They also called for adherence to conscientious credit extension policies that take into account the resources of their customers in a way that ensures the latter are not saddled with loans they cannot pay back. The UAE President's initiative, they added, should be able to convince defaulters to stay away from unjustified indebtedness in the future.

Similarly, a source from the Loan Defaulters' Settlement Fund for Emiratis said that paying off the loans of Emirati defaulters is a positive step that achieves more than one goal. Notably, it alleviates spending burdens for citizens who are struggling to make loan payments.

It also raises awareness about the risks of wild, undisciplined indebtedness, which is incurred for superfluous reasons, while promoting a savings

culture among Emiratis and helping them avoid getting trapped in loans they cannot afford.

The Fund's aim is to contribute to the stability of the Emirati family, reintegrate the defaulters into the labour force as productive components of the social fabric and the economic cycle, the source added, noting that responsibility for wild indebtedness is shared by a number of parties.

The attractive promotional offers that banks advertise are largely to blame, the source concluded, urging all parties involved to join efforts to tackle the issue.

The loan defaults settlement fund

The Loan Defaulters' Settlement Fund for Emiratis was created by the UAE President on a Dh10 billion capital, in an initiative that aims to, first, put an end to a trend of personal-loan indebtedness that pushes citizens with limited income into a tough bind; and, second, to entrench a savings culture through rationalising consumption and aligning expenses with income.

His Highness Sheikh Mansour bin Zayed Al Nahyan, Minister of Presidential Affairs and Deputy Prime Minister, had ordered the formation of a higher committee tasked with the implementation of the UAE President's decision to establish the Fund.

As per Sheikh Mansour's decision, the committee is chaired by the Deputy Minister of Presidential Affairs and includes members representing the said ministry, the Court of the Crown Prince of Abu Dhabi, the Finance Department in Abu Dhabi, the Central Bank, and the Abu Dhabi Judicial Department.

This higher committee was also tasked with drafting the statute of the Fund, laying out its operational mechanisms and overseeing its mission.

A Ruler who pays off his people's debts

Undoubtedly, this generous and thoughtful move on the part of the UAE President has had an immediate positive impact, and will certainly bear more fruits in the long run. It makes for an incomparable case: Yes, indeed, it happens only in the UAE that the Ruler settles his people's debts.

This globally unprecedented initiative – which came in the context of a series of other initiatives that coincided with the UAE's celebrations of its 41st anniversary – is further evidence of the fact that human capital is at the heart of the UAE President's priorities.

This initiative also supplemented the "Abshir" scheme, which aims to hire 20,000 Emiratis, along with a plan to build 10,000 housing units for nationals to replace their current residences, which were built before 1990.

In effect, these initiatives represent a legacy in progress and a relationship that breaks with the traditional bond between ruler and people.

It was no coincidence, then, when the United Nations' happiness survey ranked the UAE as the happiest nation in the Middle East, and 17th among the top 20 happiest nations in the world.

By taking the initiative to settle the debts of defaulting Emiratis, His Highness Sheikh Khalifa bin Zayed Al Nahyan, the UAE President, may Allah protect him, has brought much relief and happiness to this category of UAE nationals, who were prone to such long-term socioeconomic struggles that would have eventually cast a shadow on the entire society.

For it evidently takes a heavy psychological and social toll when these people are put behind bars for defaulting, a situation that threatens to disintegrate their families and break their homes.

NCEMA signs MoU with Italy for cooperation in disaster forecast



In the presence of HH Sheikh Mohammed bin Rashed Al Maktoum, UAE vice president, Prime Minister and Ruler of Dubai, and Italian Prime Minister Mario Monti, the National Emergency, Crisis and Disaster Management Authority (NCEMA) signed a memorandum of agreement with the Italian premiership and the Civil Protection Ministry, related to cooperation and exchange of expertise in emergency management.

The MoU was signed by HE Mohammed Khalfan Al Rumaithi, the director general of NCEMA and HE the Italian Ambassador to the UAE Giorgio Starace. It aims to facilitate bilateral cooperation in areas of forecasting, preventing and responding to natural or manmade disasters.

The MoU provides for training courses, seminars and workshops. It calls for developing adequate strategies and approaches to mitigate the effects of emergencies.

Were also present at the signing ceremony HH Sheikh Ahmed bin Saeed Al Maktoum, president of the Department of Civil Aviation and Chairman of the Emirates Group, HE Mohammed Abdullah Al Qarqawi, UAE Minister of State for the Council of Ministers Affairs, HE Dr Anwar Mohammed Gargash, UAE Minister of State for Foreign Affairs, HE Sultan Saeed Al Mansouri, UAE Minister of Economy and HE Reem Al Hashemi, UAE Minister of State.

“This standard will serve as a reference to help public/private sectors absorb sudden shocks”

Hazza Bin Zayed: (BCM) Standard gives institutions flexibility and ability to work during emergencies and crises

H.H. Sheikh Hazza Bin Zayed Al Nahyan, National Security Advisor, Chairman of NCEMA’s Board, asserted the keenness of the UAE’s wise leadership to ensure the welfare and stability of the community, at all times. “With this in mind, we have been keen to ensure the ability of all UAE institutions in all vital sectors to continue to perform their services and duties towards the community at all times and handle suddenly breaking incidents through the preparation of informed and pre-coordinated plans and equipment. In so doing, such institutions would be able to continue to perform their vital role and duties towards the community when disaster strikes”, said His Highness.

In the Introduction of “Business Continuity Management...Standard and Guide” issued by NCEMA, His Highness pointed out that the first issue of the BCM standard should serve as a guide to help all UAE institutions in the field of business continuity management.

“Our specialists and experts have examined the best world practices in this field, and we saw that there was a need to issue this Standard to serve as a reference to help all the UAE’s public and private institutions reach the desired level of flexibility and enable them to absorb sudden shocks and continue working in times of crisis” he added.



“All and sundry agree that business continuity management has now become a key component of emergency and crisis management system. Building this capacity thus requires the support and encouragement of such institutions’ senior management, to ensure exploitation of additional resources, which enable an institution to continue to perform its vital duties at least, should an emergency strike, until full recovery and return to normal routine”, said His Highness.

His Highness also emphasized the need for



Events

everyone’s cooperation and compliance with this Standard, to ensure the minimum technical, training and administrative requirements, in such a way as to ensure the welfare and stability of the community at all events.

NCEMA has recently launched the first issue of the BCM Standard, in order to enable both the public and private institutions to systematically build BC capacity, during and after an emergency, in such a way as to ensure they continue to perform their vital services and duties to enhance national security stability in the UAE.

This Standard was issued under the directions of the wise leadership, and based on the UAE federal government’s commitment to enhancing community welfare and stability. This Standard was developed along with a guide and a BCM model plan, for government institutions and their private associates need to handle crises and disasters in a well-coordinated and effective manner, in order to fully recover from disruption. It is paramount to continue to perform the main services and duties towards the community during such emergencies, until return to normal routine.

“This Standard has been prepared along with the guide and a BC model plan, to enable institutions to systematically build their BC capability, so as to ensure they continue to perform their vital

and main duties and services in both public and private sectors, during and after the crisis, thereby contributing to the enhancement of national security in the UAE”, said H.E. Mohamed Khalfan al- Rumaithi, NCEMA’s Director General, in a press conference organized on this occasion by NCEMA at its Abu Dhabi headquarters.

He further added that the “BCM concept” means building the institutions’ capacity to continue to perform their main and necessary services and duties towards the community, during and after a crisis that could result in business disruption.

Al Rumaithi said that, in order to reach the best world practices in the BC field, a national NCEMA personnel group was qualified in this field, in addition to establishing the cornerstone of the program. The first step consists of establishing a UAE-tailored standard. Accordingly, relevant references and documents have been examined when drawing up this Standard. British, US, Australian and New Zealand standards, together with Swiss and Singaporean standards have been reviewed, always bearing in mind that our Standard should be consistent with the business nature of the UAE government, by meeting the main requirements and specifications that internal and external parties recourse to. This would help the institutions continue their performance of main and necessary duties and services, in compliance with their organizational and contractual obligations in addition to





protecting the interests of the beneficiary institutions, following an emergency that disrupts their business.

For his part, Mohammed Ahmed Al Jenaibi, Manager of Safety and Protection Department at NCEMA, discussed the steps to guide issuance and references. He further asserted that the UAE is recognized as pioneer in this area. No Arabic standard has been thus far developed in any country in the region. The first-of- its-kind standard was drawn up in 2006 in the UK, after being faced with numerous crises and disasters. Researchers soon found themselves obliged to find standard set up mechanisms and methods, which would ensure, if respected by institutions, the enhancement of such institutions' capacity to continue to perform their main and necessary services and duties, until emergency recovery and their return to normal routine.

He also confirmed that a number of workshops will be organized to clarify the mechanisms to comply with this guide and its content. He went on to say that the Cabinet is responsible for implementing the program in federal institutions.

Al Jenaibi made a presentation whereby he tossed around the Standard components and how to capitalize on it. He explained that the Standard is divided into three parts. The first part identifies the components, mechanisms, and activities used in establishing, implementing, using, and sustaining business continuity management at both public and private institutions. The second part, however, serves as a guide to a common set of processes and procedures used in BCM establishment and implementation by all institutions, in order to understand business objectives, identify business-required activities, test the extent of risk impact on business disruption, as well as decision-making method to ensure continuity of such activities. Finally, the third part serves as a model to help institutions establish BCM plan.

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During NCEMA's National Day celebrations

Al Rumaithi urges employees to show dedication and loyalty and to protect the nation

'NCEMA' employees pledge allegiance to the country and loyalty to the president

Employees of the National Emergency, Crisis and Disaster Management Authority (NCEMA), led by the director general of HE Mohammed Khalfan Al Rumaithi and his deputy HE Shahwan Srou Al Dhaheri as well as department managers, celebrated the 41st National Day at the authority's headquarters in Abu Dhabi.

They all joined together pledging allegiance and loyalty to the UAE and to the president. They vowed to safeguard peace and security, to obey the Constitution and to assume their responsibilities with diligence and honesty. Mr Al Rumaithi called on NCEMA employees to "address any dangers that might come our way and to ignore any malicious influences intended to undermine the achievements of our precious union." And he added: "Beware of destructive notions coming to



us from abroad." The pledge was then inscribed on a commemorative tablet.

At its headquarter in Abu Dhabi, which was adorned with flags, NCEMA organised an eventful celebratory programme that included a photography exhibition depicting the various phases of the union since its inception in December 2nd, 1971 as well as its founding fathers. The Emirati winner of the TV programme “The Million’s Poet” Rashed Al Rumaithi also presented a number of poems in praise of the country and its achievements and in tribute of the country’s leadership, especially its original founder the late Sheikh Zayed bin Sultan Al Nahyan.

Mr Al Rumaithi then planted the “union tree” in NCEMA’s yard in response to the initiative of HH Sheikh Mohammed bin Rashed Al Maktoum, Vice President of the UAE, Prime Minister and Ruler of Dubai.

In his elocution during the celebration, Mr Al Rumaithi said: “Whenever we contemplate this date, the 2nd of December, the day the Union came to be, we have to evoke the evolution course of our beloved homeland that just completed its 41st year. It was a day that marked a historic turning point for Emirati citizens through the efforts of HH the late Sheikh Zayed bin Sultan Al Nahyan and his brethren, may they rest in peace, the founders of this great nation of which we are immensely proud and in which we were able, in record time, to achieve an advanced level of prosperity. The pioneering experience of our union and the memorable stances of the founding leaders that made history and paved the way for our country’s achievements that tell the story of the people of this land all make up a beautiful civil message that reads in all the languages of the world.”

And he added: “As we plant this tree in the garden of our union, we hope that our national values and principles would also get more deeply rooted in the mind and soul of our youths so that

they always carry with them their identity and their love of the homeland. It is up to them to ensure the continuity of our state’s distinctive character as well as its economic, social, cultural and security-related policies that are drawn from our cultural heritage and that are entrenched in our Arab and Islamic history. It is up to them to take our union towards a wider future rich with successes , achievements and prosperity. It is up to them to keep up the hard work coupled with an unwavering will to make sure that the United Arab Emirates would always be in the lead amongst world nations.”

The director general of NCEMA exchanged congratulations with the members of staff and once again declared: “This precious national occasion prompts us all to persevere in our efforts to be more productive, to strive for excellence and creativity, to be more dedicated to give to our country and to be ever loyal to our wise leaders, HH Sheikh Khalifa bin Zayed Al Nahyan, the president of UAE, HH Sheikh Mohammed bin Rashed Al Maktoum, Vice President of the UAE, Prime Minister and Ruler of Dubai as well as their brethren the members of the Supreme Federal Council the rulers of the emirates.”

Mr Al Rumaithi observed that citizens have always been the focus of the leadership’s efforts and plans. For this reason, all capabilities have been harnessed in order to direct its human potential towards the highest levels of welfare and to protect them and ensure their safety so they go forward in peace and security.

At the conclusion of his speech, Mr Al Rumaithi urged NCEMA employees to “make greater efforts and show more dedication and loyalty to the country, to safeguard its achievements and to protect its rights.” He also called on them to “transfer knowledge and love of the homeland to our children so they,too, may protect it and ward off any dangers that come its way.”

142 participants from all UAE emirates

‘NCEMA’ concludes its specialised courses for the last quarter of 2012

The National Emergency, Crisis and Disaster Management Authority concluded its programme of specialised courses for the last quarter of 2012 that saw the participation of 142 NCEMA employees and representative from various stakeholders from all the emirates.



The series of courses revolved around integrated emergency management, infrastructure assessment during emergencies, building response capabilities, developing media strategy for emergency management and strategic emergency planning.

The director general of NCEMA, His Excellency Mohammed Khalfan Al Rumaithi noted that the courses come as part of the efforts to increase the expertise of the various bodies that are involved in managing emergencies and to enhance their competence in dealing with any potential risks. The courses also allow for the sharing of expertise amongst various organisations and lead to the establishment of a database of skills and

competences that contribute to raising awareness and honing skills related to successful management of various emergencies.

He explained that the authority has designed fifteen curricula for specialised training in emergency management that respond to the requirements of relevant bodies in the UAE. These curricula were accredited by City and Guilds of London Institute, a leading United Kingdom vocational educational organisation. The institute chose NCEMA as an accredited training and assessment centre.

Mr Al Rumaithi emphasised that these training programmes are derived mainly from the federal decree no. 2 of 2011, issued by His Highness the



The authority also offered training on the basics and the rules of assessing infrastructure in order to develop adequate plans for their protection and management during emergencies. It discussed risk assessment methods and best international practices for business continuity during emergencies.

president Sheikh Khalifa bin Zayed Al Nahyan. The decree specifies NCEMA's jurisdiction and its relationship with other stakeholders in the UAE. The training courses also serve the objectives of the second strategy for specialised emergency management training (2012-2014) that aim to develop national response capabilities. He added that the specialised courses were especially designed to meet the various governmental bodies' training requirements in emergency management.

The director general went on to clarify that the courses covered concepts such as integrated emergency management, the different phases of emergencies, planning requirements for the response and the recovery phases and the role and responsibilities of various government organisations before, during and in the aftermath of emergencies. They also focused on the rules and principles of risk assessment and planning for emergencies as well as the basics and the requirements for the management of emergency centres.

The training programme touched on the responsibility of the relevant governmental bodies to develop and improve their national response capabilities in cases of emergencies and displayed the best methods for managing national resources during emergencies. It explored best global experiences in developing and managing emergency media strategies and ways to deal with the media during emergencies. The courses shed the light on the responsibilities and roles of local and national authorities in relation to the media and they analysed the role of local, regional and international media as well as the importance of social media sites.

Mr Al Rumaithi added that the National Emergency Crisis and Disasters Management Authority strives continuously to develop training programmes that allow it to remain up to date with the latest systems observed around the world concerning career development.



Events

Local media reports on the publication of the second issue of Taware'e wa Azamat



Local news publications, websites and blogs reported on the circulation of the second issue of Taware'e wa Azamat. WAM, the official news agency, as well as local newspapers allocated ample space to announce it.

Reports highlighted the specialised magazine's various topics and articles. They focused on the message of His Excellency Mohammed Khalfan Al Rumaithi the director general of NCEMA and chairman of the magazine's board of directors, which was entitled "Awareness, the Gateway to Patriotism and Loyalty".

They focused on the interview with the undersecretary of the Ministry of Interior General

Saif Abdullah Al Shafar in which he confirmed that "the UAE enjoys security and stability and there are no real manmade hazards that threaten its safety." Mr Al Shafar also noted that the Ministry of Interior is seeking to communicate with all segments of society and to develop a clear and effective mechanism to create a shared matrix for the protection of general security.

NCEMA received a number of calls and correspondences praising its new media personality Taware's wa Azamat and commending its articles that proved to be of major interest to various agencies and stakeholders as well as its instructions on the best ways to deal successfully with emergencies.

Committed to Promoting National Identity and Emphasizing its Loyalty and Belonging, **‘NCEMA’ signs the UAE Citizen Value and Behavior Instrument**

Committed to promoting national identity and emphasizing loyalty and belonging to the nation and its wise leadership, NCEMA’s employees have signed the UAE citizen value and behavior instrument issued by the Ministry of Cabinet Affairs.

H.E. Mohamed Khalfan Al Rumaithi, NCEMA’s Director General, has praised the instrument idea and the principles, behaviors, and ethics contained in it. “It reflects the image of a UAE citizen aspired by our wise leadership, and is established by the late H.H. Sheikh Zayed Bin Sultan Al Nahyan, Founder of the UAE. It also falls within the focus of attention of H.H. Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE, and his brothers, Members of the Supreme Council.

Al Rumaithi called upon the employees to comply with this instrument and to act accordingly inside and outside the local community, in addition to passing on its content to their sons and brothers, and in their daily

life inside and outside the country. “By signing this instrument, a citizen undertakes to comply with a number of general behavioral and ethical requirements, which enable such citizen to represent his/her country whether within the country or abroad, and preserve its well-deserved reputation, that culminated in the UAE standing tall amongst the other countries of the world”, he added.

Al Rumaithi said that the instrument content is only a part of the local community customs and traditions, which are a series of inherited values and concepts that contribute to the formation of the UAE citizen’s distinct personality.

The instrument includes a number of general values, behavioral and ethical requirements which should be met, in order to make a good citizen who contributes to boosting his/her country’s reputation. It also sets out the reciprocal rights and obligations of citizens, so as to ensure peaceful co-existence.



‘NCEMA’ agrees with Abu Dhabi Airports Company to provide food parcels in situations of emergency

In line with its strategic plans to ensure preparedness for emergencies and in the framework of consolidating partnerships and coordinating efforts with all relevant stakeholders in the UAE, the National Emergency, Crisis and Disaster Management Authority (NCEMA) signed a partnership agreement with Abu Dhabi Airports Company.



The agreement, signed by HE Shahwan Suroor Al Dhaheri, deputy director general of NCEMA and Mr Paul Haines, the general manager of ADAC, aims to offer the best logistic support services by providing all sorts of high quality meals upon NCEMA’s request and according to pre-determined lists and locations.

The agreement stipulates that Abu Dhabi Airports Company would offer logistic support services across the UAE in situations of emergencies, crises or disasters, according to defined mechanisms and procedures and in line with the UAE criteria and standards for food supply.

Mr Al Dhaheri explained that this type of agreement is part of NCEMA’s plan and general strategy for preparedness for any emergency. He noted that NCEMA is in the process of developing all the programmes and procedures required to support emergency response teams and guarantee

successful response to emergencies by benefiting from private sector capabilities and resources.

He observed that NCEMA chose Abu Dhabi Airports Company for its expertise in efficient and speedy food supply, which converges with the authority’s requirements and the requirements of emergency management stakeholders.

For his part, Mr Haines said that his company’s wide and specialised expertise in providing all sorts of healthy and safe meals conforms to the UAE’s procedures and requirements. He added that this new agreement with NCEMA reflects the private sector’s willingness to contribute to and partake in national efforts to ensure business continuity in situations of emergency and he re-affirmed the company’s readiness to provide any logistic support that may be required by NCEMA.

‘NCEMA’ signs agreement with Al Wasita Emirates Services and Catering To supply food parcels to evacuation shelters

As part of its plans to ensure business continuity in times of emergencies and crises, according to the jurisdictions set out in its establishment law pertaining to the provision of basic services during emergencies, and in implementation of the UAE law pertaining to necessary procedures for the management of emergencies, crises and disasters, the National Emergency, Crisis and Disaster Management Authority (NCEMA) signed an agreement with Al Wasita Emirates Services and Catering company to supply food parcels during times of emergencies, crises and disasters.

HE Shahwan Suroor Al Dhaheri, deputy director general of NCEMA and Mr Mohammed Mubarak Ali Rashed Al Mazroui, chairman of the board of Al Wasita signed the agreement. It stipulates that Al Wasita would supply food parcels to evacuation shelters as defined by NCEMA 48 hours following an official notification by the relevant NCEMA



official by signing the food parcels request form. A copy of the request form was attached to the agreement.

The agreement is one of a series of memoranda of agreement with similar institutions and authorities that specialise in service provision and logistical support. These are part of NCEMA’s preparedness measures for any type of emergency.

NCEMA is continuously working on developing its plans and strategies to best adapt with current data and circumstances.

**In a workshop organized by NCEMA with 220 officials
from more than 120 local and federal ministries and authorities**

Al Rumaithi pledges continued communication and partnership to serve the country

The director general of the National Emergency, Crisis and Disaster Management Authority HE Mohammed Khalfan Al Rumaithi confirmed that communication and partnership efforts will continue between NCEMA and various local and federal ministries and authorities in order to serve the country. He promised “our wise leadership to persevere night and day in our efforts to safeguard the country and all of its achievements.”

In a speech at the inauguration of a workshop intended to introduce the federal law pertaining to the establishment of NCEMA, which the authority organized, and in the presence of HE Saif Sultan Al Ariani, the secretary general of the Higher National Security Council and a number of officials, Mr Al Rumaithi conveyed the regards of HH Sheikh Haza bin Zayed Al Nahyan, the National Security Advisor and the Chairman of the Board of NCEMA, and his appreciation of the efficient role of ministries and authorities. He expressed wishes of “continued cooperation and coordination to consolidate the bonds of partnerships between us to maintain the continued excellence and progress of our nation.”



More than 220 officials from more than 120 ministries and authorities, federal and local, attended the workshop. The workshop shed the light on the reasons behind the establishing of NCEMA and detailed its jurisdiction, missions and obligations as they were described in decree

law number 2 of 2011 that aims to realize the UAE policy pertaining to all of the required procedures for the management of emergencies, crises and disasters. The discussion also touched on the partnerships prescribed in the law between ministries and federal authorities and on the need to effectively coordinate the roles of relevant bodies across the country.

Mr Al Rumaithi expressed thanks and appreciation for their highnesses the crown princes and deputy rulers in all the emirates for their constant support of NCEMA's programmes and activities. He especially valued their directives to create local emergency teams, which operate as part of NCEMA's matrix and in line with the regulatory structure that defines their tasks and roles in relation to various phases of an emergency.

He praised the efforts of NCEMA's partners that offer cooperation, solidarity and coordination in various domains in order to consolidate the UAE's emergency management capabilities using all means of coordination and communication on the local level as well as on the national level.

At the end of his speech, HE Al Rumaithi stressed the importance of "continued communication and partnership to serve our precious homeland. And we pledge to persevere night and day to safeguard the country and its achievements."

Legal consultant Darwish Al Rumaithi then offered a detailed explanation of the articles of the NCEMA establishing decree. He clarified the jurisdictions and obligations stipulated in it and that aim to implement the UAE's policy related to emergency management procedures. He shed the

light on the partnerships between ministries and federal and local authorities, as prescribed in the law, and on the required coordination between relevant bodies. He discussed the law that provides for the establishment of NCEMA and its board as well as the various levels of emergency management and measures of prevention, preparedness, response and recovery. He explained the tasks of emergency management teams and such concepts as disaster areas, risk register, threats, business continuity, organizational security, deployment of governmental resources, evacuation plans, aid and remunerations. He also described the sanctions stipulated in the decree law and the mechanisms that are in place to request the assistance of the armed forces in cases of emergency.

The workshop ended with discussion and dialogue about the various dimensions of the decree's implementation and the roles of other entities as well as the aspects of coordination and collaboration between NCEMA and emergency responders. Participants emphasised the need for approved emergency plans and for a mechanism to compel establishments to develop their own emergency plans under NCEMA's supervision. The dialogue touched on NCEMA's role in developing awareness programmes addressed to the public and all segments of society. The participants also discussed professional safety criteria and ways to benefit from experiences and exercises related to emergency plans.



The greatest danger is the lack of awareness among Internet users about information security. We are seeking to foster a safe cyber culture

**H. E. Mohammed Nasser
Al Ghanim
Director general of the
Telecommunications
Regulatory Authority
(TRA)**

**In an interview with
“Taware’e wa Azamat”:**

The UAE ranks first in the region and fourth internationally in cyber security

We have a national cadre of high-level professionals. We put in place the best of state-of-the-art technologies and we have adequate policies and emergency plans to address cyber threats

HE Mohammed Nasser Al Ghanim, director general of the Telecommunications Regulatory Authority (TRA), said that the UAE ranks first in the region and fourth internationally in terms of cyber security.

In an interview with Taware'e wa Azamat, he said: the TRA has a national cadre of high-level professionals. All infrastructures were equipped with the best state-of-the-art technologies. The TRA has developed the adequate policies and emergency plans to counter any cyber threats.

He added: We constantly monitor all government websites for any hacking or distortion attempts. Daily surveys are conducted for all government websites to check for any malicious codes. We also set electronic traps to collect data about the methods used by cyber pirates to hack into our systems.

About potential cyber threats, he noted that they vary from one country to the other... "They may be in the form of viruses, identity theft, phishing attacks or even continuously advancing threats. However, the



- We monitor all government websites for any hacking or distortion attempts
- The greatest threat in all continents is the lack of awareness among Internet users about information security



greatest danger of all, in all continents, is the lack of awareness among Internet users about information security.”

Al Ghanim advised users of the World Wide Web to avoid downloading software from unreliable websites and to be wary of phishing messages.

He pointed out that TRA’s hosting of the Second Global Standards Symposium organised by the United Nation’s International Telecommunication Union (ITU), which was held for the first time in the Middle East, is an expression of the UAE’s role and advanced standing in the telecommunications sector regionally and internationally.

He explained that the TRA, through its computer emergency response team (CERT), performs an advisory role and noted that the team’s mission focuses on protecting the resilience of the information technology services and telecommunications infrastructure against a myriad of cyber security threats and on fostering a secure cyber culture in the UAE.

The first Global Standards Symposium was held in Johannesburg, South Africa in 2008. On November 19th, 2012, the TRA hosted the second edition of the symposium, organized by the United Nation’s International Telecommunication Union (ITU), which was held for the first time in the Middle East. What are the objectives of the symposium and what are the benefits of hosting it in the UAE?

• We set cyber honeytraps to collect data about the methods cyber pirates use to attempt to hack into our systems

• TRA’s role, through its computer emergency response team is advisory

The TRA’s hosting of this event is an expression of the UAE’s role and advanced standing in the telecommunications sector on the regional and the international levels. The responsibilities for the future of global telecommunications are tremendous. They mainly focus on how to drive the innovation process, supporting developing markets as they adopt these technologies and determining how these global markets would take advantage of proper standards and their effective impact, in

addition to other future challenges. If the criteria and standards are developed correctly they can become a crucial factor in facilitating connectivity, communication and development and in building bridges towards the future.

Last September, you hosted the Annual General Meeting of the Organization of Islamic Cooperation - Computer Emergency Response Team. What do you aim to achieve through such initiatives?

The objectives of the event are summarized as follows:

- Promoting communication among various computer emergency response teams throughout the Islamic World and fostering effective cooperation in the different aspects of cyber security such as cyber drills.
- Sharing knowledge and challenges that teams address in various information security situations and setting recommendation to avoid problems

in the future.

- Enhancing cyber security among members of the organization and exchanging experiences regarding challenges and weaknesses that may affect different parts of the world.

How does the telecommunications sector in the UAE rank on the regional and the international levels?

The latest studies show that the UAE ranks first in the region and fourth internationally in terms of cyber security.

How do you describe the TRA's role in controlling the criteria and the practices related to information security in the country?

The TRA, through its computer emergency response team, performs an advisory role. The response team provides 30 information security services and in general, offers the best advice, recommendations and practices to ensure the safety of the UAE infrastructure.

What is the mission of the national computer emergency response team (aeCERT)?

The team was formed to perform two main missions:

- Protecting the resilience of the information technology services and telecommunications infrastructure against a myriad of cyber security threats,
- Fostering a secure cyber culture in the UAE.

● **Cyber threats differ from one country to the other. They include virus dissemination, identity theft, phishing or even advanced threats**

This is ensured through 30 services focused on monitoring, events handling, research and analysis, quality information security and finally, education and awareness.

In your opinion, what are the main threats to cyber security in the UAE?

Cyber threats vary from one country to the other. They may be in the form of viruses, identity theft, phishing attacks or even continuously advancing threats. However, the

greatest danger of all, in all continents, is the lack of awareness among Internet users about information security.

The TRA, represented by its computer emergency response team, dedicates a lot of time and effort to educate users about the safe use of the Internet and threat prevention.

In this vast cyberspace that is constantly advancing and evolving, what are the TRA's strengths and capabilities for dealing with threats and limiting any breaches that may affect the IT infrastructure in the UAE?

We have a highly professional national information security cadre and the TRA put in the place the best state-of-the-art technologies in all of its infrastructures. In addition to this, we developed adequate emergency plans to deal with any cyber threats.

What advice do you give Internet users to avoid falling victims to cyber piracy?



Interview

The best advice to Internet users would be to avoid downloading programmes from unreliable websites and to be wary of phishing messages. This is of course in addition to equipping computers with anti-virus software that are regularly updated.

What types of coordination and mechanisms are there to protect sensitive government and institutions websites from new malware (malicious software)?

- We are constantly monitoring governmental websites through three different services:
- Monitoring hacking and distortion attempts at all times. As soon as we discover a hacking attempt, we deal with it and contact the owner.
- Network crawling using Honeyspider. This includes daily surveys of all governmental websites to check for any malicious codes.
- Setting up cyber traps in parts of the national infrastructure to gather more data about the methods used by pirates to hack into our systems.

Can you give us an idea about the TRA's relationships with similar authorities and international software companies that aim to protect and strengthen the UAE's cyberspace?

The TRA, through the computer emergency response team, maintains strong relationships with government agencies, the private sector and

• The computer emergency response team's mission is to protect the resilience of the country's IT and telecommunications infrastructure against a myriad of security cyber threats and to foster a safe cyber culture.

academic bodies locally and abroad since it assumes the following roles:

- Leader of the UAE chapter Honeynet Project.
- Research partner with the international anti-cyber phishing team.
- Member of the multinational partnership to counter cyberspace hazards IMPACT.
- Partner with global IT companies such as Shadow Services and Arbor Networks.

- The TRA is also signatory to a number of memoranda of agreement with various computer emergency response teams around the world including Japanese, Malaysian and Polish CERTs. In addition to that, the authority communicates with more than 18 international anti-virus companies.

What mechanisms rule your relationships with other authorities and agencies in the UAE?

The TRA, through its computer emergency response team, collaborates with various bodies in the country through MOUs that set a framework for the services to be provided.

To what extent would you say the UAE is safe in terms of cyber security?

Nothing is a hundred per cent safe. But the government and the TRA are allocating the best resources to enhance cyber security in the country's infrastructure and to ensure the dissemination of a safe cyber culture.

The Telecommunication Regulatory Authority: establishment and mission

The Telecommunications Regulatory Authority (TRA) of the United Arab Emirates (UAE) has been established according to the UAE Federal Law by Decree No. 3 of 2003 – Telecom Law. It includes four members representing the Ministry of Presidential Affairs, the court of the Vice President Ruler of Dubai, the Cabinet as well as the chairman of the Supreme Telecommunication Committee. They are all appointed by a federal decree.

TRA is responsible for the management of every aspect of the telecommunications and information technology industries in the UAE. Its primary role is to create an optimal environment to allow for the best advancement possible in the telecommunications and IT sector in the UAE.

The aforementioned decree determined that TRA's headquarters would be in Abu Dhabi with a branch in Dubai and a number of other offices across the country. A board of five members managed the TRA. They are appointed by the Supreme committee for four-year terms renewable.

TRA provides support for the telecommunications and IT sector in the UAE and makes the best use of the country's natural resources by applying international best practices regarding the sector's regulation and control. It assumes a number of telecommunications and IT related responsibilities in the UAE and abroad. It represents the UAE in a number of international events.

Its objectives include: ensuring adequacy of telecommunications services throughout the UAE; achieving enhancement of services, both in terms of quality and variety; ensuring quality of service and adherence to terms of licenses by licensees; encouraging telecommunications and IT services within the UAE; promoting and enhancing the

telecommunications sector within the UAE; establishing and implementing a regulatory and policy framework; promoting new technologies; developing the country's human capital; and encouraging research and development.

TRA was elected as a member in the United Nation's International Telecommunications Union Council. It is a member in the Arab Network of Telecommunication Regulatory Authorities and the Arab Spectrum Management Group as well as the GCC Telecommunications Department.

The TRA oversees the telecommunications sector and its licensees in the UAE. It monitors competition and provides licenses for telecommunication equipment. It develops and implements national plans for numbers and frequencies and the the number transfer policy. It is responsible for coordinating all spectrum-related affairs locally, regionally and internationally. It develops the regulations for Internet networks administration, including the national domain name (aeDA) and Internet protocol headings and its Internet Access Management (IAM). TRA also manages the spectrum and issues any authorizations and wireless equipment required for it. It develops the policies and regulations related to the import, trade and use of telecommunication systems. It works toward developing the telecommunication and IT services sector through initiatives addressed to society in general and to the sector in particular. These include the telecommunication and IT services sector development fund; the Baatha Programmer and the national computer emergency response team.

• We conduct daily surveys for government websites to check for any malicious codes

Minister of Environment and Water: **Bio-security is a shared responsibility between state institutions and society**



HE the Minister of Environment and Water, chairman of the National Committee for Bio-security Dr Rashed Ahmed bin Fahed confirmed that developing a national strategy to ensure bio-security is an effort that requires development and serious participation from all stakeholders in the UAE.

At the inauguration of a workshop entitled “The UAE Bio-security Strategy” organised by the committee in Abu Dhabi recently and attended by the Ministry’s assistant undersecretaries, committee members, representatives from various bodies in the UAE as well as a number of academics and bio-security specialists from Australia and the UAE University, he noted that the issue of bio-security is crucial and it is the shared responsibility of state institutions and the community. He observed that the issue has been warranted substantial interest in the UAE and announced that the Ministry considers enhancing bio-security levels in the UAE as a main objective in its strategic plan.

He said that the strategy project, which was presented and discussed at the workshop, was still in the development phase. He added that the state’s strategy to ensure bio-security is part of a vision to secure the UAE against the hazards of biological substances and agents. He expressed confidence that the workshop will provide a basis for a wide-ranging and long-term participatory approach between all stakeholders in the country. The Minister explained that the workshop introduced the objectives of policies that are in place and discussed present and future challenges as well as prevention methods and reviewed the experiences of developed nations in the field of biological security.

The Minister pointed out that the workshop focuses on a number of main objectives. They included a review of the current situation and shaping the future and the strategy for integrated bio-security in the UAE in order to provide an environment free of biological hazards and to

ensure efficient communication and collaboration between the various agencies and sectors in the UAE. All this comes as part of a unified national strategy that guarantees the realisation of the leadership's ambitions regarding the protection of citizens and residents as well as the safeguarding of its resources and environmental diversity.

The proposed draft strategy represents the general framework that aims to promote bio-security through adequate laws and regulations and through building capabilities and plans to prevent biological agents from becoming threats, and addressing any negative effects of biological agents as well as any biological accidents that may jeopardize the safety of the community.

The membership of National Committee for Bio-security features a number of government agencies including the Ministry of Environment and Water, the Ministry of Interior, the Ministry of Health, the Supreme Council of National Security, the General Command of the Armed Forces and Abu Dhabi Environment Authority. The Committee's jurisdictions include proposing the strategy and the national action plan for biological security as well as their implementation mechanisms. It is also tasked with developing legislation and regulations according to international best practices and proposing appropriate programmes for the development of national capabilities and potential in this domain.

First of its in the Arab world

Taware'e **wa Azamat**

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As part of its initiative to strengthen national and community cohesion

NCEMA participates in the National Exhibition for Social Awareness

The National Emergency, Crisis and Disasters Management Authority (NCEMA) participated in the National Exhibition for Social Awareness and Human Services entitled “Awareness 2012”, organised in Abu Dhabi National Exhibition Centre. The exhibition came in the context of “Strengthening National and Community Cohesion” initiative launched by H.H. Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE on the occasion of the 38th National Day in 2009.

Through its participation, NCEMA sought to advertise its culture and raise awareness among individuals and exhibition visitors.

NCEMA’s pavilion had a large turnout of visitors, including school and university students.

Exhibitors organised cultural competitions aiming to introduce the public to NCEMA’s role and jurisdiction and to the various risk prevention methods. The competitions included various awards. Visitors received booklets and brochures that show the importance of NCEMA’s role in preserving the UAE’s achievements.

Commenting on “Awareness 2012”, HE Mohammed Khalfan Al Rumaithi, NCEMA’s director general said “the exhibition provides an opportunity to raise awareness among various segments of society to the importance of the role of individuals. Thus, we are prompted to continue our awareness-raising efforts, especially in times of emergencies.”

“We seized the opportunity to take part in this event as it is an important platform to address youth and students that make up a substantial part of society, in a simplified and accessible way,” he added.





UNITED ARAB EMIRATES

**The Supreme Council for National Security
National Emergency Crisis and Disaster
Management Authority**

(Together .. we preserve the country's achievements)

MISSION

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Two delegations from ‘NCEMA’ visit Australia and Singapore to get acquainted with the world’s best emergency response practices

Within the framework of its keenness to keep up with the world’s best practices in the field of emergency response, two delegations from the National Crisis and Emergency Management Authority (NCEMA) visited Australia and Singapore. There, they met with a number of concerned officials and got acquainted with the latest emergency response experiences and applications.

The Visit to Australia

The delegation to Australia was headed by Yusuf Abdullah Al Harmoudi, Director of NCEMA’s Department of Planning and Preparedness. The delegation consisted of Ali Rashed Al Niyadi, Director of NCEMA’s Operations Department, Khalifa Mohamed Al Niyadi, Head of National Response Section and Ali Nasser Al Ameri, Head of Training and Exercise Section.



The Visit to Singapore

The delegation, which made a field visit to the Australian cities that witnessed environmental disasters in the last year, listened to the discussion on the main “recovery planning” lessons, following Victoria bushfires. It also got acquainted with the significance of communications effectiveness and flexibility enhancement in crisis times, through the demonstration of lessons learned from Australia’s disasters.

A delegation from NCEMA took part in an exercise carried out last November in Singapore, handling the response scenario for a plane crash into the sea.

The delegation, acting as an observer, was led by Saqr Mohamed Al Benaali, Head of Community Awareness, Department of Media and Mass Communication”, and consisted of Dr. Abdullah



Mohamed al Cheeba, Head of Specialized Training Unit, Department of Planning and Preparedness, Mr. Yussef Rashed Al Zoabi, Head of Exercise Unit, Department of Planning and Preparedness.

The delegation met with the Singapore Aviation Academy (SAA)'s officials to discuss ways of joint cooperation in the field of specialized training.

The delegation got acquainted with the training and education activities performed by four SAA-related specialized schools, namely the School of Aviation Safety and Security, the School of Airspace Services, and the School of Airport Emergency Services. Also, the delegation was briefed on the most prominent training programs implemented by the Academy, through these four schools and a training personnel consisting of SAA members and other members from the Singaporean government authorities and higher education institutions.

For its part, NCEMA's delegation made a presentation on NCEMA's strategy to develop the national response capacities of the UAE's

competent authorities. This strategy includes the implementation of specialized training programs and exercises at NCEMA.

Furthermore, the delegation discussed ways to develop the training programs, suggested to be implemented to NCEMA and competent authorities, under the leadership of the General Civil Aviation Authority, including those which will be implemented in each of the UAE and Singapore in 2013.

NCEMA is keen to periodically organize field visits to the different countries of the world, to get acquainted with the world's best practices in the field of emergency and crisis management, in addition to organizing training courses and local and international exercises, in order to qualify its employees and enhance their preparedness continuously.

US Air Force Academy delegation introduced to NCEMA's role, programmes and activities and to the National Operations Centre

The National Emergency, Crisis and Disaster Management Authority (NCEMA) discussed cooperation and exchange of expertise in emergency management with a delegation from the US Air Academy.

The US Air Force Academy delegation led by Mr Brent Talbot, Head of Military and Strategic Studies Department, visited NCEMA headquarters in Abu Dhabi and was introduced to its functions, roles and responsibilities in emergency management.

Dr Jamal Mohammed Al Hossani, the Director of Technology and Communications delivered a presentation on the nature of NCEMA's work and its coordinating role among all partners including Ministries and local and federal authorities and institutions. He explained NCEMA's responsibility to coordinate the response in cases of emergency, to provide for business continuity and to ensure a quick recovery through adequate preparedness and joint planning using all means of coordination and communication at the federal and local levels.

The delegation was given a presentation about



NCEMA's programmes, activities and events, covering training programmes and awareness and education campaigns. They were introduced to the Saned programme which aims to train volunteers in dealing with crises and emergencies.

The US delegation also visited the National Operations Centre (NOC) where Mr Ali Rashed Al Niyadi, Director of NCEMA's Operations Department, explained the role of the centre, its components and duties in situations of emergency.

In partnership with the UAE Embassy in Washington

UAE youth tackle a new volunteering challenge in the United States

Twelve Emirati volunteers recently began work in a humanitarian mission in the United States of America as part of a joint initiative with the UAE Embassy in Washington, to contribute in the efforts of renovating destroyed homes in Tuscaloosa, Alabama caused by the Tuscaloosa-Birmingham tornado in April 2011.

Volunteers from the Takatof programme, an initiative by the Emirates Foundation for Youth Development, and from the Sanid programme – the National Volunteer Programme for Response in Emergencies that was created from the partnership between the National Emergency, Crisis and Disaster Management Authority (NCEMA) and Takatof.

In this humanitarian mission that was organised in cooperation with Habitat for Humanity, UAE volunteers work closely with a number of other volunteers from different nationalities.

This is the second partnership of its kind in a volunteering project in the US between the UAE Embassy in Washington and the Emirates Foundation for Youth Development. The first mission was in 2011 as volunteers contributed their efforts to another home renovation campaign that took place in Joplin, Missouri.

Commenting on UAE's participation in the humanitarian mission, UAE Ambassador to the US, Yousef Al Otaiba said, "The UAE is honoured to lend its assistance in rebuilding this great American community. Over the past year, we have witnessed the courage and determination of the people of Tuscaloosa as they worked to rebuild their city. The UAE and the US are close



friends, so it is no surprise to see our volunteers lined up to come over and lend a hand."

Maytha Al Habsi, Chief Programmes Officer at the Emirates Foundation for Youth Development, also commented saying: "Volunteering abroad is a great way to meet and work with other volunteers from around the world and learn about different cultures." She added that this isn't the foundation's volunteers' first contribution to an international project. They have previously volunteered in many countries such as Morocco, Egypt, Thailand, Tanzania, Italy and China. She noted that a number of them had just returned from a humanitarian mission in Jordan in aid of the Syrian refugees.

Ms Al Habsi observed that the Global Volunteering Team helps meet the needs of communities in host countries while developing volunteers' skills and experience through work and useful activities outside the UAE. These missions also promote cultural exchange between volunteers and host countries. They provide Emirati youth with opportunities to become cultural ambassadors overseas.

Advice to homeowners and residents of public buildings

Fires and ways to prevent them

How to set off the manual alarm system?

How to use water hose to put out the flames?

Fires often occur due to human error or to unexpected natural factors. They can cause major disasters that could lead, God forbid, to injuries among the people present in the buildings and in public places such as hotels, shopping malls, hospitals, schools and other such property.

However, simply complying with a number of safety practices and instructions can prevent fires, as measures of fire prevention are the best way to avoid its consequences.

Therefore, responsible citizens should be aware of the dangers of fires and of the prevention methods that should be implemented at home or at the place of work. It is also important to remember to notify the competent authorities such as Civil Defence in case of any life-threatening fire risks.

your cooking appliances.

Wear suitable clothing when cooking. Avoid long and wide sleeves when working near heat sources.

When using electrical appliances, do not overcharge the plugs.

Make sure that all electrical and lighting wires are safe; and use licensed technicians to repair or replace any damaged wires.

Put out burning embers before you dispose of them in waste bins.

Tips for residents of houses/villas:

Many a fire erupts due to negligence to take the necessary precautions, namely fires in residents that, more often than not, start in the kitchen.

To prevent them, here are some precautionary advices that may prove useful especially to **housewives:**

Do not leave food cooking on/in the stove unattended. When not being used, turn off and disconnect all of



Keep your stove clean at all times.

Do not store any flammable materials near fire sources.

Do not leave unused possessions outside your home. Dispose of them, as they may constitute a source for a fire outbreak.

Prevent small children from causing fires. Keep matches, lighters and candles away from their reach; and most importantly, educate them about the dangers of fire.

Firecrackers that mark certain occasions can also cause fires.

Parents must follow a number

of important precautionary measures to avoid hazardous consequences of fireworks:

Monitor your children at all times while they play with firecrackers.

Store firecrackers in a sealed container and away from any source of flames.

When attempting to ignite firecrackers, keep them at arm's length and avoid repeating the ignition attempt after the first time.

Do not throw firecrackers onto flammable



materials.

Tips for residents of public buildings

Safety and security measures in public buildings are among the most important proactive measures intended to prevent emergencies and human casualties. Therefore, it is crucial to comply with the administrative criteria and laws, and with the regulatory procedures set by competent authorities. This requires the cooperation of owners and occupants alike. In this context, they must observe the following tips:

Avoid exceeding the permitted number of residents and occupants in buildings.

Do not remove any of the vital fire combating equipment such as fire hoses and extinguishers.

Avoid accumulating goods along hallways and corridors or around fire exits and common stairwells.

Do not lock exit doors during operating hours.

In the event of a fire, do not panic; behave consciously and responsibly and observe the following simple measures:



Evacuate the buildings of all its occupants.
Close the door at the scene of fire to contain gas.

Turn off the main sources of gas if you can access them and ask for assistance by calling Civil Defence.

Try to extinguish the fire if possible, but make sure not to put yourself or others in harm's way.

In case you have to escape through smoke, bend down and crawl out on your hands and knees. In a fire, smoke usually rises upward leaving an area of clean air 30 to 60 cm high from the ground level. Therefore, crawling allows you to keep your head in this safe area and away from toxic smoke.

How to use a fire extinguisher

Operating a fire extinguisher is easy. It only requires following these simple instructions:

Pull the pin at the top of the extinguisher and hold the container in a straight position. Then pull the safety pin to avoid accidental release of the contents.

Aim at the base of the fire, not the flames and stay at a distance of one to one and a half meters from the fire.

Squeeze the lever slowly.

Sweep from side to side to reach the whole area of the fire.

Once the fire is extinguished, open all doors and windows to allow air in.

How to operate the manual alarm system and use the fire hose

In the event of a fire, follow these steps:

Activate the nearest manual alarm system by smashing its glass cover, which sounds the alarm in the entire building.

Release the water hose roll by opening its valve.

Pull the hose in the direction intended for its use.



Open the water and direct it to the base of the fire.

In case you are trapped by fire...

Do not give in to fear or panic. Remain calm and follow these simple instructions:

Move to a safe room, preferably overlooking the street.

Close the door behind you and cover the gap at the bottom with a blanket or a rug to prevent smoke from getting into the room.

Ask for help. Shout from the window or other openings to warn passers-by, and wait for the fire and rescue services.

If you have access to a phone, call Civil Defence and give the operator your exact address and information about the type of fire and the number of people trapped in the building.

Do not panic or attempt to jump out of the building. Help will be on its way.

In case your clothes catch fire...

Follow these steps:

Do not move. Do not panic. Do not run.

Lie down immediately on the ground, whether you're inside or outside. Cover your face with both hands to avoid burning and to prevent smoke and fumes inhalation.

Roll around non-stop until the fire is out. Rolling around helps cut off the oxygen supply that keeps the fire burning.