



# SUSTAINABILITY REPORT

---

## Ajman Police General H.Q



United Arab Emirates  
Ministry of the Interior

# Sustainability Report

Ajman Police General Headquarters

2016



(QR code)  
for online report





# Strategy - Ministry of Interior

## 2014 - 2016

### Vision

To have the UAE as one of the most secure and safest countries in the world.

### Mission

To work effectively and efficiently towards enhancing the quality of life in the UAE community by providing security, traffic, reform, and residency services, and ensuring safety of lives and properties.

### Values

- 1 Justice
- 2 Team –working
- 3 Excellence
- 4 Courtesy
- 5 Integrity
- 6 Loyalty
- 7 Social Responsibility

### Strategic Objectives

- 1 Promote safety and security
- 2 Control road security
- 3 Deliver the highest levels of safety for civil defense
- 4 Ensure readiness at crises and disasters
- 5 Promote public confidence in the efficiency of services provided
- 6 Optimal use of intelligence
- 7 Ensure all administrative services are provided based on quality, efficiency and transparency standards
- 8 Entrench innovation culture in the organisational performance environment

His Highness Sheikh

# Hamid bin Rashid Al Nuaimi

Member of the UAE Supreme Council  
and Ruler Emirate of Ajman





His Highness Sheikh

# Ammar bin Humaid Al Nuaimi

Crown Prince of Ajman  
President of the Executive Board



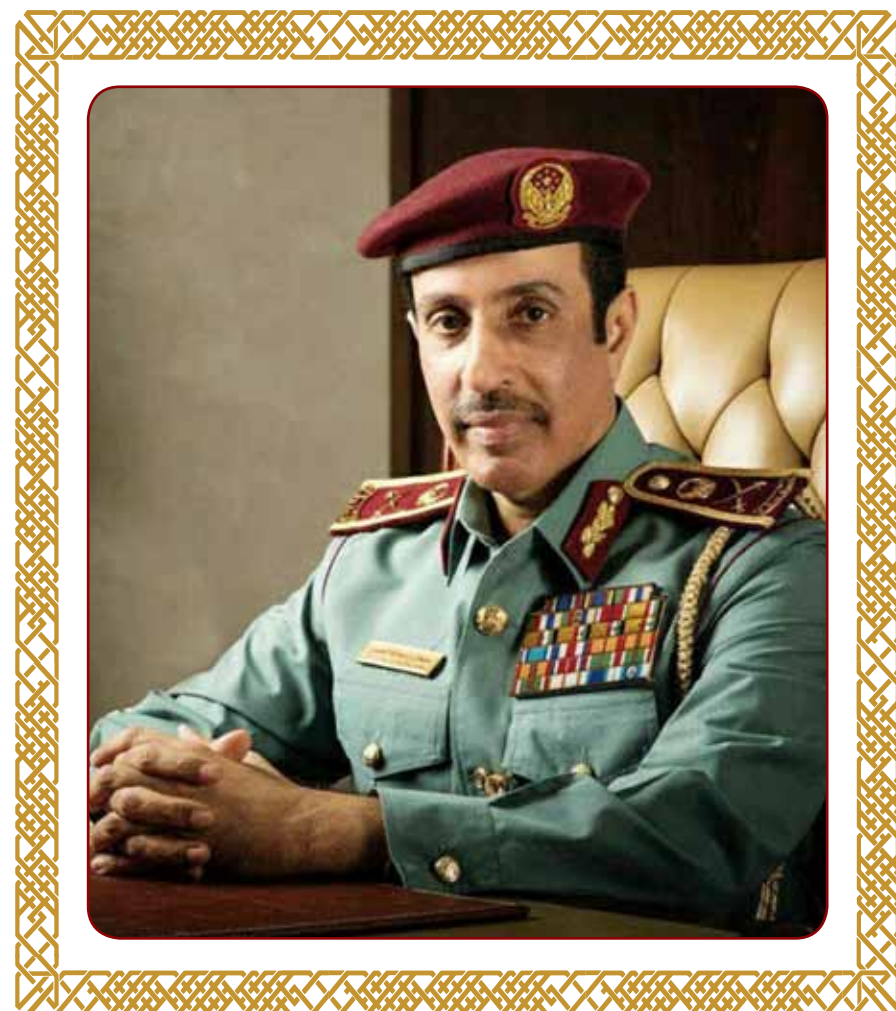


His Highness Sheikh

# Saif bin Zayed Al Nahyan

Deputy Prime Minister and Minister of Interior





Major General Sheikh

**Sultan bin Abdullah Al Nuaimi**

Commander-in-Chief of Ajman Police

## Ajman Police Commander-in-chief's Message

I have the great pleasure to announce you, today, the release of our first Sustainability Report, which provides to stakeholders all achievements of Ajman Police in the field of institutional sustainability across three axes; namely (Economy, Environment and Community) over a whole year of hard work. This embodies the insightful vision of H.H Sheikh Humaid bin Rashid Al Nuaimi, Member of the Federal Supreme Council and Ruler of Ajman, with his energetic spirit, who has managed to place the Emirate of Ajman among the world's top and distinct cities in terms of developmental, administrative and security aspects. It also complements the high aspirations of HH Sheikh Saif bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Interior, who saves no single effort for attaining security, safety and development in the UAE's security apparatus.

From that standpoint, we have been committed to align our objectives as a security institution with the objectives of UAE Vision 2021 initiative, UAE green development strategy, Green Economy Initiative for Sustainable Development as part of Ajman Government Vision 2012, along with other initiatives of a sustainable nature, in addition the adoption of UN Sustainable Development Goals (SDGs), whose achievement is a goals we are seeking in our beloved country that is keeping abreast with the future and girding up its loins in pursuit of the perceptive vision of the wise leadership that is always striving to be in the lead of the peoples of the world. In this context, we have formed a Sustainability Project Team, and perhaps this report sheds light on the outcomes of our large-scale efforts in this vital field.

Today, our report spotlights the outcomes of our considerable efforts in the development sector. Being a security institution in the first place does not prevent us from being in the lead of the organizations that have chosen to work according to a sustainable approach in all aspects of our all operations at the security level with all its administrative and field levels; because sustainability for us means to think about the future and involvement of all stakeholders in this commitment through education and awareness, launching social initiatives, and working within a framework governed by wise management in transparency and integrity.

Over the past 50 years which are the age of our march in the security sector, Ajman Police General Command has consistently implemented strategies that are aligned with sustainable development considerations in pursuit of our vision, mission and key institutional objectives, and in line with sustainable frameworks to ensure continuity and quality of work.

With an analytical look at the regional level, the various challenges have made it necessary for us as a leading police work institution to lay the foundations for sustainability and support our organizational growth, while ensuring the largest deal of happiness for our community. So, we have dedicated a large deal of our efforts to activities that contribute to enabling and developing service centers for customers, and launching smart services to reduce the waiting time. Moreover, and we have promoted education and training to build the capacity and skills of our police personnel, and also expanded the scope of our commitments towards promote job creation



wheel through Emiratisation, thus achieving both social and economic development. Given the context of Ajman Police Operational Model, our urgent need to enable concrete positive impacts on the ground has been and continues to be high thanks to our advanced security services enhanced by technology, high skills of security men, in addition to awareness activities, and communicating with the community in which we live in and for which we work.

From that perspective, Ajman Police General Command has established its work effectively to serve this purpose, and has repeatedly emphasized strong support for innovation and creativity both internally and externally; in order to move towards a knowledge-based economy and to establish strategic partnerships with the public and private sectors in the emirate of Ajman to protect our environment, and the launching of meaningful initiatives that enhance the confidence of our society in our ability to achieve security and safety, and the achievement of justice among all segments of society.

The year 2016 has witnesses a continuation of the success of our strategic plan to start achieving sustainable development to reach our goals of a shift towards institutional sustainability fully, in the next few years, and overcome all challenges and obstacles that may arise during the transition period in relation to the infrastructure of the institution, or enhance the professional culture of our cadres of the need for a sustainable approach to work to meet the needs and expectations of the relevant authorities to contribute to the development of our local community, enhance its security culture, invest in our staff, develop and strengthen the working environment, and support suppliers, maintaining our environmental resources, enhancing our internal operations, continuing to achieve advanced results in the service of the economy, and providing the best services to the customer sector.

It gives me great pleasure to announce to you the release of our report, which reflects our large-scale efforts in the areas of sustainability for one year, in this context, I would like to thank all those who contributed to the preparation of this report to provide you with integrity and transparency, taking into consideration the confidentiality of some of the information we hold because of its security privacy.

**Major-General Sheikh Sultan Bin Abdullah Al Nuaimi**

Commander-in-Chief of Ajman Police

**Contents**

<b>Ajman Police Commander-in-chief's Message .....</b>	<b>11</b>
<b>Report Highlights .....</b>	<b>15</b>
<b>Ajman Police General Command .....</b>	<b>17</b>
<b>Sustainability in Ajman Police .....</b>	<b>49</b>
<b>Employees .....</b>	<b>85</b>
<b>Customers.....</b>	<b>103</b>
<b>Society .....</b>	<b>117</b>
<b>Annex 1: Limits of Aspects of Interest to Stakeholders .....</b>	<b>138</b>
<b>Matching the content with Global Reporting Initiative (GRI) Indicators .....</b>	<b>139</b>

## Report Highlights



### Our report

This is our first report on our institutional sustainability for 2016, in which we shed light on the achievements of Ajman Police General Command in relation to sustainability during the period from 1 January to 31 December 2016. We have taken into consideration presenting all matters of interest for stakeholders transparently, while reserving the right not to disclose certain information of a security nature, and only providing the other information related to sustainability on a voluntary basis. We have also taken into consideration that the next reporting cycle will be annual, given our attention to meet the requirements of stakeholders for keeping an updated eye on our sustainable performance.



### Report Scope & Aspects

Our report tackles the scope of our sustainable work with all its actions at the local level, security, social and economic, we prepared our report to meet the reporting requirements (Core A) in accordance with the G4 version of the reporting framework developed by the Global Reporting Initiative (GRI), in preparing we took into consideration the stakeholder aspects and the importance of their requirements and needs, we have also studied the essential aspects of these requirements and their compatibility with indicators, to reach the report to a state of transparency enables everyone who is aware of it to realize our interest in fulfilling the wishes of those concerned, in line with the fact that we are a security institution affiliated to the Ministry of Interior in the United Arab Emirates.



### Your Opinion Matters

Our report highlights the actions falling within the framework of sustainability, for us, it represents an advanced form of our commitment towards internal and external stakeholders in the Emirate of Ajman, please note that the report is available on our website: [www.ajmanpolice.gov.ae](http://www.ajmanpolice.gov.ae) so please see the content, write down your suggestions on its content and communicate with us on:

Phone: +971 6 7409999+ Fax: +971 6 7402400  
E-mail: [info@ajmanpolice.ae](mailto:info@ajmanpolice.ae)

Launching Ajman Dar Al Aman  
(Ajman Security Home) Project  
under the munificent patronage of H.H  
Sheikh Humaid bin Rashid Al Nuaimi,  
Member of the Federal Supreme Council  
and Ruler of Ajman





# Ajman Police General Command





## Ajman police between the past and present

Ajman Police General Command was established in the early 1967 by virtue of an Amiri Decree No. (3) Issued by the late Sheikh Rashid Bin Humaid Al Nuaimi in his capacity as the then Ruler of the Emirate of Ajman. H.H Sheikh Abdullah bin Rashid Al Nuaimi was appointed as its leader and Sheikh Saeed bin Rashid Al Nuaimi as his assistant.

Since the establishment of the police, it began to work in the maintenance of security within the emirate, which is represented by guards and traffic regulation, while the number of officers and individuals didn't exceed twenty elements, but the number has gradually increased due to the increase and multiplicity of policing tasks. And after the establishment of the Union State, specifically in 1975AD the police command and public security in Ajman have joined to be within the working sector in the Federal Ministry of Interior, under the name of the General Directorate of Ajman Police, which has been merged; to be part of the unified security forces to work under a single law to police and public security, since then, the development of this institution, which has now become one of the outstanding police leaders, has begun, which is today one of the leading security institutions at the local, regional and global levels.

Over such fruitful march, Ajman Police developed from a small institution into an institution with a staff of 11.3% of the Ministry of the Interior's overall staff in the United Arab Emirates.

Ajman Police has received full and endless support of H.H Sheikh Humaid bin Rashid Al Nuaimi, Member of the Supreme Council and Ruler of Ajman, who has contributed to its development, supervision and support of all phases, and the supervision of H.H Sheikh Ammar bin Humaid Al Nuaimi Crown Prince of Ajman and Chairman of the Executive Council. The Ministry of the Interior also provided all the support to carry out its security responsibilities to the fullest extent, until it has attained the most advanced development level today and great ability to maintain and protect local and national security.

Perhaps the worthy development and progress of our police has emerged significantly in the modern security facilities equipped with the latest machinery and equipment, in addition, increasing the number of officers, and non-commissioned officers and individual workers in various departments, sections, units and centers affiliated with them, moreover, providing the advanced capabilities that have helped the police to perform their duties to serve both citizens and residents.

On the level of police leadership, Ajman Police has received a number of well-known and efficient leaders, where was led by a number of loyal sons of the nation who developed it generation after generation to reach today's strength and evolution.

**His Excellency Major General Sheikh Sultan Bin Abdullah Al Nuaimi is currently the Commander-in-Chief of Ajman Police. He was appointed in 2014 to succeed Major General Ali Abdullah Alwan Al Nuaimi.**

## Locations of police stations in the Emirate

Ajman Police General Command Headquarters is located in the Al Jarf area, there are also 9 affiliated police stations that provide many services to the public, are distributed throughout the emirate as in the following figure:



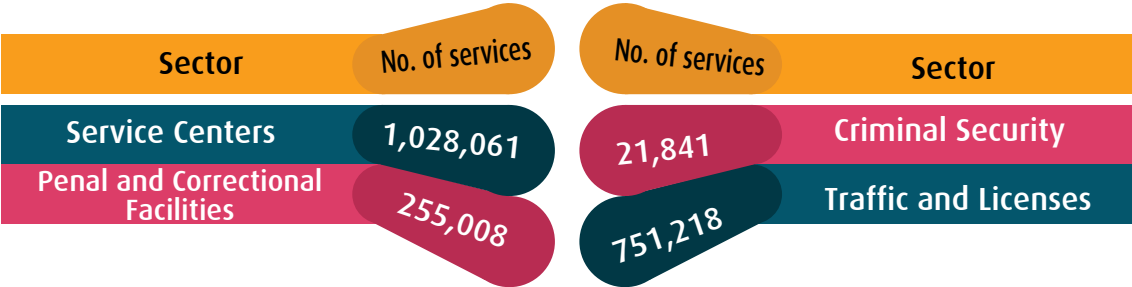
- |  |   |
|--|---|
| ① Al Hamidiya Police Station               | ⑥ Manama Comprehensive Police Station     |
| ② Al - Jarf Comprehensive Police Station   | ⑦ Masfoot Comprehensive Police Station    |
| ③ Industrial Area Police Station           | ⑧ Al Madinah Comprehensive Police Station |
| ④ Mushirif Comprehensive Police Station    | ⑨ Ajman Police General Headquarters       |
| ⑤ Al Nuaimiya Comprehensive Police Station |   |

## Areas served by Ajman Police General Command

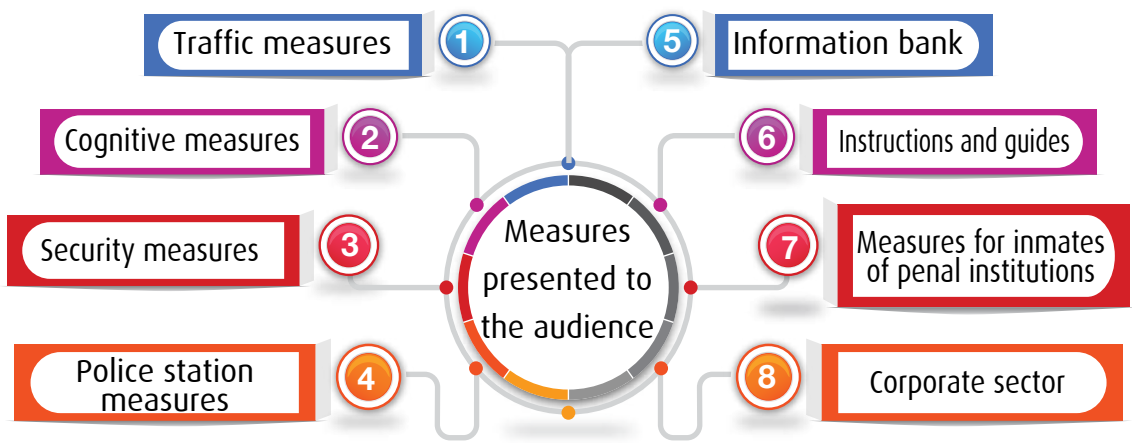
Thanks to the hard work and wise vision of the supreme leadership, Ajman Police has become a highly qualified police sector, its a security force with its international reputation; given the credibility and strength of its professional staff, as to its area of operation Ajman Police General Command works in Ajman, besides other locations in the cities of the country, according to the needs of the Ministry of the Interior and in coordination with the Emirate concerned in crisis, disaster and rescue situations and specific operations.

Our services

In terms of services, Ajman Police General Command has provided services in four main sectors, are:



Ajman Police also offer a various and wide range of e-services that can be viewed through our website which become 49 services as well as other services, they are 123:



Other service channels

14 channels to disseminate services including:

- Social media: Facebook, Instagram, Twitter, YouTube.
- The media (Press - Radio - TV)

10 channels to provide service including:

**Police service offices:** reception of public service departments, police stations, service foreign police check points, police offices in hospitals.

**Electronic / Smart Channels:** applications on the iPhone system, Android system, touch screens, police online site, police location phone version, Max Box push machines.

Operations

The Operations Sector plays a central role in Ajman Police General Command; for its direct involvement in its work in all sectors, an integrated system of administrative processes has been adopted, became 631 operations, distributed according to the following levels:



All levels were linked to performance indicators, which reached 1238 indicators, including (58) strategic indicators related to achieving our goals.

During the year 2016, Ajman Police General Command has conducted some joint operations with some external bodies, which reached to (49) operations such as:

1. Combating and reducing crime in cooperation with the General Prosecutor's office.
2. Road safety process in cooperation with the Municipality and Planning Department.
3. Complete the electronic transformation with (100%) percentage with the aim of achieving added value for customers and ensuring the sustainability of positive results.

Our approach to managing our operations is always based on the vigilance, readiness and willing of our cadres for any emergencies, we have taken it upon ourselves to be loyal to our wise leadership, and always keen to be at the high expectations of our country; therefore, what we do of operations stems from our sense of duty and it is imperative that we succeed in what we do and do not accept failure for whatever reasons.

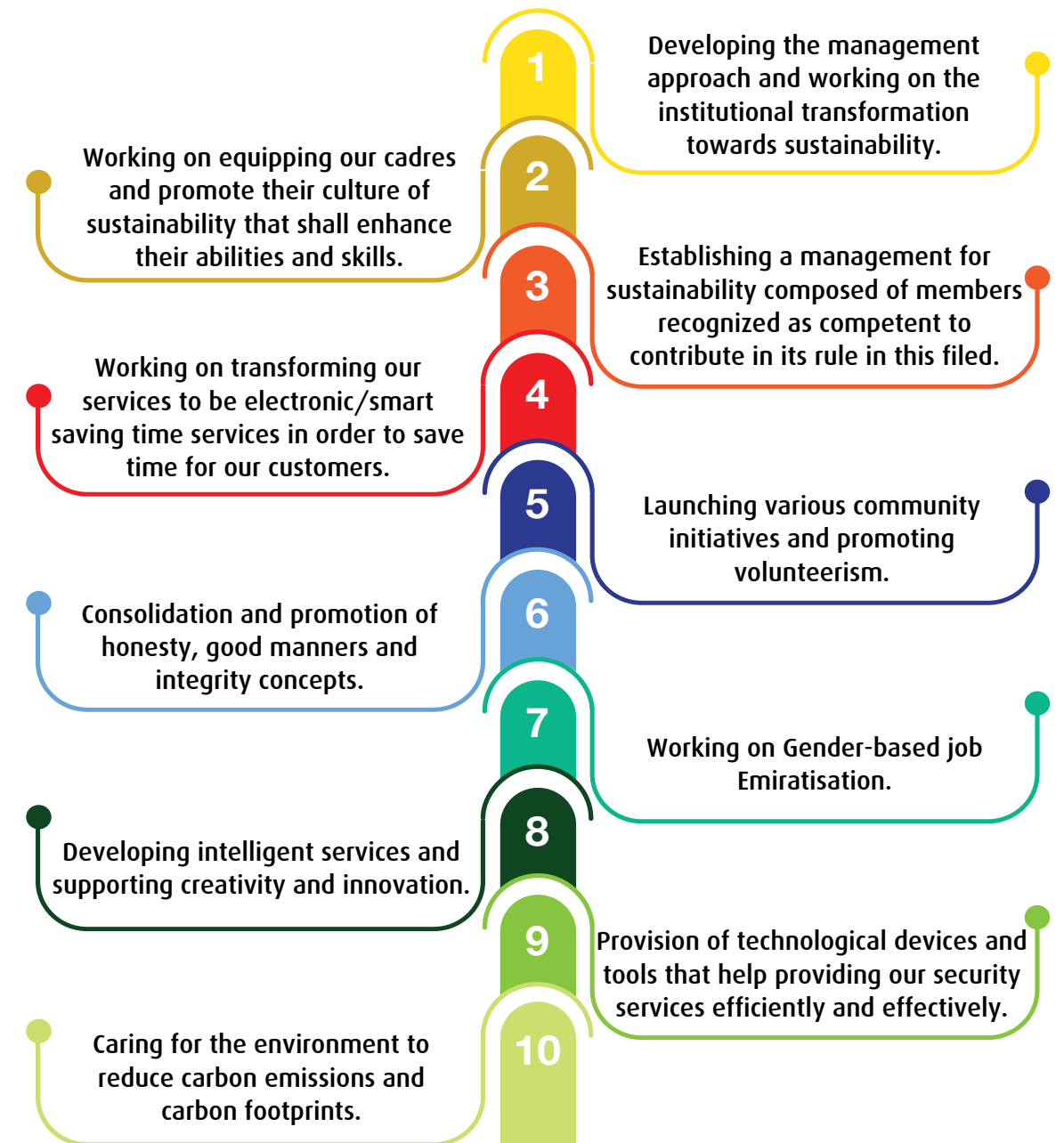
## Our Strategic Plan

Ajman Police General command strategy was drawn from the strategy of the Ministry of Interior in the United Arab Emirates designed for 2014-2015, so that it may be compatible with the vision of the UAE and Ajman for the year 2021, including all that can enhance the police s



Our endeavor is to set a time-frame for each strategy drawn up by the senior leadership so that it shall adjust to each stage of our development and evolution, and to cope with the directions of the Ministry of interior and its vision that had an obvious impact on the security and safety of the Emirate. We also have benefited from what the rational leadership has provided for the Emirate through its vision for the UAE for the coming years so that all sectors will be given the opportunity to work on the development of civilizational systems each within its location, in addition to the adoption of Ajman vision 2021 by our rational leadership that constitutes the future outlook for the Emirate. And since we in the security sector are interested in the application of the security system, we have found it better to integrate security operations into an institutional template based on a sustainable system in order to capitalize on the various data provided by the

sustainability at both levels internal and external; so, we have embraced all that is to enhance our strategy, achieves our sustainable goals and ambitions through:



We, at Ajman police, have been keen to activate our institutional role, enhance our future aspiration and focus on: creativity, innovation in policing, developing intelligent services to support the customers, activating the education and training for our cadres more effectively because we believe that the human element is the base of any developmental process, supporting the Emirate's initiatives, participating in employment fairs to attract national competences and working on developing our current cadres in line with the vision set by the rational leadership, in addition to, working on achieving happiness to the community we live in.



## Our strategic pillars

Our strategy is based on the following pillars:



## Our approach to strategic planning

Strategic planning in Ajman Police General Command is one of the most important elements of success for our police leadership, since it represents the outcome of the joint work of senior leadership under the commander in chief, and implemented by our human cadres who are qualified to carry out their duties effectively to preserve security and instilling a sense of safety in souls.

And in order to successfully implement our plan, each year we work on the following:

1. Analysis of administrative and technical inputs.
2. Identifying key internal management issues and initiatives linked to our strategic goals in accordance with the quadripartite analysis (SWOT and PESTEL) both internal and external.
3. We work on identifying the strengths and weakness, to define opportunities, risks and to evaluate ourselves first.
4. We work on developing ideas and cadres in accordance with the analysis data, to finalize the plane, taking into consideration the fields of innovation and creativity.
5. Developing the plans for the Emiratisation of posts.
6. Raising the efficiency of administrative and field performance.
7. Working on gain the customers' satisfaction; to achieve their happiness.

This is why we are working to involve those concerned continuously in all matters related to the strategic plan, so we disseminate it between them so that they could be informed, or take advantages of their ideas which we study and learn from them all that can drive the progress forward.

## (SWOT) Analysis

Internal strategic issues and initiatives specific to each department and linked to the key strategic objectives of Ajman Police General Command and conducted on the basis of quadripartite analysis (SWOT), to identify strengths, weakness, opportunities and risks, and the results were as follows:

### First: Strengths



### Second: Weaknesses (Areas of improvement)

Our work in the security sector is an incentive to work on balancing the requirements of those involved, to define our current and future priorities, and to ensure the continuous efficiency while balancing sustainability requirements and security work.

### Third: Opportunities

1. Participating in settlement fairs and contributing to the adoption of institutional innovation.
2. Adoption of a forward-looking approach by the Government.

### Forth: Risks and Challenges

1. The opportunities offered by other institutions are considered attractive to some cadres making it easy for them to work with them.
2. Smuggling in its all means through the maritime outlet.
3. The various nationalities and multiculturalism in the Emirate may cause some confusion in the communication processes.

## Risk Management

Our security sector is witnessing many challenges and risks more than ever due to various factors such as: technological progress, economic conditions as well as, what may occurs from natural disasters and crisis, and that is why Ajman Police General Command has given an extreme importance to risk management associated with our security activities; therefor, risk management is an essential part of our security strategy, hence, we have developed our internal institutional risk potentials through the development of a professional crisis and disaster administration team, and in order to strengthen our role in this field, we have achieved a valuable achievement for us by gaining the ISO certificate in the international risk management specification (ISO 31000), which is considered a successful step that can be described as a continuation of the process of excellence in action and a clear evidence of our constant and steady progress towards everything that would elevate the comprehensive quality standards, the efficiency of the services provided to the public, activating the applicable procedures and processes implemented in a manner that consolidates the overall institutional performance based on the strategy of the Ministry of Interior and achieving its vision that the UAE would be one of the best working and safe Emirate.

The senior leadership has believed in the importance of readiness and preparedness that requires following up on the applied strategies and scenarios, its management process based on in depth risk studies, organizing the mechanism to act towards them to achieve the objectives in support of rapid response to events and important security incidents, working on the development of future plans and their continuous updating on the basis of the approved national risk register, in addition to launching awareness-raising and educational programs targeting all groups in society to raise the level of community and professional awareness and to achieve a more rapid response in the event of crises and disasters; since common responsibility requires pursuing response strategies to address the crises and dealing with them in future to reduce their effects and risks, this is also done by following the guidelines and performance standards adopted by the organization for Economic Cooperation and Development (OECD), which has given risk management the utmost importance as the main guarantor for the proper continuation of work.

And to reflect this concept, Ajman Police General Command have conducted five exercises in response to the ministry of Interior's methodology on internal security exercises, crises and disasters where the work were distributed between departments and competent entities, support and backstopping units and unites involved in identifying types of exercises and potential threats.

In order to ensure the uninterrupted provision of services to the public, Ajman Police General Command have prepared the default scenarios for risks that may occur and affect the services provided, which has been rehearsed and distributed to maintain the continuity of services, and to respond to the needs of the public at the times of risk, depending on International Specification (ISO 31000) to achieve the following advantages and benefits:



## Our Risk Management Methodology

In our strive to response to any risk in Ajman Police General Command, we have adopted and committee to the risk management methodology issued by the Ministry of Interior in the first and second editions of 2013, and we have worked under and applied them in domains represented in:

1. Working on reducing the risk ratio of Ajman Police.
2. Developing alternative plans and scenarios to face challenges, disasters and crises.
3. Reducing transport in areas of activity.
4. Protecting and developing the morals and reputation of the Ministry and the police leadership.
5. Providing a systematic database that contributes to effective decision-making.

In Ajman Police General Command, we have performed our duties and developed our risk management effectively to achieve growth, applying the principle of protection and spreading security and safety in society. And the implementation of ISO 31000 principles and guidance have participated in improving operational and governance efficiency, enhancing the confidence of stakeholders, reducing losses and achieving many other benefits and some of them are the following:

1. Increasing the work flexibility structure.
2. Supporting the change management capabilities.
3. The ability to implement the risk management framework.
4. Enhancing capacity for work continuity and stability.



## Strategic Trend of Interior Ministry for the years 2017-2021



Since the development is a feature of the institutional continuity, the Ministry of Interior of the UAE has been developing its strategies to cope with the requirements of society, His Highness the Lieutenant General Sheikh Saif bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Interior, was keen to pursue strategic development to cope with the global variables and in consistent with the orientations of the federal government, in addition to complying to the requirements of upgrading policing, and accordingly the strategy of the Ministry of interior 2017-2021 was adopted, also the Ministry's vision, message, values and goals have been identified to ensure that the Emirate is one of the world's best safe and secure, working efficiently to enhance the quality of life of the community and providing developed services the meet the national aspiration.

In order to achieve the new strategy, we in Ajman Police General Command have prepared and processed an effective plan to operate by the beginning of 2017, and to participate in the strategic update process for the years 2017-2021 to transfer knowledge and government orientation from the higher level down to staff in the field and transposing these orientations into programs, initiatives, processes, innovative and creative services that add value for the customers, in addition to working on building future scenarios and emphasize on the continuous training process for our cadres and manpower, taking into consideration considering the changes practically and designing the integral systems for the future, analysis of internal and external environment and continuous changes and solving strategic issues in innovative ways in accordance with goals and vision of the UAE and Ajman for the year 2021.

## Innovation in Ajman Police



His Highness Sheikh Sultan bin Abdullah Al Nuaimi, Commander in Chief of Ajman Police, receiving certificate of Innovation Management Specification EN/TS 16555 from SGS Gulf after the completion of all conditions and requirements for obtaining the standard, in the presence of His Highness, Brigadier General, Abdullah Ahmad Al Hamrani, deputy commander-in-chief.

The innovation in Ajman Police is based on our belief in the capabilities of our cadres who work to develop the performance in administrative and field work in order for us to be in first distinguished and creative places, so that is why you see us working in a team spirit, supporting the creative minds of our staff and civil community, the thing that qualified us to reap many local, regional and global wards, guided by the innovation document which Emirates that it is an embodiment for the good vision of His Highness Sheikh Humaid bin Rashid Al Nuaimi, Supreme Council member, ruler of Ajman, that is calling for stimulating national energies on innovation, and strengthening their scientific capacities, skills and creative process. And in keeping with the vision of Ajman and its strategic programs, The Government of Ajman undertakes to strive to support and promote the principle of innovation and adopt it as a policy approach, the creation and attraction of national cadres and skills and intensifying research efforts that contribute effectively to advance programs in various domains in a way that leads to greater prosperity and sophistication for our Emirate; which, ranked forty-one globally in terms of overall performance by the Global Innovation Index (GII) for the year 2016.



## Embracing Innovative Ideas

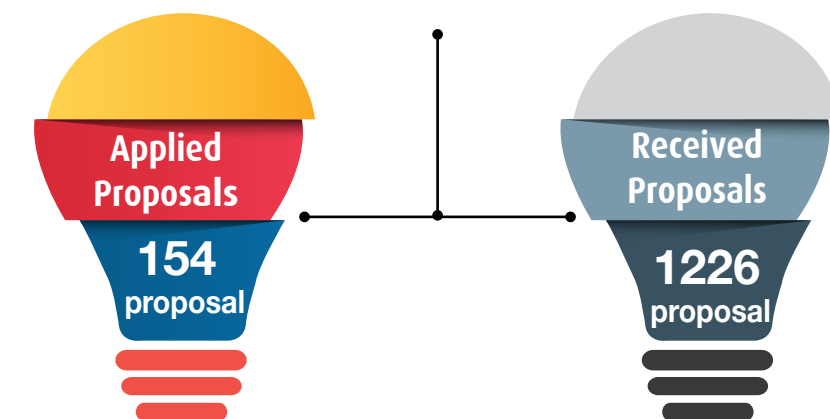
Innovative ideas are a valuable opportunity for us and we are working to support them and engage their owners to act as supervisors of their application, such as the project of (stolen mobile phones system), (Mersal smart software Project) and (the command and control unit project of the electronic issues follow-up system). And we have managed to make tangible progress in embracing innovative solutions in all our processes, and perhaps some of the most important ideas and innovative solutions that our human cadres have worked on are the following:

1. **Early Visual Warning System:** an electronic system for connecting banks, banking and gold stores in the police operations room with a location for speed of transmission in cases of theft or armed robberies.
2. **Remote electronic control in driver inspection vehicles:** a remote control vehicle for driver inspection in coordination with the Arab Motor Driving Institute.
3. **BSC Balanced Scorecard:** the idea is aimed at adjusting administrative processes and performance indicators to obtain positive results in a scientific and accurate way, to serve strategic goals across target groups from by the application of the idea in the public administrations and service centers.
4. **Patrol of the First Responder:** Providing the patrols with radio wave devices, which facilitate the traffic of police cars during emergency situations. It also gives the possibility for members of patrol to send a voice call on all radio channels that broadcast in twenty-five different languages with six various messages to alert the cars to provide a pace for the patrol with a distance of 400 meters, which ensures a smooth passage to the site of the accident.
5. **'Ajman Dar Al Aman' Project:** A security system summed up in the installation of 450 smart cameras in the Emirate of Ajman managed through modern smart systems to control and reduce crime, raising the sense of security and safety of the public and controlling traffic by seizing illegal vehicles.
6. **'For Your Protection' Project:** It is a complementary project to the security system in Ajman (Ajman Dar Al Aman), through the installation of security cameras in residential, commercial and industrial estates inside the Emirate according to the controls that were set up in accordance with top and best global levels.

Our Concern with the innovation is driven from its being the real launcher to raise our competitiveness, upgrading our tools and services to bring safety to our society by depending on continuous development to ensure superiority the security, environmental, social, economic and governance domains as well. Our concern is also driven from the fact that innovation represents goal number twelve of the Sustainable Development Goals (SDGS) launched by the United Nations in 2016 which calls for promotion of innovation because of its impact on the institutional infrastructure.

Therefore, believing in the capabilities of the Emirati youth, we have opened our doors in Ajman Police to foster the innovations of the country's technological school students to showcase and taking care of their inventions, to encourage them to develop their talents and to exploit their creative energies to invent anything that would facilitate our service methods.

In this context, we have held many workshops on the identification of innovation, its environment and the factors that develop creativity and the future of innovation in the UAE.



## Implementation of the creativity and innovation strategy

Our innovative performance in Ajman Police General command cannot be separated from our administrative support procedures, where all the staff is committed to implement these strategies, and the leaders shall assume the responsibility of involving the whole staff in developing the annual plan to support and encourage the goals of innovation, and to provide them with the appropriate environment in order to carry out their creative work.

### Compliance:

1. The Innovation Unit is committed to provide support and necessary consultancies for the use of creative tools and methods adopted to develop custodian ideas, and how to secure intellectual property rights.
2. Ajman police sectors are committed to propose and develop the creative tools is consider appropriate and useful for work development.
3. The Innovation Unit is responsible for reviewing and adopting tools of creativity and innovation.
4. The human resource department, represented by the training section, is committed to include training courses in creativity and innovation in the annual training plan in coordination with departments and what they deem appropriate.
5. The management of finance and support services is committed to provide the necessary needs and materials for the implementation of activities and innovation processes in coordination with the concerned departments.

## Our initiatives to promote Innovation 2016



### 1. Launching Innovation Bus

During the UAE Innovation Week 2016, Ajman Police General Command launched (Innovation Bus) as an alternative to closed rooms and traditional meeting rooms to conduct tours and field visits to the police partners and innovators to discuss ways to promote and develop innovation and to find successful solutions to challenges in various security, traffic, community, economic and environmental fields promoting and developing to the innovation and creativity among different levels of society.

This innovative idea was in support of the National Innovation Strategy to make the UAE among the most innovative countries, implementing the Ministry of the Interior's strategy and Ajman Police General Command to establish a culture of innovation in the institutional work environment.

### 2. Inauguration of Innovative Ideas Laboratory

In cooperation with police officers and innovative students, Ajman Police General Command has inaugurated three innovation labs: the Technical Innovation Laboratory, the institutional Innovation Lab, and the Innovative Initiatives Lab. The aim is to develop and discuss the most important innovative ideas, and then document them and develop them to be in force.

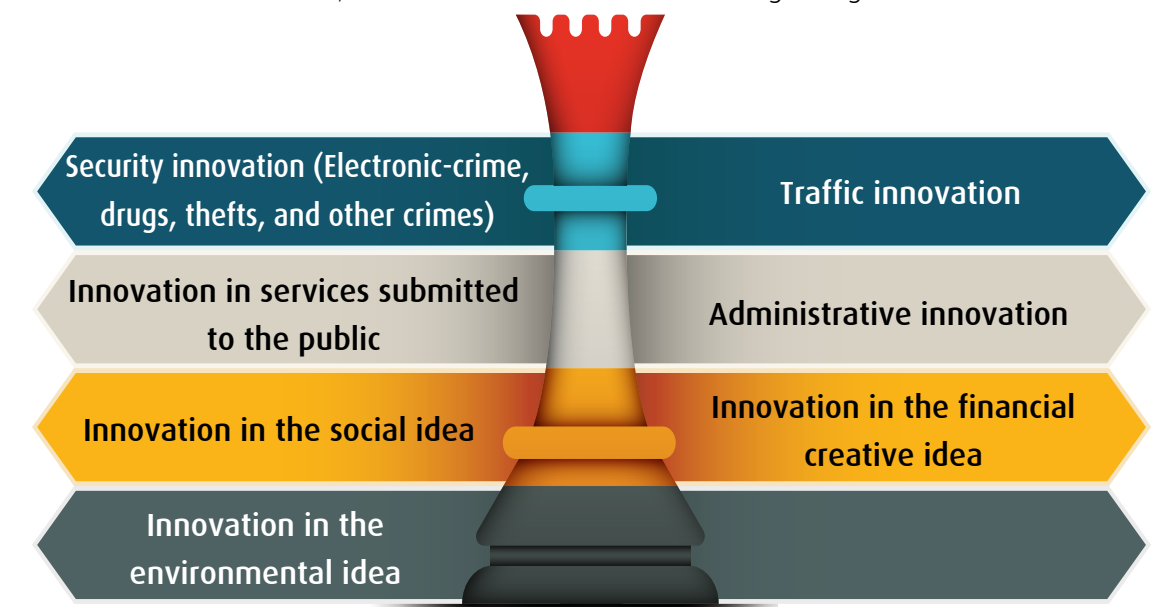
### 3. Holding a workshop to discover potential functional capacities

An innovative workshop presented by the Academic Director of the California Center for Education, Mr. Ahmed Shahrouj, with the participation and presence of a number of police officers and staff in order to discover potentials capacities and discuss ways of developing creative ideas. The workshop also aimed to form an innovation team to discover the potential capacities of police officers in line with the national strategy for innovation, and enables different sectors to qualify human resources for creativity and innovation.

## Ajman Police Innovation Award



In line with innovation support, Ajman Police has given the creative and innovative ideas its attention and has been keen to provide support to innovators, In line with this interest, the Ajman Police Award for Innovation was launched via its website, which has given the innovators and creatives, presented their innovations and ideas and contributing to the discovery of the national talents in educational and academic institutions in order to achieve the outstanding organizational performance of Ajman Police General Command. Based on this, the award included the following categories:



### Objectives of the award

1. To discover, motivate, and care for the talented and innovative students from school and university students.
2. To establish a culture of innovation and to invest the ideas, innovations and capabilities of future generations in enhancing security and safety in the UAE.
3. To promote our shared social responsibility with the public and academic education sector.
4. Cooperation shared between police and educational institutions in the field of innovation support.

## Governance System in Ajman Police

Transparency, integrity, efficiency, participation, connection, communication, supervision and accountability represented the core values that we set out to establish the rules and frameworks of governance, because we recognize in the Ajman Police General Command that governance is a system of supervision and guidance at the institutional level that defines responsibilities, rights and the relationships with the concerned. As well as the necessary rules and procedures for making sound decisions related to our work; it is a system that supports and enhances confidence and credibility in the work environment, moreover, its positive impact on various stakeholders. It is also a system based on a set of principles approved by the Ministry of the Interior, the Organization for Economic Co-operation and Development (OECD) and other leading international institutions in this field, The most important of these principles are:

- 1. The relationship with the governmental bodies and all concerned:** the availability of methodologies that show the management of relations and communication between the command and the ministry, and other governmental bodies.
- 2. Management and Supervision:** the existence of the documents described for the tasks and responsibilities at all administrative levels, and the identification of relationships and roles for all participants in the formation of team works, internal or external committees.
- 3. The organizational structure:** The existence of policies that ensure the preparation of the organizational structure in line with the achievement of our main strategic objectives and national results.
- 4. Operations:** The existence of policies that support the implementation of operations to ensure the continuity of work in a proper manner and improve them on a permanent basis.
- 5. Integrity and Transparency:** Compliance with the standards of integrity, transparency, and professional ethics of all employees.
- 6. Human Resources:** Approving the policies encouraged to work in command, maintain the presence of cadres, and efficiently manage human resources.
- 7. Financial Resources:** The organization of financial allocations to serve the objectives, the existence of a financial audit system that clarifies the roles and responsibilities, the administrative structure, committees and teams concerned for all financial audit activities.
- 8. Internal and external communication:** Approving communication policies that provide the appropriate channels for the command. They are available to the concerned and can be contacted and responded to, in addition to the policies supporting to publish and disclose of information within the channels announced and available in a timely manner to those concerned.

**9. Risk Management:** The existence of policies on governance and risk management such as reputation, financial and material goodwill, as well as occupational health and safety.

From the beginning, we have sought to approve the highest possible rank of openness in work methods, its structures, in our strategies and plans. We have adopted and performed the highest standards of institutional governance in all the regions in which we operate, so we have worked tirelessly to establish a culture that enhances the ethics and integrity so that our cadres have efficiency a high professional ethics, and the ability to respond to the risks professionally.

### Compliance:

On a practical level, our employees in various public departments and police stations shall apply the concepts of governance within their work functions. We believe that it is one of the most important concepts of quality that benefit our work and raise the level of our services.

2016 is deemed a successful year by any standards because there are no unethical professional aspects by our cadres. On the contrary, if we do not register any violations or complaints that affect any of the principles of governance or frameworks approved by us.

## Higher Governance Committee

Inspired by our belief in the importance of applying the principles of governance emanating from the supreme goals of the Ministry of Interior, we have established the Governance Committee of Ajman Police General Command, headed by Colonel Juma' Salem Saeed Al Zahmi, which will stand on everything that can achieve the principles of good governance, the requirements for institutional performance and accountability, as well as the means to achieve this, the follow-up methods, and has been responsible for the supervision of the implementation of the provisions of the system, to take appropriate corrective decisions that will enhance accountability and integrity within the limits of widely recognized military controls and issue reports Governance and taking into consideration the following:

- The reports shall include determining the extent to which the command complies with the principles of governance and the extent to which its requirements are met.
- The annual report shall be based on the requirements of governance.
- Important comments shall be made to the managers concerned.
- The report shall provide realistic solutions to meet with the military realities.

The Higher Committee for Governance consists of a group of highly qualified cadres, as in the following table:

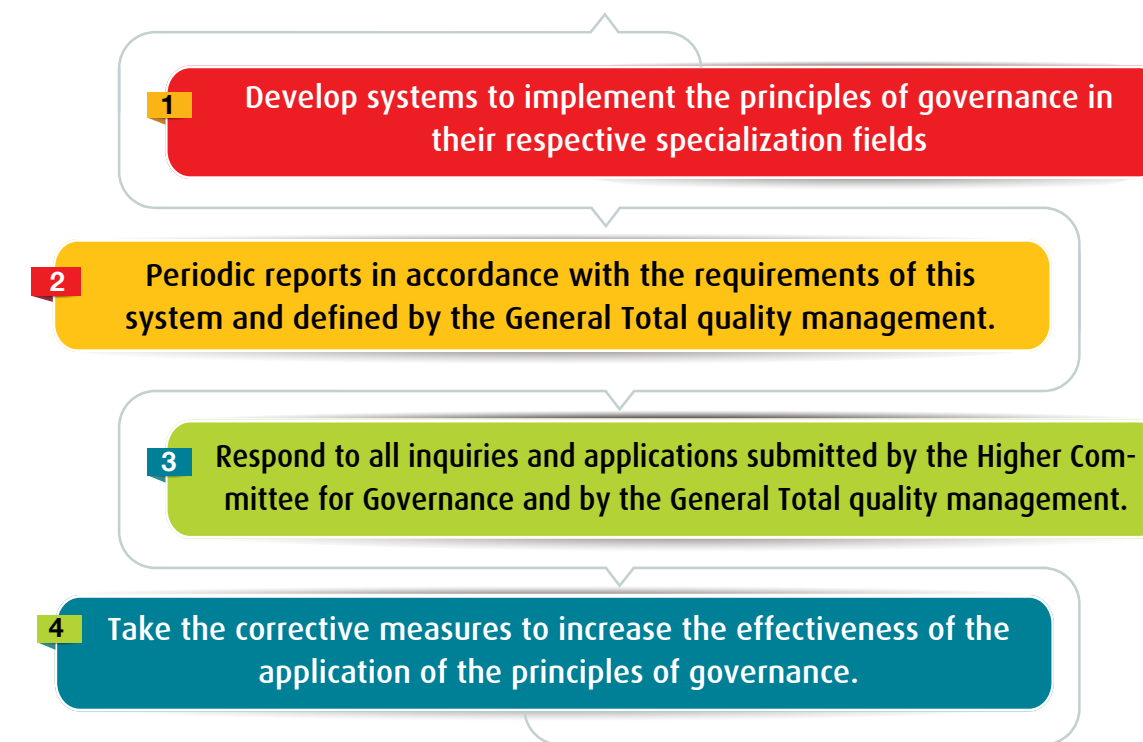


Table showing the names and ranks of members of Governance Committee in the Ajman Police

	Rank	Name	Position
1	Colonel	Gouma Salem Saeed Al Zahmi	Leader of governance team
2	Major	Muhammad Youssef Nasr Al Matroushi	Deputy Leader of team
3	Captain	Ahmed Saif Al Hajri	Member
4	Captain	Essam Abdullah Al Marzouqi	Member
5	Lieutenant	Abdullah Saleh Al Dhaheri	Member
6	Lieutenant	Saif Obaid Al Shamsi	Member
7	Senior Warrant Officer	Abdulla Abdul Samad Al Shehhi	Member
8	Senior Warrant Officer	Muhammad Khalaf Al Shamsi	Member
9	Staff Sergeant	Muhammad Sultan Al Shamsi	Member
10	Corporal	Ahmed Abdullah Ahmed Al Hamrani	Member
11	Civil	Wael Mohammed Mahmoud Taha	Member

## The responsibility for implementing the Governance system

Public administrations concerned with the implementation of the principles of governance system are based on the following rules:



## Governance Controls

- 1. External controls:** They are made by protection of the general economic environment and the work climate in the emirate, and the application of the laws governing to the economic activity. It is important for us that its existence ensures the implementation of laws and rules that guarantee the good management of the institution, which reduces the conflict between the security, social and economic needs of the emirate.
- 2. The internal controls:** They represent the internal procedures of the Ajman Police. They refer to the rules and principles that determine how we make decisions and distribute the internal tasks of the force, the Supreme Command Council and executive departments, to reduce the conflict between the interests of these three parties in order to achieve security and safety.

At Ajman Police General Command, we are proud of our achievements. The results achieved during 2016 are a witness that our administrative approach and strategy go hand in hand with success, and this would not have come without the watchful eyes that have worked on the security of the homeland and the citizen efficiently and effectively.



His Highness Sheikh Humaid bin Rashid Al Nuaimi, Member of Supreme Council and the Ruler of Ajman is delivering to Ajman Police Commander-in-chief the award of best Governmental Institution in Governance Management for 2016

## Our organizational structure

Establishing our organizational structure early in our institutional age has an effective impact in establishing the governance system, in 1981, the first organizational structure was acknowledged and approved for Ajman Police General Command, which remained in force until issuing of the resolution No. 449 of 1996 judged to amend the organizational structure of command. However, the simultaneous administrative development with field events and developments make it necessary to develop this structure again in match with the updates as the organizational formation was examined before transferring the Police from General Department to the command on 15/05/2011 and included:

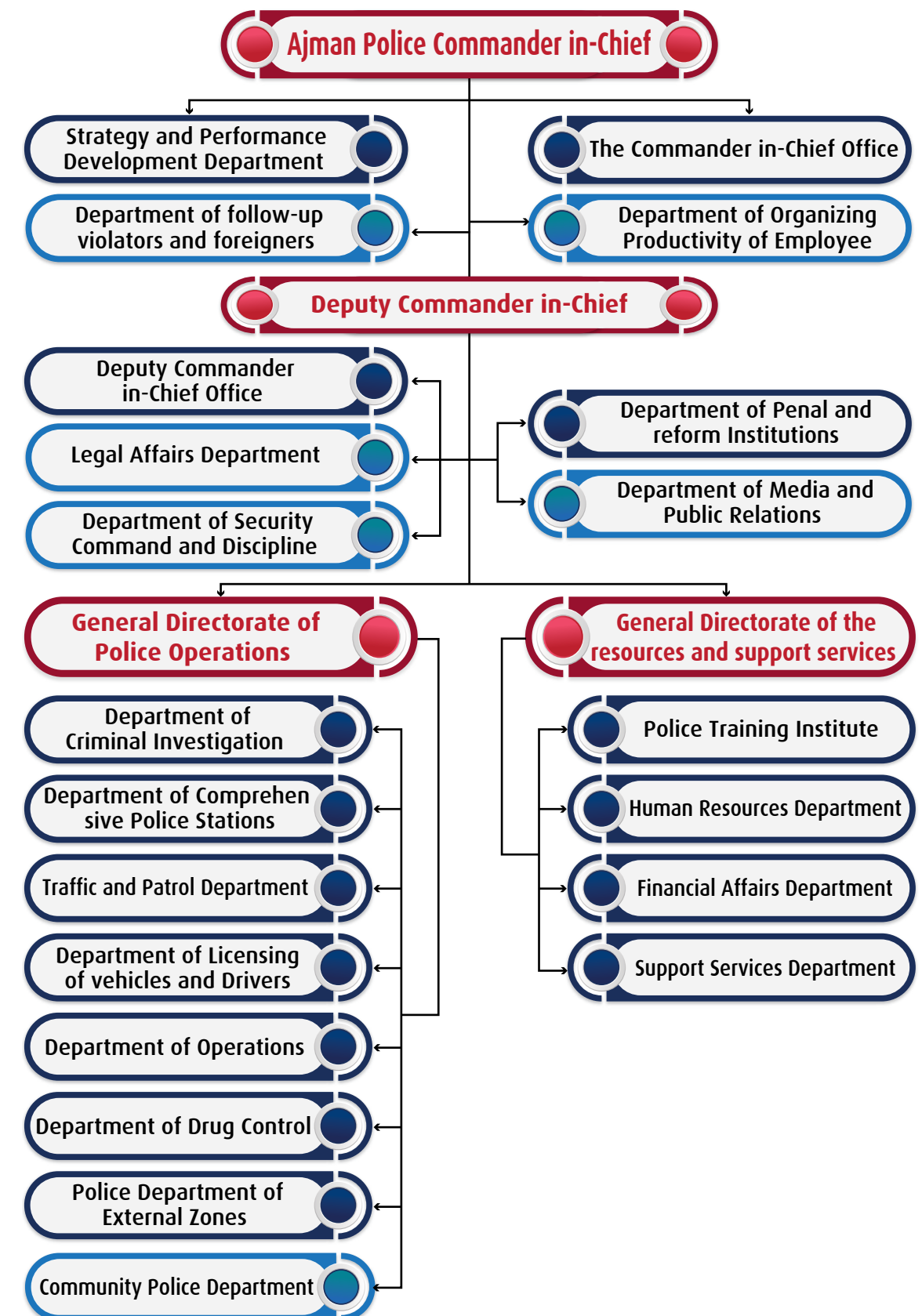
- (2) General Department • (14) Sub-Departments • (50) Sections • (192) Branches

As a result of the activation of the last structure, the organizational units that support performance improvement and development have been updated as the development:



Thus the command has an organizational structure characterized by its consistency and comprehensiveness of all functions and tasks of command, the latter organizational structure has contributed to achieve our objectives efficiency and effectively. It has also helped in the implementation of plans and decision-making, determining of individual roles, achieving the harmonization of different units and activities, the avoidance of interference and duplication and bottlenecks, and others.

## The organizational structure of Ajman Police General Command





## Tasks of Senior Command of Ajman police

The organizational structure of Ajman Police General Command reflects the command's keenness to clarify the function in terms of the governance framework among the executive and supervisory bodies, their integration, horizontal communication, participation in informed opinion, expanding the scope of institutional knowledge, to deepen the research before making decisions through the application of an integrated system of administrative and regulatory procedures based on law and transparency, approving of the principle of accounting and equity, and determine the official and responsibility in addition to achieving plans, objectives and expectations, to reach the best level of quality and excellence in performance through:

1. Ensure that all procedures performed under the applicable law with transparency, fair and without any conflict of interests.
2. The existence of internal supervision tools to detect any violations of applicable laws, regulations, or instructions.
3. Having a strong financial department subject to accounting supervision.

The following is a description of the functions of senior leaders in order to clarify them and review them according to the organizational structure, as follows:

**Commander in-Chief of the Ajman Police:** He presides Major General Sheikh Sultan bin Abdullah Al Nuaimi, who works within the structural system of the Ministry of Interior, which is directly linked to His Highness the Minister. He also represents the highest hierarchy of authority in the organizational structure. His duties are to develop future strategic perceptions and visions to improve police and security work, provide support and the assignment to the competent authorities, to make the achievement of the objectives of the command efficiently and effectively.

**Deputy Commander in-Chief of the Ajman Police:** His duties are represented as to appoint and assist the Commander in-Chief of the Ajman Police of the Police to oversee the progress of the work and to achieve the strategic objectives of the General Command.

**Director General of Police Operations:** He follows up the performance of the comprehensive strategy, plans and policies for police operations activities in the light of the command strategy, the ministry and its future directions.

**Director General of the General Directorate of Resources and Support Services:** He supervises the preparation of strategy and plans for human resources, financial, technical and support services in light of the directions and vision of the command and the ministry for approval and follow-up its implementation.

**Director of Strategy and Performance Development Department:** He supervises the preparation and development of the General Command strategy as part of the strategy and plans of the Ministry of Interior to achieve quality and excellence in performance.

**Director of the penal and reform institution administration:** He supervises the implementation of federal policies and standards for the administration of penal and reform institution in all fields through coordination between the general administration of regional, federal reform and penal institutions.

**Director of Criminal Investigation Department:** He implements strategies, policies and procedures for the prevention and reduction of crimes, in order to preserve the security and safety of society in the Emirate.

**Director of Operations Management:** He prepares the operational strategy of the General Command and its units, and provides the requirements for its implementation and coordination with the General Directorate of Central Operations in the Ministry.

**Director of Traffic and Patrol Department:** He supervises the development of field plans for comprehensive, mobile, fixed and external patrols in the jurisdictions to help stabilize the security situation and provide rapid response to deal with the scene and traffic accident planning.

**Director of Licenses of Vehicles and Drivers Department:** He follows up the implementation of the traffic laws and regulations related to the licensing of vehicles and drivers within the jurisdiction area in coordination with the General Directorate of Traffic Coordination.

**Director of the Police of the External Zones:** Implementing the security plans for maintaining the security and stability of the society and its institutions in the external areas of the Emirate and following up on its results.

**Director of the Comprehensive Police Stations Administration:** He supervises the development of security plans at the level of the comprehensive police stations, and monitors their implementation to maintain the security and stability of the region and the members of the community through the monitoring of suspicious places and commercial and residential centers to reduce crime and rapid intervention in case of occurrence.

**Director of Drug Control Department:** He supervises the implementation of federal policies and standards and the rules and regulations for combating narcotics and psychotropic substances in coordination with land and sea ports and airports.

**Director of Support Services Department:** He supervises the good processing of all material, human, information, technical and support services required to carry out the work of the organizational units.

**Director of Financial Affairs Department:** He manages the financial activities of the Ministry and its formations, and rationalizes the use of public funds in accordance with the approved financial policies and plan.

**Director of Human Resources Management:** Leading and formulating a staff strategy that will enable the Ministry of Interior to meet strategic objectives while ensuring compliance with UAE labor law as well as applicable human resources policies and procedures.

**Director of the Police Training Institute:** He prepares the annual plans of the Institute as part of the strategy and plan of the Federal Training Administration, Federal Leadership, command and its policies, and laying down the foundations and rules of work and follow-up implementation.

Our institutional values

At Ajman police General command, values are the cornerstone of our institutional work; because they represented good qualities on which its professional and moral pillars were built, our values are an effective tool to achieve our strategy, vision, mission and achieving our goals that we aspire to it. as these values are based on patriotism, and good qualities as truth, honesty, integrity, transparency, justice, work mastery, brotherhood, cooperation, proper treatment, recognition of individual contributions and rewards, respect human rights, fight corruption, spreading safety and security in our community, all these community has made us have great value that we can sacrifice ourselves for the sake of preserving on it.

We turned the long years of our journey which was full of achieving many of the images of institutional success and over these years our values represented as:



Values standards of Ajman police General command

We set out in building our institutional values standards of ethical values associated as follow:

Leadership	Distinction	Institution
Good example	proficiency	safety and security
teamwork	Strength	loyalty
neutrality and distance from haste	Honesty	belonging
Commitment	Discipline	Ambition
Taking Responsibility	Execution of orders	Flexibility
self-control	Cooperation	Public interest
justice and equality	Humbleness	sacrifice
philanthropy	Innovation	Faithfulness

Work values and their impact on functional performance

Work values for us are: A set of ethical and professional principles, teachings and controls which determines employee behavior, and draw for him a right path which lead him to perform his job duty and his role in production organization which he belongs, beside its fenced fence which protect him from error and fault, prevents him from committing any action contrary to his conscience or incompatible with its principles which means its importance and necessity for us as we are a professional security agency actively seeking to develop its social, economic, environmental structure as a guarantee for achieving sustainability, raising generations who love their work and loyal for their community and homeland. Our adoption of values always makes us at the forefront of institutions with a distinguished positive impact as we do not provide traditional services, because we interest in public security, we keep spirits, and protect property, and we have an important central role in sustainable development process.



## Institutional Integrity and Corruption Combating

Our commitment to integrity and combating corruption is emanated from our obligation to God, homeland and our wise leadership as we have learned that eradicating the scourge of corruption is a national duty, as well our obligation come from the obligation of UAE in all international treaties concluded in this field it is from signatory states which signed in UN convention for ant corruption (UNCAC) which adopted by (UN) OF2003ad and Arab Convention against Corruption which has been approved by Arab league of 2010ad and it is in international classification ranks 25th in the world, and the first one over Arab states from 175 state which covered by Global Corruption Perceptions Index (CPI) of 2016 which stipulated by Transparency International statement (TI).

Our obligation also comes as stipulated by AMIRI DECREE No.1 of 2016 which stipulated by H.H. Shiekh Hamid bin Rashid al- Nuaimi Member of the Supreme Council and Ruler of Ajman about the human resources law in the government of Ajman and Federal Human Resources Act which has adopted all relevant aspects professional ethics Standards of conduct and preservation of secrets, career commitment, and behavior handling such as abuse of office and bribery, and others.

Emphasizing our moral and professional commitment to fight corruption, we have always maintained a strengthening the moral culture of our cadres, awareness guidelines has played a role which issued by the Ministry of the Interior, Ajman police General command and lectures And internal campaigns that would enhance the concept for employees, as well as forums, and has been circulated on salaries in official books which distributed on departments have important role in rooting and inaugurating a culture of employees who are all learned policies and ant-corruption measures by up to 100% in all their positions, which made us achieve our ambition is to establish professional rules in Ajman Police, Through our commitment to the tenth principle which related to ant-corruption which stipulated by The United Nations Global Compact (UNG), which considers corruption a major handicap to social and economic development, and a threat for stability to a long-term.

To achieve morals and integrity Ajman Police adopted Governance approach and the mechanisms which underlie on it, As it is important to establish institutional governance that contributes to reduce deficiencies which arise from moral hazard and poor choice.

**Reports showed there is no corruption in  
Ajman police General command through 2016**

## Sustainability Governance

### Project Sustainability Team

Sustainability is the core factor for us in making decisions based on environmental, social and economic governance So that the outlook for the long term is prevailing to achieve our goals and contribute to the development of our institutional integrity in the Emirate of Ajman as a police leadership Gradually moving towards the application of sustainable development at a steady pace.

Based on that Major General sheikh Sultan Bin Abdullah Al Nuaimi issued decision to form a project team sustainability at Ajman Police General Command headed by Brigadier General Abdullah Ahmed Saif Al Hamrani the authorized person for adoption and validation of the Sustainability Report to be directly connected with Senior leadership in all matters related to sustainability, and is responsible for doing All that is needed to apply the sustainability of institutional work in and outside leadership assisted by elite of qualified cadres to perform this task.



**Brigadier General  
Abdullah Al Hamrani**

### Sustainability Project Team Leader's Message

Praise be to Allah and His favor, His Excellency the Commander-in-Chief of the Ajman Police honored me to establish the Sustainability Project Team; Which has central role to the dissemination and application of key concepts of sustainability across all departments, and customer service offices and centers spread in the Emirate.

For responsibility, Sustainability project team has a responsibility for guidance work, monitoring, and coordination of all Efforts exerted in the field of internal development including developing future strategies, work policies, and systems of a sustainable nature, In addition to extend scope of training to include new training courses related to development and work on the annual sustainability report issued, and promote principles innovative work, and commitment to corporate social responsibility (CSR).

As this process need effort and time from us we distributed tasks and duties on our team each according to his professional competence so that we can do the best we have in this vital area which represents the important link in the success of our work for this mission that i will work on with my team with all sincerity and transparency, God willing.

Members of the Sustainability Project Team



	Rank	coordinator	position
1	Brigadier general	Abdullah Ahmed Saif El hamrani	Team Leader
2	colonel	Ali Ebaid Al-Shamsy	member
3	major	Abdullah Ali Elwan Al Nauimi	member
4	major	Dr. Mohamed Ahmed Hazim	member
5	major	Fatma Mohamed El sewedy	member
6	major	Hassan Ebaid El Shamsy	member
7	Captain	Nora Sultan El Shamsy	member
8	Captain	Abd El rahman Ibrahim Elshamsy	member
9	lieutenant	Khaled Ali El Galaf	member
10	lieutenant	Faisal Mohamed EL Ebaidly	member
11	Warrant officer	Amal Mohamed El Alaili	member
12	Warrant officer	Laila Hussin Ali	member
13	Warrant officer	Nof Salem El Kalbany	member
14	civilian	Ghazy Yassin Alsobihiy	member
15	civilian	Raed Mohamed Ahmed	member

Tasks of the Sustainability Project Team

1. To instill awareness of the concepts of sustainability at the level of power and society
2. Innovation initiatives and launch sustainable pilot projects at the institutional level
3. Promote sustainable research and support innovation.
4. Creating an interactive environment between us and local and global experts in sustainability.
5. Release guidelines that contribute to sustainability framework.
6. Develop appropriate ways to rationalize consumption within the institution and reduce expenditure
7. Work on identifying key performance indicators for sustainability
8. Working towards achieving our goals for short and long term in line with the vision of Ajman police General command.
9. Provide data to decision-makers to work on the policies of the institution, and improve performance in them.
10. Touch the strengths and weaknesses of our work and focus on treatment of problems whatever it .
11. Listening to opinions, proposals and complaints and dealing with them.
12. Approve transparency, integrity and presentation of any information not subject to confidentiality to inform stakeholders at the time of request.
13. Prepare annual sustainability report of Ajman police General command regularly.

Our tasks as Sustainability Project Team do not stop in the limits of traditional work, But beyond it as a search for innovative ideas that contribute to improve the level of our services, and enhances of our joint security work with other bodies and institutions in the Emirate of Ajman and the UAE. we have taken upon ourselves to carry out our duties of sustainability in an integrated manner in response to the vision of wise leadership in being the emirate of Ajman of 2021 is a fully sustainable Emirate in terms of its environmental and economic and social status this makes it imperative for us as a team working within the leadership cadres to seek for our organization is always at the forefront and we have motivated by what was planted by Major General Sheikh Sultan bin Abdullah Al Nuaimi, Commander-in-Chief of Ajman Police, for ambition to be in the forefront of initiators in all fields.



## Sustainability at Ajman Police





## Our Administration Approach

Since sustainability is a system which includes various abilities depend on three pillars: economic, environment, society, so we must work on those pillars with what is suitable for each one of them, accompanying with the effort of achieving safe and security for the society.

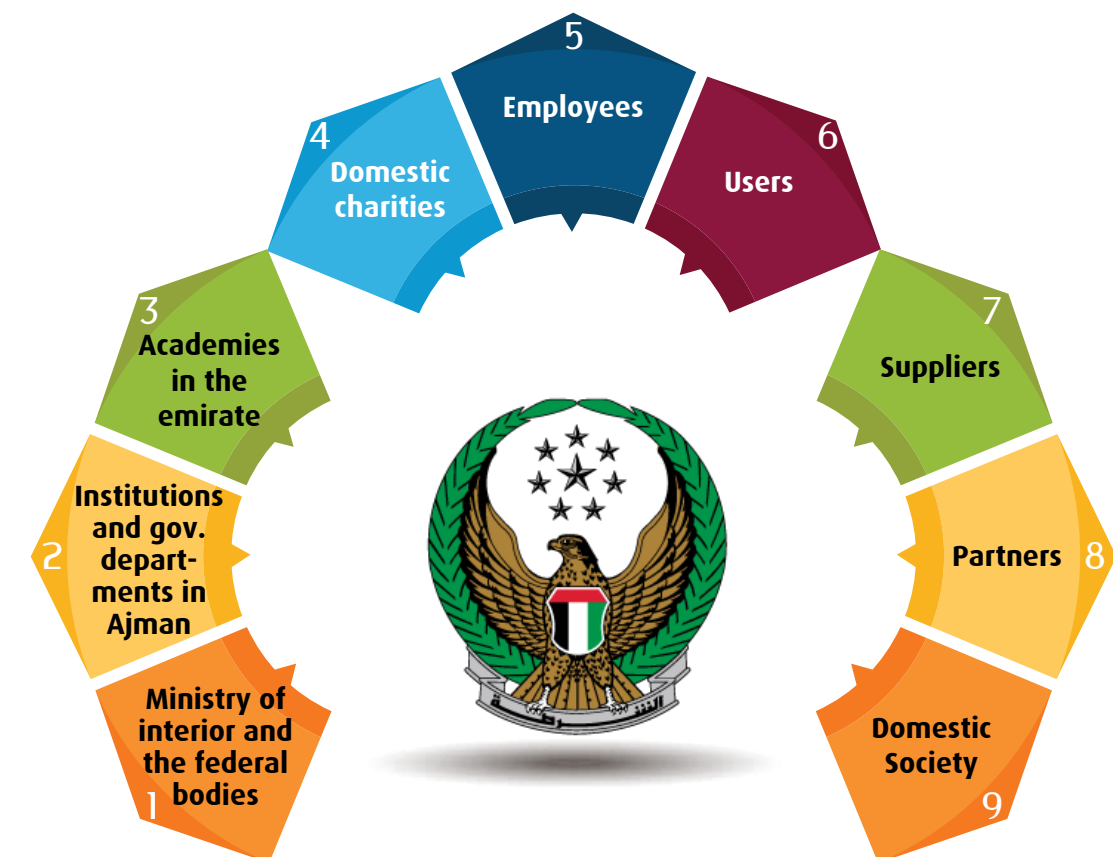
So we have ensured that our priorities include dealing with realities which enhance our role in this field, and studying the costs and the results of sustainability work like the benefits which participate in reducing the expenses in the future, and working on environment protection and enhancing our social role in a step which stimulates the governmental direction in united Arab of emirates in general and emirate of Ajman in particular, and stimulates the international direction which enforce our competence of perpetuating development goals. And working on initiate effective partnerships which facilitate the way to the real sustainability and deciding the necessary procedures as follows:

1. Enhancing safe and security in the emirate, and increasing preparedness on the hour.
2. Orientation supporting to achieve the futuristic plan of Ajman 2021.
3. The unlimited cooperation between us and public security force .
4. The continues training and developing police efficiencies and enhancing the function of our ranking by training, education and institutional culturing.
5. motivate the employees to do their works and rewarding the best of them.
6. Enhancing the innovation and rewarding the innovators.
7. Win the confidence of its Customers and providing the best e-services as a direct response of the orientations and the smart government.
8. Willing to risk, making the hypothetical scenarios and its training.
9. The optimization of our resources and limiting profligacy and working on consumption smoothing.
10. Working on protection of the internal and external environment in the institution.
11. Deciding the practical steps to limit carbon emissions(CDP).
12. Awareness publications distribution which participates in increasing of the people awareness with the importance of cooperation with police institution and consider them as a partners.
13. Initiating the social initiatives and working inside the community framework and take our efficient role to protect national actors.

14. Enhancing the voluntary work for our employees which is beneficial for our society in implementation of our duties and social responsibilities to keep the balance between economic and ecosystem.
15. Protection of the domestic environment and all kinds of investments.

## Stakeholder

The stakeholders represent categories which deal with Ajman Police General Command as follows:



Given the importance of those categories, we have been communicating with them continuously, in order to identify their needs and claims and we be careful to cooperate with them because of their representativeness value for us, and that what makes us discover their satisfaction with our institutional performance, and studying their goals to reach to meeting points, and initiating guide and awareness campaigns to achieve our social involvement with them, in addition to following complains and access to their proposals, weather on our website or with any other way and putting their interests on top of our prosperity.



## Our Methodology To Engage Stakeholders

Engaging stakeholders in our works represents the main factor to keep the importance, efficiency and credibility of our successful, and to guarantee supporting and enforcing our work programs in participatory approach, inclusive and transparent manner, we have done a lot of practices which keep us of interest to achieve the following goals :

- 1 Engaging them while enforcing our works weather the security ones or those which related to sustainability.
- 2 Entirely cooperation with them alongside taking into account social and culture diversity and different nationalities in the emirate.
- 3 Getting their trust by making relationship depending on transparent manner and nationalities diversity.
- 4 Observance the related experiences which exist with the other different institutions and taking advantage of the social, ecumenical and environmental initiatives at every opportunity.
- 5 Building bridges of understanding with the concerned to engage them in our activities and that happens through the following :

- Motivating the internal stakeholders and working on their functional insurance current and future.
- Honoring the creative employees and developing their abilities and train them.
- Honoring the partners and suppliers and standing by their needs continuously.
- Finding points of convergence and opportunities which could enhance the institutional perpetuating development with them.
- Studying all points of view and enforce the beneficial of them, and rewarding the special proposals proponents.
- Consider all the complains and solve it fairly and evenly as possible as soon.
- Initiating rule of direct conversation with stakeholders
- Working on adopting social, national and environmental initiatives.
- Initiating workshops and organizing awareness lectures for everything related to security and social work.

## Priorities of stakeholders

Stakeholders are divided into two categories:

### 1 The internal stakeholders: the employees whose priorities represent the following:

- ✓ Access to the suitable and healthy environment for work.
- ✓ Having the functional security.
- ✓ Getting meaningful salaries and incentives.
- ✓ Equity and opportunities for all.
- ✓ Getting rewards.

### 2 External Stakeholders: their priorities according to their categories are as follows:

- **Government sector in Ajman emirate**
  - ✓ Alignment in strategic goals and works of ministry of interior.
  - ✓ Adopting the national plans as emirates Vision 2021.
- **Working On Achieve Ajman Vision 2021**
  - ✓ Carrying out security functions and crime fighting.
  - ✓ Contributing to achieve the green economy.
  - ✓ Accompanying the smart developing of emirate by effective technical achievements.
- **The community In Ajman Emirate**
  - ✓ Having safe and security.
  - ✓ Safety and security of roads.
  - ✓ Protecting souls and properties.
  - ✓ Readiness for disasters and crises.
  - ✓ Enhancing the social responsibilities and participating in various initiatives.
- **Customers**
  - ✓ Innovation of services developing and turning it to electronic and smart.
  - ✓ Achieve public transactions as possible as soon.
  - ✓ Adoption of justice and equality for all the people.
  - ✓ Providing advice and guidance for all users and dealing with them with respect.
- **Partners and Suppliers**
  - ✓ The obligations to pay dues in the certain time.
  - ✓ Initiating informative and educative workshops to enhance perpetuating.
  - ✓ Participating in initiatives and different social national ceremonies.

Stakeholders From Partners

The partnership definition for the general leadership of Ajman police is a common work between it and one or more of the government and non-governmental entities, or civil society institution for the federal, local, regional and international level which participate in achieve the strategic goals of the leadership.

Partnerships Classification

The partnerships are classified according to its possible affect as follows:

- 1- **The strategic partnership:** it's the partnership which participates in continuation of process and initiatives, and achieves performance indicators and national agenda, and participates in achieve the strategic plan, and the decision shall be issued by the leadership.
- 2- **The operational partnership:** it's the partnership which the limited activity achievement happens through it, and it participates less in strategic goals achievement.

Partners Evaluation and honoring criteria

Our interest to evaluate the partners is a step toward the right direction to support and honor them, the evaluation is subjected to many criteria which we mention the following of them:

1. Participating in strategic goals achievement and achieve the main reason of the partnership.
2. The importance of projects and programs which the partners participate in, and the value added which it achieves and its results as : reducing the crime rates, reducing the traffic accidents, increasing the revenues, and supporting program which dealing the society members and etc:
3. Participating in organization development and in knowledge exchange.
4. Partners readiness while enforcing the common programmers, projects and information exchange and make regular reports about it.
5. The cooperation and flexible level in dealing with problems and obstacles which could prevent enforcing the common projects.
6. Required work plan to organize the common projects and determine the roles, responsibilities and time frame of completion.
7. The partner agreement with processes, provided services and his commitment to service requirements in conjunction with agreements and the signed memorandum of understanding with the ministry.
8. Participation in main cases solving which may improve security and service performance.

9. Partner commitment to attend meetings to discuss partnership projects and dealing with it.
10. Participating in teams and common comities to discover how to improve works.
11. The partner shall publish his successful experiments and the smart applications which could improve works.
12. Acceptance of processes enforcement improving and procedures facilitation, and service improving.

Partnership Frameworks

The general leadership of Ajman police makes partnerships whether the strategic or the operator to achieve the necessary requirements and goals to participate in police institution supporting, and in 2016 we had done 43 activity between agreements, memorandum of understanding and common committees depending on the works requirements with 43 partner including one international partner according to the next schedule

This schedule illustrates partnerships categories and participatory activity for 2016

	Partnership category	Partners number	Agreements	Memorandum of understanding	Common committee
1	The strategic partners	18	9	6	3
2	The operation partners	25	8	13	4
	Total	43	17	19	7

Partners satisfaction in 2016

A survey has been done to measure the suppliers satisfaction, a sample of 43 supplier and the response was 100 percent, the satisfaction of partners was 100 percent, we are going to mention the most important results as follows:

A schedule Illustrates partners satisfaction in 2016

The Axis	Satisfaction Ratio
Satisfaction with Ajman police performance	84.6 %
Satisfaction with partnership efficiency in general	78.9 %
Satisfaction with partnership enforcement transparency	80 %
Satisfaction with employees performance	93.3 %
Satisfaction with information exchange	80 %
Satisfaction with innovation and creativity	80 %



Suppliers stakeholders

The harmony between the general leadership of Ajman police and suppliers sector, comes as a part of leadership strategy in economic supporting, and dealing with the local suppliers to guarantee continuation of economic movement. The suppliers who deal with Ajman police are: companies, bodies and institutions which have been registered in suppliers registration system and they have the right to share in tenders system. And the work practices of ministry of interior, and they are inside two groups:

**The first groups:** which sell all what the leadership need from materials and different purchases.

**The second group:** which provide a group of services the first set can't provide.

Given the importance of connection with this set we have put on our website an appropriated page for connection with them, To achieve the quick response for their claims and needs as:

- 1. The supplier request to get the related details with installments and financial dues.
- 2. Listening to their proposals or any complains for what belongs to working with us.

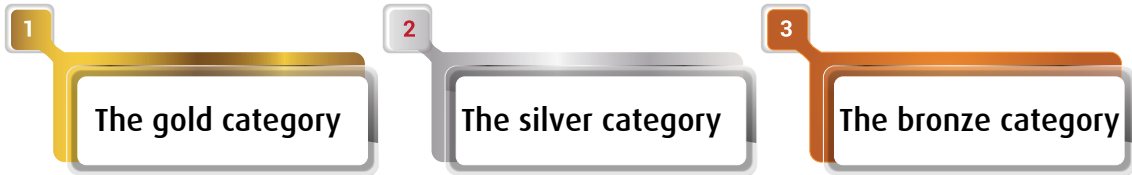
Suppliers' Classifications

The suppliers are classified according to the mentioned activity in the work license, and also the authorized standards of ministry of interior. And to prevent any conflict, Ajman police issued the supplier guide and its available for the concerned at any time. It is worth mentioning that the supplier connects with us in a work relationship under the conditions of health and occupational and environmental safety.

Following the perpetuating way means that the cooperation between us and the supplier depending on what mentioned above in terms of:

- 1. The product quality which he provides.
- 2. The product match to the required specifications.
- 3. Competitiveness of the prices( according to quality control standards)
- 4. The supplier shall obtain Iso certificate 9001, or the other certificates of quality and excellence.
- 5. Quick response and enforcement.
- 6. Providing after-sales service.
- 7. Commitment with supply term.

In addition to other standards, if those have been enforced according to Ajman police methodological, the supplier would have been classified according to the next categories:



In the general leadership of Ajman police we care about environment, So we have motivated our suppliers to do the following:

- 1. Encourage them to use the environmentally friendly products and materials.
- 2. Adopting the environmental initiatives in conjunction with them to preserve the environment and reduce the pollution.

Schedule Illustrates suppliers' classification from 2014 to 2016

Supplier's classification		2014	2015	2016
1	Golden	26	16	38
2	Silver	19	49	15
3	Bronze	6	4	32
Total		56	69	85

Mechanism of Purchase and contracting with supplier

The methodology of general leadership of Ajman police to manage the relation with the supplier determined mechanisms of purchase and contracting with suppliers which happen through:

- 1- Public tendering:** by advertisements on the newspapers.
- 2- Restricted tendering:** by inviting the registered suppliers in the system who are recognized competence.
- 3- procurement practices:** by inviting the suppliers in general.
- 4- Direct order:** in certain cases.

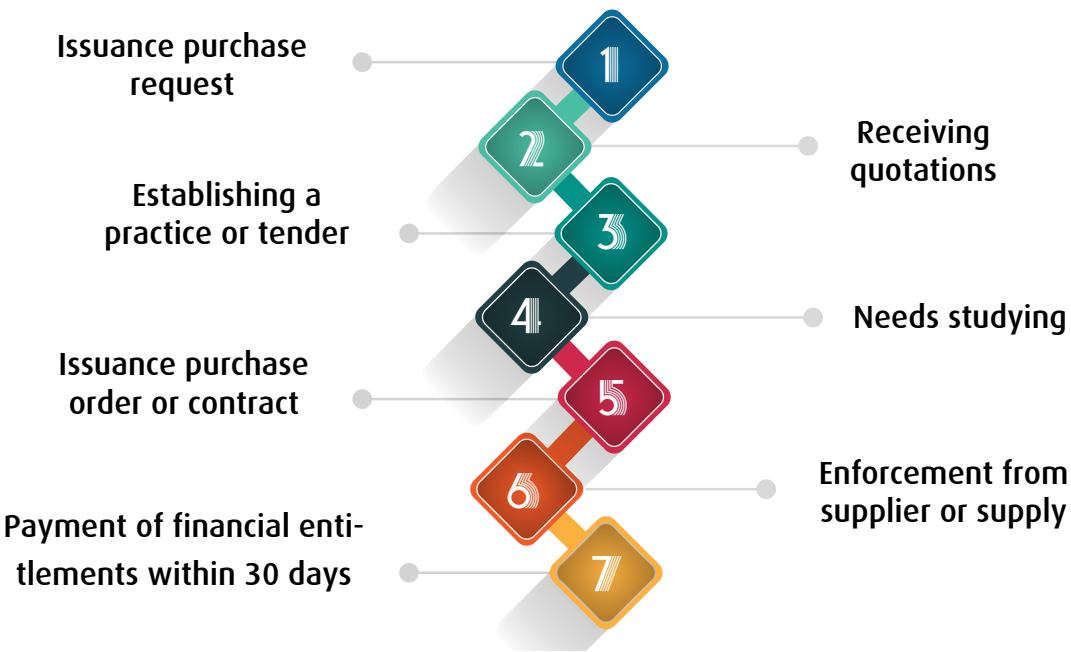
### Honoring the Suppliers



Suppliers are an important sector of partners, that why we urgently honor the excellent of them according to our policy which aims to enhancing the cooperation with stakeholders in their fields, in 2016 25 suppliers had been honored in recognition of their Permanent cooperation with us, and their participation and devotion in supporting the security process in the emirate, we develop our relations with them, motivate them and give them the moral support to keep the cooperation circle open to serve the current and the futuristic projects.

### Supply Chain

Supply chain developing for us is considered something enhancing the financial transparency for our purchase sector. we include our supply chain as follows:



It is worth mentioning non-payment happens in the following cases:

- 1- Non-confirming the product or service to the required specification.
- 2- Delivery delaying, and the supplier failure to meet the contract requirements and calling for hiring another supplier to perform the work.
- 3- Supplier conscientious of the work before starting it.
- 4- The supplier would be fined %10 percent of the contract in case of delivery delaying.

### Suppliers Satisfaction in 2016

A survey has been done to 85 suppliers to measure the suppliers satisfaction, the response rate was 100%, the most important results in the next schedule:

Table showing the level of satisfaction of suppliers for 2016

The Axis	Satisfaction ratio
Satisfaction with Ajman police	100 %
Satisfaction with the used connection tolls between Ajman police and suppliers	100 %
Satisfaction with suppliers reception procedures	94.7 %
Satisfaction with procedures and transactions of Ajman police	94.7 %
Satisfaction with transparency in leadership dealing with suppliers.	94.7 %
Satisfaction with knowledge exchange	89.5 %
Satisfaction with innovation and creativity	100 %

### Suppliers Complains and Proposals

Supplier is an essential part of in the process which we want to be the best, because we are convinced with the importance of his role to support the orientation of general leadership of Ajman police. So we care about listening to suppliers and any partner weather by providing a certain proposal or making a report, in both cases we study the proposal and enforce it if it provides any additional values to the leadership, In case of complain it be referred to the competent authorities to study and deal with it fairly to solve it as possible as soon to avoid any damage could infect the supplier because of delaying.



## Success Story

### Third Annual Partner Forum 2016



Honoring for us is considered the best way to express our gratitude to the categories we deal with the stakeholders, and in furtherance of this aspect, the Third Annual Forum for partners 2016 was organized, in the presence of our distinguished partners who were honored by His Excellency Major General Sheikh Sultan Abdullah Al Nuaimi, Commander In Chief of Ajman Police, in the presence of other leading police cadres.

The organization of this forum comes in the belief of the supreme leadership that the role of partners in active participation should be strengthened within the sustainability system that supports the implementation of our strategy, where the forum provided the opportunity for us to meet direct with an important category Who are interested in sharing ideas and discussing future perceptions that contribute to strengthen the bonds between us and the community through service harmony and active participations from them & us, so measuring of their satisfaction and standing on all their needs and aspirations to achieve happiness to them is essential to us because of the services they have contributed to achieving our strategic objectives, strengthen our capabilities and enable us to play our role and our confidence-based security mission.

On the practical side, the forum contributed to improving our services and developing methods and systems through which we work; to complete transactions, and to launch community and economic initiatives to meet the aspiration of the Partners, respond to their wishes, and achieve sustainability for our work.

In this context, the Commander-in-Chief of Ajman Police emphasized the importance of the role of the partners in supporting Ajman Police's efforts and enabling them to perform its role and mission as required, classifying them as active partners in supporting security and stability.

## Enhancement of institutional sustainability

In keeping with the aspirations of our nation, which has given sustainable development great importance to becoming an integral part of the work strategies, we have studied the data that will make it easier for us to achieve sustainable institutional approach through several steps in this field, including:

1. Promote work with our cadres within the sustainable system.
2. Develop the internal work environment and reduce the pollution.
3. Strengthen our relations with the community based on our social responsibility (SCR)
4. Institutional Government adopting as a key reference.
5. Contribute to supporting the external environment and planting trees.
6. Community support, and the launching of social, economic and environmental initiatives.
7. Building a culture of awareness of the importance of sustainability among employees, and issuing awareness leaflets and participation in sustainability events.
8. Launching internal campaigns to rationalize consumption of energy, water, paper and fuel.
9. Work to reduce direct and indirect emissions.
10. The conclusion of contracts to bring environmentally friendly vehicles in 2017.
11. Obtain many ISO certificates to ensure the quality of our services.
12. We are proud to have a charter of delight for the customers, which we follow to ensure that services are of a nature sustainable development.
13. We promote innovation in sustainability field.
14. We support staff training and develop tools.
15. Occupational health and safety for us is of paramount importance.
16. We encourage our employees to volunteer to do charity and community work.
17. We use technological devices to control energy.
18. We have created the Sustainability Project Team to work on strengthening it in our police establishment.
19. We have developed our services from traditional to electronic and hence smart, and we hope to achieve within a year of 2018 turning our services in full to be smart by (100%).
20. We develop our work to be in line with administrative and security civilizational developments to achieve Ajman's Vision in 2021.

Core stakeholder issues

Relative importance

The relationship between Ajman Police General Command and stakeholders in all their internal and external categories are the key to success for us as a security institution that cares for the interests of the emirate and the homeland.

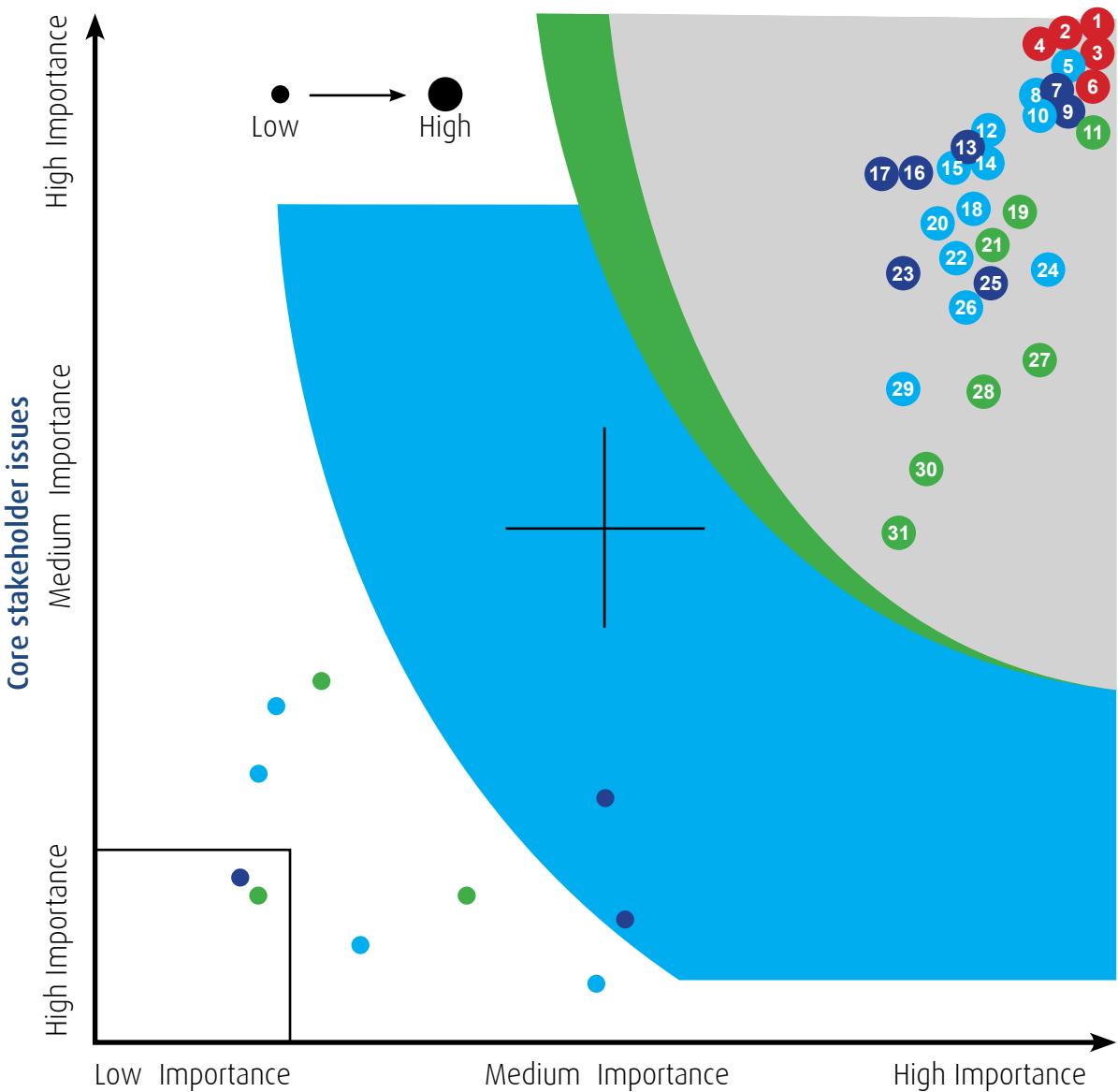
Their requirements reflect their security, economic, environmental and social needs which they think is important to them, and that is why we have to work to know what they want from us in order to arrange priorities and know the core issues, and thus determine the relative importance, and to achieve these objectives we did the following:

- 1. Conduct a survey including all stakeholders to identify issues of concern for employees, customers, partners, suppliers, the community and then we've done by making standard comparisons of different issues separately to achieve the final outcome that is in line with strategic objectives and sustainability requirements as set forth in Annex1.
- 2. Work on assessing core issues based on social, economic and environmental impact, and collecting the results were in a matrix that included three levels of High, medium and low importance in descending order from top to bottom according to the importance of the issue while ignoring issues of minor importance.

The relative importance matrix of Ajman Police General Command for 2016

- |   |   |
|---|---|
| 1. Safe and Security Enhancement.   | 18. Innovation and Creativity   |
| 2. Combating crimes and drugs.  | 19. Use of renewable energy.  |
| 3. Roads and Traffic Security Control .   | 20. The introduction of new allowances such as children, education allowance and holders of rare specialties. |
| 4. Protection of life, property and installations.                                  | 21. Rationalization of consumption of energy, water and fuels.  |
| 5. Occupational health and safety.  | 22. Training and human resources development  |
| 6. Preparedness and Readiness in disaster situations and crises (security & social) | 23. Evaluation of suppliers according to work practices.  |
| 7. Integrity and transparency   | 24. Communities.  |
| 8. Human rights.  | 25. Development of financial policies and procurement.  |
| 9. Emiratisation.   | 26. Service compatibility with ethical values   |
| 10. Health and safety of customers  | 27. Reduce carbon emissions.  |
| 11. Handling of dangerous and solid wastes  | 28. Expanding environmental service   |
| 12. Excellency and Satisfaction of Stakeholder                                      | 29. Establishing and organizing of the guiding workshops for the concerned.                                   |
| 13. Increase labor cadres (security, economic)                                      | 30. Developing the mechanism of complaints and environmental proposals  |
| 14. Salaries and incentives for employees   | 31. Recycling.  |
| 15. Achieving customer satisfaction.  |   |
| 16. Advanced electronic services  |   |
| 17. Employee Health Insurance   |   |

The relative importance matrix of Ajman Police General Command.



Matrix Keys :

- Security Axes.
- Economic Axes.
- Environmental Axes.
- Social Axes.



## Financial Sustainability

We believe in the Ajman Police General Command that the Economic development, the adoption of wise management of public finances is our approach, and the commitment to achieve the satisfaction and happiness of stakeholders is an essential starting point for our sustainable planning because the efficient financial systems play a key role in providing adequate resources to overcome social and economic challenges, and thus improve the financial income of the institution. This is one of the pillars of sustainability that is very reliable in the modern development approach. As such, we have had to work on developing our financial departments continuously; as it is considered as a backbone of our work, enhance the working human resources through their training and education and providing them with advanced technological devices and to achieve that we have the adoption of better accounting and control methods; access to sustainable development is characterized by comprehensiveness of our engagement with the Ministry of Interior and Financial Management Emirate of Ajman. At the internal management level, we carry out our duties to protect our financial resources through the following:

First

Direct Form

1

Dealing fairly and transparently with all financial matters.

2

Developing the sound and rational management of our financial resources.

3

Adoption of advanced accounting systems

4

Support innovation especially in the field of electronic applications to achieve customer services.

5

Emiratisation of human cadres.

6

Relying on the policy of rationalizing the expenditure of energy, water, paper and fuel.

7

Study the provision of mass transportation of our salaries.

Second

Indirect Form

1

Dealing with local markets (procurement).

2

Dealing with local suppliers (supply of materials).

3

Participation in various economic activities within the country.

## Financial Management of Ajman Police

The Ajman Police General Command has adopted its methodology for financial resources which will determine the mechanisms by which it will be effective maintaining financial performance. It is directly related to the Ministry of Interior and based on the Ajman Government Financial Law, the International Accounting Standards, Preparing the periodic financial reports of the senior leadership, and the Ajman Finance Department, in accordance with the ISO 9001 Quality Management Organization, to review the financial policies and budget deviations every three months.

In order to ensure the control of financial operations, our departments perform many tasks, the most important of which are:

1. Conduct internal controls, supervision and preparing of the financial reporting.
2. Identify those responsible for each financial operation and identify their roles and responsibilities.
3. Design objectives and indicators and link them to the financial objectives associated with the objectives of the strategy.
4. Computerization and governance of all financial operations and financial reporting systems in the financial system (ERP)
5. Evaluate and review financial operations, write financial reports, and carry out internal and external audits.
6. Compliance with the implementation of the approved financial planning systems in accordance with international standards.
7. Monitor the results of financial performance reports and analyze them to develop future plans, and identify the deviation in implementing the budget as the final accounts report.
8. Provide the financial department in Ajman with annual reports.
9. Implementation and disbursement of the budget in the specified aspects, and computerization of financial operations.
10. Conduct technical and financial feasibility studies, and determine their risks before adopting any project to know the extent of their impact in terms of security and economic.
11. Implementation of the Ministry of Interior's Strategic Financial Plan.
12. Preparing special budgets for financial needs in line with the implementation of long strategies Term.
13. Applying the methodology of cost rationalization and the development of approved revenues.

Financial Control

Financial control is of paramount importance to the Ajman Police General Command, where the control process goes through several stages to prevent any financial error:

- 1. Subject to financial audit by the Ministry of the Interior.
- 2. Subject to the audit by the local financial department in Ajman Emirate.
- 3. Subject to internal auditing and direct self-monitoring by the concerned cost centers.
- 4. Subject to periodic evaluation by financial management.
- 5. Reports financial reports to the Supreme Command.

Methodology of cost rationalization and revenue development

Financial resources are of paramount importance to enterprises as a whole. As our approach is moving towards sustainable economic growth, we have had to work to develop our resources and reduce our expenditures, for several purposes among them :

- 1. Ideal use of human and material resources that in turn provide effort, time and money.
- 2. Contribution to expenditure coverage and revenue development.
- 3. Improve productivity and efficiency.
- 4. Reduce costs while maintaining the quality level.

success story

Innovative financial revenues for 2016

Ajman Police Department of Finance has taken steps to enhance production in a step that supports the institution's economy to carry out internal projects through the implementation of some innovative programs of ambitious nature through the following:

**First:** rationalization of consumption of paper and energy compared to the year 2015 as shown in the following table:

Indicator	Rationalization Ratio
Reduce paper usage	22.7 %
Rationalization of energy consumption	1 %

**Second:** Implementing an agreement with the Driving Institute for cars, under which the driver will be trained and examined for 50% of the total income

**Third:** Privatization of some services as a vehicle inspection service in coordination with (Shamil) and rent a restaurant to provide snacks to staff and reviewers, and get service charges installation of surveillance systems on gold shops, banks and exchange companies.

**Fourth:** recycling some consumables such as: oils, police cars recycling, clothes.

Table showing the percentage of innovative revenues during the years 2014-2016

Type of Revenue	Collection		
	2014	2015	2016
The percentage of innovative revenues of total gross revenue	4.9 %	6.6 %	6.4 %

The percentage of innovative revenues (6.4%) of total gross revenue expresses the success of leadership in developing the financial resources

Our role in protecting the economy

Security is our pillar which we depend on it to serve our country and achieve economic sustainability, in Ajman police it comes complementing and in implementation to directives from the wise leaders who worked on enhancing the competitive position of the state on the global map, so we cared about cooperation with society sectors to develop the joint work and achieve our goals to build our security organization in its global conception according to our convinces with the importance of the relationship between security and economic, wherever the strong security exists the effective and active economic exists.

The economy of UAE has witnessed a great flourish which made it inside the first ranks in terms of some Economic indicators, like the gross monthly income, and its lead to the list of best attractive destinations to the direct foreign investments, within the next years in the middle east and north Africa made it the most suitable place for investment, in addition to many other factors which participated in enhancing and developing this sector, we mention some of them as follows:

- 1. The investors' evaluation for emirates as one of the places which provide safe to capitals and various investments because of its political stability.
- 2. The Economic needs increasing in the uae society which participated in the Economic support, and it was important factor to attract capitals from outside.

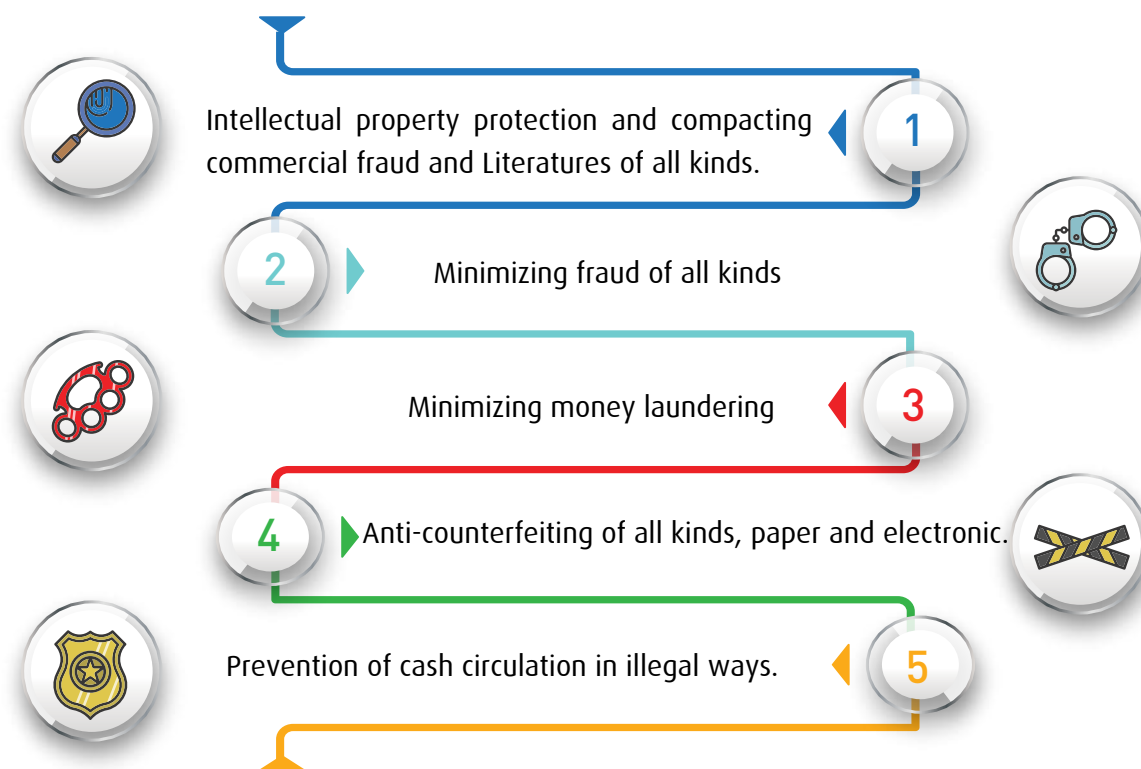
The challenge spirit which the wise leadership planted inside us to keep our country and all our visitors and residents safe made us do our best to perform our security duties to protect the economic structure through:



1. Industrial and commercial investments protection to keep capitals safe.
2. Customer services for the investors and facilitate their transaction as possible as soon.
3. Keeping souls and properties safe.
4. Working on restitution by the force of the law and its legislations.
5. Theft reducing and elimination of fraud.
6. Initiating smart and e-applications.
7. Zero-tolerance with perpetrators of economic crimes.
8. Precautionary measures implementation like: connectivity and early warning systems and etc.
9. Securing the economic installations and banks in Ajman emirate.

## Economic Crimes Control

Society's development means life development and multiplicity of its methods, recently a set of worrying financial crimes have shown which we have faced and fought through following multi fighting procedures like:



**For the Economic crimes, Ajman police thwarted 6022 Economic crimes. Within 2016, to be the society defensive shield, to confirm it's completely control and it's successful to restitute the rights and protect its owners from criminals who deal by fraud.**

## Smart Check Report

Keeping abreast with the technology development, and in order to preserve the customers rights and consistent with the governmental orientation to the smart security services to reach out to 80% of reducing customer numbers in governmental service center, Ajman police depends on (smart check report service) which has been innovated, developed and enforced by our technical team; to save customers' time, so report time about check doesn't take more than 5 minutes.



The enforcement of this service happens in multi stages, the first stage aim to reducing revisers percentage to (30%) of total, and (50%) of customers who make check reports, currently the service targets banking sector so representatives of banks have been chosen and approved by us to make check reports through only the application, any check reports will not be received directly service centers in the emirate, five employee of each police station have been authorized and trained to using the application electronically.

The second stage of the service execution has already started and is going to include: real estate offices, finance companies, insurance companies, hotels and rental offices in the emirate as a stage wider than the service execution, to be delivered later to the individuals as an advanced step in service delivery steps which has been initiated in GITEX exhibition, and has been highly welcomed during and after the exhibition.

Success Story

Ajman Police Organizes Ajman First Conference on Security Sustainability:

Protection of intellectual property rights and the fight against counterfeit goods



Within the framework of our efforts to protect our security, our economy, our society, and our environment, in Ajman Police General Headquarters we have been keen, on spreading the culture of security awareness among the society members on many important issues that ensure their rights, and contribute to the launch of their security knowledge. In this sense, we launched the first Ajman Conference on the security sustainability under the patronage of His Highness Sheikh Ammar bin Humaid Al Nuaimi, Crown Prince of Ajman and President of the Executive Council Who listened to many suggestions and important issues concerning intellectual property, and educating the public of the seriousness of counterfeit goods, how to identify them with view to fighting its trade. Examples of such goods are printer inks, auto parts, watches, bags, shoes, sanitary wares, cosmetic, sportswear, etc. The people are to be educated on the problems resulting from these goods on society, the environment and the economy, because of their inefficiency and the financial and health damages they cause to the public.

This conference constitutes to us a pioneer step we have taken to unify our efforts with competent authorities to promote the protection of intellectual property rights in the State.

A table showing statistics on counterfeit goods /2016

	Data	Numbers
1	Number of reports	24
2	Number of accused	147 of 11 nationalities
3	Number of seized places	14 villas, stores, shops.

Counterfeit goods seized						
Counterfeit goods	Sports clothes	Bags and shoes	Inks	Spare parts	Watches	Health preparations and cosmetics
Numbers	30203	16225	2027770	122589	262278	258845

Economic Sustainability Forum for Businessmen/2016



Under the patronage of His Highness Sheikh Saif, bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Interior The 2016 Economic Sustainability Forum was organized and launched by the security department at the Emirate of Ajman, in the presence of (100) businessmen where topics were discussed with view to achieving the following strategic objectives:

1. Enhancing safety and security.
2. Enhancing public confidence in the services provided to them.
3. Applying the methodology for the preparation, implementation and review of the strategic plan.
4. Applying the marketing methodology of services marketing, and partners work guide.

Businessmen have been invited because they represent an important sector of stakeholders, and it is important to involve them in maintaining safety and security. During the forum, the strategic plan of Ajman security department was presented, and how it is association with the strategic plan of the Ministry of Interior. The most important security achievements of the Ministry of Interior were presented, besides those of Ajman security department in the following fields: security, traffic, civil defense, and the most important achievements in the society, and services provided.



Emiratization in Ajman Police

In the context of the commitment of the Government of Ajman, to implement the vision of His Highness Sheikh Zayed bin Zayed Al Nahyan, President of the State, may God protect him in everything related to the process of Emiratization, and providing employment opportunities for citizens, and based on the directives of His Highness Sheikh Humaid bin Rashid Al Nuaimi, Member of the Supreme Council, Ruler of the Emirate of Ajman to pay attention to the human element of the citizen, to be the first option of Emiratization, in order to promote the state in general and the Emirate in particular through creating opportunities for national cadres who are capable of giving.

In light of this, Ajman Police General Headquarters has been working since the beginning to give the right of employment for UAE nationals, and worked every year to attract competent national cadres, and implemented the Emiratization of jobs, training and rehabilitation of its employees to be distinguished in performance and capable to achieve the strategic goals skillfully. This is simply, because we believe that the qualified human element is the backbone of the security process, also investment in human resources reflects our economic orientation to serve the local society, and Fighting unemployment in all its forms, in addition to unleashing the capabilities of citizens to lead economic development by encouraging them to join our personnel to provide a decent life for the society members.

Our responsibility here, is to adopt the national agenda, for the 2021 vision of the UAE, in which 12 national indicators were stated in this regard, in addition to what is stated in the ten principles of the United Nations Global Compact (UNGC), particularly under the item of labor standards, and to achieve the goals of sustainable development, SDGs, with all its aims and objectives.

Emiratization statistics during 2016

Table showing the percentage of Emiratization according to job levels:

Indicator	Percentage
Percentage of national employees	81.9 %
Percentage of National Employees (Local)	48.3 %
Percentage of National Employees (Federal )	99.9 %

Table showing the percentage of Emiratization according to leadership categories:

Indicator	Percentage
Percentage of civil servants citizens in the leadership category	100%
Percentage of civil servants citizens in the supervisory category	100%
Percentage of civil servants citizens in the executive category	81.0%
Percentage of civil servants citizens in the specialized category	42.7%

Table showing the turnover percentage of citizens:

Indicator	Percentage
The turnover percentage of citizens	5.1%
The turnover percentage of citizens (Federal).	-

Table showing the percentage of increase in the number of citizens:

Indicator	Percentage
Percentage of citizens' recruitment	86.9%
Percentage of increase in the number of citizens	1.3%

Table showing the percentage of national employees having professional and specialized certificates:

Indicator	Percentage
Percentage of employees with professional and specialized certificates of the total staff in the specialized category	35.0%
Percentage of employees with university and higher degrees of the total staff (Bachelor and above)	16.4%

Table showing the percentage of employees by sex

Indicator	Percentage
Percentage of male employees to total employees	86.3%
Percentage of female employees of total employees	13.7%

## Environmental sustainability

Providing a sustainable healthy environment is one of the lofty goals that many countries are seeking to achieve with view to achieving the highest standards of environmental health and safety for their societies. The UAE government in turn has the 2021 Vision, a long-term vision that includes sustainable goals which seeks to consolidate the role of the clean environment and its positive impact on future generations on the one hand, and exploiting the natural resources on the other.

Based on our ethical commitment to the local environment, Ajman Police General Headquarters has sought to achieving a balance between economic and social development and environmental protection in terms of rationalization of Water and electricity consumption, relying on clean energy, and applying the green development. This in fact means that we took our responsibility to contribute to the realization of visions and plans of wise leadership, and we have developed regulations, programs and initiatives that will achieve a sustainable healthy environment, this role has been reflected in launching many innovative plans and projects, the most important of which are:

- 1 The Installation project of a solar power station for the provision of electricity and the use of renewable carbon free energy.
- 2 The project of switching from traditional lighting to LED lighting to achieve electricity saving, and reduce the production of carbon emissions in the atmosphere.(CDP)
- 3 To increase the green areas by planting 377 trees in an area of 9692 square meters, as a part of our role towards air purification in the Emirate.
- 4 Launching the waste recycling initiative where solid waste is collected, sorted and recycled.
- 5 Protecting the marine environment and keep the beaches safe.
- 6 Our police department has been rehabilitated, and we have got the ISO14001 certificate for environment management system, and the health and occupational safety ISO (OHSAS18001)
- 7 Launching of internal campaigns and distribution of posters and stickers to rationalize water consumption.
- 8 Arranging workshops and internal meetings to enhance our cadres concept and culture of sustainability.

### Methodology of green applications:

For the purpose of improving environmental performance, and reducing negative impacts on the environment due to daily activities, the Ajman Police General Headquarters adopted the green application methodology for reducing negative environmental aspects. This is done through increasing positive practices and contributing to emission reductions, energy and water consumption, and other non-renewable natural resources, in addition to applying recycling materials within their manufacturing processes in three areas:

**1. The geographic field:** includes our locations that fall within our competence.

**2. The career fields:** includes various levels of jobs.

**3. Field of operations:** includes all operations and activities that we do.

Our green applications are the practices and processes in which materials, tools, or equipment are replaced with alternatives that do not have negative effects on the environment as well as maintaining environment appearance.

## Reducing the spread and emission of carbon (CDP)

Carbon emissions are a source of concern for the entire world, and our wise leadership in the UAE paid a lot of attention to this issue being of paramount importance as it is a burden on the local and global climate.

Because we are part of this global society, we have performed some actions that would limit those emissions through launching various initiatives including: tree planting, and reducing the consumption of electric power, and generating it through solar panels to minimize carbon emissions in the atmosphere. A device was installed for controlling and adjusting temperature to (24) degrees, which is the perfect and suitable degree for human health. The device works on two periods:

**First period:** starts during the morning period until the end of official working hours.

**Second Period:** starts after the end of the official working hours until the following day.

This action has been taken to contribute to the rationalization of expenditures and the protection of the environment from emissions, it needs mentioning that the device is password-protected to prevent tampering.

## Rationalization of electricity and water consumption

The Ajman Police General Headquarters has taken many measures to reduce electricity and water consumption by launching an initiative on the optimal use of clean energy that included many activities such as:

1. Conducting a transparent water bag or bag test to measure tap water, in order to determine the percentage of waste and choosing the best ones.
2. Installation of (500) connection of smart water taps, that rationalize water.
3. Installing the air conditioning temperature control device, and setting it to (24) ° C which operates on two periods during the morning period and turns off automatically after the end of the official working hours.

- 4. Allocating a water tank vehicle to carry water from the desalination station at the head-quarters to irrigate the green areas, in this way reducing expenditure on water consumption.
- 5. Replacing traditional light bulbs at the headquarters with environment friendly LED light and energy-saving bulbs.
- 6. Launching of a solar power plant through solar panels to supply the external lighting poles at the headquarters, as one of the practices of green applications.
- 7. Intensifying internal campaigns of rationalization through SMS, and to participate by some information in the electronic site, and distribution of awareness posters.

A statistical table showing the reduction rate in the years from 2014 to 2016

	Post-reduction results 2014		Post-reduction results 2015		Post-reduction results 2016	
	Electricity	Water	Electricity	Water	Electricity	Water
Percentage	28.18 %	44.47 %	26.35 %	10.60 %	1.48 %	7.47 %

Samples of publications for energy and water rationalization.



Rationalization of paper consumption:

Papers used in internal and external correspondence are of financial value and converting them to waste may contribute to the abuse of the environment, so in Ajman Police General Headquarters did our best to limit the use of paper as much as possible, and to increase e-mail use with view to reducing expenses as much as possible. In 2016 we were able to reduce the percentage of expenditure on paper as shown in the following table:

Table showing the rationalization of consumption of paper for the year 2016:

Reduction percentage in paper consumption		
Year	Last year consumption	This year consumption
2014	3011	999
2015	999	1081
2016	1081	836

Limiting environmental risks:

What we have done to reduce and limit the potential risks at the domestic environmental level is represented in raising

environmental and health safety degrees, and obtaining the following ISO certificates:

- 1. International Standard for Environmental Management System, (ISO 14001).
- 2. Occupational and Health Safety Management, (OHSAS 18001).
- 3. Principles and elements of quality management systems, (ISO 9001).

We are proud that our department is one of the first departments to introduce this system in the Ministry of Interior and has worked accordingly in order to keep the internal environment clean and free from any dangers.

We have also performed many tasks in this field including:

- 1. Use of occupational health and safety tools in our facilities while assuming our external duties.
- 2. Use building tools and environmentally friendly dyes in our buildings.
- 3. Periodic inspections of departments, and security centers, by senior leadership.
- 4. Dealing with emissions in workshops located in penal institutions and installation of special devices to reduce pollution.
- 5. Application of environmental security, and safety requirements.
- 6. Arranging workshops and lectures in support of our approach to environmental protection.
- 7. Launching agricultural initiatives to increase the green area such as:
  - The Initiative of reducing nuisance in residential districts.
  - The Initiative of "Grow with us".
  - The Initiative of "Plant a tree, harvest fruits".



## Protection of the marine environment:

In 2016, the results of the IMO mandatory audit report were issued, which stated that the degree of commitment in the UAE maritime management sector is similar to the developed countries in this field. This was due to the concerted efforts of several government entities, headed by the Ministry of Interior.

Also the high command attaches great importance to the physical aspects of ships and their ability to sail or keeping

lives, environmental protection, maritime security and coastal property, whether tourist or industrial, in addition to protecting of territorial waters and state beaches.

Because we are an active part of the security system of the state, we do our roles assigned to us efficiently, we did our best to protect our coastline in full cooperation with other security entities.

Since we, in Ajman Police General Headquarters, are part of the force that protects the marine environment, we did many measures and initiatives that would protect our marine environment, including the following:

### 1- The initiative of beaches without drowning:



As part of the Ministry of Interior's strategy, to enhance security and safety and gain public confidence in the effectiveness of the services provided to them, and to ensure the provision of administrative services in accordance with quality and efficiency standards and transparency, there has been coordination among the departments of the following police stations: City Center, Hamidiya Center, Al-Naimiya Center, Al-Jarf Center and Musheirf Police Station), to cooperate in the initiative of "Beaches without Drowning".

The joint team of the police stations, and the society police department participated in the distribution of awareness leaflets on the guests of the Ajman Corniche, and the beaches of the Emirate, and hotels that have indoor swimming pools, with the aim of spreading awareness of the importance of public safety and keeping the beaches without drowning, the brochures included:

- Educating the public of the dangers of self-confidence in the when swimming and the need to take caution and follow
- Swimming guidelines and directions.
- Raising awareness of the water bicycles owners of to the laws governing the practice of this sport on the beaches.
- Focusing on the hotel sector to make them aware of swimming pool guidelines to avoid drowning cases especially of children.

## The Marine Patrol:



It is a new developed guard patrol force affiliated to Ajman Police, which performs many tasks including:

1. Guarding and securing the beaches in terms of security.
2. Protection of the marine environment in the Crimean area in the Emirate of Ajman to reduce pollution violations caused by cargo ships, and various sea boats.
3. The crew carries out rescue operations in cases of drowning, in addition to other security tasks.
4. Launching an initiative to clean the sea depth of waste and remnants to protect the marine environment, it was carried out by a group of specialized officers in marine diving in Ajman Police.

Environmental Activities



1-The initiative of: The Environment International Day

The activities included awareness workshops for employees on the importance of re-cycling in for the conservation of the environment and how to use recycling tools, and using them at work or at home; to contribute to the conservation of the environment and keeping it clean and safe.

2- The initiative of: let us grow the Emirate Together

The initiative included lectures on the importance of agriculture to preserve and renew the environment, in addition to conducting awareness workshops for schools and universities, and contribute to the cultivation of trees in the police buildings and Ajman University.

3-Celebrating the Arab Environment Day

A celebration of the Arab Agriculture Day was organized by the Society Police Department at the Ajman Police General Headquarters, in cooperation with the Department of Social Service at Ajman University of Science and Technology.

The celebration included an educational lecture, and planting a number of seedlings in the nursery of the university. The organization of this event goes with our strategy to enhance trust and strengthen the relationship between the public and Ajman Police General Headquarters, and to implement one of our corporate values of society responsibility, in addition to our interest in the external environment as part of the sustainable development of the Emirate of Ajman.

4-Metal recycling initiative for auto parts written off by contracting with private companies:

Solid waste recycling

Waste of all types is a major threat to the environment because it is a source of concern leading to pollution and production of harmful carbon dioxide in the atmosphere, and we have established in the Ajman Police General Headquarters a system

for the sorting, recycling and transformation of waste from a source of concern to a source of production in accordance with the sustainable strategy we adopted to reduce the amount of waste, and make use of resources through recycling.

Recycling statistics of 2016:

Table showing the reused furniture and umbrellas

Percentage of reused resources (furniture)		
year	Total reused material	Total returned material
2014	97	195
2015	99	104
2016	21	113

Percentage of reused resources (Umbrellas)		
year	Total reused umbrellas	Total returned umbrellas
2014	11	12
2015	10	12
2016	29	29

Table showing the amount of sold used oil/2016

Used oil sales statistics for 2016		
	Amount in dirham	Number of gallons
Total	1720	22 tanks ( 990 gallon)



## Models of devices used for environmental detection:



**Device name:** Instrument 4400

**Usage:** Measuring device of:

- 1- Carbon dioxide ratio in offices and stores, it can be used on devices.
- 2-The average of the air conditioning temperature is 24 degrees.

**Device name:** Kimo AMI 310

**Usage:** Measuring device of:

- 1-Humidity in the atmosphere according to international standards, to be between (30%) to (60%) of air volume.If the ratio is less than (30%) it is harmful to the human being, and if it exceeds (60%), it will affect and damage the property.
- 2-It measures the flow and speed of the air.



**Device name:** Kimo LX 200

**Usage:** a device to measure the amount of light in the room.

Unit of measurement: Lux

Minimum illumination limit for library activities is LUX 400.

Minimum illumination Limit for stores is LUX 250.



**Device name:** Kimo DS 300

**Usage:** Measuring device for noise ratio in noisy business

Performed by the establishment. Knowing that the maximum noise limit is (80) DSB dB.



## Success Story

### Installation of a solar power station to provide electricity



As usual, the Ajman Police General Headquarters, assumes the implementation of creative proposals, especially if the proposal leads to a benefit, and this is reflected in the adoption of launching the solar power station, by solar panels, to supply the external lighting poles of the General Headquarters as one of the practices of green applications, a proposal which was presented by: Lt. Col. Mohammed Khalfan Hindi bin Tries, and has been adopted and implemented directly to contribute to the reduction in electricity consumption and reduction of emissions, adding another fingerprint in the field of rationalization, and puts a new brick in building a culture of sustainability in our organization, and supports innovation, and innovators and implements their dreams on the ground.

This context of rationalization comes in the framework of achieving Ajman vision for 2021, and its vision of a society that contributes to building a green economy and implementing the property and assets management policy of the Ministry of the Interior. This in fact is in line with the Emirate's Green Development Strategy. This step also, aims at maintaining the environment, and the rationalization of energy use, within the available means, as these and other methods can help reducing the level of electricity consumption in general, including the reduction in domestic fuel consumption, which in turn reduces costs for this vital sector, which contributes to rationalizing consumption to achieve the goal of using our resources efficiently.







Our management approach

Our cadres are the foundation of the institutional development process for us. The human resources, at Ajman Police General Headquarters, receive the attention of His Highness Sheikh Humaid bin Rashid Al Nuaimi, member of the Supreme Council and Ruler of Ajman, who gave great attention to his sons, the police forces personnel, because they are the watchful eye on the security and safety of the Emirate, and for the Ministry of the Interior they represent for a key element in the system of leadership, and depends on them in all security matters, because they represent a professional force, that has managed over the past years, to prove its existence as a security force that protects the society, and work on its development. Therefore it was necessary that this category receives its due attention and motivation, in addition to the material and moral support of its members on all levels.

Sheikh Sultan bin Abdullah Al Nuaimi, Commander-in-Chief of Ajman Police, worked to develop their capabilities and develop their skills, promote those who deserve promotion, support their entitlements, and reward creative and talented people in all fields, as they represent the rule of law, and custodians of the implementation of the directions of the wise leadership efficiently.

Staff employment



Due to the strategic role played by the recruitment process, and to ensure the efficiency of operations and police tasks, we have adopted the latest methods and criteria for career recruitment and employment by participating in all events that facilitate recruitment. In 2016, Ajman Police participated in the third Ajman Employment Exhibition, held under the patronage of His Highness Sheikh Ammar bin Humaid Al Nuaimi, Crown Prince of Ajman and Chairman of the Executive Council, under the slogan "Starting a successful career", which is one of the employment fairs, that contribute to realizing the vision of Ajman 2021, emerged from the vision of the Emirate in the Emiratisation of jobs, and attract the competent people to the government departments and institutions, including the Ajman Police, and giving the citizens the opportunity to meet directly

with employers, learn about many training opportunities, learn and acquire skills that will contribute to identifying career paths for applicants.

Table showing the number of people recruited through recruitment fairs:

The number of people employed by recruitment from recruitment firms		
2014	2015	2016
3	152	161
Number of employees recruited on line		
44	152	161
Number of employees recruited through personal attendance		
44	0	0

Equality of opportunity and gender equality

For us, in Ajman Police General Headquarters, gender equality is not only one of the fundamentals of human rights, but also one of the necessary foundations for life in a society of equality and sustainability in our security sector. Providing equal access to employment for females to have proper and suitable work and representation will serve as fuel for a sustainable economy, and will benefit society and achieve balance.

This is why we have adopted the principle of gender equality in all matters relating to rights, duties, and wages. Wages are determined according to the military rank and there is no trade-off in remuneration or any entitlement between women and men.

Because we have confidence and faith in our highly skilled daughters in the UAE, we have given them the opportunity

to participate in our business because of what they enjoy of status, culture and ambition, and to achieve the vision of the

leadership in this field, and in response to the fifth objective of sustainable development (SDGS).

Table showing the percentage of female employees to the total of the employees:

Indicator	2014	2015	2016
	Number of female employees of the total number of employees	Number of female employees of the total number of employees	Number of female employees of the total number of employees
percentage of female employees to the total of the employees	12.4 %	13 %	13.7 %
percentage of female employees to the total of high ranks	73.3 %	85.7 %	100 %
Staff who were supported to complete the study	9.6 %	8.2 %	5.1 %

Training and qualifying of human resources

Ajman Police General Headquarters realized that the development of its human resources can only be done through development,by education and training, so, it worked since the very beginning to field training of its cadres,to develop their military competencies,according to the highest international training standards in the field of police security to cope with modern developments in the fight against crime, developing functional skills, strengthening their professional culture by holding diverse courses in various disciplines, and arranging varied workshops, lectures and courses to achieve this goal.

Because training is the first factor in addressing gaps in competencies in different establishments, we were able to obtain the ISO 10015 Guidance Specification, in order to compete and continue to invest in human capital. This comes in line with the Government's vision of 2021, including the UAE Government Excellence Program launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, prime minister, and the Ruler of Dubai, with the aim of unifying the standards of government services in all federal agencies and raising its efficiency to a 7- star level.

We were keen not to limit our role, on achieving performance indicators only, but to extend it to sustainable excellence to achieve quality indicators, develop human resources training besides implementing a large number of initiatives and training programs that will contribute to the advancement of the security sector, in order to ensure the sustainability of this approach in our planned steps and their application with all the affiliated centers.

The ISO 10015 certificate reflects our commitment to the application of quality management systems, and generalizing them to ensure the highest degree of success in the services provided.

Table showing average hours of training by job category and gender for 2016

Category	Males	Females	Total of training hours	Total of training hours
	Number of training hours	Number of training hours		
Leadership	1335	0	1335	35.1
Supervision	11625	1590	13215	83
Executive	49645	11475	61120	47.2
Specialized	3510	925	4435	59.4
Total	66115	13990	80105	50.4

The role of the Police Institute in the training effort



We began to think of establishing an incubator to train our cadres very early, and we translated it in the establishment of the Department of Planning and Development in 1997, which was developed to be the Police institute in Ajman Police General Headquarters in 2011, which is an active entity that performs many tasks including:

1. Determining the training needs based on the recommendations of the leadership and the different departments.
2. Working on the development of the training plan, which is drawn up annually in response to police requirements.
3. Holding the various courses that are prepared according to studied timetables.
4. Issuing certificates of participation.
5. The Institute carries out many activities, including:
  - Organizing and implementing federal and local workshops.
  - Organizing annual shooting of the federal and local command posts.
  - Training courses for future policemen.
  - Many sports activities.

Table showing training activities during 2016

Training activity		Number
1	Implementation of specialized training courses	97 courses
2	Training of university and colleges students	31 trainees
3	Local Training Courses	18 courses



Specialized courses



Since the training of employees means, developing performance leading to more successes and professional excellence for our men, Ajman Police General Headquarters has always sought to bring this development to the benefit of the police job, accordingly several specialized courses were held to complete the requirements of the deployment plan of applying the standards of excellence to all Ajman Police General Headquarters officers and reach 100% in spreading the culture of work according to the standards of excellence.

In 2016, the Police Institute organized 4 specialized courses on the command level, His Excellency, General Sheikh Sultan Bin Abdullah Al Nuaimi, Commander-in-Chief of Ajman Police attended a ceremony for these courses, namely:

**1-Investigation of cybercrime:** presented by Major Ibrahim Humaid Al-Mayahi, with the participation of eight officers from various police leadership in the country, and dealt with several axes, including the nature and identity of electronic crimes, how to deal with such crimes, in addition to the methods of facing such crimes by modern means.

**2-The design and preparation of the standards of institutional excellence:** Presented by Ghazi Yasin Subeih expert in strategy and the development of performance in the Ajman Police with the participation of 24 members of various police leaders and officers in the State. The course dealt with several axes, including the foundations and principles of institutional excellence and system standards of government excellence, fourth generation, in addition to the mechanism of implementation through the basic standards.

**3-Preparation and qualifying of lecturers:** Presented by Dr. Jamil Faraj Allah Khalil, during which he tackled several axes of which, the principles, rules and methods required in preparing lecturers, and explaining how they work, in addition to the characteristics of the lecturer. The course was held with the participation of 20 non-commissioned officers and individuals from various police leadership in the state.

**4-Guarding and securing sports stadiums:** Presented by First Assistant Mohamed Khamis Yousef Al Naqbi, which dealt with the foundations and controls in the protection of sports stadiums and how to deal with such situations by following the basic plans studied in dealing with the security of stadiums. The course was held with the participation of 7 non-commissioned officers and individuals from different police leadership in the state.

Employee Stimulus Policy

Ajman Police General Headquarters has adopted a policy of stimulating and rewarding employees with a view to increasing the efficiency of operations and special missions of stimulating and rewarding our employees fairly and ensuring effectiveness, besides responding to its strategic plan. In 2016, we evaluated the performance of employees and all operations related to the stimulation process, the results were as shown in the following table:

Table showing the indicators of honoring employees for the years 2014-2016.

Indicator	Data		
	2014	2015	2016
	The percentage of those honored of the total staff	The percentage of those honored of the total staff	The percentage of those honored of the total staff
Percentage of employees honored by decorations	93.9 %	81.7 %	1.3 %
Percentage of employees honored by certificates	57.1 %	84.1 %	86.9 %
Percentage of employees honored by financial amounts	22.5 %	15.3 %	18 %
The difference in percentage of honored formed teams	31 %	30.1 %	24.7 %
Total repetition percentage	94.2 %	96.4 %	96.6 %

## Decorations and Badges



HH Sheikh Ammar bin Humaid Al Nuaimi Crown Prince of Ajman Honors Ajman Police Officers on behalf of His Highness Sheikh Humaid bin Rashid Al Nuaimi, Member of the Supreme Council and Ruler of Ajman

His Highness Sheikh Humaid bin Rashid Al Nuaimi, Member of the Supreme Council, and Ruler of Ajman, issued an Amiri decree awarding decorations, medals and military insignia in Ajman to be a tribute to the distinguished military officers, non-commissioned officers and individuals, who have done glorious deeds in favor of the emirate and society, that deserve recognition and gratitude, in a bid to encourage others to follow their example.

Decree No.2 of 2009, includes 21 articles, of names and types of decorations and medals to be established in the Emirate of Ajman with three types: the first is decorations which include the decoration of Courage, the Gold and Silver decoration of Ajman Police Department, and the Gold and Silver distinguished service decoration.

The second includes medals, the gold and silver medal of excellence, and a gold and silver medal of scientific achievement, gold and silver medal for social defense.

The third type includes a gold and silver badge of appreciation.

For the purpose of activating this, Ajman Police General Headquarters, organizes the Ajman Day annual ceremony for the police excellence under the patronage of His Highness Humaid bin Rashid Al Nuaimi, Member of the Supreme Council and Ruler of Ajman, to grant decorations and badges for those who deserve it from our distinguished military cadres who have proved their competence in administrative and field work.

## Employee benefits

The wise leadership in the Emirate of Ajman, and the Ministry of the Interior made every effort to ensure that the employee receives all the benefits stipulated by the law, whether in the Emirate of Ajman or the Ministry of Finance, as this merit really represents the rights of our employees in the security sector who take care of the security of the homeland and its security represent a quality worthy of attention, and this is what made us in the Ajman Police General Headquarters work to ensure that all of our employees have their rights, to their satisfaction

that translates our attention to our cadres at the highest levels in terms of benefits, salaries, leave, and allowances. Our leadership has approved the regulations, that govern their work and give them their rights that match the great sacrifices they make to the society which made us proud of ourselves on our achievements, especially after our employees received the most prestigious awards in excellence, quality, innovation, and achieved the first ranks – thanks to Allah -, which translates the vision of the wise leadership that has given them the attention they deserve.

### Salaries and wages

The Ajman Police General Headquarters, depends on the system of salaries and wages, applied in the Ministry of the Interior, where the employee's salary, benefits and the responsibilities of his job are determined according to the contract between him and the police of Ajman, as specified in the ladder of military ranks and degrees for civilians, the salary is calculated from the date of starting work, or from the date of entry, of the expatriate employee into the country, in case of foreign contracts, and paid by depositing it at a local approved bank.

### Equal pay for men and women

There is no wage differential between women and men. The wages are equal and therefore there are no differences, as salaries are given in Ajman Police by rank and not by sex.

### Rewards and allowances

The internal law of the Ministry of the Interior regulates the remuneration and allowances in accordance with Decree No.447 of 2008, on the payment of the allowance for the military and civilians working in the Ajman police, where the decision included the following allowances:

( Occupational allowance, safe areas allowance, nature of work allowance, social allowance, living allowance, investigation allowance, special occupations allowance, and housing allowance ) where each allowance has its justifications according to the decree.



## Holidays

Holidays are granted to all military and civilian personnel, within a period of time approved by law and regulations in the Ajman Police General Headquarters according to the following types:

(Annual leave, sick leave, leave of waiting period (for women), Hajj leave, study leave, leave patient attendance, maternity leave, accidental leave, leave of mourning, fatherhood leave, nursery leave, graduation leave, course leave, shift leave, encourage leave.)

The total number of leaves granted to our cadres was (113986 days) with repetition, as shown in the following table:

Table showing the leave granted to employees during 2016 with repetition

Type of leave	Number of days	Type of leave	Number of days
Annual vacation	50385	Shift n leave	366
Official mission	1472	Leave of giving birth	825
Sick leave (inside the state)	11595	Exemption of military uniform	7701
Sports leave	101	Study leave	1610
Academic leave	1777	Accompanying a patient leave	5316
Encouraging/administrative leave	9251	leave of waiting period ( for women )	0
Haj leave	135	Emergency leave	23452

In Ajman Police General Headquarters, we recognize the importance of granting vacations to different types of employees, we know very well that it is an opportunity for them to make changes in order to ensure the quality of work, which means that we are seeking happiness to our employees, and support them to be qualified physically and psychologically to provide high quality services to clients of all kinds without discrimination.

Our task in public security requires spreading the spirit of social justice considering our profession ethics that require us to be extremely cooperative with all members of the society.

**Return to work and retention ratio is 100%.**

## Evaluation of human resources performance

Due to the interest in the job performance and its importance to Ajman Police General Headquarters, it has been adopted

The methodology No. (5), which is a methodology for assessing the performance of human resources, issued in 2013, which was prepared due to the strategic role played by the process of correct and modern performance of human resources, to ensure the effectiveness of workers, and increase their efficiency in order to strengthen the principle of transparency and justice, to be applied to all operations related to the assessment of performance of both military and civilian personnel, once a year

to determine the readiness of the staff and to issue the final report for each employee separately. The methodology depends on the Working Procedures Manual of the Employee Performance Assessment, Section No. 18-QP-HRD in accordance with the international standard ( ISO 9001), where the employee has the right to appeal if he is not satisfied with the result of his performance report through his direct boss within 30 days.

Evaluation of staff performance during the years 2014-2016

The percentage of employees who got "Excellent" in the annual evaluation		
2014	2015	2016
13.5 %	8 %	9.6 %

The percentage of employees who got "Very Good" in the annual evaluation		
2014	2015	2016
43.5 %	35.2 %	49.3 %

The percentage of employees who got "Good" in the annual evaluation		
2014	2015	2016
42.9 %	55.9 %	40.2 %

The percentage of employees who got "Pass" in the annual evaluation		
2014	2015	2016
0.05 %	0.2 %	0.9 %



## Awards



His Highness Sheikh and Lieutenant General Saif bin Zayed Al Nahyan, Minister of Interior, honors Ajman Police for winning a world-class award for excellence and meeting the creative standard.

Awards are a motivation to motivate our cadres, to do more work on innovative ideas, creative and innovative electronic applications, and creative programs that will delight and serve the Emirate of Ajman security and development, and provide projects that will serve the society in a different way than usual, and provide the security forces in the country with additional value for upgrading human effort to the highest levels thanks to perseverance and challenge to reach the highest performance level.

Below are the awards we have received at Ajman Police General Headquarters, which represent the range of efficiency which has been reached by the leadership on all levels:

1. Winning the first place in the Global Award for Excellence GEPA from the Asia-Pacific Organization for quality. APQO.
2. Winning the runner-up position at the World Award for Excellence in Human Resources Management from the United Kingdom.
3. Specification Innovation Management (CEN-TS16555).
4. The first place in the award of the best innovative team in the innovation week of Ajman government.

The General Command of Ajman Police won the award of HH the Minister of Interior for excellence in the following awards:

1. Outstanding Leadership Award at the Ministry of the Interior for three consecutive sessions.



Sheikh Humaid bin Rashid Al Nuaimi, a member of the UAE Supreme Council of the Union and the ruler of the Emirate of Ajman honors Ajman Police for coming in the first place in the Ministry of Interior Contest for Excellence and winning the award for three times in a row.

2. The best police leadership in the satisfaction of distinguished human resources in the Ministry of the Interior for three consecutive sessions.
3. Best Police Leadership Award in the strategic development.
4. Award for the best collective creative idea (the program idea of the stolen phones).
5. Award of the best officer in the administrative field.

Our achievement in the field of corporate excellence has also contributed to our first place in the Sheikh Mohammed Bin Rashid Award for Distinguished Government Performance in the Best Security Zone category and the Best Distinctive Government Department Award.



General Commander of Ajman Police receives the International Award for Outstanding Performance from the Asia Organization.

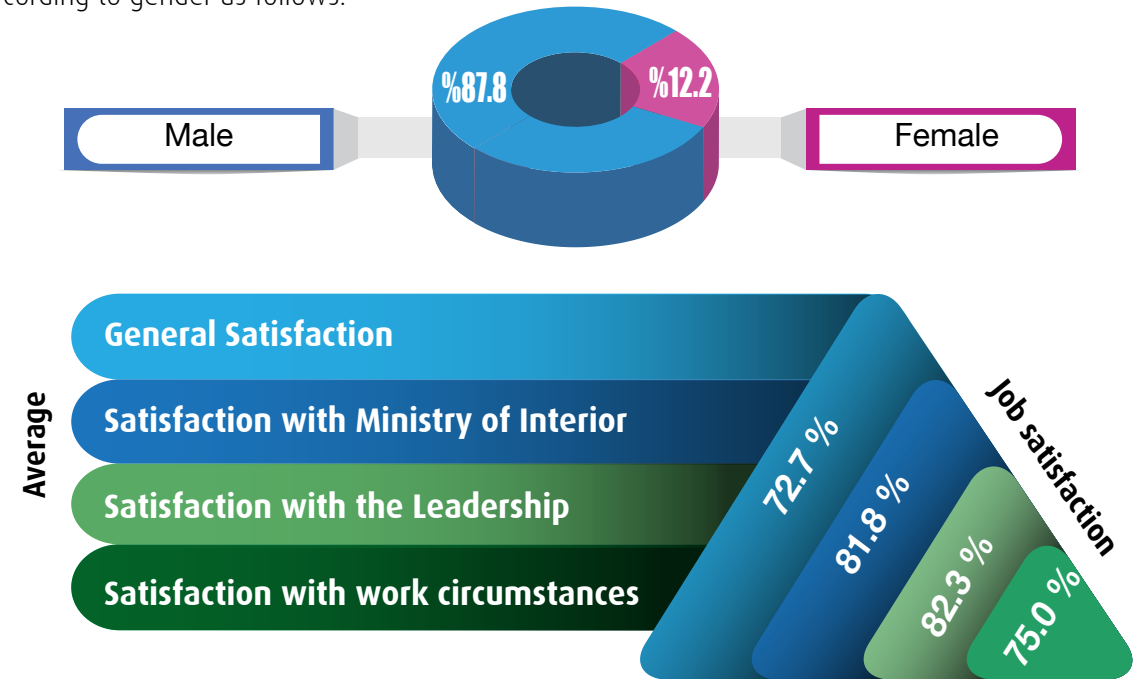


## Employees satisfaction and happiness

Since our start, we have worked at Ajman Police General Headquarters, to pay attention to the satisfaction of our employees, because they are the core of security work, and their satisfaction constitutes a motivation for us, to provide more services, incentives, and privileges, as the employee's sense of psychological comfort, and satisfaction will certainly help him, to carry out the tasks and duties entrusted to him properly.

This means implementing the operational plans efficiently and carrying out the tasks required professionally, which in turn will contribute to the achievement of the strategic objectives of the leadership.

Ajman Police conducted an opinion poll to measure job satisfaction for both sexes and various ranks and disciplines, the number of the sample was 97, of Emirati nationality distributed according to gender as follows:



Compared to 2015, the satisfaction rate increased by 4% to 72.3%. The reason for the decline in average satisfaction is still due to the coding mechanism of the paragraph responses of the questionnaire, because in 2015 and 2016 the variables were encoded from (1-5) years, contrary to the previous years where the pentagram was converted to a triad through the merger of (I disagree/I strongly disagree), giving the mark (1) and the neutral (3), and (strongly agree, agree) and giving the mark (5), which has led to a decrease in the average satisfaction over the past two years as a result of the mechanism of dealing with data, this does not mean a real decrease in the overall satisfaction of our employees.

We consider employee satisfaction and happiness to be indicators that reflect the extent of their implementation of the assigned work to them, and therefore our dealings with them stems from the professional and ethical foundations, which always require that we should up to their good and positive thinking of us as an institution with a positive impact on society.

## Occupational Health and Safety



The fact that we got ISO 18001 of occupational safety and health systems constitutes an important point to emphasize that we take care of the health and safety of our career cadres and pay the necessary attention to protect them from potential accidents, therefore occupational and health safety is considered in all areas of our work for several reasons including:

1. Protecting the human element from injuries caused by the hazards of the work environment, by preventing their exposure to accidents, injuries, or occupational diseases.
2. Preserving the elements of the physical elements of the establishments, and the contents of the devices and equipment for fear of damage or loss as a result of accidents.
3. Providing and implementing all occupational safety and health requirements that ensure a safe environment for verification of risk prevention for both human and material elements.
4. Considering occupational safety and health as a scientific and practical approach to establish safety and security for our cadres while carrying out their work, which is sometimes not free of some degree of dangers.

In Ajman Police General Headquarters, we work to enhance the culture of our cadres, in this important aspect by raising their awareness (individuals, departments, and police stations) of health and safety standards, and consider them of the basic priorities that the working environment should have on a regular basis in accordance with our strategic objectives, which makes us evaluate workshops, launch initiatives, and distribute guidelines flyers, for raising awareness of standard OSH standards.

Our training programs have included several enhanced courses on this side such as:

1. Security, occupational health and safety systems.
2. Security and safety in prisons.
3. Essential Occupational Health and Safety.
4. First aid.
5. Principles of prevention and safety of fire.
6. And others.

A table showing the accidents rates compared to the number of employees during the years from 2014 to 2016.

Rate of work accidents		
2014	2015	2016
Number of accidents	Number of accidents	Number of accidents
8	4	4

## No Death cases of Employees Recorded During 2016

Table showing satisfaction concerning occupational health safety and resources:

Indicator	percentage
1 General satisfaction with social initiatives in the field of health and safety.	77.25 %
2 Satisfaction with limiting health hazards resulting from Ajman police operations.	86.88 %
3 Satisfaction with keeping resources and their sustainability.	81.6 %
4 Health and safety standards in facilities.	80.1 %
5 Rationalization of the use of non-renewable resources	75.75 %

## Staff complaints and suggestions

Ajman Police General Headquarters, has always listened to its employees who have complaints and suggestions that support work in the organization and raise the level of performance in leadership, in this context a complaints section has been created on the website of the Ministry of the Interior, as well as on the site of Ajman Police General Headquarters, in order to facilitate procedures for employees who wish to submit complaints or suggestions.

Table showing the number of complaints and grievances during the years 2014 – 2016

Average of employees complaints per employee			
	2014	2015	2016
No. of employees complaints	0	0	0

Average of employees grievances per employee			
	2014	2015	2016
No. of employees grievances	13	30	0

Percentage of grievances answered on time			
	2014	2015	2016
No. of grievances answered	100 %	100 %	0

Employees participated in submitting suggestions			
	2014	2015	2016
No. of grievances answered	14.1 %	10.3 %	12.1 %

Percentage of applied suggestions			
	2014	2015	2016
Applied suggestions	23.9 %	19.6 %	20 %

Rate of suggestions per 100 employees			
	2014	2015	2016
Executable suggestions	26	27.4	45.6



# Customers





## Administrative approach

The service of our applicants, in Ajman Police General Headquarters, is one of the most important services we offer at all, as they represent the public concerned with our multiple security, economic and social services, which means that our ambition is to serve them aptly that cope with our potentials and abilities to provide everything that is distinctive, to meet their needs by raising the standards of competition, and quality to be aligned with global standards for their service, and contribute to the delivery of the Ajman Police Society message through services that achieve their satisfaction, and achieve our institutional values in saving time and effort of our applicants, and achievement of transactions and delivery of services in record time in accordance with the directions of His Highness Humaid bin Rashid Al Nuaimi, member of the Supreme Council and Ruler of Ajman, may Allah support him.

In commitment to the Code of Pleasure of applicants, issued by the Ministry of Interior, and to achieve the vision of Ajman 2021, in which the wise leadership has set the government path, that reflects the needs of society and the business environment, to keep pace with the variables of the era and competitiveness, which means that the planned plans should be based on clever policies considering the care for applicants (citizens and residents) because their happiness is considered

One of the strategic objectives of Ajman Government in general and Ajman Police in particular. Due to our deep belief of this vision, Ajman Police has obtained the international standard for handling complaints and increasing customer satisfaction

ISO10002, through which we achieved the following objectives:

1. Achieving operational efficiency, to determine the causes of complaints.
2. Resolving more complaints by adopting the focus on the customer.
3. Engaging staff in new opportunities for customer service training.
4. Integrating the ISO 10002 standard with the ISO 9001 one to increase efficiency and effectiveness.
5. Following up the process of dealing with complaints and improving them constantly.

Because we believe in the ability of our creative people, we have unleashed them to invent whatever that makes our applicants happy, this resulted in changing our services into smart services that are successful and easy to use, saving time and effort of applicants, and helped the efforts of the state to shift towards electronic services.

In the shift towards e-services, and we have not just done so, but we have worked to ensure that the services are implemented

on tablets and computers of all kinds to be accessible to everyone. We have also developed a department to delight the applicants to take the responsibility for the sustainability and happiness of our applicants in a way that exceeds their expectations.

## Equal treatment

At Ajman Police General Headquarters, our cadres are able to provide services to all clients of all nationalities fairly and equitably, and in accordance with the standards of quality, efficiency and transparency, and to enhance this process, His Excellency General Sheikh Sultan Bin Abdullah Al Nuaimi, Commander-in-Chief of Ajman Police, pays great attention to service centers and visits them regularly and repeatedly, to see and inspect the progress of procedures of work and its needs, development requirements and modernization, applying high standards to serve applicants.

His Excellency is also keen to inspect the workflow mechanisms, to assess the progress of performance by implementing the system of the seven-star classification, according to the criteria set for the rating, and inspect the main halls equipped with means to complete the transactions easily, during a standard period of time, and he himself follows himself the four stages an applicant goes through namely:



His Excellency checks the procedures of dealing with applicants without delay to ensure the achievement of the leadership goal in enhancing their satisfaction with the services, and raising their happiness index based on the charter of delighting applicants, which sets forth the obligations of the parties to the relationship to provide the services within the time limit with full professionalism.

## Reception staff

It is no secret to anyone today that the receptionist's profession requires great effort, as it needs large attention and a decent appearance internally and externally, because this employee in particular represents us in Ajman Police General Headquarters, which means that the procedures for receiving applicants must be based on good dealing, hospitality, respect, knowledge and service procedures to speed up the service provided according to the procedures followed. This is why the front desk officials at Ajman Police General Headquarters is thoroughly trained and qualified for a diploma in excellence in Customer Service.



## Service Providing Offices

We have developed our service facilities and offices to providing service in a manner consistent with the nature of the services provided in different departments, and we were keen to monitor the impressions of our applicants and survey their impressions after the completion of the service required. For this purpose we provided all of our service offices and equipped them with electronic polling devices that monitor public satisfaction, where results are analyzed and studied with view to improving performance to suit the needs of all applicants and all those who interact or deal directly with Ajman police and benefit from our services, such as obtaining information, submitting and receiving service requests from individuals or institutions.

## Classification of applicants

1. Government departments and federal bodies.
2. Citizens of the United Arab Emirates.
3. Arrivals from Arabs and other nationalities.
4. Companies in Ajman Emirate.
5. Tourists.
6. Victims and Witnesses.

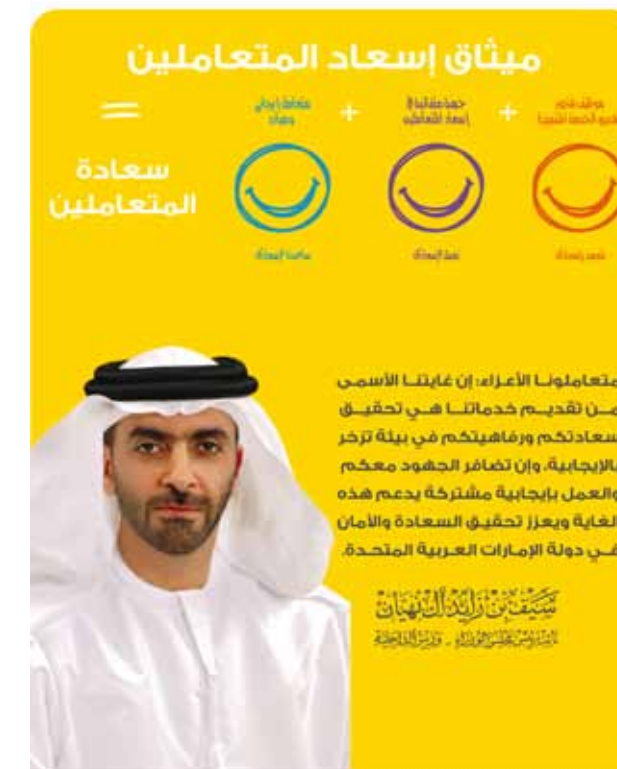
In order to provide the best services to these categories with high quality, accuracy and professionalism, our offices have been provided with electronic and automatic payment systems that operate with Visa cards to facilitate financial payments, through the opening of several outlets to suit the applicants, for example: traffic and patrols centers were provided with smart devices used for self-service (SAHL) with a bundle of electronic services such as renewal and registration of vehicles, payment of fines. A manual is available that includes all services, procedures, and the possibility of contacting the Commander-in-Chief of the Ajman Police, following the latest news, events and police achievements, as well as a video and photo library, and a complaints and proposals system to receive feedback from applicants, which is one of the most important sources of administrative development.

This device is the first of its kind in the Emirate to measure the happiness of the public.

We have developed our service offices to match their capacity with the numbers of applicants, and the applications provided, and to provide full comfort to all of its applicants.

## The Charter of delighting applicants

Since the Ministry of the Interior has launched the draft charter of delighting applicants, we are committed to all that it stated, because it reflects the extent of our respect for all applicants in the Emirate of Ajman; because it is a charter governing the relationship between us and external applicants, to whom we are always keen to provide quality services to them, and achieve their confidence, their satisfaction, and even their expectations. This in fact means that we are committed to the good reception. And meeting the needs of our clients with high professionalism.



## Compliance

We have entrusted our staff and trained them to perform the tasks of the service to the fullest and according to the highest professional standards, respond to applicants requests, needs, and provide the information they request through varied channels at a time that suits them, with an explanation of the procedures of our services and our requirements for their completion.

We are keen on simplifying those procedures and reducing service delivery time. In this context, we welcome all opinions and suggestions, receive complaints whatever they are, and work on solving them with integrity and transparency, and allow everyone to participate in the development of our services.

## Respect of the privacy of applicants

The private information of our applicants are the cornerstone of our ability to deliver high quality services. In Ajman Police General Headquarters, the preservation of confidentiality and integrity of customer information is a must to maintain their confidence in us, therefore the secrecy of information is one of our top priorities, so we pledge that:

1. Protect any information provided to us by our applicants according to the highest safety and confidentiality standards.
2. Limit the amount of information and use it to the minimum extent we need, to provide our services and other opportunities available to them, as well as to manage our operations.
3. We only allow authorized, highly trained people to handle the customer information, knowing that any employee who violates our privacy and confidentiality policy shall be accountable.
4. We will not disclose any customer information to any third party unless we have notified the customer in advance through disclosure statements or agreements, or have been authorized to do so, or such was required by law.
5. We try to keep the files of applicants complete, accurate and correct.
6. We continually evaluate ourselves to ensure that the privacy and confidentiality of the customer are respected.

## Our Services

We at Ajman Police offer many services that cover the most important service aspects for our applicants, where (100) electronic service were launched, of which (49) smart service applications via mobiles, as a step towards automation of (123) varied services, in addition to automated answering service, and interactive messages system.

Ajman police also launched an instant chat service within the new design of the application (Ajman police) on smart phones in order to enhance effective communication frameworks with the public, respond to their inquiries, receive all proposals, observations and complaints related to electronic and smart services.

We have provided competent staff to work on upgrading our applications for being able to save time and effort and promote sustainable development.

**Using the Ajman Police website, applicants can transfer it to (80) different languages serving many nationalities in the Emirates.**

## Our smart services



The smart service of Ajman Police General Headquarters has 49 smart services that we have sought to be excellent ones, to save time and effort of applicants, it is a turning point in our services that have just moved from traditional services to electronic and smart services matching the global level of performance, because sustainable development requires efficient service delivery, fast transaction completion, and adherence to government principles of transparency and increased productivity and competitiveness supported by innovation.

Ajman Police offers its applications for applicants for free, the application can be download by anyone on Android, or iPad and start using it easily. To speed up operations, we have linked all the electronic systems used in a unified system that works around the clock.

The application offers a wide range of high-quality services including the services: "you are not alone" for people with disabilities (of high aspirations), the service "Contact the Leaders", and "Legal Counseling", and other smart services designed to facilitate applications without the need to attend personally to the service centers, and achieve the application, through the package of services provided by the strategy of the Ministry of Interior and Ajman Police according to quality standards of efficiency and transparency.

The application is in both Arabic and English, and has a user interface of nine main icons namely: "Accident Reports", "Traffic Violation Reporting", "Participate with Security" "Phones and reports of loss", "Objection to violation", "Live broadcast of roads", "Communication with the leader", "e-recruitment", and the service "You are not alone".

The list of services includes: "Legal Consultancy", "Schedule of Violations and Penalties", "Traffic Points" "Products of the Department of Reform and Rehabilitation", "requests for loss", "certificate to whom it may concern", "international signals and driving instructions", "practical training for students of educational and governmental institutions", "general permits", "Criminal Status Search Certificate", "Visiting of Penitentiary and Correctional Institutions", "security of Trade and art exhibitions", "My vehicle", "Education and culturing for schools and universities", "Inquiry to pay traffic violations", "extract the card of my safes".

The application also features a special space for the most important news about Ajman police events, as well as an interactive GPS map.



Success story

Launching of the electronic platform to market police services

An initiative that embodies the effective communication with applicants



In a move considered the first of its kind, and in application of the government's smart strategy to raise the rate of electronic smart applications, Ajman Police General Headquarters has launched two platforms for the marketing of electronic services, at the Ajman Cooperative Markets Association, and at Al Kawthar Center where a platform was opened at the cooperative association spread in Ajman, Colonel Abdul Aziz Al Shamsi, Director General of Police Operations launched the application, in accordance with the directives of His Excellency Brigadier General Sheikh Sultan bin Abdullah Al Nuaimi, Commander of Ajman police, to communicate effectively with the public in the Emirate to attract the largest possible segment of them, and increase the proportion of the use of smart applications to achieve the following objectives:

- 1. Increasing the rate of electronic transformation.
- 2. Using smart government applications.
- 3. Increasing awareness of the services provided by the police.
- 4. Raising customer satisfaction and confidence in dealing with smart services, and streamlining procedures.

The launch of this platform was aimed at reducing the number of visitors in service centers, and guiding applicants on how to download and register applicants in the application, and how to make use of the services available such as: traffic and criminal transactions, payment of violations, and others.

(You Are Not Alone) an electronic application for the service of people with disabilities (owners of high aspirations)

You are not alone is an electronic application created specifically at Ajman Police to facilitate access of people with disabilities to call for help through the intelligent application of Ajman police on mobile phones, in order to promote security and protection for all those who need it, and we had the honor of launching this application by His Highness Sheikh Saif bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Interior.

The purpose of the application is to activate the process of effective communication, support and protection of persons with disabilities. This application contains many distinct services that support the idea of integrating people with disabilities from the deaf, mute and blind in the society by providing smart services available on mobile phones and compatible with all systems.

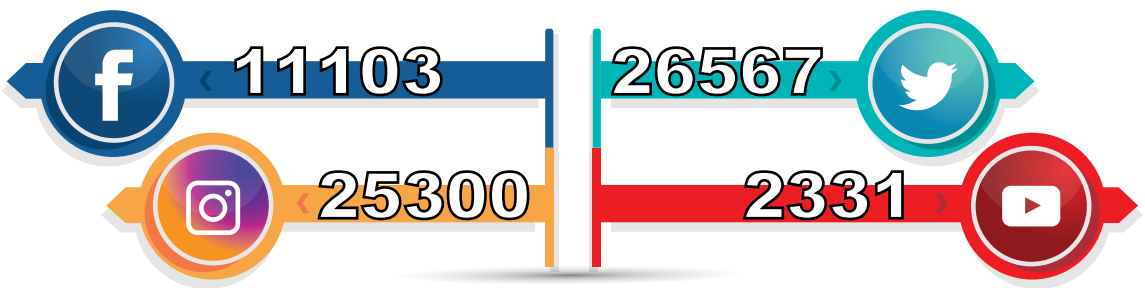
It is worth mentioning that this idea was adopted on the basis of our social responsibility towards society by providing smart services that meet their needs.

The means of social communication with applicants

The new technology has been the groundwork for us to communicate with our applicants, and the social communication websites played its role in facilitating the marketing of our services because of its rapid spread and ability

to overcome time barriers by helping to promote guidance on services and warning of some rumors, contributing to the enhancement of social and security awareness, and building bridges of communications and respond to applicants and their inquiries 24 hours a day, 7 days a week.

Table showing the number of visits to sites belonging to Ajman Police for 2016:



Health and safety of applicants

The health and safety of our applicants is our top priority and concern, as we have the task of security and the safety of the local society in the Emirate of Ajman, this imposes on us the task of permanent vigilance on the lives of citizens and residents alike. In order to do so, we protect witnesses, victims, restore rights to owners, and we work to secure roads to reduce traffic accidents and reduce the traffic problems, and we work on the relief of victims, and the fight against crimes of all kinds and forms.

We also consider that the safety of the transfer of materials for military training is one of our absolute priorities, especially when it comes to the transfer of hazardous materials, where all appropriate measures are taken, and the use of technical and regulatory tools necessary to manage transportation risks.

At the internal level, we always work to have the service offices usually subject to health and safety requirements, so we focus on three very important points concerning the key aspects of our operations namely:

- 1. Providing a healthy workplace environment for our employees and service providers.
- 2. Providing a healthy and safe environment for people living and working near our facilities and its employees.
- 3. Insuring the health and safety of our clients throughout their stay in service centers.
- 4. Implementing risk prevention and mitigation approaches in response to any risks that may arise from our activities.

Achieving security and safety on the roads

Within the framework of Ajman Police General Headquarters strategy aiming at controlling road safety, traffic and patrols provide a number of services necessary to control traffic operations in the Emirate as a whole, the Department seeks to modernize and develop mechanisms that will promote action to ensure the safety of lives on the roads. Our cadres have been able, thanks to God, to contribute to saving lives according to the death index per 10,000 population as shown in the following table:



We also attach paramount importance to vehicle safety, and work on the preparation of appropriate studies and plans that match the developments and expansions witnessed by the Emirate of Ajman. We do a lot of work that would enhance the culture of our people and protect their lives through:

- 1. Organizing guiding lectures in schools and universities.
- 2. Organizing traffic guidance campaigns.
- 3. Developing of traffic control systems.
- 4. Participating in local and regional events such as the Gulf Traffic Week, and promote communication and dissemination of Traffic awareness with all groups of society.
- 5. Providing ambulance services on the external roads.
- 6. Launching electronic transactions as a the system (my vehicle) on the federal portal of vehicles, which Ajman Police is considered the first Police Command to be implemented by the Ministry of Interior.

Annual accident for 2016:

Types of accidents						
Clash	Collision	Break down	Run over a person	Run over an animal	Fall	Others
34672	3323	125	106	40	38	4186

Total = 42490 Accidents

	Total accidents	Degree of injury			Total injuries	Deaths
		Extreme	Medium	Simple		
Grand total	42490	58	207	122	387	19

Table showing the indicators of the volume of work and the traffic services provided by the Licensing Department of the applicants of vehicles drivers

Indicator	Number of transactions and services in 2016	Increase compared to 2015
Size of transactions of vehicles and drivers licenses	103,758	9.70 %
The number of transactions for priority services	16,078	5.81 %
Number of applications for a new license	5,671	14.17 %
Number of vehicles registered in the Emirate	10,407	2 %



### Applicants satisfaction and happiness

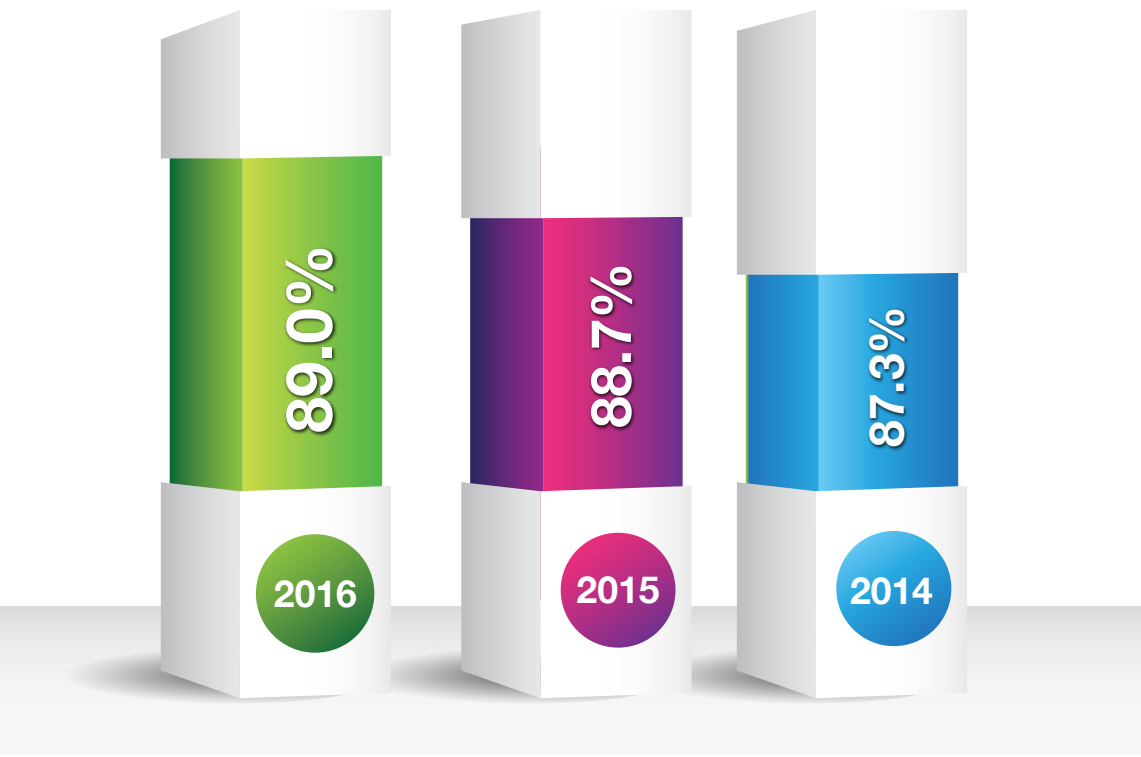
Due to the importance of applicants satisfaction, every year at Ajman Police General Headquarters we measure the satisfaction of external applicants through visits of the shopper in disguise and the distribution of a special questionnaire to measure the satisfaction of applicants, it is distributed, and can be filled out on the website, this measurement is made in partnership with the Ministry of the Interior, which conducts the study based on the analysis of the results, according to various police departments.

The statistical results of the Ajman police were as follows:

Table showing the level of satisfaction of applicants for 2016

Indicator	Percentage
Satisfaction of clients with services in terms of sample variables	84 %
Satisfaction as per department	
Penal and Correctional Institution	90.6 %
Police stations	86.1 %
Department of licensing of vehicles and drivers	76.5 %

General satisfaction over the period of 2014-2016.





# Society





## Our management approach

Based on our social responsibility, we at Ajman Police General Headquarters work diligently in order to serve our local society, despite the multiplicity of our security tasks, we do not forget that we are an important part in the social system of the Emirate of Ajman, and custodians of the lives of its inhabitants of citizens and residents, reflecting the vision of our wise leadership, which has given our Emirate all the attention, and has worked on launching the developmental and cultural projects, and enhanced the security capabilities of the police to be on standby around the clock to protect society, fight crimes of all kinds, provide services to clients, and carry out sustainable environmental and economic work to protect each other as required.

From the beginning of our work, our dealings with our local society have been a turning point in our police track, where attention has been focused on the work of awareness campaigns and launching pioneering society initiatives that will enhance our mutual trust with our applicants, witnesses, and victims who are under our protection by force of law.

We have also established the happiness of our employees and applicants by respecting the principle of equality in dealings, in addition to strengthening our cooperation with government bodies, and participating in the society and national activities, sports, cultural and volunteer initiatives that serve the society and achieve the principle of caring for man and his rights.

We will not forget that our engagement with the local society is a bridge to cross any potential pitfall. Ajman police is one of the active leaderships that have strengthened its presence in the local arena. A good example for this is what we did it in the "Village of the Interior", an annual gathering held with the broad participation of the public, through which we directly contact stakeholders, to identify their needs through cultural and social activities held in the village. Ajman Police participated in the activities of 2016, and received about (97000) visitors in one week.

In order to achieve the sustainable development goals (SDGS), we have launched initiatives out of our responsibility and to meet the objectives of ISO 26000, by providing employment opportunities, cashing of rewarding salaries, supporting building projects, and others. All this constitute fulfilling the requirements of the Organization for Economic Co-operation and Development (OECD) for the provision of decent work and human rights.

## Society policing

Society policing is a long-term policing strategy for us in Ajman Police. It is a new approach to security work, based on a different philosophy in dealing with the needs and problems of the society to confront, combat, and prevent crime.

It is an effective alternative to the traditional police system, we have seen in recent decades a technological development which was reflected in all positive and negative humanitarian activities, and crime was not an exception.

We adopted the principle of prevention of crime before it occurs, which means that the public of citizens and residents have their effective role, which is not less than that of the police. The participation of each individual has become a necessity imposed to fight against crime, besides the impose requirements of sustainable development. In this context, there are many duties imposed on the society police including:

1. Maintaining security and tranquility among the members of society.
2. Creating friendship, trust, mutual respect and cooperation with the society.
3. Trying to resolve minor disputes if possible.
4. Addressing certain society issues such as: family disputes, domestic violence, and child issues, and others.
5. Responding to all inquiries and some public comments.
6. Visiting people, and sharing them all their occasions.

The objectives of the society police are:

1. Strengthening trust between members of society and the police.
2. Improving police services for society members.
3. Spreading the culture of security and social awareness.
4. Reducing and preventing of crime rates with the participation and cooperation of all members of society.
5. Ensuring the creation of a safe environment in residential neighborhoods.

Table showing the activities of the society police during 2016

	Activity	Number
1	Rate of monthly security reports.	148
2	Executive social Activities.	13
3	Awareness programs.	39
4	Number of cases referred to the social support branch.	451
	<b>Total</b>	<b>649</b>

Our Social Responsibility (SCR)

Our sense of commitment to setting specific social norms for our interaction with our local society, contributes without doubt in the strategic decision-making process in terms of our role in providing our services, and this makes us at Ajman Police General Headquarters, make every effort to evaluate those decisions to suit the dimensions of our social responsibility, that can be summed up as follows:

- 1. Human responsibility:** We contribute to the development of society and improve the quality of life in it.
- 2. Ethical Responsibility:** We built Ajman Police on ethical grounds and we are committed to correct actions, and refrain from hurting others.
- 3. Legal Responsibility:** We are the first to obey the laws, and gain the trust of others through our commitment, and to refrain from doing the acts against it, and we prevent crime and protect society of criminals.
- 4. Economic Responsibility:** We are working to make Ajman Police a useful policing institution, economically viable, and strive to provide security and safety everywhere.
- 5. Responsibility towards society and culture:** We are working to contribute to cultural and sporting life, we deal professionally with non-governmental organizations, and we use local resources in our business.
- 6. Responsibility toward individuals affected by our activities:** The relationship of the senior leadership with the employees depends mainly on transparency and clarity in terms of: determining working hours, job security, and working conditions, rewards ... etc. our relationship with society groups and expatriates of all nationalities is characterized by mutual cooperation and understanding.
- 7. Responsibility towards the natural environment:** We are committed to the environmental regulations issued by the concerned parties, and we work to preserve the environment in various ways available to us.
- 8. Responsibility to the applicants:** We keep the applicants always in the lead, and we focus on providing all the services and requirements they need, and we work to achieve them.
- 9. Responsibility to business partners:** We have established long-term relationships with suppliers and partners which has given us a competitive edge that has contributed to our business.
- 10. Local society training:** We train university students and school students (police of the future), citizens, and other institutions to maintain society security and safety.

Our social initiatives

Ajman Police General Headquarters has launched several society policing initiatives, that reinforced effective communication with the society and benefited a large number of citizens and residents due to its social and environmental importance, and embodied the unity between us and the population of the Emirate.

We list the most important initiatives and the number of beneficiaries of those who have been calculated in 2016 in the following table:

Table showing the names of the initiatives, the number of beneficiaries, and the supporting bodies:

Name of initiative	Number of beneficiaries	Supporting entity
The initiative of honoring the deceased	237	Ajman funeral service.
The initiative of "Be careful"	2000	Abu Dhabi Islamic Bank
The initiative of "Grow with us"	45	Department of social Police
The initiative of "Learning is enlighten"	60	Al Ahliyah Alkhayria school & Manarat Al Eman school.
The initiative of "Our Gardens are more safe"	50	Department of social Police
The initiative of (our customs)	210	
The initiative of "science supporters"	210	Local society
The initiative of "joy of Eid"	20	Department of Social Police
The initiative of "Many happy returns"	112	Khalifa Obstetrics and Gynecology Hospital
The initiative of "congratulations for your savings"	3	Khalifa wedding Hall
The initiative of (Disturbance in residential districts)	100	Branch of social patrols
The initiative of "joy of Eid"	14	Penal Reform Foundation &
Khalifa Obstetrics and Gynecology Hospital	4020	The society
The initiative of (be our guest for breakfast)	4020	
The initiative of the week of Innovation ( Bus of innovation)	12	Ajman Police General Headquarters
The initiative of know us.	16	AJMAN MEDICAL ZONE
Participation in the e-government workshops.	30	GOVERNMENT DEPARTMENTS
Total	7109 beneficiaries	



Volunteer work

We at Ajman Police General Headquarters are carrying out our volunteer work on the basis of our social responsibility, and in compliance with our convictions and professional ethics that can not be separated from our daily practices.

We view volunteering as one of the important pillars for the welfare of the nation and the development of society, in addition to the dissemination of the values of cooperation and interdependence among people. Volunteerism also achieves many benefits for the volunteer that include:

- 1. Acquiring new experiences and skills.
- 2. Identifying new interests.
- 3. Consolidating the culture of work within one team.
- 4. Raising the human effort and the individual's sense of social value.

While the benefits of volunteering for the society are:

- 1. Meeting the basic needs of the society.
- 2. Strengthening cohesion and solidarity among members of society.
- 3. Spreading the security culture and raising social awareness.
- 4. Increasing the quality of services in the society.

The number of volunteers reached 483 during 2016, they dealt with 137 activities, all of which were put into the service of the local society.

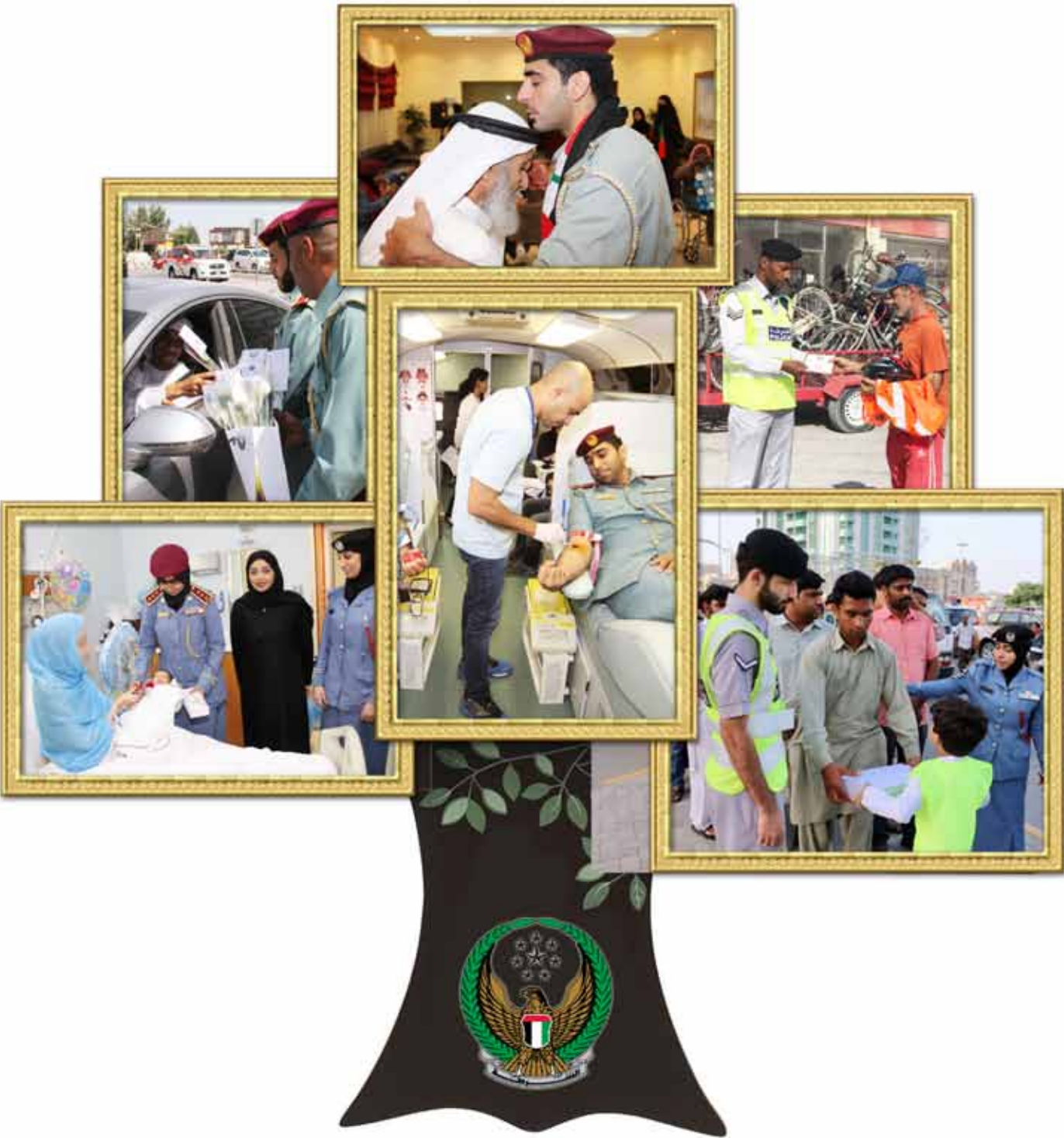
Table showing the number of volunteers and the number of volunteer hours

The number of volunteers and the number of volunteer hours from 2014 to 2016					
2014		2015		2016	
Volunteer	Activity	Volunteer	Activity	Volunteer	Activity
450	119	455	123	483	137

Models of our voluntary works

In line with our social responsibility (SCR), we have presented to the Emirate of Ajman many initiatives and launched many

campaigns of a guiding nature, and our cadres actively participated in the implementation of volunteer work along the year to be closest to our people and our society.



Ajman Police General Headquarters has not only launched initiatives but also organized awareness lectures,cultural activities, and participated in many valuable events as indicated in the following table:

Table of activities and events for 2016

	Activity	No. of beneficiaries
1	Awareness lectures.	14763
2	Participations with other entities.	5457
3	Training courses	198
	<b>Total</b>	<b>20418</b>

Awareness campaigns

In a move aimed at enhancing traffic and security awareness in line with our social role, Ajman Police has organized and launched many awareness campaigns that reflect the social role we are playing, that rendered benefits to the population of the Emirate of Ajman and perhaps the most important of which are:

- 1 Campaigns of the holy month of Ramadan.
- 2 Campaign of "Fight beggary".
- 3 Campaign of" fireworks are non-negligible danger".
- 4 Campaign of: Stop rumors".
- 5 Summer season campaigns.
- 6 Campaign of "Safe Houses".
- 7 Campaign of "Summer without accidents".
- 8 Rejuvenate your summer.
- 9 Our property is our responsibility.
- 10 Comprehensive traffic safety campaign.
- 11 Campaign of " No for beggary".

Success Story

The campaign of week without violations



The Department of Traffic and Patrols succeeded in implementing the awareness campaign (a week without violations), which aims at its essence to enhance traffic awareness to prevent vehicle drivers from committing traffic violations and prevent serious problems and accidents that may sometimes kill road users or drivers.

This awareness campaign was implemented in accordance with the Ajman Police strategy that aimed at controlling road safety, through the development of awareness programs for all segments of society, in order to establish a safe traffic environment. The campaign was carried out without prior notice to the public as traffic patrols proliferated across the Emirate in morning and evening rush hours, during the departure and return of staff, school and university students, to ensure targeting the largest possible segment of road users.

Traffic police officers distributed leaflets, flyers, and guides to vehicles drivers, parents, and school students to avoid violations or bypassing the traffic rules for their safety. The patrols men felt that the public were very responsive and accepted this awareness campaign.

Statistics during the campaign have shown a number of repeated violations that amounted to 923 violations within one week.



The campaign of “we are all against beggary”



The phenomenon of beggary is a non-civilization phenomenon by all standards, and it has been forbidden by our religion and denied by the noble morality of human beings, in addition to being affecting the cultural appearance of societies.

Ajman Police General Headquarters worked to combat this phenomenon and launched its campaign under the slogan “we are all against beggary), which was launched in during the holy month of Ramadan, where many beggars exploite the occasion to practice beg- ging, knowing that the society in the Emirate is compassionate and generous. The goal of the campaign is to invite society members and institutions to unite in order to limit the activity of beggars who reflect a negative image of the society, necessitating that the fight against this phenomenon be of priority for us, because some beggars exploit the people donating and commit crimes, which necessitated the launching of this campaign.

The campaign is carried out annually to eliminate this alien phenomenon on our society. This has resulted in the arrest of 23 beggars of various Arab and Asian nationalities,in several areas of the Emirate of Ajman as shown in the following table:

Table showing the number of beggars as per sex

	Beggars as per sex	Number
1	Males	16
2	Females	7
	Total	23

Success story

The initiative of police of the future (17th session)



Under the patronage of Sheikh Humaid Bin Ammar Al Nuaimi, and in the presence of Major General Sheikh Sultan bin Abdullah Al Nuaimi General Commander of Ajman Po- lice, Ajman Police General Headquarters organized the summer graduation ceremony (Police of the Future) in the presence of a group of police leaders, along with parents of the graduates.

Police of the future is considered to be one of the active initiatives in our society due to their sports, military and cultural activities presented for students during the summer session which came with the participation of 176 students ranging in age from 9 to 14 years.

Ajman Police has provided them with many programs and activities that have been pre- pared for the rehabilitation of students with all that is useful and fruitful to benefit them in their future life. The students were trained on aerobics, through fitness classes and military exercises such as: infantry and dismantling weapons, besides educating them on the concept of security,and the importance of teamwork and adherence to laws and order, in addition to all that aims to build confidence, and pride in the student, and pre- serves his fitness and health, and enriches his knowledge and culture.

During the ceremony, the students of the Police of the Future presented a remarkable military presentation, in which they reviewed the exercises they received, in addition to riot control skills which called on the patron to praise the level of training that the students showed in the military parade.

Success Story

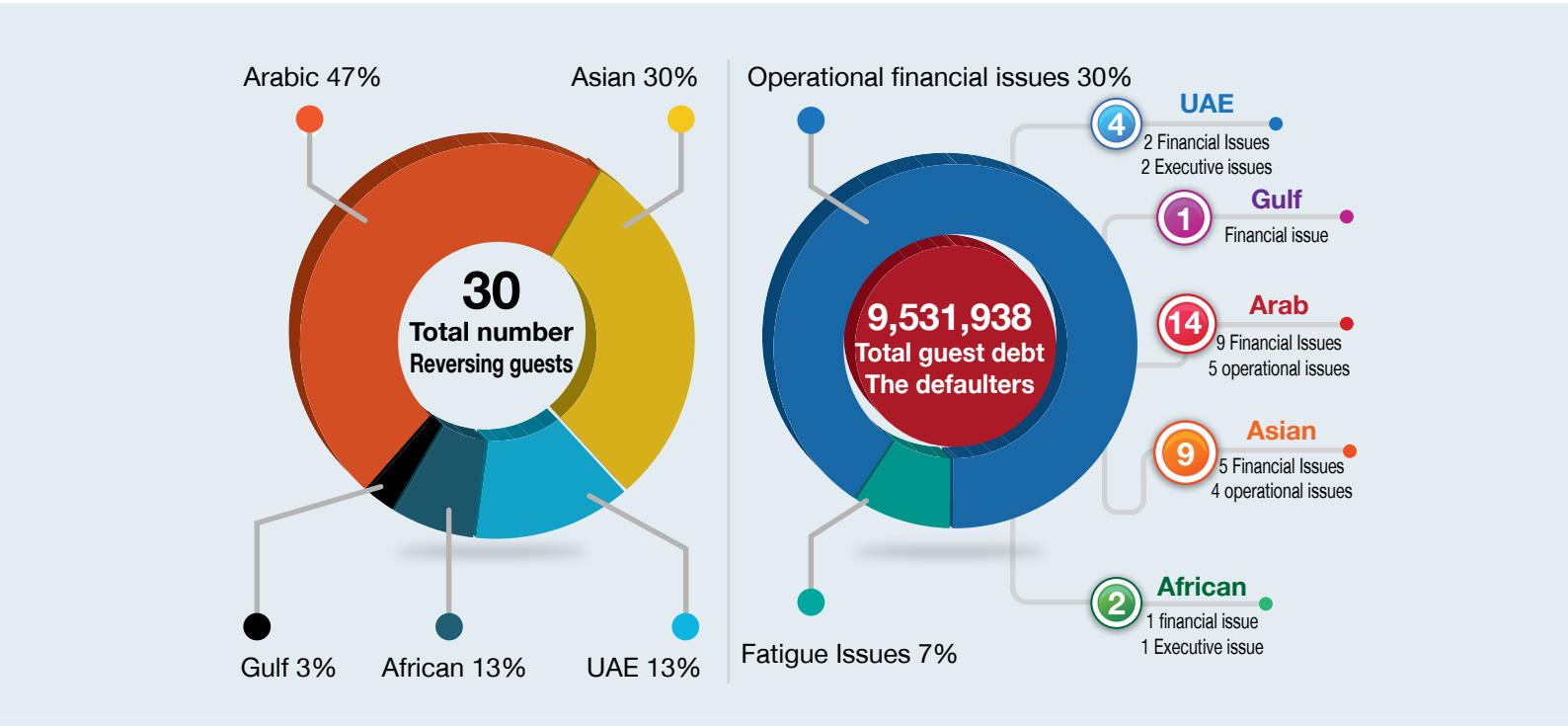
The initiative of “make my family happy, help end my sadness and pay the debts of inmates of penal establishments”



Ajman Police General Headquarters launched a humanitarian initiative under the title: (make my family happy, help end my sadness and pay the debts of inmates of penal establishments ) To pay the debt of the inmates of the correctional and penal establishments in the Emirate due to financial cases or legitimate blood money to free them of prison.

Ajman Police General Headquarters and the Emirates Islamic Bank donate 1 million dirham in support of the initiative.

The mechanism of the initiative is to study the cases of financially impaired prisoners accurately, and then carry out contacts to make legal adjustments for the amounts due, and then submit reports to the head of the competent committee, which in turn addresses the concerned bodies such as institutions,charitable and non-profit organizations, embassies of defaulters, and other supporting bodies such as banks and members of society, to rely on the classification and consider it, and make sure of the absence of any other criminal judgments, or any judicial precedents without regard to the nationalities, or religions of the inmates, and the debt shall be paid, through delivering the amounts collected to the Ajman Civil Court for the executive financial cases, and the Department of Ajman's Legitimate Jurisdictions for Shari'a Jurisdiction Issues.



Satisfaction and happiness of the society

Based on our strategic objectives and our mission and vision in the Ajman Police General Headquarters, every year, we measure the society satisfaction with our business and our services, in order to identify the requirements and the needs of the society, and to know aspects of creativity or lack of our work if any to develop ourselves.

Table showing the satisfaction and happiness of the society for 2015 – 2016

Axes		2015	2016
1	General satisfaction of Ajman police	84.5 %	91.2 %
2	Trust and confidence in Ajman Police	85.6 %	91.9 %
3	Satisfaction with Ajman social Initiatives	81.4 %	84.6 %
4	The role of the police in the field of environment, health and safety	77.3 %	77.2 %
5	The role of police in the field of social responsibility	81.4 %	83.8 %
6	The sense of security	86.6 %	97.1 %



The UAE's Muwaleef Volunteer Society honors Ajman Police

Due to our society efforts, the UAE's Muwalef Volunteer Society in its annual ceremony for the year 2016, which was held under the patronage of Sheikha Aisha bint Mohammed Al Qasimi Consultant in the Supreme Council for Family Affairs in Sharjah, where our cadres were honored in recognition of their active role in awareness and effective humanitarian society. The Anti-Drug Department has been honored for its contribution which is constantly raising awareness and guidance to all groups of society about the dangers of drugs in cooperation with volunteers.

The Honorary Shield was received by the Anti-Narcotics Department by Captain Abdullah Al Hosani, Branch Manager of awareness and subsequent care in the department, while the shield was received on behalf of the police department by captain Dr. Mohammed Hazeem Al Suwaidi Head of Department.

Associations and organizations

Our police career was enriched by cooperation with many associations and organizations based on our responsibility in the service of our society and our state, and the names of many of our members have been associated with the society organizations and councils, with a view to establishing productive partnerships that serve the various police sectors, as well as our participation in the local society in all its sectors and governmental institutions and federal bodies operating in the Emirate of Ajman, example of associations are:

1	The Executive Council of the Emirate of Ajman.	8	Emirates Women Police Society.
2	Councils of the Ministry of Interior.	9	The Emirates Intellectual Property Society
3	Emirates Strategic Planning Society.	10	The Charitable Authority.
4	Ajman University of Science and Technology.	11	Emirates Red Crescent.
5	University city College.	12	Dar Al Bar Charity Society.
6	Society of Emirates Volunteer.	13	Ehsan charity Society.
7	The society of Friends of the Environment.	14	Hamid bin Rashid Charity Foundation.
		15	Sharjah Charity Association.
		16	Mualeef Emirate Volunteer Society

Our role in reducing the drug trade

We at Ajman Police General Headquarters are fully aware of the dangers of drugs, because it is on of the most complex problems, and they have an impact on all forms of development activity, and on the human element, in terms of, mental, psychological and social health.

In this context, we recognize the importance of cooperation with the relevant authorities of the Ministry of the Interior and the Federal Ministry of Health, and the media in all its forms, audiovisual, print, and means social networking, given the strategy of the Anti-Drug Department.

We work in two directions:

**The first direction:** is to combat drugs on the ground and to eradicate them from society by force of law.

**The second direction:** work on prevention of this scourge through launching awareness campaigns and workshops.

We are proud to say that through joint efforts of the Police General Command in the Ministry of the Interior has made our country stand in the ranks of the major countries in the field of security free of organized crime with 0%.

At the international level, we have excellent cooperation relations with the International Police Organization (Interpol), where we have strengthened our joint security work with them, Which made us a universally respected police force.

Ajman Police have successfully blocked 13 accounts the promote drugs on social media.

Security awareness of the dangers of drugs

The Department of Drug Control at Ajman Police General Headquarters, in coordination with Ajman educational Region In the context of implementing the Khalifa Program for Student Empowerment (I Can ) and within the national document to raise awareness of the security for school students, we provided awareness lectures for students of Al Hekma private school that comes in the context of working to unite national efforts according to the comprehensive strategic vision for prevention, and educating students of the size and impact of this problem on the society, where the talk tackled:

- 1. Drug damage to the mind, family and society.

- 2. The most important indicators to discover the addict which is the external appearance and moral behavior.
- 3. The role of bad friends in the deviation of a normal person and falling into the trap of addiction.
- 4. The importance of the role of the family in preventing children from falling victims of drugs.
- 5. Responsibility of members of society, especially youth, to reduce this crime through participation with the security authorities.
- 6. Adhering to the teachings of the Islamic religion and tolerant ethics and filling the leisure time with what is useful.



A schedule setting out the implemented awareness programs of drugs disadvantages.

Axis/General	2014	2015	2016
1 Number of initiatives, activities, lectures and awareness campaigns	19	22	39
2 Targeted	Male& female students +society members	Male& female students +society members + national service conscripts.	
3 Beneficiaries	68,070	127,000	160,225

Human Rights

The Ajman Police General Headquarters is committed to all the responsibilities of the Ministry of the Interior in the UAE concerning Human Rights Act, and acts on ethical principles and social norms in the State, which respects human rights.

Human rights for us can be classified into three groups:

- 1. Personal safety rights.
- 2. Civil liberties.
- 3. Social and economic rights.

We have worked to strengthen the society culture of the concept of human rights, and we have organized a number of lectures that targeted many society groups, focusing on school students to guide them to be able to cope with this problem if they are exposed to it.

Table showing the organization of awareness lectures for 2016

	Activity	No. of beneficiary
1	Organizing awareness lectures on law of hate and discrimination for school students	3424
2	Organizing lectures on the law of sex extortion for school students, government civil servants and civil society.	3424
3	Organizing a lecture on sexual harassment in schools.	327
	Total	7175

Supporting the rights of women and children

For UAE society, women are highly respected, we consider that their work is to be protected and safeguarded.

Their rights are a holy duty protected by the laws and regulations of our state and protected by law, and therefore we have opened our gates to receive any complaints in this regard through our website, in addition to the site there is the

E-mail of the Ministry. This is also applied for children who form the backbone of the future and generations.



During 2016, the Internal Human Rights Committee of Ajman Police dealt with many problems and issues related to humanitarian situations, related to either women or children, such as:

1. Domestic violence cases.
2. Cases of abuse and neglect of the child or abuse of the integrity of the body, and others.

Table showing the number of cases handled during 2015-2016.



This clearly shows the high number of humanitarian cases that have been resolved, which means that we have reached a larger segment.

Our success in solving humanitarian problems, however requires further efforts to reach all segments of society to stay within the social security green zone, away from the danger that they may face out of our moral duty, and the vision of our leadership and in response to international treaties such as:

1. Convention on the Rights of the Child (1997).
2. Convention on the Elimination of All Forms of Discrimination against Women (2004)

In the field of combating human trafficking, we:

1. Provide assistance and rehabilitate the victims.
2. create awareness of human trafficking cases.
3. Raising awareness among the society about the Child Protection Law.
4. Organizing lectures to provide social and psychological support to victims of domestic and school violence.
5. Forming a Child Protection Committee in the Social Support Center.
6. Designing a special room to investigate with children.
7. Building a new social support center for sheltering (child – family).

### Child labor

No child labor was monitored because the law in the UAE prohibits employment of children, and the society culture in the country fights child labor, and we did not have any case during the past years until 2016. This may be a commitment to the principles of the Universal Agreement (UNG) and the guidelines issued by the Economic Cooperation and Development (OECD).

### Forced Labor

Our commitment to international conventions is our automatic obligation, such as the ILO Conventions on human rights included in 1919 agreement on forced labor, where the UAE is a country with a positive impact because it resists all forms of Forced labor or human trafficking. The deterrent penalties that limit this problem have been enforced, we do our duty to prevent such acts from occurring.

### Human rights in the penal institution

Ajman Police General Headquarters has given the penal and correctional institution great attention, as it is not a place to punish the inmates, but to rehabilitate them, because the Leadership pays attention to this issue, so we took into account the directives of the senior leadership towards the need to upgrade the work and caring for them, based on the slogan (prison is a reform and refinement), and we have developed many policies and procedures, which start from the entry of the guest to the institution, rehabilitation and repair until he returns to his family as a useful person, for himself, his family and his society.

### Maintain the rights of inmates

1. Providing relief and health care, according to the highest specifications.
2. Working to pay the debts of the guests.
3. Providing services for guest visits by lawyers and diplomats.
4. Integrating guests into society through the implementation of a number of different initiatives.
5. Applying a package of educational, craft, intellectual, religious, sports, and health programs, to guarantee suitable job opportunities for guests after they leave.
6. Observance of international conventions in dealing with inmates, in a manner consistent with the principles of Islamic Sharia law, international law, and human rights.
7. Celebrating the International Inmates Day, which is organized by the General Administration of Penal Institutions in cooperation with the United Nations Office on Drugs and Crime.
8. Help them to find jobs and invite the society to take action in this regard.
9. Dealing with them on the basis that they are people who have gone wrong and are working to get them back and integrating them into society in a positive and fair manner.

**The number of qualified inmates for the labor market for 2016**  
**Was 2761 inmates**

## Rights of Persons with Disabilities (owners of high aspirations)



In the United Arab Emirates, people with disabilities (those with special needs) enjoy special care and attention, to integrate them into society and public life, with a view to demonstrating their potentials and abilities and making them into groups which contribute to the development of society and the process of comprehensive development in the state. For our part, we have strengthened our efforts to provide the necessary services and guidance to them, and we have provided the necessary protection for their lives.

We have given them constant support, so that they can rely on themselves and go into life.

That is why we consider this category is of particular importance to our moral and social compliance with them,

in all they need from us to support and protect them, we have done many actions that will promote our relationship with them including:

1

Launching the application "you are not alone".

Making car parks equipped with intercom.

2

3

Giving them priority, when applying for services from us.

Commitment to the Convention on the Rights of  
Persons with Disabilities (2008).

4





## Annex 1: Limits of Aspects of Interest to Stakeholders

Material Aspects	Employees	Govt.	Partners	Society	Customers	Suppliers
<b>Environmental</b>						
Environment risks	✓	✓	✓	✓	✓	✓
Emissions	✓	✓		✓		
Rationalization of consumption of energy, water and fuels	✓					
Solid wastes	✓					
Recycling	✓					
<b>Economic</b>						
Department of finance and procurements	✓	✓	✓	✓		✓
Settlement	✓	✓		✓		
e-services quality	✓	✓	✓	✓		✓
Research & development	✓	✓		✓		
Availability in the market	✓	✓	✓	✓	✓	✓
<b>Society</b>						
Morals & integrity	✓	✓	✓	✓	✓	✓
Human rights	✓	✓	✓	✓	✓	✓
Placing the product and service mark	✓	✓	✓	✓	✓	✓
Supplier evaluation according to the work practices	✓	✓	✓	✓		✓
Customers' health and safety	✓	✓		✓	✓	
& Customers' satisfaction happiness	✓	✓		✓	✓	
Local communities	✓	✓		✓		
Employment	✓	✓		✓		
Occupational Health and Safety	✓	✓				
Training and education	✓	✓				
Management relations to the employees	✓	✓				

## Matching the content with Global Reporting Initiative (GRI) Indicators

GRI Index		Page
General Standard Disclosures		
Strategy and Analysis		
G4-1	Message from Commander in Chief of Ajman Police	11 - 12
Organizational file		
G4-3	Name of organization	18
G4-4	Trademarks, products and services	20
G4-5	Headquarters	19
G4-6	Worksites	19
G4-7	Ownership and legal form	18
G4-8	Markets served	19
G4-9	Volume of organization (number of employees, operations, turnover, products and services served)	18, 20, 21
G4-10	Staff (total number of manpower, classified as per type of work and gender)	18, 73
G4-11	Ratio of group negotiation agreements	NA in UAE
G4-12	Supply chain	58, 59
G4-13	Material changes in organization during the report period	NA
G4-14	Protective principle	24, 27
G4-15	Economic, environmental and social conventions or principles or other foreign initiatives in which the organization participates or supports.	55, 134, 138
G4-16	Membership in local or international societies	130
Defining important aspects and limitations		
G4-17	List of entities contained in financial statements of the Ajman Police and define unlisted entities in the report	Confidential
G4-18	Procedures to define the content of report, limitations of important aspects	15
G4-19	Important aspects defined in the identification of report content	62
G4-20	Limitations of important aspects in Ajman Police	138
G4-21	Limitations of important aspects outside of Ajman Police	138
G4-22	Interpretation of repetition of information from previous reports	No previous reports
G4-23	Material change from previous period contained in the reports in terms of scope and limitations	NA

Participation of Competent Parties		
G4-24	List of all groups of competent parties	51, 53
G4-25	Basics to define and select competent parties	52, 54, 55
G4-26	Mechanism for participation of competent parties	52
G4-27	Main concerns submitted by competent parties	59, 100, 101
Report file		
G4-28	Reporting period	11, 15
G4-29	Date of last (previous) report	Report is issued for first time
G4-30	Course of reporting	15
G4-31	Body of contact in case of inquiry about the report or its contents	45
G4-32	GRI index	139 - 144
G4-33	External SRA	None
Governance		
G4-34	Structure of corporate governance	37
G4-35	Authority authorization for economic, environmental and social topics by supreme ruling authority to senior executives and other officers	34 - 37
G4-36	If the organization has appointed a position (s) on the executive level to be responsible for economic, environmental and social topics, and if the person in charge in such positions are directly report to the ruling authority.	45
G4-37	Consultation process between stakeholders and supreme ruling authority in economic, environmental and social topics; if consultation process were authorized, state authorized entities and list any processes to report the conclusion to the ruling authority.	38 - 42, 45
G4-38	Formation of supreme ruling authority and affiliated committees.	34, 35, 39, 55
G4-39	If the chairman of supreme ruling authority is an executive officer (in such case, state the position within management of the organization and reasons of such arrangement)	18, 40
G4-40	Nomination and appointment of supreme ruling authority, affiliated committees and standards used in nomination and testing of members including:	Confidential
G4-41	Processes made by supreme ruling authority to maintain avoidance of conflict of interest and management	40 - 42
G4-42	Role of supreme ruling authority in drafting the objective, values and strategies of organization	22 - 25
G4-43	Measures applied to develop and enhance group knowledge of supreme ruling authority with economic, environmental and social topics.	34, 45
G4-44	Competence of supreme ruling authority and evaluation of performance	37, 92, 97-98

G4-45	Role of supreme ruling authority in defining impacts and risks, economic, environmental and social opportunities and necessary management within the role of supreme ruling authority in application of due diligence procedures. State if consultation with stakeholders is used by supreme ruling authority for definition and management of impacts and risks, economic, environmental and social opportunities.	24 - 27
G4-46	Role of supreme ruling authority in review of the effectiveness of organization's management of risks, economic, environmental and social topics.	27
G4-47	Frequency of review of impacts and risks, economic, environmental and social opportunities by the supreme ruling authority.	26, 34, 44
G4-48	The supreme committee or position that is officially reviewing and approving the organization's report on sustainability, and maintain that all material aspects were covered.	45
G4-49	Disclose of major concerns to the supreme ruling authority	26, 147
G4-50	Nature of major concerns disclosed to the supreme ruling authority, total number and mechanism (s) used to confront and solve them.	Confidential
Wages and incentives		
G4-51	Wages policies for supreme ruling authority, senior executive officers in terms of types of wages	87, 93
Ethics and integrity		
G4-56	Applicable values, principles, criteria and regulations to ethics.	42 - 43
Defined standard disclosures		
Economic		
Economic performance		
G4-DMA	Management concept in economic performance	50 - 71
G4-EC1	Generated and distributed direct economic value	Confidential
G4-EC2	Financial impacts, risks and other opportunities from activities of the organization due to climate change	Confidential
G4-EC3	Covering the obligations to the organization according to the specified entitlements plan.	Confidential
G4-EC4	Financial aids received from the government.	Confidential
Market availability		
G4-DMA	Approach of management	20, 104, 108 - 11
G4-EC5	The ratio of standard pay of fresh employee according to sex to the local minimum pay at important workplaces.	Confidential
G4-EC6	Ration of supreme management appointed from civil society at important operational sites (Emiratization).	88
G4-EC8	Indirect significant economic effects including the scope of influence.	64



Practices of procurement		
G4-DMA	Approach of management	57 - 59
G4-EC9	Ratio of expenditure to local vendors at important operational sites	Confidential
Research and development		
G4-DMA	Approach of management: research, development and expenditure activities	86, 88 - 91
Environmental		
Energy		
G4-DMA	Approach of management	74
G4-EN3	Power consumption at the organization	75 - 76
G4-EN6	Reduction of power consumption	83
Water		
G4-DMA	Approach of management	74
G4-EN8	Water consumption limitation	76
Emissions		
G4-DMA	Approach of management	74
G4-EN17	Emissions of the indirect greenhouse gases (scope 3)	75, 82
Solid wastes		
G4-DMA	Approach of management	74, 81
G4-EN23	Total weight of wastes and method of disposing the same	81
Products and services		
G4-DMA	Approach of management	104
G4-EN27	Extent of effect of reduction of environmental impacts to products and services	107 - 109
Compliance		
G4-EN29	Cash value of major fines, and number of non-cash penalties against non-compliance with environmental laws and rules.	No material changes
Social		
Employment		
G4-DMA	Approach of management	86
G4-LA1	Total ratio, number of newly recruited employees, turnover of employees as per age category, gender and region	73, 87
G4-LA2	Full time employees' entitlements: Life insurance, healthcare, parental leaves, retirement pension, and covering disability	93 - 94

G4-LA3	Ratio of return to work and job retention post paternal leave, as per gender	94
Management relation with staff		
G4-DMA	Approach of management	98
G4-LA4	Minimum term of notice on operational changes, including, if defined in the group agreements	NA
Occupational Health and Safety		
G4-DMA	Approach of management	99
G4-LA5	Ratio of total manpower, represented in official and health and safety committees between management and labors, which help in monitoring and advising on programs of occupational health and safety.	Confidential
G4-LA6	Type of injury, rate of injury, occupational diseases.	99
Training and Education		
G4-DMA	Approach of management	88
G4-LA9	Average training hours per year for each employee as per gender and job category	88
G4-LA10	Applied skills and assistance programs to promote employee's skills and the related system.	87, 90 - 91
G4-LA11	Employees who receive regular review of performance and job development.	95
Equal pay to men and women		
G4-LA13	Percentage of basic and other pay of women compared to men according to the employee's class and important worksites.	87, 93
Mechanisms of complaints related to the workers practices		
G4-LA16	Number of the complaints on the labor practices that were presented, handled and settled through the official complaints mechanisms.	Nil
Sub-category: Human rights		
G4-DMA	Approach of management	133
Children labor		
G4- HR5	Measures taken to eliminate children labor	134
Forcible work		
G4- HR6	Measures taken to eliminate all forms of forcible work	135
Security practices		
G4- HR7	Ratio of employees trained on the organization's policies and procedures of human rights related to operations.	Confidential

Supplies evaluation in relation to the human rights		
G4- HR11	Number of suppliers subject to human rights	57
Society		
Local communities		
G4-DMA	Approach of management	119
G4-S01	Ration of completed process through participation of local community, evaluation of impact and development programs	121
G4-S02	Operations / processes with significant adverse effects, actual and probable, on local communities.	128, 131 - 132
Planning and response for disasters/emergencies		
G4-DMA	Approach of management	21
	The civilized approach to the international events and continuous existence in the lead of teams dealing with foreign crises and emergencies.	
Anti-corruption		
G4-DMA	Approach of management	44
G4-S04	Total number of employees informed of anti – corruption policies and procedures	44
G4-S05	Facts of proved corruption and actions taken	Nil
Compliance		
G4-S08	Cash value for major fines, and total non-financial penalties for violation cases.	Nil
G4-S011	Complaining mechanism of the impacts affecting the community.	100, 133
Product responsibility		
Health and safety of user		
G4-DMA	Approach of management	112
G4-PR2	Total cases of non-compliance with voluntary regulations and rules on the effects of health and safety of products and services during the life-cycle of the products as per type of obtained results	113
Put data stickers for the products and services		
G4-DMA	Approach of management	107
G4-PR5	User satisfaction questionnaire results	114
Information supply		
G4-DMA	Approach of management; practices of overcoming the barriers related to the language and culture, the lack of knowledge, disability and customers’ support.	109, 111, 120, 126



This Report was printed on recycled paper



[www.ajmanpolice.gov.ae](http://www.ajmanpolice.gov.ae)