

# Dubai Civil Defence DCD Strategic Plan 2017-2021



## Dubai Civil Defence DCD Strategic Plan

### Dubai Civil Defence Strategic Plan / The Safety Sector

**Our Vision:** Towards placing UAE among the leading global countries in achieving safety & security.  
**Our Mission:** To work effectively and efficiently towards enhancing life standards in the UAE community by providing safety and security through smart ways and ensuring an environment that motivates innovation to protect public lives, virtues and properties.  
**Our Values:** Justice - teamwork – excellence & innovation - fair dealing - integrity - loyalty – positive citizenship.

The official document of DCD Strategy

### Strategic Objectives

S.O.1 Ensuring readiness and preparedness during crisis & disasters. **(Linked with S.G.2)**

S.O.2 Consolidating safety and public protection. **(Linked with S.G.4 S.G.3 S.G.1)**

S.O.3 Strengthening clients' satisfaction in the delivered DCD services. **(Linked with S.G.6 S.G.4 S.G.3 S.G.2 S.G.1)**

S.O.4 Ensuring administrative services delivery according quality competency and transparency standards. **(Linked with S.G.5 S.G.6)**

S.O.5 Reinforcing innovation culture in the corporate working environment. **(Linked with S.G.5 S.G.6)**

### Strategic Goals

S.G.1: Pioneering in firefighting and rescue.

S.G.2: Remaining constantly ready to respond to crisis and disasters.

S.G.3: Ensuring preventive safety measures in buildings and premises.

S.G.4: Emphasizing safety and preventive awareness all over the society.

S.G.5: Ensuring competent investment of resources.

S.G.6: Sustaining constant improvement of corporate performance and excellence.

S.G.7: Consolidating innovation to pioneer leadership.

### Operational Goals

O.O.1.1 Achieving and maintaining the best international response time averages.  
 O.O.1.2 Improving fire stations' readiness to achieve constant preparedness.  
 O.O.1.3 Participation in securing modern transportation.  
 O.O.1.4 Ensuring the safety & security of creeks and water fronts.  
 O.O.1.5 Constant operation and readiness of vehicles and instruments through self-capabilities.

O.O.2.1 Effective contribution with the concerning authorities for crisis & disaster management.  
 O.O.2.2 Arranging benchmarking and simulation studies for crises and disasters management.  
 O.O.2.3 Allocation of necessary resources to deal with crisis & disasters.  
 O.O.2.4 Preparing society to deal with crisis & disasters through awareness.  
 O.O.2.5 Managing evacuation drills competently with quality standards.  
 O.O.2.6 Ensuring safety of events to deal with crisis and disasters with the cooperation of concerning authorities.

O.O.3.1 Ensuring preventive requirements' updating and their total application.  
 O.O.3.2 Monitoring the suitability & sustainability of preventive safety instruments.  
 O.O.3.3 Ensuring all stages of hazard materials (HAZMAT) dealing operations.

O.O.4.1 Strengthening the preventive culture and safety manners in the society.  
 O.O.4.2 Preparing and organizing volunteers from the society (for specialized volunteer authorities).  
 O.O.4.3 Preparing 1st responders in the government & private sectors.

O.O.5.1 Preparation of Smart Technology infrastructure that supports corporate leadership.  
 O.O.5.2 Managing Human Resources competently & effectively.  
 O.O.5.3 Determining sustainability of assets and property.  
 O.O.5.4 Managing financial resources in a way that achieves corporate competency

O.O.6.1 Enhancing an affective and efficient corporate performance management.  
 O.O.6.2 Providing effective channels for internal and external communication.  
 O.O.6.3 Application of corporate governance's principles (through transparency, liability and ensuring integrity)  
 O.O.6.4 Enhancing sustainable excellence in all areas of corporate business.  
 O.O.6.5 Making all concerning stakeholders happy through civil defence services provision.  
 O.O.6.6 Strengthening strategic partnership competently and efficiently.  
 O.O.6.7 Striving to provide 7stars standards services.  
 O.O.6.8 Ensuring sustainability in social, financial and environmental fields.

O.O.7.1 Providing an internal environment and knowledge management system that supports innovation.  
 O.O.7.2 Improving and motivating employees to innovate.  
 O.O.7.3 Strengthening creativity and innovation through partnership with stakeholders.

### The concerned departments assigned to implement the goals

Operations Dept.  
 Fire stations affairs Dept.  
 Marine Fires Dept.  
 Technical Affairs Dept.  
 Training Dept.

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 Operations Dept.  
 Technical Affairs Dept.  
 Marine Fires Dept.  
 Financial Affairs Dept.  
 Human Resources Dept.  
 Public Protection Dept.  
 Communications Systems Dept.  
 Information Technology Dept.  
 Training Dept.

Preventive Safety Dept.  
 Fire stations affairs Dept.

Public Protection Dept.

Human Resources Dept.  
 Financial Affairs Dept.  
 Strategy & future Dept.  
 Services & supplies Dept.  
 Training Dept.  
 Communications Systems Dept.  
 Information Technology Dept.

Strategy & future Dept.  
 Government Communication Dept.  
 DCD Directors' Office  
 Financial Affairs Dept.  
 Human Resources Dept.  
 Monitoring & Investigation Dept.  
 Services & Supplies Dept.  
 Preventive Safety Dept.

All Departments.

Dubai Police H.Q.  
 Dubai corporation for ambulance services.  
 Directorate Gen. of residency & foreign affairs.

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 Dubai corporation for ambulance services.  
 Directorate Gen. of residency & foreign affairs.

Information Technology Dept.  
 Legal affairs Dept. / DEWA  
 Ministry of Labor. / Dubai Municipality  
 Dept. of economic development.

Al awareer training institute.  
 Corporate communication Dept.  
 Dubai Police H.Q.  
 Dubai corporation for ambulance services.  
 Ministry of education

Government Communication Dept.  
 Public Protection Dept.

All DCD Departments & units

Innovation Supporting Authorities