



Universal Precision Security Services

Precision. Protection. Performance.

At Universal Precision Security Services (UPSS), excellence is not an ambition, it is our foundation. Headquartered in Dubai, United Arab Emirates, and operating under the umbrella of National Protective Service (NPS – USA), we represent the international benchmark for modern, integrated protection and facility management solutions.

Who We Are



American Standards, Emirati Excellence

With over a decade of experience under our parent company in the United States, UPSS combines American discipline and standards with the UAE's hospitality and innovation, delivering seamless service to residential, commercial, and government clients across the Middle East and beyond.

We specialize in security, lifeguard, housekeeping, concierge, and administrative services, serving luxury environments, critical infrastructure, and high-traffic public spaces alike. Our mission is simple: to create safe, refined, and efficient environments through people, precision, and performance.

One Language: Security & Hospitality

At UPSS, security and hospitality speak the same language. Every officer, lifeguard, and support professional embodies our values—to protect with integrity, serve with grace, and perform with precision.

We don't just provide services; we deliver experiences that blend safety with sophistication, creating environments where clients and guests feel both secure and welcomed. This distinctive approach sets us apart in an industry often focused solely on enforcement.

Our Legacy & Global Reach

Universal Precision Security Services is the international arm of National Protective Service (NPS), a U.S.-based organization established in 2012 with a proven reputation across California, Texas, New York, and Washington D.C. From private corporations and government agencies to Fortune 500 companies and luxury developers, NPS has consistently delivered trust, innovation, and unmatched reliability.

Established 2012

Over a decade of proven excellence in security and facility management across the United States

International Expansion

UPSS extends this legacy globally across UAE, and GCC, markets

Fortune 500 Trusted

Serving leading corporations, government agencies, and luxury developers worldwide

UPSS extends this legacy globally, aligning U.S. compliance, technology, and supervision systems with regional expertise in the UAE and GCC. Our clients benefit from global best practices, localized service excellence, and a management approach rooted in both American standards and Emirati values: precision, respect, and excellence. This unique fusion creates a service delivery model that understands both international expectations and regional cultural nuances, ensuring our teams perform with competence and cultural intelligence in every engagement.

Vision & Mission

Our Vision

To redefine global security and hospitality standards through precision-driven protection, technology integration, and human-centered service.

We envision a world where security fosters confidence, not restriction; where service enhances dignity, not hierarchy; and where every environment—from high-rise towers to private villas—feels both safe and welcoming.

Our Mission

To deliver comprehensive security and facility management solutions that go beyond protection, solutions that anticipate needs, prevent risk, and elevate the client experience.

We achieve this by combining advanced technology for transparency and accountability, professional workforce management for operational excellence, and responsive leadership for 24/7 reliability.

01

Advanced Technology

For transparency and accountability

02

Professional Workforce

For operational excellence

03

Responsive Leadership

For 24/7 reliability

Core Values

Our values are not merely aspirational statements—they are the daily practice that guides every decision, interaction, and service delivery across our organization.



Integrity

We uphold honesty, discipline, and transparency in every decision and interaction. Our reputation is built on doing what's right, even when no one is watching.



Innovation

We integrate smart systems and AI-based monitoring tools to stay ahead of industry evolution, constantly seeking better ways to serve our clients.



Loyalty

Our long-term relationships define our success. Trust is our strongest contract, and we earn it through consistent, reliable performance.



Excellence

Our work reflects the highest standards of quality, performance, and presentation. We don't accept mediocrity—we pursue mastery in everything we do.



Respect

We honor our clients, employees, and partners through professionalism and inclusivity, recognizing the inherent dignity in every person we encounter.



Humanity

Every service we deliver stems from compassion, empathy, and care for the people we protect. Security is ultimately about safeguarding human lives and dignity.

Security Division

Our Security Division represents the cornerstone of UPSS services, delivering comprehensive protection solutions tailored to each client's unique operational requirements and risk profile. We deploy highly trained security professionals equipped with advanced technology and supported by 24/7 command center oversight.

Residential Security Officers

Licensed professionals trained in threat assessment, access control, and emergency response protocols

Corporate & Commercial Security

Executive protection, office building security, and business campus management with discrete, professional presence

Construction Site & Infrastructure Protection

Round-the-clock asset protection, equipment monitoring, and perimeter security for construction and development projects

Retail, Mall & Hospitality Security

Customer-facing security professionals trained in loss prevention, crowd management, and guest service excellence

Event & VIP Protection

Specialized close protection officers for high-profile individuals, diplomatic events, and executive gatherings

Mobile Patrol & Rapid Response Units

Roving patrol services with GPS tracking and immediate deployment capabilities for emergency situations

Access Control & Gatehouse Management

Visitor management systems, vehicle inspection protocols, and entry/exit monitoring with digital logging

CCTV, Command Center & Alarm Monitoring

24/7 surveillance operations with AI-enhanced threat detection, incident recording, and real-time response coordination



Lifeguard & Aquatic Safety Services

Professional Aquatic Safety Excellence

At Universal Precision Security Services, our Lifeguard Division delivers certified water safety professionals to luxury hotels, high-end residential communities, water parks, and beach facilities across the UAE. Each lifeguard represents a balance of vigilance, professionalism, and hospitality, ensuring guest safety while enhancing the overall experience.

Our Standards of Excellence

Every lifeguard in our team is internationally certified and trained in accordance with Dubai Municipality and UAE Civil Defense regulations. They undergo regular re-certification and skill assessments to maintain peak readiness and compliance with the highest safety benchmarks.



Certifications & Accreditations

Our team proudly holds accreditations from:

- Emirates International Accreditation Centre (EIAC)
- Dubai Corporation for Ambulance Services (DCAS)
- Dubai Municipality
- UAE Civil Defense
- Red Cross and Ellis & Associates (International Safety Authorities)

Training & Capabilities

- Proficient in: CPR, First Aid, AED Operation, and Advanced Water Rescue Techniques
- Quarterly Refresher Training: Ongoing in-house skill evaluations to ensure consistent readiness
- Emergency Response Ready: Trained for beach, pool, and open-water environments
- Professional Conduct: Customer service and guest engagement training for a safe, welcoming environment

Our lifeguards are not just responders—they are ambassadors of safety, delivering peace of mind through precision, training, and care.

Housekeeping & Cleaning Division

Exceptional environments begin with exceptional cleanliness. Our **Housekeeping & Cleaning Division** delivers **meticulous facility maintenance and cleaning services** across diverse sectors, including **residential towers, offices, clinics, schools, and warehouses**. We specialize in both **general and specialized cleaning**, ensuring each space we maintain reflects the highest standards of hygiene, presentation, and care.

We employ **systematic cleaning protocols, eco-friendly products, and comprehensive quality assurance inspections** to preserve asset value, enhance aesthetic appeal, and create healthy, welcoming environments for residents, guests, and employees alike.

Every member of our housekeeping team is trained not only in advanced cleaning techniques but also in **professionalism, discretion, and respect for client privacy and property**, ensuring a seamless experience built on trust, precision, and excellence.



Daily & Scheduled Cleaning Programs

Customized cleaning schedules aligned with operational requirements and traffic patterns



Deep Cleaning & Disinfection

Intensive sanitization services using hospital-grade disinfectants and EPA-approved products



Glass & Facade Maintenance

Specialized high-rise window cleaning and building exterior maintenance with safety-certified technicians



Kitchen & Restaurant Sanitation

HACCP-compliant cleaning for cloud kitchens, restaurants, and food service facilities

We provide general & specialized cleaning in various business sectors such as residential towers, offices, clinics, schools, warehouses

Concierge & Front Desk Services

The Face of Your Property

First impressions define guest experiences, and our Concierge & Front Desk Division ensures those impressions are exceptional. We provide polished, multilingual professionals who serve as the welcoming face of your property, seamlessly managing guest services, access control, and facility coordination.

Our concierge and reception teams are trained in hospitality excellence, communication skills, and problem-solving, ensuring they handle every interaction with grace, efficiency, and cultural sensitivity.



Lobby & Guest Management

Professional greeting services, guest assistance, and elegant lobby presence that reflects your brand standards



Visitor Registration & Access Control

Secure visitor management systems with digital logging, identification verification, and access authorization



Amenity Reservations & Event Coordination

Facility booking management, event setup coordination, and resident/guest communication services

Administrative & Office Support

Operational efficiency requires reliable administrative support. Our Administrative & Office Support Division provides skilled professionals who handle essential business functions, allowing your core team to focus on strategic priorities.



Receptionists & Telephone Operators

Professional call handling, message management, and visitor reception services with polished communication skills and multilingual capabilities



Office Assistants & Data Entry Personnel

Document management, data processing, filing systems, and general administrative support to maintain organized, efficient office operations



Facility & Administrative Coordinators

Liaison services between management and service providers, vendor coordination, and facility operations support

All administrative personnel undergo background verification, professional development training, and performance evaluations to ensure they represent your organization with competence and professionalism. We carefully match personnel qualifications to position requirements, ensuring optimal performance and client satisfaction.

Event & Hospitality Security

Sophisticated Protection for High-Profile Events

Special events demand specialized security expertise. Our Event & Hospitality Security team delivers comprehensive protection services for conferences, galas, exhibitions, concerts, and private functions, ensuring seamless operations while maintaining an atmosphere of elegance and accessibility.

We understand that event security must balance rigorous protection protocols with guest experience. Our officers are trained to provide discrete, professional security that enhances rather than disrupts the event atmosphere.



- VIP Protection & Executive Escort Detail
- Crowd Management & Queue Control
- Venue Access Control & Credential Verification
- Emergency Evacuation Planning & Execution
- 24/7 Command Center Coordination
- Parking & Traffic Management

Facility Maintenance & Support Services

Beyond security and hospitality, comprehensive facility management requires reliable technical support and maintenance services. Our Facility Maintenance & Support division provides skilled personnel who keep properties operating smoothly, addressing repairs, maintenance tasks, and logistical support needs.



Handyman & Technical Maintenance

General repairs, minor electrical and plumbing work, fixture installation, and preventive maintenance tasks



Janitorial & Porter Services

Common area maintenance, trash collection, restroom servicing, and facility upkeep throughout operational hours



Waste Management & Logistics

Refuse collection, recycling program coordination, and loading dock management with environmental compliance

Our maintenance personnel are carefully vetted, trained in safety protocols, and equipped with proper tools and materials to perform their duties efficiently. We maintain detailed service logs, preventive maintenance schedules, and rapid response capabilities to address urgent facility issues promptly.

Training, Technology & Employee Development



Continuous Professional Development

Excellence is cultivated, not inherited. Every UPSS employee are **SIRA certified** and undergoes comprehensive initial training followed by continuous professional development programs that strengthen technical skills, enhance communication abilities, and sharpen crisis response capabilities.

Core Training Programs:

- Security Operations & Emergency Response
- Fire Safety & Evacuation Procedures
- Customer Service & Communication Excellence
- Conflict Resolution & De-escalation Techniques
- Cultural Sensitivity & Professional Conduct
- Technology Platform Operation & Digital Reporting

Technology Integration & Digital Oversight

Our Smart Operations Platform connects every officer, patrol, and site to our 24/7 control room, enabling real-time supervision, incident response, and performance management.

Key Technology Features:

- Live Guard Tracking & GPS Verification
- Geo-Tagged Attendance & Checkpoint Verification
- Patrolling & Tasks management
- Instant Incident Reporting with Photo Documentation
- Performance Dashboards & Analytics
- Client Portal Access for Transparency
- AI-Enhanced Surveillance Integration

Our Commitment to People & Community

Employee Welfare & Recognition

UPSS recognizes that our greatest asset is our people. We prioritize employee well-being, recognition, and career growth through comprehensive programs that celebrate performance and encourage personal development. Our commitment extends beyond competitive compensation to include meaningful recognition, professional advancement opportunities, and supportive work environments.



Annual Employee Awards

Recognizing outstanding performance, dedication, and service excellence across all divisions

Health & Safety Initiatives

Comprehensive wellness programs, occupational health services, and safety training to protect our workforce

Community Engagement Programs

Supporting education, sustainability, and humanitarian initiatives that give back to society

Our Corporate Social Responsibility philosophy recognizes that successful businesses have obligations beyond profit. We actively participate in community development, environmental sustainability initiatives, and charitable programs that create positive social impact in the regions we serve.

Partner With Excellence

Universal Precision Security Services proudly serves clients across diverse industries, from luxury hospitality and residential communities to government infrastructure and commercial developments. Our integrated approach delivers comprehensive solutions that address security, facility management, and hospitality needs under one trusted partnership.



10+

Years of Experience

Proven track record through our parent company NPS-USA

24/7

Command Center Operations

Round-the-clock monitoring and response capabilities

100%

Licensed & Insured

Full compliance with UAE regulations and international standards

Our Clients & Partners

At Universal Precision Security Services (UPSS), our greatest endorsement comes from the trusted partnerships we've built. From prestigious residential communities and luxury hospitality brands to government entities and commercial developers, our clients represent the highest standards in their respective industries.

We take pride in being the preferred partner for organizations that demand reliability, discretion, and excellence. Each collaboration reflects our shared commitment to safety, service quality, and operational integrity.

Served With Precision:





Ready to Experience Precision, Protection, and Performance?

Universal Precision Security Services (UPSS)

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At Universal Precision Security Services, we don't just protect—we perfect. Every officer, every shift, and every service reflects our dedication to **Precision. Protection. Performance.** We safeguard what matters most: your people, your property, and your peace of mind.