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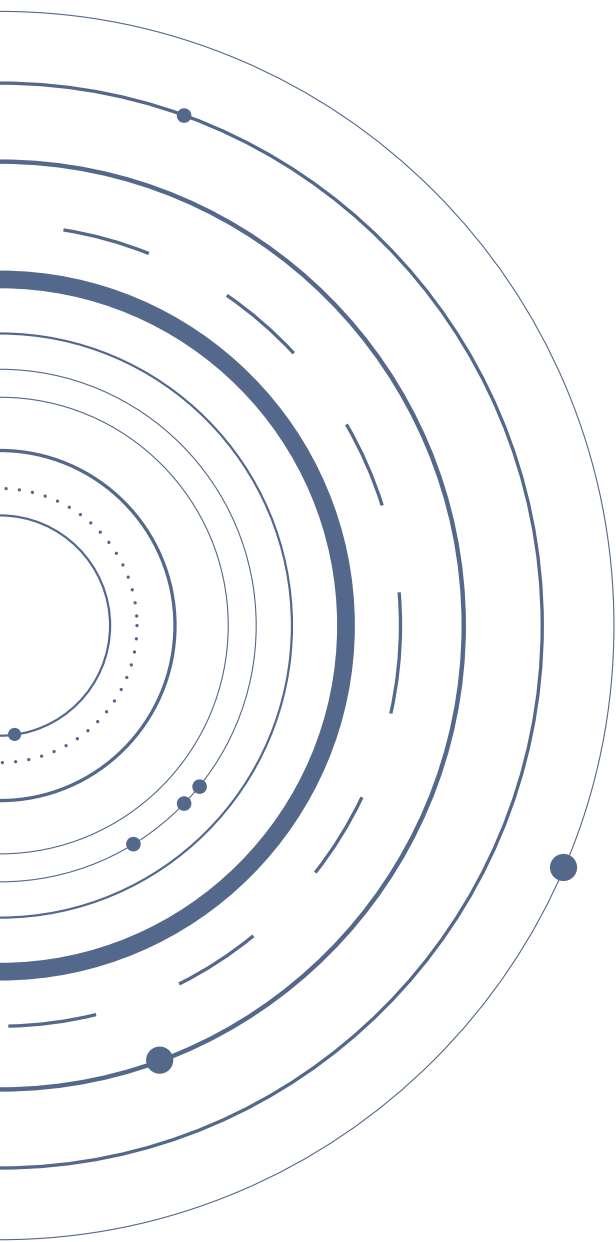
# MASDAR

**HH SHEIKH HAMDAN BIN  
MOHAMMED BIN RASHID AL  
MAKTOUM INAUGURATES THE  
WORLD'S LARGEST  
SOLAR-POWERED  
DATA CENTRE**



**DEWA PJSC ACHIEVES RECORD  
PROFITS IN 2022 AND INCREASES  
DIVIDEND PAY-OUT BY 60%**





“

The future is for everyone, but only those who heed its call, speak its language and explore its directions, will be able to get a fair share of it. The future knows no waiting, delay or procrastination.

”

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**HH Sheikh Mohammed bin Rashid Al Maktoum**

Vice President and Prime Minister of the UAE and Ruler of Dubai



## Our Purpose

Providing globally leading sustainable, efficient, and reliable power and water services, and related innovative smart solutions towards Net-Zero Future.

## Our Vision

A globally leading sustainable innovative corporation committed to achieving Net-Zero by 2050.

## Our Mission

We are committed and aligned to Dubai's 8 Guiding Principles and 50-Year Charter supporting the UAE's directions through the delivery of global leading services and innovative energy and potable water solutions enriching lives and ensuring the happiness of our stakeholders, for a sustainable Net-Zero carbon 2050.

## Our Values

Stakeholder Happiness, Sustainability, Innovation, Excellence, and Good Governance.

## Our Motto

For generations to come.



## MD & CEO MESSAGE

**HE SAEED MOHAMMED AL TAYER**  
MD & CEO of DEWA

## SUCCESS AND ACHIEVEMENTS THAT PLACE GREATER RESPONSIBILITY ON OUR SHOULDERS

At DEWA, we continue the journey of excellence and sustainable growth, guided by the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai; and the directives of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai; and HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, Deputy Prime Minister and Minister of Finance. We are committed to the best practices of effective governance within an integrated framework, which has contributed to achieving globally competitive results. DEWA's practices in various areas have become a benchmark for many organisations locally, regionally, and globally.

Last year was a pivotal year for DEWA, which became a Public Joint Stock Company (PJSC) and was listed on the Dubai Financial Market in April as the largest company in terms of market value. In 2022, DEWA achieved the best results in its history, recording a consolidated net profit of AED 8 billion, a 22% increase compared to 2021. As a result, DEWA increased the total dividends to its shareholders for 2022 to AED 9.9 billion, an increase of 60% from the company's minimum annual dividend policy. These outstanding results reflect DEWA's success in implementing its strategy according to a world-class governance system, in addition to our firm commitment to operational efficiency, innovation and customer happiness, as well as achieving exceptional returns for shareholders. This is part of our ongoing efforts to support Dubai's vision to become one of the top three economic cities in the world, according to the Dubai Economic Agenda (D33).

Sustainability is integral to DEWA's vision and policies; we adopt it in all our operations, mechanisms, and decisions. We have a Circular Economy strategy that supports our continuous efforts aimed at the optimal use of resources and enhancing the social, economic and environmental value in line with the ambitious national strategies that support sustainable economic development. We continue to work on implementing renewable and clean energy projects using

the latest and best global technologies. The production capacity of the Mohammed bin Rashid Al Maktoum Solar Park, the largest single-site solar park in the world using the Independent Power Producer (IPP) model, has reached 2,127 megawatts (MW) using photovoltaic solar panels and concentrated solar power (CSP) technologies, increasing the clean energy capacity in Dubai to around 14.6% of the total energy capacity. This supports the Dubai Clean Energy Strategy 2050 and the Dubai Net Zero Carbon Emissions Strategy 2050 to provide 100% of Dubai's total power production capacity from clean energy sources by 2050.

Adopting the latest international technologies has contributed to DEWA setting world records in key performance indicators of the energy and water sectors, surpassing prominent European and American companies in many indicators. In 2022, losses from electricity transmission and distribution networks were reduced to 2.2% compared to 6-7% in Europe and the USA. Water network losses were also reduced to 4.5% compared to around 15% in North America. DEWA has achieved a new world record in electricity Customer Minutes Lost (CML) per year. Dubai recorded 1.19 minutes per customer, compared to around 15 minutes recorded by leading utility companies in the European Union.

We are proud that we are part of the pioneering achievements that consolidate Dubai's position as a global hub of green economy, especially during the Year of Sustainability. This year, the UAE will host COP 28 at Dubai Expo City. However, these successes and achievements place greater responsibility on our shoulders. His Highness Sheikh Mohammed bin Rashid Al Maktoum once said, "Maintaining the pinnacle of success is harder than trying to attain it, so the position we have reached necessitates the continuation of work on developing our capabilities and raising our competencies." Guided by the vision and guidance of the wise leadership, we will continue to innovate more unique experiences that enhance the happiness of all stakeholders and contribute to making Dubai the smartest and happiest city in the world.

# CONTENTS

## NEW YEAR LETTER

New year's message by HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum to the Government of Dubai's team..... 8

## COVER STORY

HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum inaugurates the world's largest solar-powered data centre..... 9



## MAIN STORY

DEWA PJSC announces record standalone 2022, with profit of AED 11.1 billion..... 11

DEWA supports the UAE's efforts in combating climate change..... 14

HE Saeed Mohammed Al Tayer highlights the strategies, initiatives, and innovative projects to enhance the sustainable development..... 17

HE Saeed Al Tayer emphasises Dubai's clear strategy and roadmap to reach 100% of energy production capacity from clean energy sources by 2050..... 19

## INNOVATION WEEK

DEWA showcased its latest programmes & innovative initiatives during the 'UAE Innovates 2023' ..... 21



## NEWS-ACHIEVEMENTS

DEWA is the first utility in the world to enrich its services with ChatGPT technology..... 22

DEWA is the first integrated utility in MEA to implement SAP's Audit Management System ..... 24

## GENERAL INFORMATION

What do you know about Dubai Economic Agenda "D33"? ..... 27

## COMMUNITY

DEWA's Youth Council enhances youth participation in the sustainable development journey..... 28

## INTERNATIONAL WOMEN'S DAY

DEWA is a substantial partner in enhancing the UAE's competitiveness in women empowerment ..... 30

## FIGURES

Dubai records 5.5% growth in energy demand in 2022 compared to 2021 ..... 38

## MOU

DEWA and ENOC sign MoU to develop and operate a joint integrated pilot project for the use of hydrogen in mobility..... 43



## INTERVIEWS

HE Mohammed Ahmed Al Murr ..... 44  
Chairman of the Board of Trustees of the Mohammed bin Rashid Al Maktoum Library

## NEWS - POD

DEWA's achievements with Employees of Determination in working towards the happiest inclusive workplace..... 46

## AROUND THE WORLD

\$100 billion required in funds for increasing renewable energy capacity in Arab countries by 2035..... 48





## New year's message by HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai to the Government of Dubai's team

**Brothers and sisters, the team of the Government of Dubai,**

As Salamu Alaykum,

Happy new year for all of us where we can build on what Dubai has achieved last year, guided by the approach of our leader His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, for Dubai to anticipate and shape the future.

My unique team, you have contributed to making Dubai an Arab and global model for management and shaping future trends. Thank you for your dedication and efforts.

We have a lot of opportunities ahead and our ambitions are limitless. We will continue to meet them together. Our goal is to carry on and work as one team to make a positive impact in people's lives.

**Happy new year for you and your beloved ones**

Your Brother

**Hamdan bin Mohammed bin Rashid Al Maktoum**



## HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum inaugurates the world's largest solar-powered data centre

HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of The Executive Council of Dubai, inaugurated the green data centre of Data Hub Integrated Solutions LLC (Moro Hub), a subsidiary of Digital DEWA, the digital arm of DEWA. Recognised as the world's largest solar-powered data centre by the Guinness World Records, the facility is located at the Mohammed bin Rashid Al Maktoum Solar Park, the largest single-site solar park in the world.

Following the inauguration, HH Sheikh Hamdan bin Mohammed toured the green data centre. He was briefed by HE Saeed Mohammed Al Tayer on the facility's integrated solutions designed to provide next-generation services in the areas of digital transformation, cloud and hosting services, cybersecurity, smart cities, IoT services and professional and managed services, as well as Moro services supported by ChatGPT technology.

"The development of the world's largest solar-powered data centre was guided by the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, for advancing sustainable development. The new centre is yet another achievement that raises the UAE's profile as a leading global player in advancing sustainability and the green economy. The centre provides an

The opening event featured the signing of agreements between Moro Hub and its key technology partners and customers including Dell Technologies, Microsoft, Huawei, VMWare, Emirates NBD, Digital Dubai Authority, and Dubai Islamic Bank.

HH Sheikh Hamdan bin Mohammed was welcomed at the site of the green data centre by His Excellency Saeed Mohammed Al Tayer, MD & CEO of DEWA.







exceptional model for combining digital technologies with energy technologies. With a world-class low-carbon information technology infrastructure powered by solar energy, the data centre supports the goal of the Dubai Clean Energy Strategy 2050 and the Dubai Net Zero Emissions Strategy 2050 to generate 100% of its energy production capacity from clean energy sources by 2050," said HE Saeed Mohammed Al Tayer.

"Moro Hub's solar-powered data centre also supports our efforts to achieve the targets of the Net Zero by 2050 strategic initiative. This initiative is particularly significant since it comes in a year in which the UAE is hosting the largest international climate conference, the Conference of the Parties to the United Nations Framework Convention on Climate Change (COP 28). The new data centre reflects our commitment to support the development of a sustainable economy and our efforts to transform Dubai into a global green economy hub. Moro Hub has always been a frontrunner in promoting digital transformation and sustainability as well as enhancing its integrated

solutions to help organisations and companies reach net-zero carbon emissions," added Al Tayer.

Moro Hub's green data centre features ground-breaking solutions from Dell Technologies, Microsoft and Huawei including the latest advances in Internet of Things (IoT), Cybersecurity, Digital Twin Technologies, Artificial Intelligence (AI), Cyber Recovery as a Service, Consulting & Professional Services, Managed Services, Residency Services, Network as a Service, Moro Open Cloud and more.

Using 100% renewable energy, the Uptime TIER III-Certified data centre has a capacity exceeding 100 megawatts (MW). Its area will exceed 16,000 square metres.

The solar-powered data centre will play a major role in developing a new sustainable ecosystem featuring the latest solar energy and storage technologies, AI systems, and sustainability practices. It will also enable global hyper-scalers to access carbon-free computing and help organisations reduce their carbon footprint.




## Dubai Electricity and Water Authority PJSC announces record standalone 2022, with profit of AED 11.1 billion, consolidated 2022 net profit of AED 8.0 billion and increases 2022 dividend pay-out by 60% to AED 9.90 billion

- Delivers the best full year consolidated and standalone financial performance in its operating history
- Reports a record full year 2022 consolidated net profit of AED 8.0 billion (up by 22%) and full year 2022 standalone net profit of AED 11.1 billion (up by 101%)
- Reports robust fourth quarter 2022 consolidated net profit of AED 1.5bn (up by 25%)
- Reports higher gross, operating and net profit margins for 2022 compared to 2021
- Subject to shareholder approval, DEWA will pay an additional AED 1.67 billion as a special one-time dividend to shareholders in April 2023
- For the full year 2022, DEWA has increased its total dividend pay-out to its shareholders to AED 9.90bn, representing a 60% increase from the company's minimum annual dividend policy

REVENUE	NET PROFIT	DEMAND DRIVERS	MARGIN COMPARISON	GROSS CAPACITY	DEWA has delivered the best full year financial performance in its operating history
AED 27.35 Billion ▲15% 2022 vs 2021	AED 8 Billion ▲+22% 2022 vs 2021	53.2 TWh Electricity 9.5GW ▲3.3% Water 136.9 billion IG ▲6.45% Customers 1,157,501 ▲4.6% 2022 vs 2021	Gross Profit Margin 39.5% ▲34.8% Operating Profit Margin 29.6% ▲34.8% Net Profit Margin 29.1% ▲27.5% 2022 vs 2021	1,100 MW in 2022 2000 MW in 2023 (expects) 350 EV chargers 620 charging points	

DEWA Consolidated				DEWA Standalone	
AED 6.7 bn	AED 1.5 bn	AED 27.4 bn	AED 8.0 bn	AED 25.2 bn	AED 11.1 bn
+14% YoY	+25% YoY	+15% YoY	+22% YoY	+16% YoY	+101% YoY
Q4, 2022	Q4, 2022	2022	2022	2022	2022
Revenue	Net Profit	Revenue	Net Profit	Revenue	Net Profit

 Dubai Electricity and Water Authority PJSC (ISIN: AED001801011) (Symbol: DEWA), the Emirate of Dubai's exclusive electricity and water services provider, which is listed on the Dubai Financial Market (DFM), today reported its full year 2022 preliminary and unaudited consolidated financial results, recording quarterly revenue of AED 6.7 billion and net profit of AED 1.5 billion. For the full year, DEWA's consolidated revenue was AED 27.4 billion and net profit was AED 8.0 billion.

DEWA's standalone net profit rose to AED 11.1bn, which includes AED 4.4bn of other income. The key drivers of this other income include AED 2.3bn dividend received from EMPOWER and AED 1.67bn of profit from the sale of EMPOWER shares.

Delivery of strategy delivers record financial performance

For the year 2022, DEWA delivered on its core strategic objective, which is focused on delivering sustainable growth, staying at the forefront of smart and innovative operational excellence and optimising returns for all its stakeholders whilst minimising its environmental footprint.

Accordingly, DEWA's 2022 annual consolidated revenue increase of 15% to AED 27.35 billion was mainly driven by an increase in demand for electricity and water and a transition to normalised tariff structure. Demand for power in 2022 reached 53.2 TWh compared to 50.4 TWh in 2021, representing a 5.56% increase. Further, DEWA's peak demand in 2022 was 9.5 GW, which represents a 3.3% increase over the same period of 2021. For the year 2022 and 2021, DEWA achieved peak demand in the month of July. Average customer power consumption in 2022 was higher than that of 2021.

DEWA's annual gross heat rate for power was 8,604 BTU / kWh, which is the best achieved in its operational history, reflecting our targeted sustainability and environmental efforts. In addition, DEWA's overall power plant reliability factor was 99.93%, exceeding the company's targets, and demonstrating the company's commitment towards operational excellence.

Demand for water in 2022 reached

136.9 billion imperial gallons (BIG) compared to 128.6 BIG, representing a 6.45% increase. Average customer water consumption in 2022 was higher than that of 2021.

Relative to capacity, DEWA's minimum reserve margin in 2022 for power and water was 28% and 15.2% respectively.

By the end of 2022, DEWA served 1,157,501 customers, representing an increase of 14,438 customers from the third quarter of 2022. DEWA added 51,089 new customers in 2022, which is a 4.6% increase from 2021.

For the fourth quarter of 2022, DEWA generated 12.4 TWh, representing a 6.05% increase from the same period of 2021. Similarly, DEWA produced 33.4 BIG of desalinated water for the same period, representing a 6.12% increase.

Quote

"At DEWA, we continue the journey of excellence and sustainable growth guided by the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and the directives His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, and His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, Deputy Prime Minister and Minister of Finance. In 2022, DEWA achieved record results and delivered its best financial performance and growth in its operating history. For the full year 2022, we delivered a consolidated net profit of AED 8.0 billion, which is an increase of 22% over the full year 2021. Relative to 2021, our gross profit, operating profit and net profit margins increased. For the year 2022, DEWA had promised to pay AED 6.2 billion in dividends. Instead, DEWA intends to pay AED 9.9 billion in dividends to its shareholders. The delivery of our strategy has translated into exceptional returns to our shareholders," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

"Looking ahead, I am optimistic about our operating and financial outlook for 2023 and beyond. DEWA stands ready to support the Dubai Economic Agenda

(D33), which aims to double the size of Dubai's economy over the next decade. In addition, our strategy, growth pillars and capital commitments are well positioned to deliver on our energy transition ambitions to achieve the Dubai Clean Energy Strategy 2050 and the Dubai Net Zero Emissions Strategy 2050 to provide 100% of the energy production capacity from clean energy sources by 2050, while supporting the strong demand for our exclusive portfolio of products and services in Dubai," added Al Tayer.

"DEWA's shareholder strategy is focused on delivering consistency of returns, durability of growth and compounding of our growth value over time, which forms the bedrock of our core value proposition to our investors." noted Al Tayer

Select annual highlights

In April 2022, DEWA was listed as a public company on the Dubai Financial Market. This was the largest IPO in the UAE and the largest utility IPO globally since 2008. Further, DEWA's subsidiary, EMPOWER listed on the Dubai Financial Market as a public company in November, 2022. DEWA currently owns 56% of EMPOWER and also consolidates the same. DEWA is the only entity in the region to have listed both itself and its subsidiary in the course of the same year.

For the year 2022, DEWA commissioned two 400 kV substations, fifteen 132 kV substations and 1,113 11-6.6 kV substations. DEWA has deployed 1,108,530 smart electricity meters and 996,917 smart water meters. The company recorded a customer minute lost time of 1.19 minutes, which is the lowest recorded rate in the world. DEWA reduced its collection days to 40 versus 43 from the end of 2021, indicating faster collection.

By the end of 2022, the company installed an additional 1,100 MW of generation capacity, representing an 8.2% increase. Of this 1,100 MW, 600 MW was gas fired and 500 MW was solar. The company's current installed generation capacity stands at 14.5 GW with 2 GW of this capacity representing renewable energy. The company's current installed desalinated water production capacity was unchanged for 2022 and stands at 490 MIGD.

DEWA Gross Installed Capacity at December 31st, 2022			
Generation Plant	Capacity (MW)	Desalination Type	MIGD
Jebel Ali & Al Aweer	10,690	Jebel Ali Multi Stage Flash	427
Mohammed bin Rashid Al Maktoum Solar Park	2,027	Jebel Ali Reverse Osmosis	63
Hassyan Power Plant	1,800		
Total	14,517	Total	490

Notably, DEWA's Jebel Ali assets hold Guinness Book record for the world's largest single site water production facility and the world's largest single site natural gas facility. The company's Mohammed bin Rashid Al Maktoum Solar Park is the largest single site solar park in the world based on the Independent Power Producer (IPP) model.

For 2023, DEWA expects to add an additional 2GW of generation capacity (13% increase), and 210 MIG of water reservoir capacity. By the end of 2030, DEWA plans to have gross installed capacity of 20 GW and 730 MIGD of desalinated water. Of this 20 GW, DEWA plans to have 5 GW of installed renewable capacity, representing 25% production from renewable sources. In addition, the company plans to add an additional 240 MIGD of desalination capacity using reverse osmosis technology.

DEWA's electric vehicle (EV) charging network expanded to 350 chargers with 620 charge points across the emirate of Dubai. DEWA plans to grow this network to 1000 chargers by 2025. The steady increase in the use of EVs in the UAE is an upside to DEWA.

Margin Comparison

For the year 2022, DEWA increased its

consolidated margins relative to 2021 as follows

DEWA Consolidated	2022	2021
Gross Profit Margin	39.5%	34.8%
Operating Profit Margin	29.6%	26.0%
Net Profit Margin	29.1%	27.5%

Unlocking shareholder value: For the year 2022, DEWA will pay its shareholders AED 9.9 bn in dividends

During the IPO, DEWA set a dividend policy to pay a minimum annual dividend of AED 6.2 billion to its shareholders. For the year 2022, DEWA will pay AED 9.90 billion, which represents a 60% increase. The details are as follows:

A. Payment of one-time special dividend of AED 1.67 billion (April 2023)

DEWA intends to seek all necessary approvals to make a one-time special dividend payment to its shareholders. Accordingly, DEWA's Board has recommended the payment of a one-time special dividend of AED 1.67 billion (3.34 fils per share), which is subject to

the approval of its shareholders at an upcoming general assembly, which is intended to be held in April 2023

B. Payment of annual dividends of AED 3.1 billion (April 2023)

As part of its dividend policy to pay a minimum dividend of AED 6.2 billion per year over the next five years, DEWA will make its second dividend payment of 6.2 fils per share (AED 3.1 billion) for H2, 2022 in April 2023 (subject to all approvals).

C. Paid a one-time special dividend of AED 2.03bn (December 2022)

DEWA paid a one-time special dividend of AED 2.03 billion (4.06 fils per share) in December 2022.

D. Paid annual dividends of AED 3.1bn (October 2022)

DEWA made its first dividend payment of AED 3.1 billion (6.2 fils per share) for H1, 2022 in October 2022.

At an IPO share price of AED 2.48 / share, this AED 9.9bn 2022 dividend pay-out implies a sector leading dividend yield of 8.0%.

Key Consolidated Financial Metrics

AED Millions	Q4-2022	Q4-2021	Change	2022	2021	Change
Revenue	6,772	5,873	15%	27,351	23,823	15%
Net Profit	1,496	1,198	25%	7,969	6,553	22%
EPS (AED / Share)	0.028	0.022	27%	0.153	0.122	25%



## DEWA supports the UAE's efforts in combating climate change

In a speech entitled 'What we offer to COP 28' on the second day of the World Government Summit 2023, HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, highlighted Dubai's efforts in addressing the challenges of climate change. Many VIPs and officials from the government and private sectors were present.

In his speech, Al Tayer emphasised that the World Government Summit has become a distinguished global event and a comprehensive knowledge platform for anticipating and shaping the future. He expressed delight that DEWA is the Sustainable Energy Partner of the Summit, which is held under the theme 'Shaping Future Governments.'

### Support of the wise leadership

"With the vision, guidance and unlimited support of the wise leadership of His Highness Sheikh Mohamed bin Zayed Al Nahyan, President of the UAE, and His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, the UAE is preparing to host the largest international climate event, which is the Conference of the Parties to the United Nations Framework Convention on Climate Change (COP 28) in Dubai Expo City later this year. This edition will build on the results and outcomes of the previous conferences by strengthening



work with all parties and partners. The declaration by His Highness Sheikh Mohamed bin Zayed Al Nahyan, President of the UAE, that 2023 is the Year of Sustainability in the UAE with the slogan 'Today for Tomorrow' underlines the great importance the wise leadership attaches to achieving a balance between development and environmental sustainability. These foundations were laid by the Founding Father, the late Sheikh Zayed bin Sultan Al Nahyan, may his soul rest in peace. It is the cornerstone for all social, economic and environmental development plans, making the UAE

among the largest countries in the world to invest in clean and renewable energy projects," said Al Tayer.

### Pioneering in sustainability

Al Tayer explained that the UAE was the first country in the Middle East and North Africa to launch a strategic initiative to achieve net-zero carbon emissions by 2050. DEWA is pioneering in sustainability, innovation and future-shaping in all its projects and initiatives to achieve the goals of the Dubai Clean Energy Strategy 2050 and the Dubai Net Zero Carbon Emissions Strategy 2050 to



provide 100% of clean energy by 2050, with a focus on innovation, technologies of the Fourth Industrial Revolution, digital transformation and the circular economy as key enablers for achieving sustainability. DEWA's strategy is also in line with the United Nations Sustainable Development Goals 2030. DEWA has identified three primary levels according to their priority for it.

"As part of our endeavours to support global efforts to combat climate change, the Cabinet approved the UAE joining the Global Alliance for Green Economy, led by the World Green Economy Organization (WGEO). This Alliance aims to launch programmes, projects and initiatives boosting the green economy, creating a model for sustainable financing and establishing partnerships for developing countries to achieve an effective transition to a green economy. Innovation is the cornerstone of our work ecosystem. We have established a Research and Development Centre and an Innovation Centre to develop effective solutions to address climate change by reducing carbon emissions. We have launched several projects that we are implementing at the Mohammed bin Rashid Al Maktoum Solar Park, the largest single-site solar park in the world based on the Independent Power Producer (IPP) model with investments totalling AED50 billion. When completed, the solar park will reduce over 6.5 million tonnes of carbon emissions annually. Its production capacity of clean energy has reached 2,027 megawatts (MW), increasing the production capacity of clean energy in Dubai to about 14% of the total production capacity of electrical energy. The solar park uses

the latest technologies of double-sided photovoltaic solar panels, with a single-axis solar tracking system, and cleans them using robots, which contributed to raising the efficiency of solar energy from 11% previously to about 27% today," added Al Tayer.

### Pioneering clean energy projects

Al Tayer said that solar energy is climate-dependent and unavailable at night. There is an urgent need to find ways for solar energy storage, thus allowing energy availability around the clock. This is why DEWA has launched many energy storage initiatives and projects. The fourth phase of the solar park uses Concentrated Solar Power (CSP) technology. It will have a capacity of 100MW from the world's tallest solar power tower at over 260 metres using Molten Salt technology, and 600MW from a parabolic basin complex. The project will have the largest thermal storage capacity in the world of 15 hours. DEWA is also implementing a 250MW pumped-storage hydroelectric power plant in Hatta, the first of its kind in the Arabian Gulf region. It will use the stored water in Hatta Dam and have a production capacity of 250 MW and a storage capacity of 1,500 megawatt-hours. In light of the importance of green hydrogen in the transition to net-zero, DEWA has implemented the Green Hydrogen project in the solar park. It is the first of its kind in the Middle East and North Africa to produce green hydrogen using solar energy. It stores the hydrogen and then converts it back into electrical energy in addition to other uses in the air, land, and sea transport as well as in industry. DEWA is also preparing a

roadmap for a Green Hydrogen Strategy that will be implemented in phases. It has also implemented a pilot project in the solar park to store energy using Lithium-Ion and sodium-sulfur batteries.

### Energy Efficiency

"We established an energy services company to enhance energy efficiency in Dubai. The company has retrofitted nearly 8,000 existing buildings in Dubai. We are also encouraging our customers through the Shams Dubai initiative to install photovoltaic solar panels on the roofs of their buildings and facilities to meet part of their energy needs. By the end of 2022, the total installed capacity of the initiative reached 500MW. DEWA has also participated in establishing the largest district cooling company in the world. District cooling uses 40% less energy. To promote green mobility, we launched the Green Charger initiative to establish a state-of-the-art infrastructure for electric vehicles that currently has over 350 charging stations using the latest smart and innovative technologies to provide a seamless experience for users. Implementing the Dubai Demand Side Management Strategy contributed to reducing electricity consumption in Dubai by 17% per capita and water consumption by 21% per capita compared to 2010. This contributed to avoiding over 14 million tonnes of CO2 emissions between 2011 and 2021. To enhance the operational efficiency and effectiveness of electricity and water networks, we launched DEWA SAT-1 nanosatellite as part of DEWA's space programme (Space-D). This year we will launch DEWA SAT-2 nanosatellite. DEWA is the first utility in the world to use nanosatellites in its operations. We also use big data through sensors in solar power stations that gather real-time data and analyse it in conjunction with data from DEWA's satellites," added Al Tayer.

### Pioneering in innovation

"The words of His Highness Sheikh Mohammed bin Rashid Al Maktoum 'The future belongs to those who can imagine it, design it, and execute it' inspired us to embed them into the three main phases of DEWA's Innovation and Future Shaping Framework to become 'Imagine, Design, and Implement'. This makes DEWA the first government entity to include the words of His







Highness in its Innovation and Future Shaping Framework. As part of Digital DEWA, the digital arm of DEWA, we are disrupting the entire business of public utilities and contributing to building a new digital future for Dubai. Digital DEWA is based on four pillars: launching advanced solar power technologies; deploying a renewable energy grid with innovative energy storage technologies; expanding integrated AI solutions; and providing digital services that serve smart, sustainable cities while ensuring their security and continuity in the cyber digital space. Given the importance of data as a driver for expansion and sustainable economic diversification, we have launched the world's largest carbon-neutral green data centre that will use 100% renewable energy, as confirmed by Guinness World Records. The data centre is being implemented by Moro Hub (Data Hub Integrated Solutions LLC), a subsidiary of Digital DEWA, at the Mohammed bin Rashid Al Maktoum Solar Park in Dubai. We have more than 150 local and international partners and customers in sustainability and smart adoption of customer services, which has reached 99%, as well as developing the latest disruptive technologies of the Fourth Industrial Revolution. DEWA has maintained its top position among global utilities in the Digital Quotient Report 2022, which was prepared by a prestigious international consultant," said Al Tayer.

## Digital transformation

As part of the digital transformation, DEWA launched its virtual employee 'Rammas', which uses Artificial Intelligence (AI) as part of our strategy to employ AI in all our operations and services. Rammas answered more than 6.8 million customer enquiries since its launch in the first quarter of 2017 until the end of December 2022. Rammas encourages the use of smart channels and reduces the number of visits to DEWA's Customer Happiness Centres. DEWA scored 98% in the Dubai Government's Instant Happiness Index by Dubai Digital Authority.

Al Tayer noted that DEWA has also launched the Smart Grid Strategy with an investment totalling AED 7 billion until 2035, to provide advanced features, including state-of-the-art features to improve operations, management of assets and smart meters, thus improving the experience of stakeholders and enhancing their happiness. DEWA has managed to reduce line losses from electricity transmission and distribution networks to 2.2%, and water network losses to 4.5% and achieved a new world record in electricity Customer Minutes Lost (CML) per year at 1.19 minutes per customer. In production plants, DEWA has achieved an optimal fuel utilisation of 90%.

"With the increasing challenges associated with climate change, there is a need for serious global cooperation to combat it and enhance the efforts to protect the environment and natural resources and continue sustainable economic growth. This will achieve the vision of the wise leadership in advancing the global sustainability agenda and stimulate sustainable development. We promise our wise leadership to do our best to support the initiatives and activities of the 'Year of Sustainability' to achieve the desired goals and to make 'COP 28' a key milestone in the journey to address the climate change challenges, for a brighter and more sustainable future for us and our generations to come," concluded Al Tayer.

## ChatGPT

At the conclusion of Al Tayer's speech, Rammas, DEWA's virtual employee, announced that DEWA is working to enrich its services with ChatGPT technology supported by Microsoft. This will make DEWA the first utility globally and the first UAE government entity to use this new technology. This is part of the organisation's continuous efforts to promote its leadership locally and internationally.



## HE Saeed Mohammed Al Tayer highlights the strategies, initiatives, and innovative projects to enhance the sustainable development

HE Saeed Mohammed Al Tayer, MD&CEO of Dubai Electricity and Water Authority (DEWA), emphasised that the UAE is one of the biggest countries to invest in clean energy projects. He called for more concerted efforts to protect the environment and combat climate change to ensure a sustainable future for all that all stakeholders will outline at COP 28, which will be hosted by the UAE later this year.

Al Tayer said that DEWA has, for many years, stopped launching new projects to produce energy using fossil fuels. It restricts new water desalination projects to reverse osmosis technology using clean energy. He noted that DEWA's results surpass major European and American utilities in several indicators. Losses from electricity transmission and distribution networks were reduced to 2.2%. Water network losses were also reduced to 4.5%. DEWA has achieved a new world record in electricity Customer Minutes Lost (CML) per year. Dubai recorded 1.19 minutes per customer.

Al Tayer made these remarks in his keynote speech titled 'Sustainability,

a key pillar and a success story in the UAE' at the Abu Dhabi Sustainability Week Summit. A large number of ministers and officials from the energy and sustainability sectors were present. The Summit is part of the Abu Dhabi Sustainability Week (ADSW), which is hosted by the Abu Dhabi Future Energy Company (Masdar) under the theme 'United on Climate Action Toward COP28.' DEWA is the Opening Ceremony Associate Partner of ADSW 2023.

In his speech, Al Tayer said that the Abu Dhabi Sustainability Week summit is an important platform to exchange experiences and develop innovative solutions that support the global efforts to ensure a more sustainable future, in line with the vision of the UAE's wise leadership. This vision has inspired and pioneered futuristic strategies and policies in sustainability, innovation, and future shaping as well as developing the economic, social, health and services sectors for the future. This supports the sustainable development, agility and rapid adaptation to global geostrategic developments and crises and successfully overcoming them.

"These efforts have resulted in the UAE assuming a leading global position in various fields, especially in diversifying energy sources, supporting the circular economy, launching major clean energy projects, having the largest and most efficient solar power plants, in addition to being the first country in the region to use nuclear energy for peaceful purposes to generate electricity. The UAE has achieved a leading global position, deserving the top ranks in many indicators related to dealing with the COVID-19 pandemic, from the response stage to the recovery and overcoming the health, economic, and social repercussions of the pandemic. Many countries around the world, including European countries, are expanding the use of fossil fuels and retrofitting and operating old nuclear power plants, as a result of the Russia-Ukraine war and the subsequent geopolitical developments that have demonstrated the fragility of the global energy system. However, the UAE is carrying out its renewable and clean energy plans as well as the development that balances between the economy and the environment to support efforts to



combat climate change, and I recall the words that are full of confidence and hope by His Highness Sheikh Mohamed bin Zayed Al Nahyan, President of the UAE, at COP 27 who said, “As we prepare to host COP28 in 2023 at Expo City Dubai, we increasingly focus on supporting the implementation of recommendations from previous conferences, and we are working to complete the first global stocktake of emission pledges under the Paris Agreement.” “On the same note, a recent partnership agreement we have signed with the United States will help accelerate this transition towards

clean and renewable energy sources. The agreement aims to raise USD100 billion in investments to generate 100 gigawatts of renewable energy in the UAE, the US, and developing economies around the world,” His Highness noted. His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, said that COP28 will be the most important event hosted by the nation in 2023,” said Al Tayer. Al Tayer noted that the UAE has an advanced position as one of the biggest countries to invest in clean energy

projects. It is a regional and global leader in ambitious national policies and pioneering projects that anticipate the future to enhance sustainability and protect natural resources for future generations. The UAE utilises its track record in clean and renewable energy and in reducing emissions, to organise the most successful global environmental event that will underline the role the region plays in supporting efforts to formulate the global sustainability agenda through effective strategies to adapt to the effects of climate change and mitigate its effects.

HE Saeed Al Tayer emphasises Dubai’s clear strategy and roadmap to reach 100% of energy production capacity from clean energy sources by 2050

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, emphasised that Dubai has a clear strategy and roadmap to reach 100% energy production capacity from clean energy sources by 2050. Al Tayer made these remarks during a panel discussion titled ‘Sustainability in Project Management’ during the Dubai International Project Management Forum (DIPMF). Other panellists included HE Sharif Al Olama, Undersecretary of the Ministry of Energy and Infrastructure for Energy and Petroleum Affairs, and Marga Hoek, business sustainability expert and author of ‘The Trillion Dollar Shift,’ with the session moderated by Shereen Mitwalli.



Vision of the wise leadership

Replying to a question about examples of DEWA’s sustainable projects that support Dubai’s economy, Al Tayer said, “We are guided by the vision of the wise leadership of the UAE in shaping the future. In Dubai, we have clear strategies, including the Dubai Clean Energy Strategy 2050 and the Dubai Net Zero Carbon Emissions Strategy 2050, to achieve 100% clean energy sources by 2050. DEWA uses the Independent Water and Power Producer (IWPP) model for the Mohammed bin Rashid Al Maktoum Solar Park and the Hassyan desalination complex using Reverse Osmosis (RO) technology. This model has attracted AED 40 billion of investments.”

Clean and renewable energy

Al Tayer explained that all DEWA’s projects contribute significantly to sustainability. He noted that the power capacity of the Mohammed bin Rashid Al Maktoum Solar Park, the largest single-site solar park in the world, will reach 5,000 megawatts (MW) using photovoltaic solar panels (PV) and Concentrated Solar Power (CSP) technologies. It will be commissioned in stages until 2030 with investments

totalling AED50 billion. When completed, it will reduce 6.5 million tonnes of CO2 emissions annually.

Al Tayer noted that the 700MW 4th phase of the solar park is the world’s largest single-site CSP plant. It uses two technologies: 600MW from a parabolic basin complex (three units of 200MW each), and 100MW from the world’s tallest solar power tower at 262.44 metres (based on Molten Salt technology). On its completion, the project will have the largest thermal storage capacity in the world of 15 hours, allowing for energy availability around the clock. The solar park encompasses a Research and Development (R&D) Centre, an Innovation Centre, and the Green Hydrogen plant, the first of its kind in the Middle East and North Africa.

Al Tayer noted that DEWA is implementing a 250MW pumped-storage hydropower project in Hatta. It will have 1500-megawatt hour storage capacity and a lifespan of up to 80 years. This is the first of its kind in the region with capital investments of AED 1.42 billion. It will be commissioned in 2024.

Al Tayer said that executing the Dubai Demand Side Management (DSM) Strategy reduced electricity consumption in Dubai from 13,677 KWh per person per annum in 2010 to 11,341KWh per person per annum in 2021 (17.1% per capita reduction). Water consumption in Dubai was also reduced from 39,433 imperial gallons (IG) per person per annum in 2010 to 31,317 IG per person per annum in 2021 (around 21% per capita reduction). This contributed to avoiding 14.1 million tonnes of CO2 emissions between 2011 and 2021.

Al Tayer said that DEWA established Etihad Energy Services (Etihad ESCO) to promote energy efficiency in Dubai. The company has so far managed to retrofit 7792 existing buildings in Dubai. The company aims to retrofit more than 30,000 buildings in Dubai by 2030 to ensure energy efficiency.

To encourage green mobility, DEWA established a new infrastructure for electric vehicles. So far, DEWA has installed 351 EV Charging stations (630 charge points) across Dubai, with plans to reach 1,000 EV Charging stations





(1830 charge points) by 2025. These efforts contributed to reducing CO2 emissions by 21% by the end of 2021, exceeding the target of 16% set in the Dubai Carbon Abatement Strategy.

## Realising net-zero goals

Replying to a question about DEWA's plans to achieve the net-zero target, Al Tayer said, "We work to achieve the vision and directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to turn Dubai into a centre of excellence in essential new technologies to achieve net-zero by 2050. This is in line with the Dubai Clean Energy Strategy 2050 and the Dubai Net Zero Carbon Emissions Strategy 2050 to provide 100% of Dubai's total power capacity from clean energy sources and achieve zero carbon emissions by 2050. Programmes and mechanisms have been developed for the energy and water, transportation, industry, buildings and waste sectors as well as all necessary enablers, regulations & R&D."

"For many years now in Dubai, we have stopped launching new projects to produce energy using fossil fuels, and restrict new water desalination projects to reverse osmosis technology using clean energy, in addition to raising fuel efficiency in the main production units to about 90%, competing with the highest international benchmarks," added Al Tayer.

Al Tayer explained that the Emirates District Cooling Establishment

(Empower), of which DEWA has a majority share ownership, is the world's largest district cooling company by connected cooling capacity (1,405,271 Refrigeration Ton "RT"). With Dubai Airport to be connected shortly, Empower's connected cooling capacity will reach 1,475,011 RT. District Cooling reduces more than 40% of electric energy consumption.

## Preparing Emirati capacity

When asked about the skills and competencies he looks for when selecting leaders in sustainable energy projects, Al Tayer said, "Our role model for all our initiatives and projects is His Highness Sheikh Mohammed bin Rashid Al Maktoum, who is leading by example.

We prepare Emiratis and enhance their skills to lead the sustainable energy sector. The main traits we look for include a clear vision, commitment to sustainability, inspiration, a clear mindset towards innovation, decision-making skills and critical thinking, as well as awareness and passion for green energy and sustainability."

When asked about his advice to leaders and professionals involved in sustainability and sustainable project management, Al Tayer said they should have a clear vision and a roadmap with strategic objectives to achieve results according to the set KPIs. They also need to have the right competent and proactive managers who share and are committed to the vision.



## DEWA showcased its latest programmes & innovative initiatives during the 'UAE Innovates 2023'

HHE Saeed Mohammed Al Tayer, MD & CEO of DEWA, inaugurated the exhibition that DEWA organised at its headquarters in conjunction with the "UAE Innovates 2023". DEWA showcases its most prominent innovative programmes that use the Fourth Industrial Revolution technologies to promote its digital transformation process.



During its participation in the UAE Innovates 2023, DEWA showcased its most prominent programmes that use the latest disruptive technologies and its innovative and sustainable initiatives, which play a fundamental role in providing its world-leading electricity and water services according to the highest levels of reliability, sustainability, and efficiency. DEWA also shed light on its initiatives that encourage employees and customers to participate in achieving sustainable development and protecting natural resources.

DEWA showcased its Interactive Web Service for DRRG generation profiles; Power Network Real-time Simulator, which contains different energy

source points to study the impact of these energy sources on the network, how to protect it, and how to make maximum use of it; Smart Recycle Bin on Smart Office, that supports DEWA's sustainable efforts by encouraging employees to recycling of plastic and aluminium cans; Temi Robot as a Guide, that welcomed the visitors of DEWA's innovation activities and introduces them to DEWA's projects and innovations; Waee Platform to enrich knowledge about information security, to protect DEWA's cyberspace, and to create a safe and sustainable work

environment, through a set of training courses and awareness sessions that are focused on information security; DEWA Digital Mapping Solution, a 3D Mapping solution for the digitisation of assets and environments with LiDAR technology; and PoC for Automation of Asset Tracking that automatically synchronises with the SAP system.

DEWA also organised a series of panel discussions, school tour, roadshows and workshops to highlight the importance of innovation and latest disruptive technologies to achieve sustainability.







## DEWA is the first utility in the world to enrich its services with ChatGPT technology

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA announced that DEWA is working to enrich its services with ChatGPT technology supported by Microsoft. This will make DEWA the first utility globally and the first UAE government entity to use this new technology. This is part of DEWA's continuous efforts to promote its leadership locally and globally.

The announcement was made as HE Saeed Al Tayer received Naim Yazbeck, General Manager of Microsoft UAE. The move underlines DEWA's pioneering successes in all digital areas and is a continuation of its use of Artificial Intelligence (AI), which started in 2017 by developing an AI roadmap. DEWA has already launched various services and initiatives that use AI to enrich the

experiences of customers, employees, and other stakeholders.

DEWA intends to provide ChatGPT technology through Moro Hub (Data Hub Integrated Solutions LLC), a subsidiary of Digital DEWA. The

aim is to provide services supported by this technology and employ it in serving customers and employees. This will ensure providing integrated and advanced services that enhance productivity and meet current and future needs.



## DEWA provides its virtual employee Rammas on Instagram, becoming the first government entity in the UAE to use a chatbot on Instagram

DEWA has announced that Rammas, its virtual employee that uses Artificial Intelligence (AI), is now available on its Instagram channel through the 'Message' feature. This makes DEWA the first government organisation in the UAE to use chatbot technology on Instagram. The move is part of DEWA's ongoing efforts to provide a seamless experience for its customers using the latest technologies.



## DEWA wins the Organizational Achievements award at the Global Excellence Assembly Awards 2022

DEWA has been crowned with the prestigious Global Excellence Assembly awards 2022, based in the USA, in the "Organizational Achievements" category. This is in recognition of DEWA's global achievements in total quality and excellence. DEWA is the only entity worldwide to win this category in

the second round of the award this year, surpassing 988 entities from 16 countries DEWA scored 94% in the evaluation conducted by the International Council of Excellence according to the Baldrige model.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, was pleased with

this global achievement, which adds to DEWA's record of world-leading awards and achievements, making it one of the best and most efficient utilities in the world. Al Tayer said that DEWA's surpassing other prominent global entities underlines its position as one of the most distinguished utilities in the world.



## DEWA obtains ISO/IEC 27001:2013 for Information Security Management

DEWA has successfully completed the ISO/IEC 27001:2013 certification, which is the highest international standard in Information Security Management System. This followed a rigorous evaluation and auditing processes by the British Standards Institution (BSI).

DEWA obtained the ISO certificate (27001:2005) in 2010, which was updated in 2014, and then the scope of application of the certification standards was expanded to include all sectors, departments and operations of DEWA in 2018. This helped DEWA obtain the

ISO certificate (27001:2013). In 2016, DEWA launched the first specialised centre for electronic security across the Government of Dubai, which reduces potential electronic risks by proactively monitoring its services and technical assets.





DEWA is the first integrated utility in MEA to implement SAP's Audit Management System

DEWA has implemented the SAP Audit Management System ("TAWKEED"), becoming the first integrated utility in the Middle East and Africa region to implement this best-in class solution. TAWKEED is used for risk-based audit planning, planning individual audit engagement, communicating results to stakeholders, and monitoring process and implementation of action plans.

DEWA's Internal Audit Department is an independent assurance function that adopts the best-in-class standards and practices of the International Professional Practices Framework (IPPF) promulgated by the Institute of Internal Auditors (IIA). The Internal Audit department at DEWA operates under an approved charter. It conducts reviews to add value and verify the adequacy, quality and effectiveness of internal controls, risk management, governance processes and systems of DEWA and its subsidiaries through an annually developed risk-based audit plan. The Internal Audit Department acts as a third-line role to provide assurance, advice and insight that DEWA and its subsidiaries are efficient and effective in conducting their responsibilities and in line with its corporate vision, mission and objectives.



DEWA achieves exceptional results in Brand Finance Rankings



- DEWA is the 2nd most valuable utility in the Middle East
- HE Saeed Al Tayer among top CEOs in the Middle East

DEWA has been recognised as the second most valuable Middle Eastern utilities brand and its brand value has risen by 30%, according to Brand Finance, the world's leading brand valuation consultancy. HE Saeed Mohammed Al Tayer, MD&CEO of DEWA has been ranked 3rd among the top CEOs in the Middle East as per the Brand Guardianship Index 2023 issued by Brand Finance.

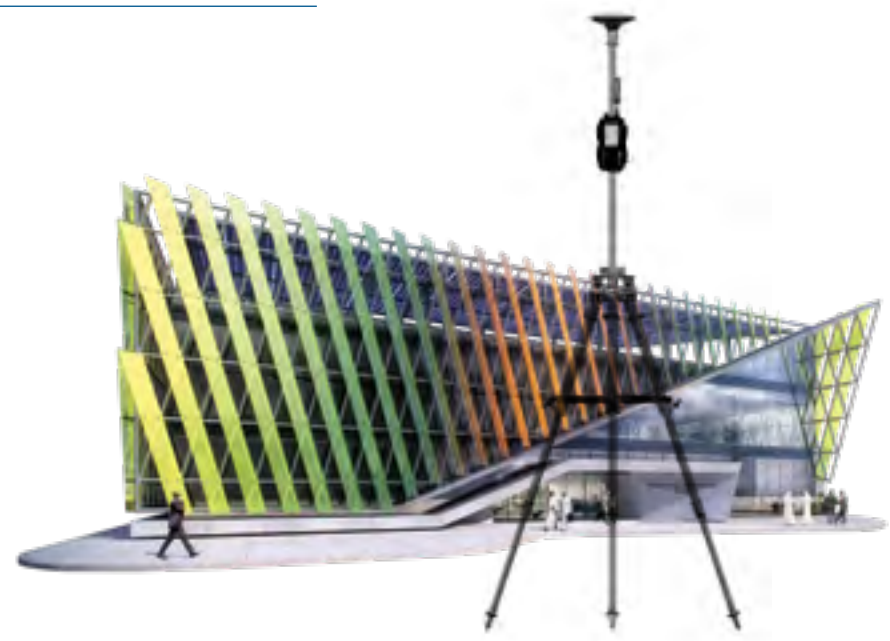
Brand Finance notes that leaders who build the most sustainable legacy for their businesses are those who balance the needs of investors, employees, customers, partners, governments, regulators and the media. Brand Finance uses a balanced scorecard of measures that capture the ability of a CEO to act as the guardian of their company's brand and a steward of long-term shareholder value. The Brand Guardianship Index includes three main pillars including 'Equity' factors which reflect current perceptions, 'Performance' factors which reflect the tangible results of these perceptions, and 'Investment' factors which support future performance. These three pillars are informed by various sub-measures.

DEWA's R&D Centre registers two patents

DEWA's Research and Development Centre has registered its 7th patent on an adhesive device for 3D printers, which automatically distributes the adhesive material on the 3D printing plate. This ensures that the printed material sticks adequately to the build plate.

The Centre also registered an eighth patent for a device that positions and surveys geographical areas, based on data it collects on-site using advanced sensors. The device then processes the data using real-time kinematic (RTK) processing techniques. The device works with a smart device developed by the R&D Centre to read the updated coordinates in a few seconds using a smart app. This ensures higher accuracy for ground cable locations, saves time and effort, reduces manpower, and protects DEWA's assets.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, highlighted that the



research papers and patents registered by the Centre have enhanced its position as a global platform for the operations and services of the utility sector. This maintains DEWA's worldwide leadership and consolidates Dubai's global position in research and development in solar energy, smart grids, energy efficiency and water, and capacity building in these sectors.



## NEWS - ACHIEVEMENTS

### DEWA awarded 'Supreme Achievement Award 2022' from the British Safety Council for winning 'Sword of Honour' and 'Globe of Honour' awards for 11 consecutive years



DEWA has been awarded the Supreme Achievement Award 2022 from the British Safety Council, which is considered the most prestigious award worldwide in health, safety, and the environment. This was in recognition of DEWA winning the Globe of Honour for Environment and the Sword of Honour for Health and Safety, for 11

consecutive years. In 2022, DEWA won the Globe of Honour for the 11th time and the Sword of Honour for the 15th time.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, received the award at DEWA's headquarters. Dr. Yousef Al Akraf, Executive Vice President of

Business Support and Human Resources at DEWA; Zaal Bin Zaal, Vice President, Supply Chain Management, Quality, Health, Safety and Environment; Nada Butti Alsuwaidi, Deputy Senior Manager, Environment Department; and Dr. Marcell Greeff, Deputy Senior Manager, Occupational Health and Safety, were present.

### DEWA wins Investors in People - Platinum Category 2022

DEWA has won the Investors in People-Platinum Category 2022, the highest level of the award. This achievement highlights DEWA's ongoing commitment to providing a positive, motivational and happy work environment. DEWA is the only institution on large enterprises level (more than 5,000 employees) that wins the platinum category certificate worldwide (with the exception of the United Kingdom), in addition, DEWA is the only institution on large enterprises level (more than 5,000 employees) that wins the platinum category certificate in the Middle East.

DEWA made this achievement after successfully passing the evaluation of the Investors in People assessor from United Kingdom (UK). This recognition is considered as a global standard that identifies unique practices in human resources to achieve corporate objectives and strategic directions.



## GENERAL INFORMATION

### What do you know about Dubai Economic Agenda "D33"?

HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, has launched the Dubai Economic Agenda 'D33' with the ambitious goals of doubling the size of Dubai's economy over the next decade, and consolidating its position among the top three global cities.

The launch of the 'D33' Agenda formed part of HH Sheikh Mohammed's annual address on the anniversary of his Accession Day on 4 January.

### The Dubai Economic Agenda 'D33' includes:

100 transformative projects, with economic targets of AED32 trillion over the next 10 years, doubling our foreign trade to reach AED 25 trillion and adding 400 cities as key trading partners over the next decade

### Why 2033?

2033 will mark 200 years since the foundation of Dubai:

the year in which Dubai will be the most important global business centre,

and by then Dubai would have completed the D33 Agenda.

#### Reference:

<https://www.mediaoffice.ae/en/news/2023/January/04-01/Mohammed-bin-Rashid-launches-Dubai-Economic-Agenda-D33>

### 2023 Year of Sustainability in the UAE

#### Slogan of the Year of Sustainability

Today for Tomorrow

#### Goals of Year of Sustainability

The Year of Sustainability includes several initiatives, activities and events that draw upon the UAE's deep-rooted values of sustainability and the legacy of its founder, the late Sheikh Zayed bin Sultan Al Nahyan, may his soul rest in peace.

It focuses on environmental sustainability by inspiring collective action through a nationwide commitment towards sustainable practices, in line with the UAE's national strategies, bringing together everyone who calls the UAE home to work towards a prosperous future.

Showcase the UAE's commitment towards fostering a global collaboration in seeking innovative solutions to challenges, such as energy, climate change and other pressing issues related to sustainability.

#### Reference:

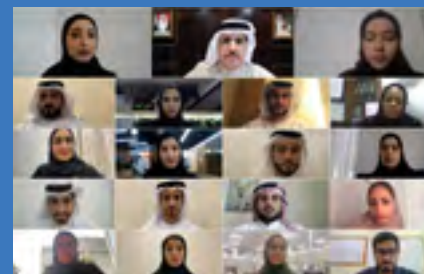
<https://www.wam.ae/en/details/1395303121020>



## DEWA's Youth Council enhances youth participation in the sustainable development journey

DEWA attaches great importance to supporting young people, investing their potential, and enhance their participation in the sustainable development journey. The total workforce at DEWA includes 3,397 young employees aged between 18 and 35 years; comprising 30% of staff. DEWA's Youth Council plays a key role in creating communication bridges with other youth councils across the UAE. From October 2019 until the end of December 2022, DEWA's Youth Council organised more than 65 activities, 25 awareness lectures, and 4 educational trips and field visits. The Council participated in 9 international forums and conferences and hosted 6 delegations within the benchmarking visits programme. A number of council members were delegated for two national and international programmes in 2022. In addition, the Council launched many initiatives and more than 10 communication platforms for its youth employees.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, praised the contributions of the Council towards achieving DEWA's goals to invest and empower the potential of youth. This enhances their constructive participation in advancing sustainable development.



## DEWA celebrates the 26th National Environment Day under the theme 'Towards a Sustainable Future'

DEWA participated in a campaign to clean the beach and plant mangroves at the Jebel Ali Marine Sanctuary, organised by the Emirates Marine Environmental Group. This is in conjunction with the National Environment Day, observed on February 4 of each year, and was held this year under the theme 'Towards a Sustainable Future'. More than 250 employees and their families participated. The campaign succeeded in removing more than 1,500 kilograms of garbage from the reserve's beaches, one of the most important nature reserves in Dubai. Also, the participants planted 310 mangroves.

DEWA also launched an awareness campaign through its internal channels and its official pages on social media websites to raise awareness among employees and customers about the importance of preserving precious natural resources. DEWA organised virtual environmental lectures in Arabic and English, in cooperation with Dubai Municipality, to highlight the most important natural reserves in the UAE and Dubai.





# INTERNATIONAL WOMEN'S DAY



**DEWA is a substantial partner in enhancing the UAE's competitiveness in women empowerment**

The continued support of DEWA for its female employees plays a fundamental role in consolidating national efforts aimed at sustaining the UAE's achievements in women empowerment. DEWA's relentless efforts to enhance the effective presence of female employees in the energy sector, especially renewable and clean energy and sustainability, contribute to preserving the UAE's leadership in supporting the 17 UN Sustainable Development Goals (SDGs) 2030, including gender equality. The country has made significant progress in gender balance in 2022, by advancing to 11th globally, and it ranked first in the Arab world on the Gender Inequality Index (GII) of the United Nations

Development Programme's Human Development Report 2022.



"DEWA focuses on empowering women in senior and technical positions. It offers equal opportunities for both men and women. This makes it a role model for public and private organisations inside and outside the UAE. It provides a positive, motivational and happy work environment that supports female employees and helps them prove their capability and competence. This consolidates the outstanding Emirati model, which was initiated by the late Founding Father Sheikh Zayed bin Sultan Al Nahyan, may his soul rest in peace, and is supported by the vision of His Highness Sheikh Mohamed bin Zayed Al Nahyan, President of the UAE; His Highness Sheikh Mohammed bin Rashid

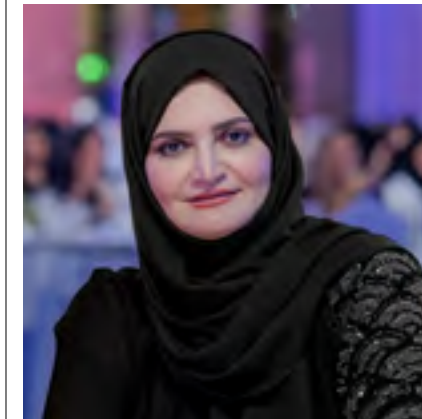
Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai; and Her Highness Sheikhha Fatima bint Mubarak, Chairwoman of the General Women's Union, Supreme Chairwoman of the Family Development Foundation, and President of the Supreme Council for Motherhood and Childhood (Mother of the Nation). This model is based on enhancing women's participation in various fields and making Emirati women an icon of our national achievements that enjoy global appreciation and respect. Our female employees record daily achievements that support the excellence and leadership of DEWA as one of the best utilities worldwide," said **HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.**

**The number of female employees at DEWA has reached 1,940, working in all its departments, including 813 in the engineering and technical sector. Around 1,070 female employees occupy supervisory positions at DEWA. Emirati female employees constitute 83.56% of the total female workforce, and the percentage of Emirati female employees in the Research and Development Centre is 31%, with higher academic degrees in scientific and engineering fields.**

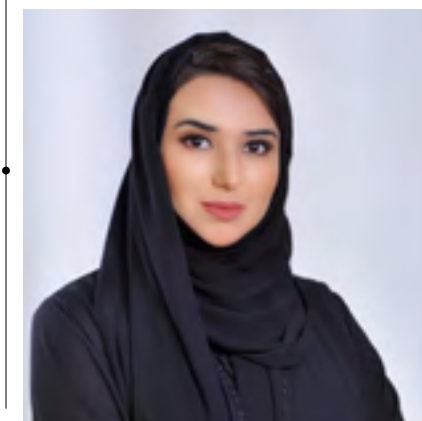


"DEWA is one of the largest government organisations to employ women in technical positions within the energy sector in Dubai. DEWA's top management is keen to empower women at all levels, believing that women are essential partners in building the country, maximising its gains, as well as enhancing its competitiveness in all fields. Women are an important pillar in the sustainable development process

and active partners in the nation's achievements. They have proven their competence in various sectors, including the energy sector," said **Khawla Al Mehairi, Executive Vice President of Strategy and Government Communications at DEWA.**



"Our top management is keen to enhance the role of women and enable them to actively participate in the success and excellence of DEWA. This supports the distinction and competitiveness of the UAE. This is by providing all elements of success and creativity to all its employees, who were able to shape the success of DEWA's journey and track record of achievements," said **Amal Koshak, Vice President of Marketing and Corporate Communications at DEWA.**

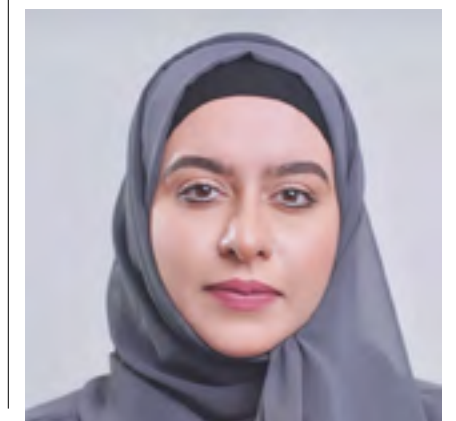


"DEWA has many inspiring stories of Emirati women who work to achieve national aspirations and keep the nation's flag raised high in all fields

across the Arab world, the region and the globe. These women are the best ambassadors of our beloved country in various international arenas and sectors," said **Dr Aesha Alnuaimi, Director of the Innovation Centre at DEWA.**



"DEWA's Youth Council attaches great importance to strengthening the role of women and youth in the energy sector. This aims to consolidate the gains achieved by the UAE in the past years and carry on the journey of ambitious achievements in the coming years. An array of DEWA's female employees have succeeded in enhancing their position among young successful competencies. They effectively contributed to igniting the capabilities of DEWA's youth," said **Aysha Alremeithi, DEWA's Youth Council President.**



"DEWA Women's Committee is committed to providing all the opportunities that help female employees, regardless of their positions



and responsibilities, to succeed, develop and keep pace with emerging changes, so that they remain role models in effective national action. This is in line with the directives of the wise leadership in the country to enhance the status of women and empower them in various sectors. In this regard, the committee organised more than 50 community, professional and specialised activities during 2022, and received four delegations as part of benchmarking visits. The percentage of female employees' satisfaction towards the committee's performance reached 94.5%. During the past three years, DEWA's female employees obtained more than 50,000 training opportunities and 63 scholarships. DEWA also received 28 fresh graduates as interns during 2022, 26 are in the fields of engineering and other specialised fields. This reflects the clear and effective role of DEWA in promoting women's leadership in all fields," said **Fatima Al Jokar, Legal Advisor - Legal Affairs, Chairperson of DEWA Women's Committee.**



"DEWA provides all the tools and enablers that help female employees

meet the highest standards of excellence. DEWA also encourages the participation of female employees in various internal and external individual awards, and helps them advance in their career path, in a way that meets their aspirations and enhances their role in achieving national goals," said **Mahra Saeed Bin Touq Almarri- Deputy Senior Manager – Excellence - Distribution Power at DEWA.**



"DEWA allows us to actively participate in bringing about a positive change in society at the economic, environmental and social levels. This contributes to its growth and advancement. Moreover, DEWA helps us participate in awareness-raising and interactive activities that aim to ensure sustainable development and a balance between economic growth and environmental needs," said **Maryam Abdulaziz Khansaheb- Manager of Corporate Sustainability, Business Development and Excellence at DEWA.**



"I am proud of my work at DEWA, and I try to make the most of the wide horizons that DEWA offers to all its employees to learn about the latest technologies of the Fourth Industrial Revolution and keep pace with accelerating change. DEWA also encourages our participation in many international conferences to represent Emirati women in international forums," said **Tawadod Rashid Almutawa, Assistant Manager - Innovation Alliance, Innovation and Future at DEWA.**

## DEWA Women's Committee organises the 2nd Dubai Government Women Committees Forum

DEWA Women's Committee, in cooperation with Dubai Women Establishment (DWE), organised the 2nd Dubai Government Women Committees Forum, to highlight the constructive ideas and innovative initiatives launched by the government organisations to empower women and enhance their active contribution in all fields of national work. The forum was held at DEWA Campus for Occupational and Academic Development. It witnessed the participation of 14 women committees from various Dubai government departments and organisations. It featured panel discussions and brainstorming sessions to exchange knowledge, experiences, and success stories. DEWA is the first organisation, after DWE, to organise this event.





HE Saeed Al Tayer  
discusses cooperation  
with Paraguayan  
ambassador to the UAE



HE Saeed Al Tayer  
discusses bilateral  
cooperation with Germany's  
Saxon State Minister for  
Economic Affairs, Labour  
and Transport



HE Saeed Al Tayer  
discusses cooperation  
with Germany's new  
Consul General to Dubai



His Excellency discusses  
cooperation in sustainability  
and combating climate  
change with two high-level  
delegations from  
Belgium and Canada



H.E. Al Tayer discusses bilateral cooperation with a high-level delegation from Emerson



And discusses  
cooperation with  
France's satellite  
operator Eutelsat



His Excellency receives two  
high-level delegations from  
Électricité de France and  
National Institute of  
Hydraulic Resources of Cuba





## HE Saeed Mohammed Al Tayer meets high-delegations at the World Government Summit



And a high-level delegation from Visa Global



HE Saeed Al Tayer received a high-level delegation from the New York City Commission



His Excellency welcomed Roger Kornberg, an American biochemist who  
received the Nobel Prize in Chemistry in 2006

## Chat GPT



*In a recent cabinet meeting, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, approved plans to launch a study gauging the impact of Chat GPT on education, health, media and other sectors. The study will assess how the government will deal positively and safely with these technologies.*

### GPT 4

OpenAI, the company behind ChatGPT, has launched a new version of its AI-based chatbot. OpenAI said that GPT-4 is more creative than ever. OpenAI launched ChatGPT written conversation bot in mid-November 2022, to be able to learn and develop itself. It is currently used by more than a hundred million people around the world.

### Bill Gates: GPT is the most important advance in technology since 1980

Microsoft co-founder Bill Gates said that OpenAI's GPT AI model is the most revolutionary advance in technology since he first saw a modern graphical desktop environment (GUI) in 1980.

"The development of AI is as fundamental as the creation of the microprocessor, the personal computer, the Internet, and the mobile phone. It will change the way people work, learn, travel, get health care, and communicate with each other. Entire industries will reorient around it," Gates wrote.



## Dubai records 5.5% growth in energy demand in 2022 compared to 2021

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, announced that energy demand in Dubai increased in 2022 by around 5.5% compared to 2021. Energy demand in 2022 reached 53,180 gigawatt-hours compared to 50,401 gigawatt-hours in 2021.

Al Tayer said that the increase in energy demand reflects the strong performance of all economic sectors in Dubai, in addition to the continuous growth in population and the expansion the Emirate is witnessing in all key activities.

## DEWA commissions 1,113 11 kV distribution substations in 2022

DEWA commissioned 1,113 11kV substations across the Emirate of Dubai in 2022. This is part of its efforts to provide an advanced infrastructure to keep pace with the growing demand for energy in Dubai. The construction of the substations and jobs related to new customers resulted in a total of 979,662 man-hours, according to the highest standards of quality, efficiency and safety, while following all precautionary measures.



## DEWA expands its fibre optic ducts over 350 kilometres across Dubai in 2022

DEWA has completed the extension of over 350 kilometres of Fibre Optic (FO) ducts in 2022 across different areas in Dubai. This increases the total length of these cable ducts since 2015 and until 31 December 2022 to 3,634 kilometres. This is part of DEWA's ongoing efforts to support its smart infrastructure and accelerate its digital transformation. The external FO ducts protect and direct all Fibre Optic (FO) cables in communication, data transfer and remote operations. This enhances DEWA's infrastructure of FO and its smart grid. It also ensures the seamlessness and availability of round-the-clock integrated and connected services, according to the highest standards of availability, reliability, accountability, and sustainability.

DEWA's FO network supports the InfraX Network Operations Centre, which DEWA implemented in collaboration with Huawei, to provide pioneering digital services, and to enhance smart services and Digital DEWA's data-centre

and cloud-computing value-added services. The fibre network also plays a key role in ensuring the continuity of innovative communication services with international standards in the UAE and expanding its use. This is through partnerships with DEWA across different government organisations and business sectors to lease out a part of DEWA's dark fibre networks to provide communication services.





## DEWA organised 157 awareness & training sessions for its employees on occupational health and safety in 2022

DEWA organised 157 training courses and awareness sessions on occupational health and safety during 2022, with the participation of 2,170 employees from various divisions. DEWA also organised its 20th Internal Health

and Safety Week, which featured various activities in all aspects of occupational health and safety, supporting the organisation's continuous efforts to provide a healthy and safe work environment.



## DEWA approved 92,183 NOC applications in 2022 as part of the Soqoor programme

DEWA has approved 92,183 No Objection Certificates (NOC) applications in 2022 as part of the Soqoor programme. It is the first government programme of its kind to evaluate consultants and contractors in Dubai and identify their compliance with the requirements, standards, terms and conditions, and guidelines when submitting NOC service applications and field operations for their projects.

Hussain Lootah, Executive Vice President – Transmission (Power) at DEWA, highlighted that DEWA approved 92,183 applications for the NOC service submitted by 2,130 consultants and contractors until the end of December 2022. The Transmission Power division approved 49,011 applications whereas the Distribution Power division approved 32,508 applications; and the Water & Civil division approved 10,664 applications.



## DEWA commissions 17 transmission substations in 2022 for AED 3.2 billion

DEWA inaugurated 17 new substations in 2022. These include fifteen 132kV stations with a conversion capacity of 2,280 megavolt amperes and two 400kV stations with a conversion capacity of 4,000 megavolt amperes, in Al Qusais Industrial Area 5 and Jebel Ali First. DEWA installed five kilometres of 400kV overhead transmission lines and 247 kilometres of 132 kV ground cables to connect the substations to the main transmission network. This is part of DEWA's continuous efforts to keep pace with the prosperity of Dubai.

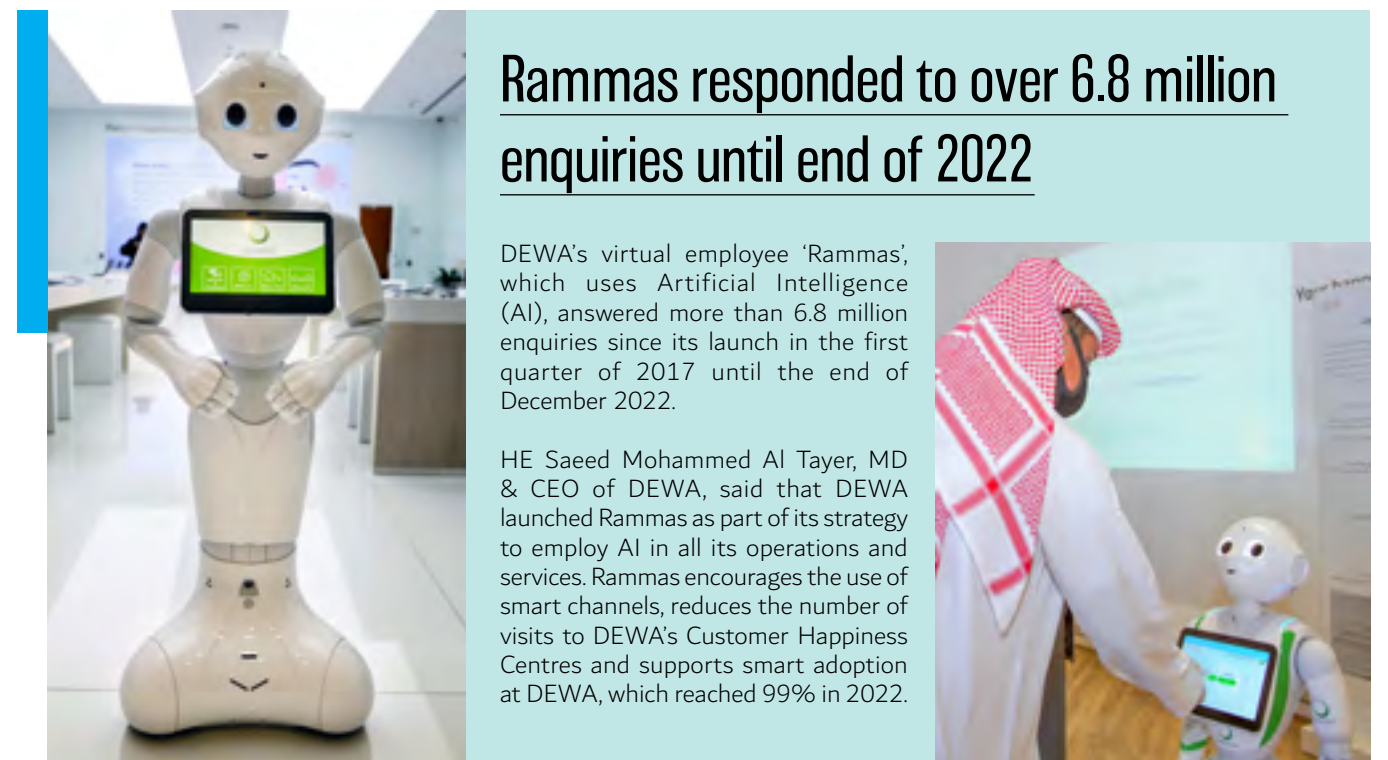
The new 132kV main transmission stations supply Al Barsha South, Jebel Ali, Al Furjan, Al Merkadh, Business Bay, Umm Hurair, Wadi Al Safa, Oud Al Muteena, Al Rigga, Al Wasl, Me'aisem, Umm Al Ramool, Al Aweer, and Ghadeer Barashy. The total cost of these stations and projects has reached around AED 3.2 billion.



## Rammas responded to over 6.8 million enquiries until end of 2022

DEWA's virtual employee 'Rammas', which uses Artificial Intelligence (AI), answered more than 6.8 million enquiries since its launch in the first quarter of 2017 until the end of December 2022.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, said that DEWA launched Rammas as part of its strategy to employ AI in all its operations and services. Rammas encourages the use of smart channels, reduces the number of visits to DEWA's Customer Happiness Centres and supports smart adoption at DEWA, which reached 99% in 2022.





## Smart electricity & water meters in Dubai increase 10-fold in 7 years

Dubai's population benefit from 2.1 million smart electricity and water meters, as part of DEWA's efforts to develop smart and advanced infrastructure in accordance with the highest international standards. The number of smart meters has increased from 200,000 in the first phase which was completed in January 2016 to 2.1 million meters currently.

Smart meters enable customers to benefit from the Smart Living initiative, which helps them monitor their consumption independently. Customers can log onto their DEWA accounts through the website and smart app, view their dashboard to monitor their consumption, and learn about tariff slabs for customers in the residential sector. Customers can also benefit from the initiative by comparing their consumption with similar homes, to help them manage their consumption.



## HE Saeed Al Tayer announces that the share of clean energy capacity has reached 14% of Dubai's total power production capacity

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, has announced that the production capacity of clean energy in Dubai has reached 2,027 megawatts (MW) using photovoltaic solar power (PV) and concentrated solar power (CSP). This is about 14% of Dubai's total power production capacity of 14,517 MW. The announcement was made during Al Tayer's visit to the Mohammed bin Rashid Al Maktoum Solar Park, which DEWA is implementing. This is the largest single-site solar park in the world using the Independent Power Producer (IPP) model. It will have a production capacity of 5,000 MW by 2030, using photovoltaic solar panels and CSP technologies.

Al Tayer inspected work progress in the 4th phase of the park, where 417MW have been connected to DEWA's grid. This includes 217MW from photovoltaic solar panels, and 200MW from CSP using parabolic basins. The 4th phase of the solar park is 92% complete. Al Tayer met with DEWA's Emirati employees who are trained on clean energy projects of the 4th phase of the solar park. This phase is being implemented by Noor Energy 1. DEWA owns 51% of the company while ACWA Power holds 25%, and the Silk Road Fund owns 24%.

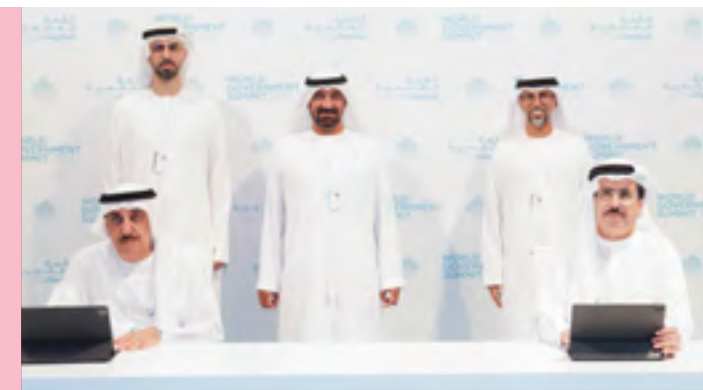
Al Tayer also inspected the 5th phase of the solar park where DEWA has connected 600MW to its grid. The 5th phase has a total capacity



of 900MW and investments of AED 2.058 billion. The 300MW third project of the 5th phase is 52.9% complete and will be commissioned in 2023. It uses the latest solar photovoltaic bifacial technologies with Single Axis Tracking to increase energy production. It will provide clean energy for more than 270,000 residences in Dubai and reduce 1.18 million tonnes of carbon emissions annually.



## DEWA and ENOC sign MoU to develop and operate a joint integrated pilot project for the use of hydrogen in mobility



In the presence of HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of the Dubai Supreme Council of Energy, HE Suhail Al Mazrouei, Minister of Energy and Infrastructure, and HE Omar bin Sultan Al Olama, Minister of State for Artificial Intelligence, Digital Economy and Remote Work Applications, HE Saeed Mohammed Al Tayer, MD and CEO of DEWA, and HE Saif Humaid Al Falasi, CEO of ENOC Group, signed an MoU to cooperate in a feasibility study to establish, develop and

operate a joint integrated pilot project for the use of hydrogen in mobility. This proposed project will take advantage of DEWA's existing green hydrogen production facility in the Mohammed bin Rashid Al Maktoum Solar Park and ENOC's knowledge of the fuel market and reach to customers.

The MoU was signed during the World Government Summit 2023. The signing ceremony was attended by officials

from the Dubai Supreme Council of Energy, DEWA, and ENOC. The project includes a feasibility study for building a hydrogen fueling station, contributing to achieving the goals of the Dubai Green Mobility Initiative 2030, which aims to stimulate the use of sustainable means of transportation, and supports the national hydrogen vehicle system, which aims to develop the hydrogen economy in the UAE and open local markets to hydrogen vehicles.

## Masdar and DEWA sign partnership agreement for ADSW and WETEX

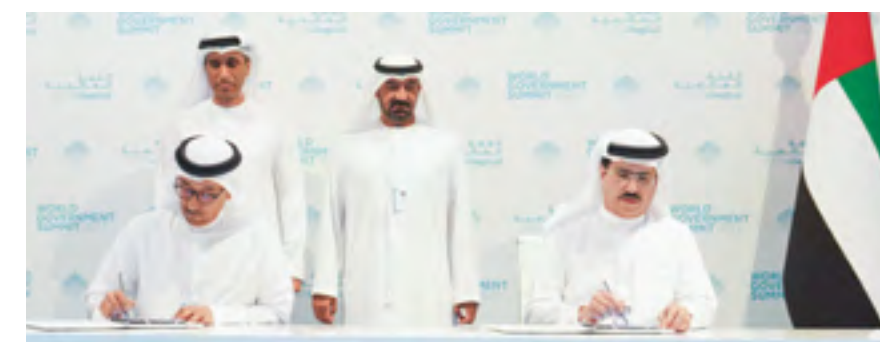
Masdar and DEWA, signed a three-year partnership agreement to sponsor Abu Dhabi Sustainability Week (ADSW) and DEWA's annual WETEX and Dubai Solar Show.

The agreement was signed at ADSW 2023 by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA and Mohamed Jameel Al Ramahi, CEO of Masdar. As per the agreement, DEWA will be the ADSW Opening Ceremony Associate Partner from 2023 to 2025, while Masdar will be the WETEX Jubilee Sponsor for the same period.



## DEWA and Dubai Municipality sign PPP to buy electricity from Dubai Waste Management Centre

In the presence of HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of the Dubai Supreme Council of Energy, and HE Abdullah Al Basti, Secretary General of Dubai Executive Council, HE Saeed Mohammed Al Tayer, MD&CEO of DEWA and HE Dawoud Al Hajri, Director General of Dubai Municipality, signed a 35-year Power Purchase Agreement (PPP) from Dubai Waste Management Centre, the world's largest and most efficient waste-to-energy centre. The new agreement aims to support Dubai Government's



directions in the field of clean and sustainable energy, serve sustainability and the circular economy, as well as enhance cooperation between the two

sides. The agreement was signed during the World Government Summit 2023 in Dubai. A number of officials from DEWA and Dubai Municipality were present.





**HE MOHAMMED AHMED AL MURR,**  
Chairman of the Board of Trustees of the  
Mohammed bin Rashid Al Maktoum Library

First, we would like to welcome you and wish you continued success.

**In light of the UAE's vision to prepare for the future, what are the strategies of the Mohammed bin Rashid Library in supporting authors, researchers, and creators?**

Supporting authors, researchers, and creators is an essential part of the cultural, literary, and research within society, in addition to its main role in the sustainability of the culture and knowledge sector. Since the early moments of establishing the Mohammed bin Rashid Library, we have placed their contribution to literature, culture, Arabic heritage, and language at the top of our priorities. We are keen to encourage writers, authors, and creators to promote intellectual production in the Arabic language and translate it into various fields of literature, knowledge, and arts. This aims to shape the future of the cultural scene in the UAE and strengthen the position of Dubai as a cultural metropolis and a beacon of knowledge.

In order to achieve this vision to attract and support creators, writers

and researchers, we cooperate with government and private entities in hosting many events, cultural seminars and book signings throughout the year to introduce new writers and encourage them to communicate with the public in a way that enhances their literary and creative achievement. Moreover, we have been keen to provide a database for students, researchers and academics that includes more than 5.5 million papers in masters and doctoral degrees, which is the most significant number in the country.

**How does the library contribute to enriching knowledge and culture, as well as creating a well-educated society?**

Since its inauguration, the Mohammed bin Rashid Library has played a major role in promoting free access to information, which is one of the main factors in providing visitors and members with many different sources of knowledge, in addition to organising many free educational, cultural and entertaining seminars and workshops for all segments of society.

Today, in light of its state-of-the-art

technology and capabilities, the library constitutes an integrated community hub that combines culture, education and entertainment, through its periodic and sustainable programmes and events. These encourage and motivate new generations to read, learn and know, in a way that supports our vision and strategy to create a generation armed with knowledge and science and meets the wise leadership aspirations as well as consolidate the position of Dubai as a cultural and knowledge destination. This also strengthens the Emirate's efforts to enrich the cultural scene, accelerate intellectual achievements, and support the creative movement locally, regionally and globally.

**How has the library utilised applying the latest technologies and tools in international libraries?**

The Mohammed bin Rashid Library has succeeded in harnessing the latest technologies to provide comfort to visitors and members. It relies on using Artificial Intelligence (AI) technologies, augmented virtual reality, holograms, and smart robots to respond to visitors' enquiries. The library comprises an automated store that carries books from

the central store to the reading rooms, self-service kiosks, a digitisation lab, smart shelves, in addition to installing chips on books, for tracking and recording them. All of these services were developed to provide convenience for visitors and members during their visit, contributing to being one of the most advanced libraries in the world.

The Mohammed bin Rashid Library also provides a virtual tour for its visitors through its website, which enables them to wander between its corridors, and visit the information centre as well as the various branch libraries on each floor, which include: the public library; the youth library; the children's library; the maps and atlases library; and the arts and media library; business library; Emirates library; periodicals library; and special collections library.

**What are the library's contributions to supporting people of determination?**

The Mohammed bin Rashid Library for People of Determination has allocated a variety of comprehensive services and facilities, which include designated places and ramps, spaces for wheelchairs inside the car park, the main library building, and all floors and public halls of the library to facilitate access to all floors of the library. It

provides a distinct and unique collection of Braille books and audiobooks, and support devices, which contribute to the integration and empowerment of people of determination in public life.

We were also keen to integrate and empower people of determination and retrofit the building and its facilities to comply with the Dubai Universal Code of Design by 100%. This is through providing wheelchairs in front of the main entrance, writing addresses of public facilities in Braille for the blind, and placing audio and visual alarms, alarms for toilets, and evacuation chairs on every floor of the building, which are equipped with the latest technology and tools.

At the Mohammed bin Rashid Library, we seek to ensure that people of determination have access to distinguished services through advanced and specialised devices that serve the blind and the visually impaired. It also contains a set of devices that support these categories to access knowledge easily, such as: page enlargement devices, a page reader device, and a Braille printer, in addition to the inclusion of the Braille language in the classification cards of the information centre library, the children's library, and others.

**In line with national strategies, what are the library's efforts in increasing societal awareness on the importance of protecting natural resources, the environment and reducing consumption?**

The Mohammed bin Rashid Library reflects Dubai's sustainable vision, which aims to be among the world's most sustainable cities. The library building was designed to meet the Emirate's commitment to preserving the environment. 10% of the building's energy is provided by solar panels. The building was designed to reduce irrigation water consumption by 50% and reuse water collected from air conditioning to irrigate cultivated areas.

The external structure was designed to isolate the inside from the outside, in addition to increasing the periods of self-shading to the maximum degree, which contributes to reducing the retention of sunlight, in addition to using smart windows to adjust the amounts of light and heat that enter the building. This increases the levels of efficiency of energy consumption and provides a comfortable atmosphere for visitors.



## DEWA's commitment towards the happiness and empowerment of its Employees of Determination in the workplace

“ DEWA is committed to promoting a culture of diversity and inclusion in the work environment. We seek to create awareness among employees about the best ways to support the inclusion and empowerment of people of determination in work and society. We provide an accessible and flexible environment for our Employees of Determination to unleash their energies and prove their capabilities. As a globally leading sustainable innovative corporation, we will continue to support the inclusion and empowerment of our Employees of Determination to make DEWA a happier workplace and Dubai the world's best city to work and live in. ”

HE SAEED MOHAMMED AL TAYER,  
MD & CEO OF DEWA

## DEWA's achievements with Employees of Determination in working towards the happiest inclusive workplace

DEWA has come a long way in supporting and empowering people of determination at work and in society. It has launched many initiatives, programmes and services in accordance with careful plans and strategies that ensure an inclusive employment journey for its employees of determination. DEWA has continued its efforts in developing an inclusive environment for its employees by providing all assistive technologies, reasonable accommodation, and special equipment to its employees of determination with different disabilities.

Abshir Office- the dedicated HR team for supporting the inclusion of EODs in the workplace collaborated with other departments in 2022 to ensure the engagement of EODs by coordinating and conducting 14 virtual activities, events, and workshops, including 'Emirati Women's' Day, events, sports competitions and virtual lectures. Thirty-nine awareness circulars were sent to DEWA EOD on Safety Protocols Upon Returning to Work.

In 2022, a special happiness event was arranged for EODs, with the participation of 38 employees and their friends to provide insights into happiness hacks as well as indoor sports, quizzes and fun activities.

DEWA has enhanced its capabilities as an inclusive organisation with the total number of employees trained in how to deal with PODs has increased from 8443 in 2021 to 9688 by 2022. Examples of training courses conducted in 2022 include 'Skills On How To Deal With People Of Determination' (Smart Learning), 'Coaching Skills For Managers'/Sadiqi Of EOD, Sanad Toolkit (Arabic), Inclusion & Accommodation Awareness For PODs. 100% of EODs have completed their annual training plan for 2022. The number of EODs of various disabilities increased from 19 in

2017 to 41 in 2022. The happiness level of EODs reached 100% in 2022, while the happiness level of their relatives reached 96.60% in 2022.

In 2022, the POD Health & Safety (H&S) Standards, the inclusive COVID-19 Management System and the DEWA H&S Management System were externally assessed by the ISO 45001:2018 audit conducted by Bureau Veritas as well as the British Safety Council 5 Star H&S Audit. DEWA has achieved an excellent result of 97.88% and maintained its 5 Star Rating for



2022. The British Safety Council has awarded DEWA with a 'Double Sword and Globe of Honour Supreme Achievement Award - 2022', which is considered the most prestigious award worldwide in the field of health, safety, and environment, recognising DEWA for simultaneously winning the Globe of Honour Award for Environment and the Sword of Honour for Health and Safety, for eleven years running.

DEWA won the Globe of Honour Award for Environment for the 11th consecutive time and the Sword of Honour for its inclusive H&S Management System

for the 15th time. In addition, DEWA successfully conducted four follow-up refresher POD H&S Awareness sessions.

In 2022 DEWA Academy continued its 'Inclusive Education' journey, working on the Knowledge and Human Development Authority (KHDA) requirements in accordance with the Inclusive Education Manual. DEWA Academy presented a number of initiatives in 2021 and 2022 to follow up with graduate PODs. Examples of such initiatives include updating the registration and admission procedures as well as the recruitment procedures for POD students, adding

accessibility features to the Academy website to provide easy access to PODs according to Digital Dubai accessibility standards, raising more awareness for parents/students to deal with PODs during any pandemic crisis and protecting their children from infection, in addition to implementing introductory workshops for parents about the policies of the Inclusive organisation. It also followed up with graduates in technical fields, developed a case study model and conducted workshops to train employees on the implementation of a case study as per the work procedures and governmental inclusive education policies.



## What do you know about the social services, habilitation, and rehabilitation for people of determination?

**The social services, habilitation and rehabilitation are basic rights listed by the local law no. (3) for 2022 for Persons with Disabilities in the Emirate of Dubai**

**Habilitation means:** Developing the abilities of a Person with Disability through a specialised method of habilitation, such as providing direct medical treatment, physiotherapy, psychotherapy, Assistive Devices, education, and vocational training.

**Rehabilitation means:** Prepare and help individuals to return to their abilities & achieve the highest level of function in order to adapt to society after the occurrence of disability.

**Social services for people of determination means:** All the services which contribute to social development in general, and to the care for and protection, empowerment, and inclusion of the most vulnerable segments in particular. These services include raising awareness; counselling; providing shelter for non-health-related purposes; day care; home care; social habilitation; protection from abuse, neglect, and exploitation; and offering financial benefits, whether monetary or in-kind.





# AROUND THE WORLD

## \$100 billion required in funds for increasing renewable energy capacity in Arab countries by 2035

▶ The Arab Monetary Fund (AMF) expected that the total renewable energy production capacities in Arab countries would reach about 160,000 megawatts (MW) until 2035, at an estimated cost of about \$100 billion. The AMF added that this will contribute to reducing carbon dioxide emissions from those countries.

The Joint Arab Economic Report stated that Arab countries represent part of the solution in facing climate change, as they enjoy a good geographical location between the markets in Europe and Asia. They also have available, low-cost renewable energy sources, and an extensive energy infrastructure that includes refineries, storage and fuel supply facilities, and natural gas pipelines that can repurposed for hydrogen transport.

The report indicated the growing importance of hydrogen at the global level, especially green hydrogen, as one of the most important sources of future energy, as part of ongoing efforts to achieve net zero emissions by 2050 and capping the rise in global temperature at 1.5 degrees Celsius.

It is expected that hydrogen will account for a large share of the final energy

consumption by 2050, and that its global trade will account for more than 30% of its total production during the same period.

The report stated that hydrogen production, especially blue hydrogen, which relies on natural gas for its production, could be more feasible in Arab countries compared to other regions of the world, and this will require the development of legislation and regulatory frameworks that focus on hydrogen as well as creating a supportive regulatory environment to ensure the approval of allocations and financing opportunities for investment in hydrogen projects and infrastructure.

The report indicated that this also requires capitalising on the abundance of solar energy, investing in solar power plants at the industrial level, developing technologies to increase the production of green hydrogen, establishing the infrastructure for storing and transporting green hydrogen through ports and existing industrial infrastructure, and strengthening partnerships between the public and private sectors to develop the adequate infrastructure for production and export.

The report indicated that 2021 witnessed great developments in several Arab countries, including the UAE, Saudi Arabia, Algeria, Iraq, Qatar, Egypt, Oman, Morocco, and Mauritania, as part of their efforts to implement mega projects and sign memorandums of understanding to achieve leadership in the production of environmentally friendly hydrogen.

The "Energy Transition Readiness 2023" index launched by Siemens Energy and Roland Berger, shows that Middle Eastern and African countries scored 26% in terms of readiness to shift from conventional to sustainable energy.

The index confirmed that the Middle East and Africa region enjoys promising potential in green hydrogen, as there are 46 projects under construction in the Middle East and Africa, supported by the abundance of low-cost renewable energy with 60% of the energy demand that is in areas with high potential for solar and wind energy.

The International Renewable Energy Agency (IRENA) estimates that achieving climate goals will require investments in the Middle East and North Africa amounting to \$670 billion by 2030.

<https://www.siemens-energy.com/global/en/news/magazine/2023/energy-transition-readiness.html>

# LOCAL NEWS



## Abdullah bin Zayed launches COP 28 logo



▶ HH Sheikh Abdullah bin Zayed Al Nahyan, Minister of Foreign Affairs and International Cooperation has unveiled the new official logo and branding for the 28th Session of the Conference of the Parties (COP 28) to the UN Framework Convention on Climate Change (UNFCCC), which will take place at Expo City Dubai from 30 November to 12 December 2023.

Led by the concept that we are all inhabitants of 'One World', the spherical design in light and dark green includes a collection of diverse icons, from people and renewable energy technologies to wildlife and nature, encapsulated in one globe. The imagery represents the wealth of humanity's natural and technological resources, and emphasises the need for innovation across all sectors to drive inclusive and transformational sustainable development.

Reference: <https://www.wam.ae/en/details/1395303119954>



## Dubai Now app crosses 1 million users threshold

▶ HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, and Chairman of The Executive Council of Dubai, asserted that the strategic concept of service delivery in Dubai is rooted in the integration, interdependence, unification, and streamlining of digital services, which makes the city's services more accessible, effective, and safe, while accelerating Dubai's transformation into a global digital capital.

HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum said that the services offered on the Dubai Now application embody the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE, and Ruler of Dubai, to transform the Emirate into a global digital capital and position it as the best city in the world in terms of quality of life and digitalisation.

Dubai Now provides more than 130 services from over 30 government and private entities. It has processed 20 million digital payment transactions worth more than AED 10 billion since its launch.



## Dubai Customs completes 25.7 million transactions in 2022



▶ Ahmed Mahboob Musabih, Director General of Dubai Customs, CEO of the Ports, Customs and Free Zone Corporation, said that the performance of Dubai Customs in 2022 kept pace with the economic boost in the UAE across all sectors. This was a result of the government policies and the strategic initiatives that have consolidated the country's position in the global economy.

Musabih added that Dubai Customs completed 25.7 million transactions in 2022. Dubai Customs provides smart and pioneering services to reduce the customs' procedures and make it easier for customers. Customers' happiness towards Dubai Customs smart services has reached 98%.