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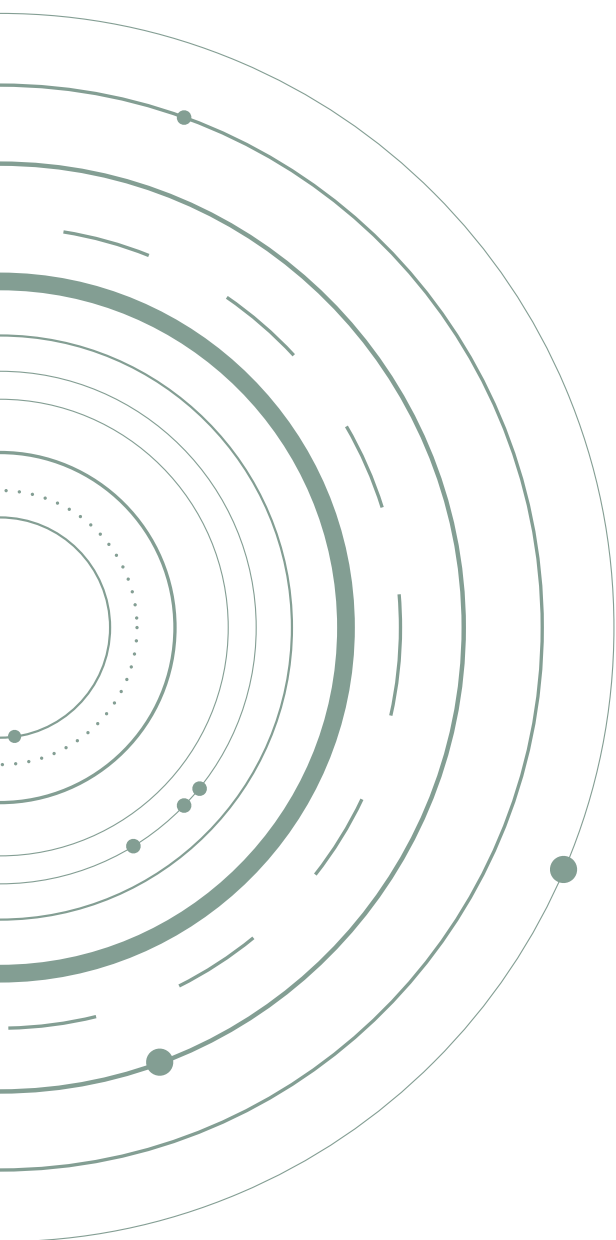
MASDAR

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JUNE 2020

**HH SHEIKH AHMED BIN SAEED
AL MAKTOUM WITNESSES
INSTALLATION OF MSR ON
WORLD'S TALLEST CSP TOWER**

**THE SHARE OF CLEAN
ENERGY IS AROUND 9%
OF DUBAI'S ENERGY MIX**



“ We are now stronger as a community, unified and cooperative. After this pandemic, the world needs new health, economic and political cooperation systems. ”

HH Sheikh Mohammed bin Rashid Al Maktoum

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



MD & CEO MESSAGE

HE SAEED MOHAMMED AL TAYER
MD & CEO OF DEWA

The UAE is a global model for crisis management

The UAE, under the wise leadership of His Highness Sheikh Khalifa 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 His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces, has always been proactive and ready to deal with any situation. This has been demonstrated in the way it has managed the COVID-19 pandemic, which has affected every nation around the world. The UAE has succeeded in limiting the outbreak and managing the repercussions for its healthcare, its economy and its society. Our nation is a global role model in efficient and competent emergency and crisis management.

This crisis has also affirmed the UAE's global leadership in humanitarian work and that our wise leadership continues the approach of our Founding Father, the late Sheikh Zayed bin Sultan Al Nahyan, may his soul rest in peace. The UAE has provided a unique example of unlimited generosity, extending a helping hand to the needy anywhere in the world; regardless of religion, ethnicity, or colour. This stems from the worthy values of Islam, Arab traditions, and the principles instilled by the late Sheikh Zayed in the hearts of Emiratis. Zayed's legacy is evident in the UAE's various pioneering programmes and initiatives to help those affected by the crisis and provide the UAE's citizens and residents with a decent life. It is also reflected in the hundreds of tonnes of medical supplies and development aid the UAE sent to dozens of countries around the world to stand by them in facing this pandemic.

The UAE's advanced infrastructure and the use of smart and innovative solutions have enabled most employees in public and private organisations, whose jobs do not require their physical presence, to efficiently and effectively work remotely, as well as allow schools and universities to implement distance

learning. These measures are aligned with the precautionary measures to limit the spread of the virus and protect society. DEWA's state-of-the-art digital infrastructure, its proactive plans to deal with emergencies and crises, and the training programmes staff went through over the last few years to use advanced technological tools and communications channels, have enabled DEWA to implement its remote working system for all employees whose jobs do not require their presence at DEWA's plants. DEWA has also developed a comprehensive plan to ensure the continuity of field work at its power generation and water desalination plants. This ensures electricity and water services are continuously provided at the highest standards of availability, reliability and efficiency, while taking all precautionary measures.

The recent developments in the global oil industry have proved the importance of the UAE's efforts to bid farewell to the last barrel of oil and diversify the energy mix through large renewable and clean energy projects. At DEWA, we are guided by the vision and directives of our wise leadership to achieve this goal. In June 2020, and in the presence of HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of the Dubai Supreme Council of Energy, the Molten Salt Receiver (MSR) was lifted and installed on top of the world's tallest solar power tower at 262.44 metres, at the largest Concentrated Solar Power (CSP) project in the world. The CSP project is part of the 4th phase of the Mohammed bin Rashid Al Maktoum Solar Park. The 950MW 4th phase is based on the Independent Power Producer (IPP) model with investments totalling AED 15.78 billion.

We promise to continue implementing clean and renewable energy projects, guided by the vision and directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, to make Dubai a global hub for clean energy and green economy and promote the UAE's leading position.

Our Vision

A globally leading sustainable innovative corporation.

Our Mission

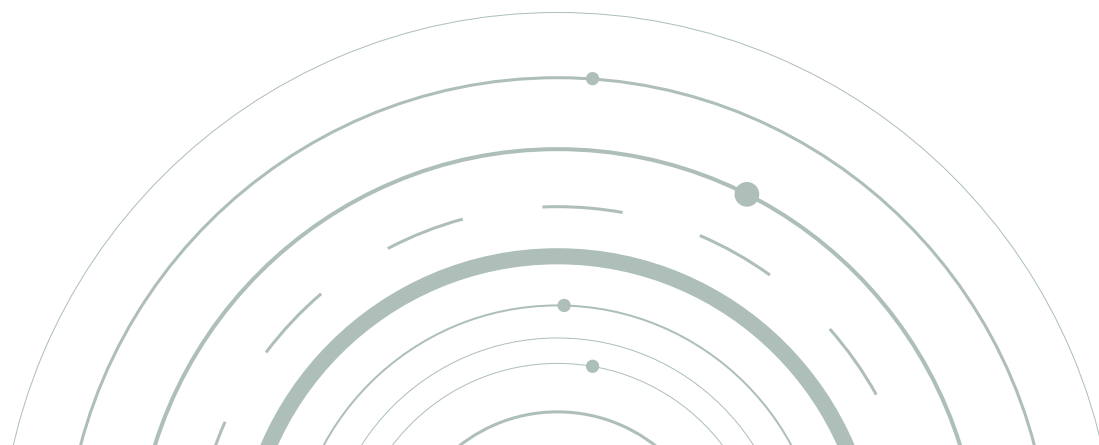
We are committed and aligned to Dubai's 8 Principles and 50-Year Charter supporting the UAE's directions through the delivery of global leading services and innovative energy solutions enriching lives and ensuring the happiness of our stakeholders in a sustainable manner.

Our Values

Stakeholders' Happiness, Sustainability, Innovation, Excellence, and Good Governance.

Our Motto

For generations to come.



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MOST LOVED PHOTO



#We_Are_All_Responsible

This photo reflects our societal awareness by community members who have complied with precautionary procedures during the national sterilization programme.

COVER STORY



HH Sheikh Ahmed bin Saeed Al Maktoum witnesses installation of the Molten Salt Receiver on the world’s tallest solar power tower at the Mohammed bin Rashid Al Maktoum Solar Park

HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of the Dubai Supreme Council of Energy, accompanied by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, witnessed the lifting and installation of the Molten Salt Receiver (MSR) on top of the world’s tallest solar power tower at 262.44 metres, at the largest Concentrated Solar Power (CSP) project in the world. The CSP project is part of the 4th phase of the Mohammed

bin Rashid Al Maktoum Solar Park. The 950MW 4th phase is based on the Independent Power Producer (IPP) model with investments totalling AED 15.78 billion. His Highness Sheikh Ahmed bin Saeed Al Maktoum, accompanied by HE Al Tayer, checked the progress of construction of the 4th phase. HE Ahmed Buti Al Mehairibi, Secretary General of the Dubai Supreme Council

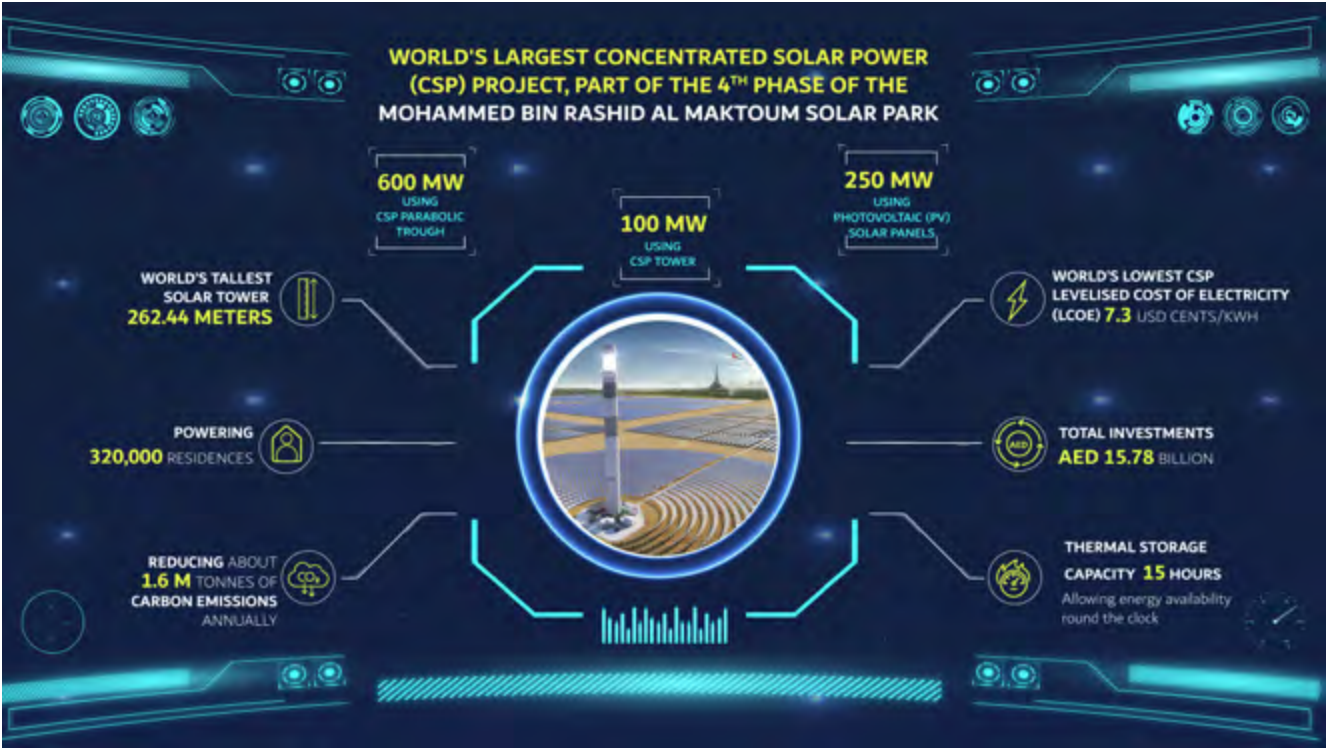
of Energy, DEWA’s Executive Vice Presidents and other DEWA officials were present. Abdul Hamid Al Muhaidib, Executive Managing Director of Noor Energy 1, briefed His Highness on the progress and installation of the MSR. Noor Energy 1 is owned by DEWA, the Silk Road Fund, which is owned by the Chinese Government and ACWA Power from Saudi Arabia.



"We congratulate His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, on this historic achievement for Dubai: the installation of the Molten Salt Receiver on the world's tallest solar power tower, which stands at 262.44 metres tall and we seek to increase it, at the largest Concentrated Solar Power project in the world. This is part of the 4th phase of the Mohammed bin Rashid Al Maktoum Solar Park, with investments totalling AED 15.78 billion. This demonstrates the UAE's leadership in the use of clean and renewable energy," said Al Tayer.

"We promise His Highness Sheikh Mohammed bin Rashid Al Maktoum that we will continue to build clean and renewable energy projects, guided by his vision and directives to achieve the Dubai Clean Energy Strategy 2050's objectives to provide 75% of Dubai's total power output from clean energy by 2050," he added.

COVER STORY



Al Tayer thanked His Highness Sheikh Ahmed bin Saeed Al Maktoum for witnessing this major milestone, which underlines the UAE's contribution to building the future of the world with environment-friendly solutions for sustainable development.

Al Tayer stated that the smoothness and continuity of construction work over the past period for this strategic project continued, despite the coronavirus pandemic. It has taken one and a half years to complete 60% of the CSP tower and without injuries. The concrete part of the solar power tower is now

complete at a height of 222 metres. The MSR was built and assembled while the tower was being built.

"ACWA Power is proud to partner with DEWA and Silk Road Fund and support all efforts to make the Dubai Clean Energy Strategy 2050 a reality. Today, we reached another significant milestone in the world's largest CSP plant, Noor Energy 1. We have completed the lifting of the Molten Salt Receiver in a record time, keeping the highest standards of safety despite the impact of the COVID-19 pandemic and many other challenges.

This is yet another demonstration of ACWA Power's commitment to the solar industry and the endeavours made in the region to achieve a clean energy future," said Mohammad Abunayyan, Chairman of ACWA Power.

The MSR is the centre and the most important part of the CSP plant. It receives solar radiation and turns it into thermal energy. Up to 50% of the overall project's first phase has been completed. This includes the solar power tower, the parabolic basin complex, and the photovoltaic solar panels.





The share of clean energy is around 9% of Dubai's energy mix

HE Saeed Al Tayer

DEWA's major projects receive considerable interest from global developers and investors

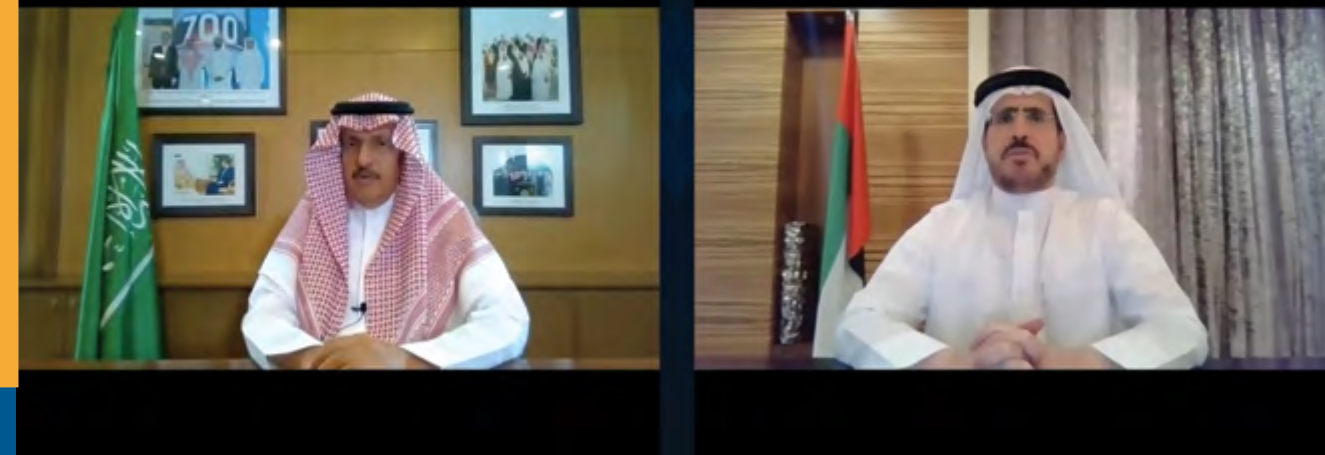
HE Saeed Mohammed Al Tayer, MD & CEO of DEWA has announced that the share of clean energy in Dubai's energy mix has increased to around 9%. This exceeds the target set in the Dubai Clean Energy Strategy 2050, which aimed to provide 7% of Dubai's total power capacity from clean energy sources by 2020 and 75% by 2050. Al Tayer said that DEWA's total installed capacity is 11,700MW of electricity. This includes 1,013MW from photovoltaic solar panels at the Mohammed bin Rashid Al Maktoum Solar Park, the largest solar park in the world. He also noted that the total capacity of the projects under construction at the solar park is 1,850MW from photovoltaic and Concentrated Solar Power (CSP), with future phases to reach 5,000MW by 2030.

The 13MW first phase of the solar park became operational in 2013 using photovoltaic solar panels. It contributes to reducing over 15,000 tonnes of carbon emissions annually. The 200MW photovoltaic 2nd phase was commissioned in 2017. It provides clean energy to 50,000 residences in Dubai and reduces 214,000 tonnes of carbon emissions annually. The third phase has a capacity of 800MW, and is the first of its kind in the Middle East and North Africa to use an advanced single-axis solar tracking system to increase energy production.

The 4th phase of the solar park is the world's largest single-site investment project that combines CSP and photovoltaic technology with a capacity of 950MW using the IPP

model. It will use 700MW of CSP; 600MW from a parabolic basin complex and 100MW from a solar tower; and 250MW from photovoltaic solar panels. The project will feature the tallest solar tower in the world at 260 metres. It will also have the biggest global thermal storage capacity of 15 hours; allowing for energy availability around the clock.

The 5th phase will have a capacity of 900MW using photovoltaic solar panels, to provide clean energy to 270,000 residences in Dubai. This will reduce 1.18 million tonnes of carbon emissions annually. The project will use the latest solar photovoltaic bifacial technologies, with Single Axis Tracking to increase energy production. It will be commissioned in stages starting from Q3 of 2021.



DEWA signs Power Purchase Agreement for 900MW 5th phase of the Mohammed bin Rashid Al Maktoum Solar Park

DEWA has signed a 25-year Power Purchase Agreement (PPA) for the 5th phase of the Mohammed bin Rashid Al Maktoum Solar Park with a capacity of 900 megawatts (MW). This phase will use photovoltaic solar panels, and will be commissioned in stages starting from the third quarter of 2021. This supports DEWA's efforts to achieve the Dubai Clean Energy Strategy 2050 to provide 75% of Dubai's total power output from clean energy by 2050.

The PPA was signed by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, and Mohammad Abunayyan, Chairman of ACWA Power, via video conferencing. This shows the sustainability and continuity of business amid the coronavirus pandemic.

In November 2019, DEWA announced the consortium led by ACWA Power and Gulf Investment Corporation was the Preferred Bidder to build and operate the fifth phase of the Mohammed bin Rashid Al Maktoum Solar Park. DEWA achieved a world record by receiving the lowest bid of USD 1.6953 cents per kilowatt hour (kW/h) for this phase. DEWA received 60 Requests for Qualification (RFQ) from international developers for this project.

To implement the project, DEWA established Shuaa Energy 3 in partnership with the consortium led by ACWA Power and Gulf Investment Corporation. DEWA owns 60% of the company, and the consortium owns the remaining 40%. The project will use the latest Solar photovoltaic bifacial technologies, which allows solar radiation to reach the front and back of the panels, with single-axis tracking to increase generation.

The Mohammed bin Rashid Al Maktoum Solar Park is the largest single-site strategic renewable energy project in the world. Using the Independent Power Producer (IPP) model, it will have a capacity of 5,000 MW by 2030 with investments of up to AED 50 billion. The solar park's projects will accelerate the shift towards solar power.

To achieve the vision and directives of the wise leadership of His Highness Sheikh Khalifa 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 His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu

Dhabi and Deputy Supreme Commander of the UAE Armed Forces, to invest in clean and renewable energy project, we sign the Power Purchase Agreement (PPA), using conference-calling, with the consortium led by ACWA Power and Gulf Investment Corporation. This is to implement the 5th phase of the Mohammed bin Rashid Al Maktoum Solar Park. This pioneering national landmark is the largest single-site solar park in the world," said Al Tayer.

"The UAE has proved that it has always been proactive and ready for all changes and conditions. The recent developments in the oil industry have proved the importance of the UAE's track to bid farewell to the last barrel of oil and diversify the energy mix. At DEWA, we are guided by the vision and directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum to make Dubai a global hub for clean energy and green economy. We are building major renewable and clean energy projects. The current operational capacity at the solar park is 1,013MW from photovoltaic solar panels. We have 1,850MW under construction from photovoltaic and Concentrated Solar Power (CSP), with future phases to

reach 5,000MW by 2030. This supports our efforts to achieve the Dubai Clean Energy Strategy 2050, to provide 75% of Dubai's total power capacity from clean energy by 2050," added Al Tayer.

"The 900MW 5th phase of the Solar Park using the Independent Power Producer (IPP) model adds to our successful solar power and clean energy projects that use the best global technologies to generate electricity from clean energy sources. The 5th phase will be implemented by Shuaa Energy 3, established by DEWA and the consortium led by ACWA Power and Gulf Investment Corporation. DEWA received the lowest global bid of USD 1.6953 cents per kilowatt hour for this project, which will use the latest solar photovoltaic bifacial technologies, with Single Axis Tracking to increase generation. We promise to continue implementing clean and renewable energy projects, guided by the vision and directives of our wise leadership to enhance the UAE's pioneering position in all sectors," added Al Tayer.

"The signing of today's agreement is a testament of the robust strategic partnership we have established with

Dubai Electricity and Water Authority, which we are immensely proud of. The Mohammed bin Rashid Al Maktoum Solar Park is the most ambitious and largest project of its kind worldwide that aims to reducing carbon footprint in Dubai and transforming Dubai into a global model in the clean energy and sustainable green economy," said Abunayyan.

Abunayyan highlighted the success of the 5th phase of Mohammed bin Rashid Al Maktoum Solar Park in achieving the lowest solar tariff globally and stressed ACWA Power's keenness to commence the implementation of the project in accordance with the highest technical and operations standards. "The delivery of the project reinforces the durability and competitiveness of Dubai's economic landscape under the wise leadership of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, which continues its steady and pioneering plans despite the current circumstances, and reconfirms the confidence and attractiveness of the investment environment that Dubai spearheads internationally."

"We are delighted to have been a reliable and trusted partner for DEWA's ambitious goals. The fifth phase will witness a prosperous collaboration with Gulf Investment Corporation (GIC) and Shanghai Electric which will undoubtedly mark a milestone in the renewable energy sector – not on a regional level only – but on an international scale" added Abunayyan.

The 13MW first phase became operational in 2013, using photovoltaic solar panels. The 200MW photovoltaic 2nd phase of the solar park was commissioned in March 2017. The 3rd photovoltaic phase has a capacity of 800MW. The 4th phase of the solar park is the largest single-site CSP project in the world based on the IPP model, with investments of AED15.78 billion. The fourth phase of the solar park will use three technologies to produce 950MW of clean energy: 600MW from a parabolic basin complex, 100MW from a solar power tower, and 250MW from photovoltaic panels. The solar power tower will be the tallest in the world at 260 metres, and will have the largest thermal storage capacity of 15 hours; generating power around the clock.

Timeline of 5th Phase at the Mohammed bin Rashid Al Maktoum Solar Park - 900 MW PV

DEWA issued an RFQ for developers to build & operate the **5th phase of the Mohammed bin Rashid Al Maktoum Solar Park**, with a capacity of **900MW**. The phase will use photovoltaic solar panels based on the Independent Power Producer (IPP) model. It will be commissioned in stages starting from Q3 of 2021

26 February 2019

DEWA issued a tender for the **5th phase of the Solar Park** for **900 MW** with a deadline to submit the tenders by 9 October 2019. DEWA received letters of intent from **64 companies**

27 May 2019

DEWA achieved a world record by receiving the lowest bid of **USD 1.6953 cents per kilowatt hour (kWh) for the 900MW 5th phase of the Solar Park**

9 October 2019

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA announced that the consortium led by **ACWA Power and Gulf Investment Corporation** was the Preferred Bidder to build and operate the **900MW 5th phase**

21 November 2019

DEWA signed a **Power Purchase Agreement for 25 years** with the consortium led by ACWA Power and Gulf Investment Corporation for the **900 MW PV 5th phase** at the Mohammed bin Rashid Al Maktoum Solar Park

29 April 2020

5TH PHASE OF THE MOHAMMED BIN RASHID AL MAKTOUM SOLAR PARK BASED ON THE INDEPENDENT POWER PRODUCER (IPP) MODEL



The project will use the latest bifacial PV technologies that use reflected solar rays on both sides; front and back, with a single axis tracking system to increase energy production.

DEWA'S EFFORTS IN DEALING WITH COVID-19



THIS ISSUE'S FOCUS



DEWA's precautionary measures enhance Dubai's efforts to ensure the health and safety of all members of society

▶ The wise leadership proved once again its capability to protect society and ensure the safety of all citizens and residents. Our leadership has ensured great efficiency in undertaking all the precautionary measures to limit the outbreak of the COVID-19 coronavirus and keep pace with all changes and developments. The commitment of all society to the instructions and directives from the relevant authorities, has supported national efforts to curb the pandemic. Being responsible and patient while staying at home has helped the organisation to overcome the current crisis.

HE Saeed Mohammed Al Tayer, MD & CEO of Dubai Electricity and Water Authority (DEWA), confirmed that the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai; and the follow-up of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and

Chairman of the Executive Council of Dubai, has ensured the best possible protection and safety for everyone. These steps have limited the outbreak and have quickly helped to manage the situation.

DEWA has adhered to all the instructions of Their Highnesses and has implemented precautionary measures to protect its staff, customers and all stakeholders and ensure the public's health. DEWA urges its customers to use its digital channels, including its smart app and website, to complete their transactions, anytime and anywhere, without visiting DEWA's centres unless there is an emergency. DEWA has also effectively applied working remotely from home for over 6,000 employees, using smart technologies. This has ensured continuity of services at the same levels of efficiency and reliability. DEWA provides a number of features that enable its employees to work remotely. DEWA provides laptops, smart

tablets and other necessary systems and programmes. DEWA is actively supporting its employees to help them do their work easily, quickly, and efficiently.

DEWA has in place a comprehensive plan to ensure the continuity of field work at its power generation and water desalination plants. It also maintains the operation, maintenance, lab tests, and other vital work, to ensure the continuity of electricity and water services to all its customers. The plan also includes all the necessary precautionary measures. These include using advanced equipment for early detection and diagnosis of health conditions, implementing home quarantine for employees returning from abroad or who have family members who have returned from abroad, in addition to implementing physical distancing in all facilities. DEWA also applies rotational shifts for jobs that cannot be done remotely, ensuring reducing the number of employees to the minimum for

business continuity. Staff working in shifts use different locations from their previous colleagues in the previous shift.

Checking temperature

DEWA uses the latest devices to check body temperatures at all its entrances. People entering any of DEWA's buildings go through a temperature check for any symptoms of the coronavirus.

Precautionary measures at the workplace and residences

DEWA provides abundant hand sterilisers in all its offices as well as single-use medical masks and posters with a list of precautions to take at work and home.

DEWA is also committed to disinfecting transportation for its workers every day. It provides them with hand sterilisers before entering the bus. DEWA sterilises all workers' homes and does checks before workers can enter the building.

Activating electronic check-in at the head office

DEWA has activated an electronic check-in at its head office at all entrances and elevators. DEWA encourages all its employees to use their work ID when entering and exiting the elevator, which has restrictions of only two people or less to use the elevator at any one time. This is in addition to avoiding crowded places to prevent infection.

Precautionary measures for consultants, contractors and suppliers

DEWA provides guidelines for contractors and suppliers such as sharing recent travel history, self-quarantine, and tips on using face masks.



DEWA urges all consultants, contractors, and subcontractors to take all precautions before their employees come to DEWA's offices. All drivers and their colleagues must wear masks and gloves when delivering or supplying goods to DEWA's offices, follow all preventative measures, and ensure the

number of passengers in each vehicle does not exceed 20 people.

Internal communications

DEWA provides internal newsletters with tips on physical distancing, washing hands and best practices for masks and gloves.



THIS ISSUE'S FOCUS

DEWA's advanced digital infrastructure ensures optimal implementation of preventative measures

Smart Channels

DEWA has launched a campaign asking customers to use its smart channels to complete their transactions easily, anytime and anywhere. It also encourages them to reduce their visits to the Customer Happiness Centres unless it is an emergency. The number of smart transactions is more than 2.5 million during the first quarter of 2020. Smart adoption was 98% in April and May 2020. Those channels are:

DEWA's website

DEWA's website provides a seamless experience to users that enables them to

access all its services, information, and transactions. The services include paying bills, activating, transferring, or deactivating electricity and water services, Green Charger electric vehicle services, and many others.

DEWA's smart app

DEWA's smart app for customers provides a seamless experience that enriches customers' happiness. On logging in, customers can immediately view all DEWA's services, such as Activation of Electricity/Water (Move-in), Deactivation of Electricity/Water (Move-out), Request for Issuing EV Green Charger Card, easy payment, request for a clearance

certificate, among other services.

Smart channels for bills payment

DEWA provides several options for flexible bills payment, including Smart Dubai's Dubai Now app; Apple Pay; Etisalat Public Payment machines; and Tayseer bill payments through EmiratesNBD's Cheque deposit machine.

Dubai Now app

The Dubai Now application, launched by Smart Dubai, provides users with government services and transactions through one application, making life easier for them. Through Dubai Now, DEWA provides many of its services.



WhatsApp

DEWA is the first government organisation in the UAE to verify its account on WhatsApp Business. The new feature uses AI to respond to customer enquiries through Rammas, DEWA's virtual employee. Customers can communicate with DEWA around the clock in Arabic and English through the WhatsApp number (046019999).

Rammas

DEWA launched Rammas, its virtual employee that uses AI to respond in English and Arabic. It is available round the clock on seven channels, including DEWA's smart app (iOS and Android), website, Facebook page, Amazon's Alexa, Google Home, robots, and WhatsApp Business. Rammas responds to customers instantly, while continuing to learn and understand their needs based on their enquiries. Rammas then analyses these enquiries based on available data and information, and takes action to accurately answer and streamline transactions with ease. Since its launch in the first quarter of 2017, Rammas has responded to over 3.5 million requests and queries through various channels.

Smart Response

DEWA launched the Smart Response Service for electricity and water technical notifications. The service includes several features, such as self-diagnosis for technical interruptions at homes and reducing the steps of handling notifications and follow-up on them, through the smart app and website. This enhances customer experience and service efficiency.

Smart channels for People of Determination

DEWA is committed to providing seamless access to information for Customers of Determination through its website and smart app according to Smart Dubai Government standards. DEWA launched several innovative and smart initiatives to support and empower People of Determination and streamline their access to information, such as making its website and smart app more accessible for them.

Digital Communication Channels (Hayak and Ash'ir')

DEWA launched Ash'ir' for live chat in sign language, which enables people with hearing difficulties to directly communicate with the call centre staff via video chat using sign language around the clock. DEWA also provides the Hayak written and visual communication service through its website. It enables written chat and video call option for direct communication with Customer Care Centres around the clock.



THIS ISSUE'S FOCUS



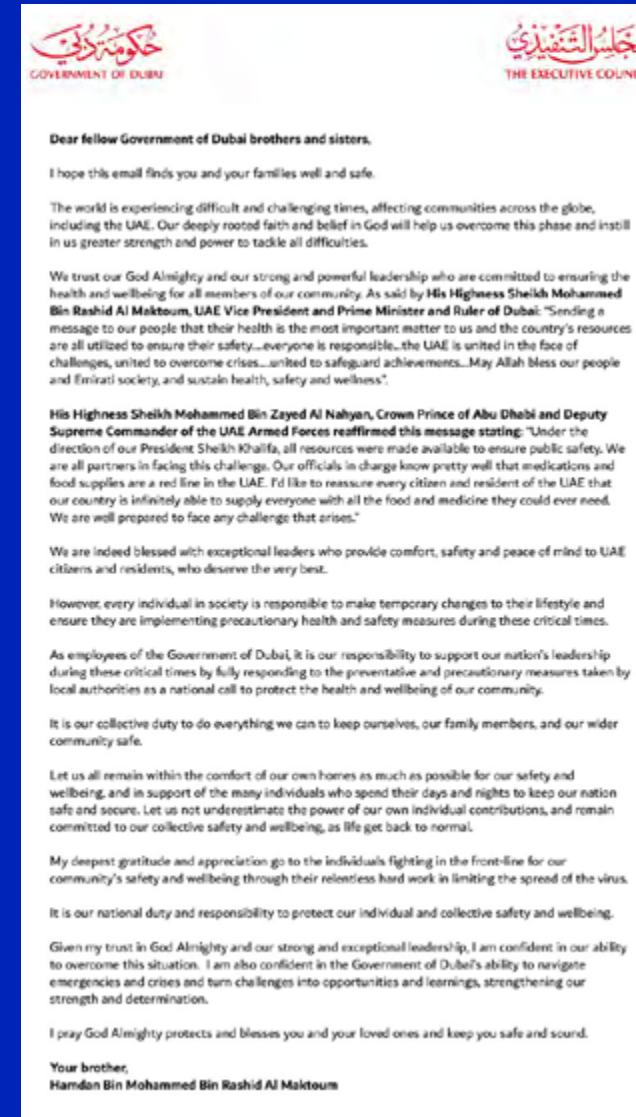
**HE SAEED MOHAMMED
AL TAYER**

MD & CEO OF DEWA

Our commitment to implementing decisions

His Highness Sheikh Mohammed bin Rashid Al Maktoum's call to thank medical and health professionals

“ We thank His Highness Sheikh Mohammed bin Rashid Al Maktoum for his care, support and encouragement to medical professionals. We would also like to thank them and recognise their exceptional efforts, from doctors to nurses and ambulance staff as well as all medical and health professionals. They are our first line of defence, staying alert to protect our nation from the coronavirus. They work efficiently day and night according to the best international health standards to fight this pandemic and ensure the health and safety of all. As we recognise those anonymous soldiers working hard amid these unprecedented challenges, we highlight the importance of being responsible and adhering to the guidelines and instructions of social distancing, staying at home and undertaking preventative measures to prevent the outbreak of the virus. This will help us overcome the temporary conditions, with God's support, our wise leadership vision, and the solidarity between different organisations and individuals in the society. ”



“ The message from His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, affirms the commitment of His Highness to the health and safety of all the employees of Dubai Government and society in general. It also underlines that our wise leadership spares no effort in taking all the necessary measures to protect society and ensure people's health. At DEWA, we are committed to the directives of His Highness. We have already implemented remote working for employees. We support and urge staff to be responsible in the current situation and carry out the instructions issued by the relevant authorities in the UAE, while staying in their homes as much as possible. We also encourage all our customers to complete their transactions using smart channels. DEWA provides all its services on its smart app and website to enable customers to complete all their transactions anytime, anywhere to save their time and effort. ”

THIS ISSUE'S FOCUS

On the AED 1.5 billion economic incentive package for 3 months launched by HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum

“We appreciate the decision of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, to launch the AED 1.5 billion economic incentive package for 3 months, and we will implement the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. This shows that our wise leadership is committed to ensuring a decent life for Dubai's citizens, residents, visitors, and investors, and make our city the favourite destination for living, working, and investing”.

“These decisions underline the insightful vision of our wise leadership to increase stability and benefit all stakeholders, and raise the standards of living and social and economic welfare. DEWA immediately implemented the orders of His Highness to reduce electricity and water bills by 10% for residential, commercial, and industrial customers; and reduce security deposits by 50% for 3 months. This will help businesses, provide a positive environment for investors and make doing business easier. This also reflects the continuing support by government for investments and the economic competitiveness of Dubai, consolidating its position as a global hub for investors for every business sector.”

On Dubai government staff returning to offices

“The decision approved by HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, under the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, that 50% of Dubai government employees will resume office work from Sunday 31 May, 2020 and 100% from 14 June, 2020, underlines the resilience of the Government of Dubai. This resilience enables it to cope with change and work efficiently under different circumstances, thanks to the vision of our wise leadership. This is also a result of the proactive initiatives taken by the UAE to prevent the spread of the coronavirus (COVID-19). The UAE has provided all the necessary resources to ensure the health and safety of citizens and residents and provide them with decent lives. The UAE has managed to contain the crisis and

handle its health, economic, and social repercussions, presenting a global role model for dealing with emergencies efficiently and competently”.

“At DEWA, we implemented the directives of the wise leadership on the gradual return of employees to DEWA's offices and buildings, while applying all precautionary measures to protect the health and safety of staff, customers and society as a whole. DEWA will continue to use smart and innovative solutions as well as technological tools in the work system. We also encourage customers to use DEWA's smart channels, which enable them to complete all their transactions anytime, from anywhere to save their time and effort. Each individual has to be responsible by complying to the directives of the competent authorities and take all precautionary measures to prevent the spread of COVID-19 and protect everyone's health.”

THIS ISSUE'S FOCUS: TIPS & ADVICE

Instructions & advice for supporting People of Determination during the coronavirus pandemic

COGNITIVE DISABILITIES AND AUTISM



- Keeping them safe at home, cleaning and sterilising their surroundings and the tools they use.



- Giving them the opportunity to express their fear, anxiety or symptoms through their favourite methods of communication.



- Maintaining the daily routine as much as possible, such as sleeping and eating hours.



- Containing behavioural changes and tantrums that may result from changing their daily routine.



- Monitor the person continuously and seek medical support in case of any of the symptoms.



- Reassuring them by explaining the prevention procedures in a simplified and step-wise manner, using pictures, words and modelling behaviour for the most important precautionary measures such as: washing hands and physical distancing.

PHYSICAL DISABILITIES



- Keeping them safe at home, cleaning and sterilising their surroundings and any tools used by them.



- Reassure them, and explain the prevention measures clearly.



- Sterilise your hands continuously or wear gloves before helping them, in pushing their wheelchair, moving them around in general, or carry out daily life tasks.



- Sterilisation of medical devices and supporting tools that help those who have physical disabilities, especially the parts they touch with their hands, or tools that touch the ground, such as: wheels of chair and handles, handles of medical bed, prostheses, respirators etc.



- Applying physical distancing, especially for those with physical anxiety, who may suffer from weakness of the breathing muscles, weak immunity or other chronic diseases.

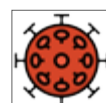


- Sterilisation of any orders requested from outside, and sterilisation of hands every time after touching money.

HEARING DISABILITIES



- Keeping them safe at home.



- Providing comprehensive information on infection transmission methods and prevention measures, in their preferred communication methods such as: sign language, writing, or holistic methods using words, pictures, lips, and gestures, and using a sign language interpreter when needed.



- Reassuring them by clearly explaining prevention measures and locating sterilisation products and sanitary ware.



- Refraining from overestimating the news or exchanging negative social media messages with them.



- Sterilisation of any orders requested from outside, and sterilisation of hands every time after touching money.



- Applying physical distancing, especially for those with physical anxiety, who may suffer from weakness of breathing muscles, or those with weak immunity or other chronic diseases.

PSYCHO/EMOTIONAL DISORDERS



- Keeping them safe at home.



- Reassuring them, and explaining the prevention procedures clearly and simply, and locating sterilisation products and sanitary ware.



- Review safety plans. Having a plan will increase their confidence and help in giving them a sense of control.



- Unconditional acceptance and patience for some impulsive or coercive behaviour among some of them, such as frequent crying or compulsive cleaning.



- Giving them the opportunity to express their concerns and anxieties and deal with them objectively and calmly.



- Monitoring them indirectly with support and attention, and helping them to commit to take their prescription medications from the attending physician.



- Supporting them in controlling anger and unwanted behaviour such as binge eating or abstaining from eating, abstaining from sleep or long sleep hours.



- Refraining from overestimating the news or exchanging negative social media messages with them.



- To give them hope and maintain positivity, in order to control their negative thoughts, and to replace it with positive ones, such as the number of cases that have been cured.



- Continuous social support within an area of physical distance, and avoiding self-disclosure by talking about rumours and self-concerns of the support provider.



- Positive preoccupation, such as doing sports or hobbies.



- Keeping in touch with the psychologist or psychiatrist who follows up the case during and after the crisis ends.



- If you need further assistance, please contact your specialist.

VISUAL DISABILITIES



- Keeping them safe at home, while cleaning and sterilising their surrounding.



- Sterilise your hands well and continuously or wear gloves, if they accept your assistance in moving or carrying out their daily life tasks.



- Sterilisation of medical devices, or supporting tools, and sterilisation of any tools used by them, such as their cane, mobile phones or electronic devices.



- Reassuring them by clearly explaining prevention measures and locating sterilisation products and sanitary ware.







- Sterilisation of any orders requested from outside, and sterilisation of hands every time after touching money.

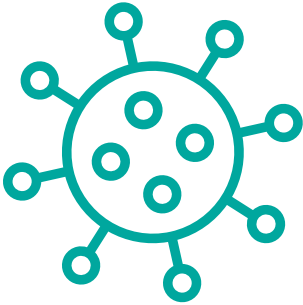


- Applying physical distancing, especially for those with chronic diseases or weak immunity.

Do you know the differences?

	Isolation	Self- Isolation	Self- Monitoring
Symptoms 	<ul style="list-style-type: none">You have symptoms, even if mild.You have been diagnosed with Coronavirus (COVID-19) or waiting for the results of the blood test.	<ul style="list-style-type: none">You don't have symptoms.A history of possible exposure to the Coronavirus (COVID-19) due to travel or close contact with a person diagnosed with the virus.	<ul style="list-style-type: none">You don't have symptoms.A history of possible exposure to the coronavirus (COVID-19) in the last 14 days.
What should you do 	<p>Stay at home until your Health Authority confirms that you are no longer at risk of spreading the virus to others.</p> <p>Avoid contact with other people to help prevent the spread of disease in your home and in your community, particularly people at high risk of severe illness outcomes such as older adults or medically vulnerable people.</p>	<p>Stay at home and monitor yourself for symptoms, even if mild, for 14 days.</p> <p>Avoid contact with other people to help prevent the spread of disease in your home and in your community in the event you become symptomatic.</p>	<p>Monitor yourself for 14 days for one or more symptoms of Coronavirus (COVID-19).</p> <p>Go about your day as normal, but avoid crowded places and increase your personal space from others, whenever possible.</p>
When to commit 	<p>You need isolation if:</p> <ul style="list-style-type: none">you have been diagnosed with Coronavirus (COVID-19).you are waiting to know the results of a laboratory test for Coronavirus (COVID-19).you have been advised to isolate at home for any other reason by any Health Authority.	<p>You need to self-isolate if:</p> <ul style="list-style-type: none">you have travelled within the last 14 days to a country with cases of Coronavirus (COVID-19).The Health Authority has identified you as a close contact of someone diagnosed with Coronavirus (COVID-19).	<p>You need to self-monitor if:</p> <ul style="list-style-type: none">you have reason to believe you have been exposed to a person with Coronavirus (COVID-19).you are in close contact with older adults or medically vulnerable people.you have been advised to self-monitor for any other reason by any Health Authority.
Seeking Medical Assistance 	If your symptoms get worse, immediately contact Dubai Health Authority on 800 342 and follow their instructions.	If you develop symptoms, even if mild, stay home, avoid other people and contact Dubai Health Authority on 800 342 as soon as possible.	If you develop symptoms, isolate yourself from others immediately and contact Dubai Health Authority on 800 342 as soon as possible.

Physical distancing in case of showing any symptoms



- Separate yourself from others as soon as you have symptoms.
- If you are outside the home when a symptom develops, go home immediately and avoid taking public transportation.
- Stay home and follow the advice of the Health Authority, who may recommend self-isolation.

If you are sick and in need for medical attention
Call 800342.

Remember



- Wash your hands often for at least 20 seconds** and avoid touching your face.
- Cough or sneeze into the bend of your arm.**
- Avoid touching surfaces.**

How to use & dispose medical masks

- 

Before putting on a medical mask, clean your hands with soap and water or alcohol-based sanitiser.
- 

Cover your mouth and nose with the mask by pressing it towards your nose, and make sure there are no gaps between your face and the mask.
- 

Avoid touching the mask while using it: if you do, clean your hands immediately with soap and water or rub it with alcohol-based sanitiser.
- 

Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- 

To take off the mask: remove it from the part behind your ears (**DO NOT TOUCH THE FRONT OF THE MASK**); discard it immediately in a closed bin; clean your hands with soap and water or rub it with alcohol-based sanitiser.

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NEWS - ACHIEVEMENTS



DEWA cuts paper usage by 82%

DEWA has cut its paper usage by 82% in the Large Entities category, which use more than 10 million sheets of paper annually. This underlines DEWA's commitment to the vision and directives of the wise leadership in the shift towards a smart government.

"We work in line with the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, that the smart government goes to the people and does not wait for them to come to it. We also follow the directives of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council, to transform the Government of Dubai into a fully digital government and build an integrated, paperless government framework. This is part of the Dubai Paperless Strategy, launched by His Highness to stop using paper in all internal and external transactions and with customers by December 2021. DEWA contributes

to Dubai's leadership of the future by reshaping traditional concepts of work mechanisms to cope with the rapid developments taking place in the world and promote Dubai as an incubator for creativity and innovation. I commend the efforts of Smart Dubai and its collaboration with all government organisations in Dubai to achieve the objectives of the Dubai Paperless Strategy," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

"We are proud of DEWA's achievement in this area. We have cut paper usage by 82% and are working to reach 100%. DEWA was one of the first government organisations to complete its digital transformation in 2014. This was less than one year after His Highness Sheikh Mohammed bin Rashid Al Maktoum had launched the Smart Dubai initiative to make Dubai the smartest and happiest city in the world. We have managed to change the culture of customers and staff to rely on smart and digital services, instead

of paper. This saves time and effort as well as protects the environment and saves natural resources. Our efforts to make customers happy, have resulted in our obtaining the first place in the 2019 Dubai Customer Happiness Index by The General Secretariat of the Executive Council of Dubai with 90.1%. DEWA also achieved 95.7% in the Smart Dubai Happiness Index," added Al Tayer.

Key factors that contributed to DEWA's achievement in cutting paper transactions across the Government of Dubai is its smart app, which provides all DEWA services and is compatible with most platforms. Another factor is DEWA's website, which offers a seamless experience for users, enabling them to access all services and information, as well as help them complete all their transactions efficiently. DEWA's services are also available through Rammas, its virtual employee, which uses Artificial Intelligence (AI) to respond

NEWS - ACHIEVEMENTS

to customers' enquiries in English and Arabic. It is available on DEWA's website and smart app, Facebook page, Amazon's Alexa, Google Assistant and WhatsApp Business. Rammas has responded to 3.5 million enquiries and requests since its inception in Q1 of 2017.

The Smart Office app, which DEWA has launched for its staff, provides 197 services including internal approvals, and registering attendance at DEWA

offices, using GPS. The app also enables employees to draft, document and follow up on official documents to get needed approvals through the Smart Document feature.

Accessing the Smart Document through computers, tablets and smartphones, has avoided emissions of around 84 tonnes of carbon dioxide. Over 4,000 employees are currently using Smart Documents for their communication needs and automation of forms.

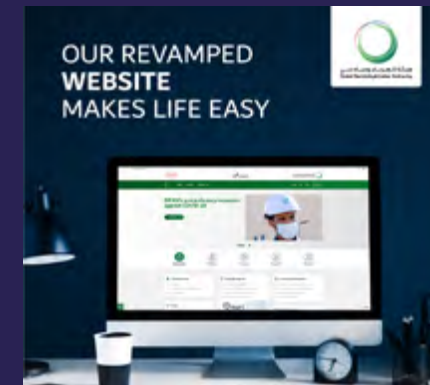
DEWA's advanced digital infrastructure has helped in the continuity of its services according to the highest international standards, despite preventive measures against the spread of COVID-19. These include the closing of its Customer Happiness Centres to ensure the health and safety of customers and employees, as well as DEWA's Future Happiness Centres in conjunction with the closure of shopping malls.

DEWA's smart app and website are among the top three in Dubai Government

The smart app of DEWA has been announced as one of the top three smart apps in the Government of Dubai. DEWA's website has also been ranked one of the best three websites. This is as per the evaluation done by the Dubai Model Centre of the General Secretariat of the Executive Council of Dubai, which evaluated over 100 websites and smart apps belonging to government entities in Dubai. This achievement underlines DEWA's efforts to enhance customer experience and provide all its services through smart channels according to the highest levels of efficiency, effectiveness and ease of use.

DEWA was one of the first government organisations to complete its digital transformation in 2014. It scored 98% in April and May 2020 for smart adoption of its services. All of DEWA's services are available through several smart channels. DEWA's customers conducted over 2.5 million smart transactions during the first quarter of 2020. DEWA's state-of-the-art digital infrastructure and the smart services it provides, have contributed to the continuity of all its services according to the highest international standards. This is despite the precautionary measures DEWA has taken to ensure the health and safety of customers and employees to combat the spread of Covid-19.

The evaluation process conducted by Dubai Model Centre aims to ensure that all Dubai Government's websites and smart apps conform to the highest standards of security, efficiency, ease of use, privacy and the ability to process information. Customer experience was the main criterion for determining the level of excellence of websites and smart apps. The evaluation focused primarily on assessing the level of satisfaction, happiness, and well-being of customers and society.



DEWA commissions 8 new 132/11 kV substations with a total cost of AED 850 million

DEWA is continuing with its development projects. Since the start of the year, DEWA has commissioned 8 new 132/11 kilovolt (kV) substations. These have a conversion capacity of 150 megavolt-amperes (MVA) with 16 kilometres (km) of high-voltage 132kV cable to connect different areas of Dubai. This ensures the efficiency, reliability, and availability of DEWA's 132 kV transmission networks.

The total cost of these projects has reached AED 850 million, increasing the total to 293 132/11kV substations. DEWA is currently testing 12 new 132/11 kV substations before going operational in the second quarter of 2020, at an estimated cost of AED 1.5 billion. Commissioning these stations will raise the total to 305 substations. This will manage the growing demand of electricity for multiple uses and ensures the continuity and stability of supply for different customers all the time.



DEWA launches an internal smart application for its employees to report violations

DEWA has launched its Whistleblower service. The application receives complaints and reports from DEWA employees on any internal violations or bad behaviours or illegal acts that could harm DEWA's work environment and reputation.

Whistleblower won an award at Ideas America 2019. DEWA launched it on its Smart Office application for employees, ensuring its confidentiality to ensure no consequences that may hurt the informer. It has also organised a group of workshops and initiatives to introduce employees on the application; answer their questions and enquiries; and take their notes and suggestions. The application protects DEWA and its stakeholders' rights and interests. It supports corporate governance and DEWA's principles according to the highest levels of transparency.

98% smart adoption rate in April and May 2020

DEWA's smart adoption rate for its services has reached 98% in April and May 2020 and customers completed over 2.5 million smart transactions in Q1 of 2020. DEWA has confirmed that customers can complete all their transactions using its smart channels, which are available anytime, anywhere to save them time and effort.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, said that DEWA is one of the first government organisations in Dubai to have completed the transformation of all its services into smart services in 2014.





Sugia UAE initiatives emulate the values of the UAE's founding fathers instilling generosity among Emiratis



times,” said HE Saeed Mohammed Al Tayer, Chairman of the Board of Trustees of Suqia.

Al Tayer praised the directives of HH Sheikh Mohammed bin Rashid Al Maktoum and the efforts of HH Sheikh Hind bint Maktoum bin Juma Al Maktoum, which have resulted in organising a campaign representing solidarity and social cohesion. “This campaign adds to the UAE’s record of achievements in humanitarian work and consolidates its position as a global capital for sustainable humanitarian work. This is part of its efforts to protect our society from the repercussions of the current challenges,” said Al Tayer.

“The campaign has created multiple channels for donation, solidarity and joint efforts. The current circumstances enhance cooperation between organisations in the UAE across many sectors. This is an opportunity to affirm that all organisations and members of society are part of the giving culture, which is deeply rooted in the Emirati society. This is particularly important during the Holy Month of Ramadan, the month of giving and kindness. We are confident that we will overcome these temporary conditions soon, with the help of Allah the Almighty, the vision and directives of our wise leadership, and the solidarity of all organisations and society members,” said Al Tayer.

UAE Water Aid Foundation donates 10 million water bottles for distribution with '10 million meals' campaign

The UAE Water Aid Foundation (Suqia UAE) announced its participation in the 10 Million Meals campaign, the most extensive national campaign to provide meals and food supplies for people in need in the UAE. Suqia provided 10 million water bottles worth AED 5 million, in collaboration with Mai Dubai.

The ‘10 Million Meals Campaign’ was launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the

UAE and Ruler of Dubai, and his wife, Her Highness Sheikh Hind bint Maktoum bin Juma Al Maktoum, Chairperson of the UAE Food Bank. The campaign is under the umbrella of the Mohammed bin Rashid Al Maktoum Global Initiatives to help people in need and mitigate the consequences of the COVID-19 outbreak around the world, during the Holy Month of Ramadan.

“As most countries are afflicted with the outbreak of COVID-19, the 10 Million Meals campaign highlights the UAE’s

efforts to take care of all its citizens and residents. The campaign was launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and his wife, Her Highness Sheikh Hind bint Maktoum bin Juma Al Maktoum, Chairperson of the UAE Food Bank. The campaign reflects the UAE’s commitment to care for all citizens and residents and ensuring decent lives for all society members amid these difficult times. This underlines the importance of giving and humanitarian work at all



NEWS - INITIATIVES

The campaign provides and delivers meals or food supplies for individuals and families in need, in collaboration with charitable and humanitarian organisations in the UAE, directly to their homes wherever their locations are in the UAE.

WORK MECHANISM

The leading organisations responsible for the campaign are Suqia, the UAE Food Bank and the Mohammed bin Rashid al Maktoum Humanitarian and Charity Est, which are all under the umbrella of the Mohammed bin Rashid Al Maktoum Global Initiatives. The campaign also partners with the 'Social Solidarity Fund Against COVID-19' initiative, launched by the

Islamic Affairs and Charitable Activities Department (IACAD) in Dubai.

The on-field part of the campaign is implemented in partnership with different ministers, federal and local authorities, humanitarian and charitable organisations through a vast network of logistic and technical support. This is in parallel to gathering data about the most affected families and individuals, collecting cash and in-kind donations, and distributing them, as part of a comprehensive plan. This ensures reaching the target segments quickly and efficiently.

SUQIA

Suqia, under the umbrella of the

Mohammed bin Rashid Al Maktoum Global Initiatives, focuses on supporting communities that suffer from water scarcity and pollution. Since its establishment in 2015, Suqia UAE has positively impacted more than 13 million people across 36 countries. Suqia works on securing clean and safe water for people in need around the world. It also uses innovative and sustainable technologies to become part of solving the global water crisis. It also oversees the Mohammed bin Rashid Al Maktoum Global Water Award, which encourages leading companies, research centres, and innovators around the world to compete in finding sustainable and innovative solutions for water scarcity around the world using solar power.

NEWS - AWARDS

DEWA renews Project Management Institute (PMI)® Certification

DEWA has received its 3rd Project Management Professional PMP® certification. This has been achieved after a team of DEWA staff successfully passed the Project Management Institute PMI® standards in Pennsylvania, USA.

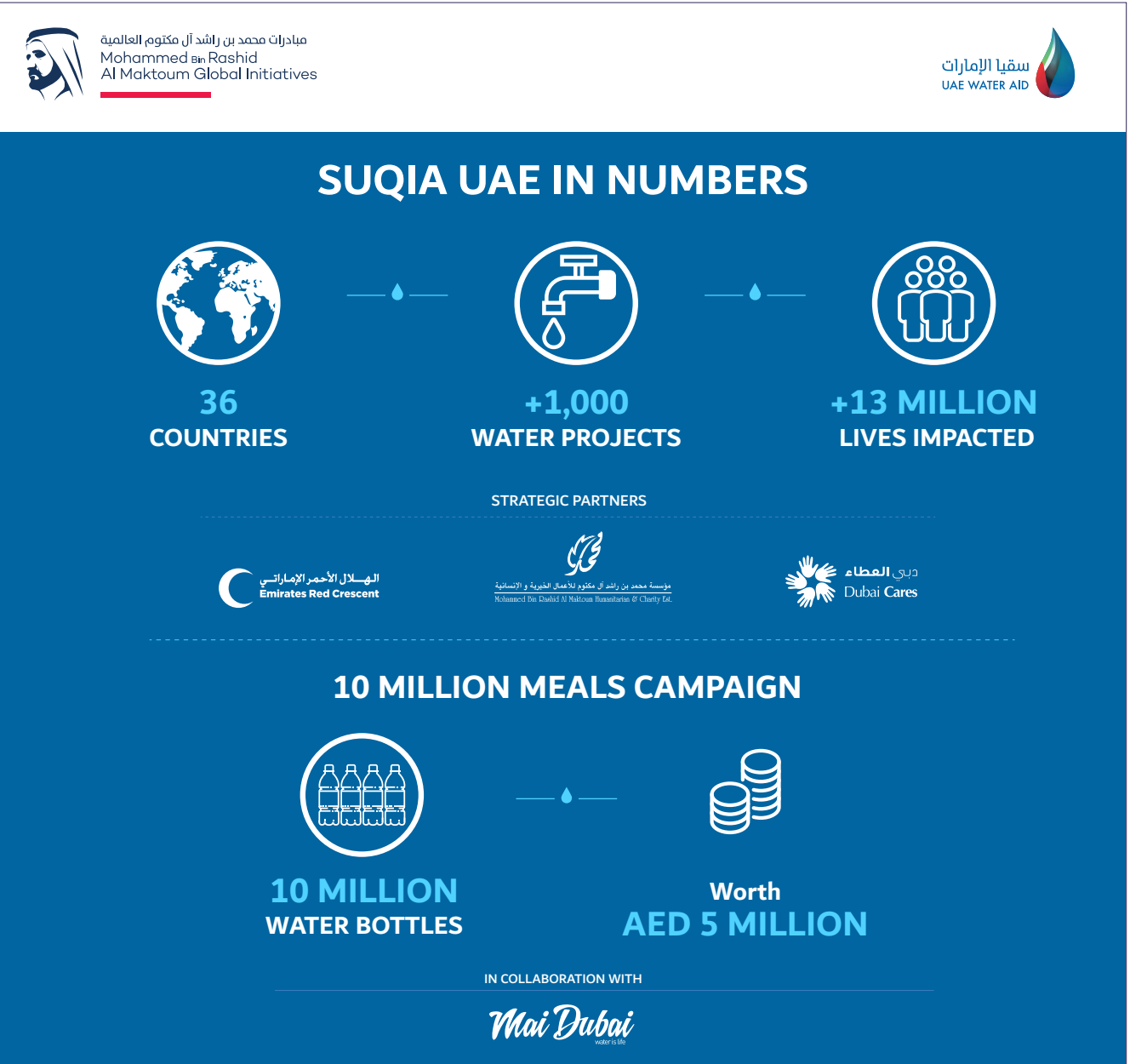
The renewed certification reflects DEWA's ability to provide its employees and government employees in Dubai with world-class training, and educational programmes that enhance the success of its projects. To earn the Registered Education Providers designation, a provider must meet or exceed rigorous standards for quality and effectiveness as defined by PMI®.

DEWA's Assessment and Development Centre receives ISO:10667-1:2011 for assessment service delivery

DEWA's Assessment & Development Centre (A&DC) has received the ISO:10667-1:2011 for assessment service delivery, becoming the first organisation in the Middle East to receive this certificate. This Centre works on assessing and developing human resources. The certificate supports DEWA's strategy in smart transformation in all procedures for selecting the best-qualified staff.

Besides relying on internationally recognised and accredited tests from the British Psychological Society (BPS), the Centre includes a group of professional psychologists and internationally recognised and qualified Emirati staff. This contributes to raising the level of accuracy and competency in the transparent selection of candidates, with several languages.

The Centre plays a key role in Human Resources operations. It has evaluated over 1,900 candidates for various vacancies. The Centre has also evaluated over 1,440 students applying for scholarships, and 1,430 employees of different positions, for development. The Centre is currently evaluating DEWA's behavioural and technical competencies; in addition to determining the level of the current candidates within these competencies, to ensure an objective and fair evaluation that reflects employee performance and supports DEWA's strategic objectives.





HE HUSSAIN BIN IBRAHIM AL HAMMADI
Minister of Education

Education in the UAE has not been hindered by the outbreak of coronavirus

▶ What are the outcomes of distance learning, as a new experience in the UAE?

I would like first to say that the Ministry of Education has been keen on keeping pace with the advanced technology of the education sector since the launch of the advanced education system under the umbrella of the Emirati School. This is part of its plans, along with various government organisations, to achieve the objectives of the National Agenda and the UAE Centennial. The Ministry provided the option of distance learning as part of its various educational options that suit the current conditions, without compromising the quality of education. This has added a new dimension to the education in the UAE that keeps pace with the latest global trends in this field.

How has the outbreak of the coronavirus (COVID-19) affected the educational track in the UAE?

Education in the UAE has not been hindered by the outbreak of coronavirus. At the Ministry of Education, we were

keen on mitigating the effects of the outbreak by adopting a smart learning system that included distance learning. Emirati school students follow their school hours remotely and efficiently. I would like to highlight the wise leadership's role to develop the UAE's smart education infrastructure. This has enabled us to manage the educational process at full capacity. The Ministry of Education prepared its staff as well as private school staff for distance-learning technologies. The Ministry's platforms are available for private schools to maintain their educational process. At Universities, higher education institutions have taken all measures to ensure the continuity of education through distance learning.

• The majority of public and private organisations, along with the Ministry of Education, adhered to the government measures, which included distance learning. How do you see this preventative measure?

Our wise government places the safety of its staff across different sectors at

the top of its priorities. This plays a pivotal role in ensuring society's safety. The UAE was one of the first countries to undertake all the necessary measures to protect everyone living on its land.

• DEWA Academy supports the energy and water sectors with technical training and education. How do you think vocational education will prepare future generations? What is the Ministry's role in this?

The Ministry attaches great importance to vocational education. We believe in the importance of integrating educational outcomes, and vocational education is part of that. The Ministry of Education worked to raise student awareness about the importance of vocational education, which has become a major global concern. The Ministry is keen on directing students to this type of education, because of its importance in sustaining the development of various vital sectors in the country, along with other educational patterns.



HE OMAR BIN SULTAN AL OLAMA
Minister of State for Artificial Intelligence in the UAE

Excerpts from the Atlantic Council interview with HE Omar bin Sultan Al Olama, Minister of State for Artificial Intelligence in the UAE, on technology and pandemics

The UAE is a nation for responsible AI: Al Olama

His Excellency Omar bin Sultan Al Olama, Minister of State for Artificial Intelligence, UAE, said in an open interview with Frederick Kempe, President and CEO of the Atlantic Council, that the UAE's AI strategy is based on building a responsible AI nation. It also focuses on the sustainable and positive long-term impact for generations to come.

"Investments in biotechnology will be huge in the next period, because of the coronavirus. As we have seen, the health sector is becoming more important than the economic and political sectors," Al Olama said. The Minister called on creating a global alliance to prevent the threat of viruses. He noted that the UAE is keen on having a dialogue with everyone, and that agreements with other countries are a sign of communication.

1. How did you become the world's first and only AI Minister?

Technology plays a role in shaping the future of governments and the future of

our lives as individuals. The government of the UAE and its leadership believed that were new changes that were going to reshape economies, societies and governments. It wanted to understand how we can move away from an oil economy. However, oil still makes a big amount of the GDP and many jobs created are in the oil industry and other industries related to oil.

The endeavour brought together His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and His Highness Sheikh Mohamed bin

Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces, to focus the way forward to create a new economy for the UAE and what which sectors should take the lead over the next 50 years.

One of these sectors was Artificial Intelligence. Before my appointment, the UAE set a very ambitious strategy which was to become one of the global leaders in AI by 2031.

2. What are your responsibilities in this area?

The leadership believed that we need to develop AI, not just as a technology but as a tool that can be used to improve the lives of people to create jobs and also something that we use for good rather than bad. When we look at the applications of the sectors we are focusing on; we are focusing on healthcare, which as we have seen right now with the COVID-19 pandemic is a crucial sector for us to keep focusing on and investing in. We are looking at

"OUR LEADERSHIP PREPARES THE UAE FOR THE FUTURE AND HELPING OTHER COUNTRIES."

minerals and resources, oil and gas, which today serve a large portion of our income. We are looking at infrastructure. We spent a lot on infrastructure in the UAE. We are looking at education and tourism as well. Education because since we want to dominate this field, if we are able to lead in research and development. Tourism because we want to improve the sectors that we are leading in. We generally want to become a global hub between east and west in logistics.

Our main focus here through the AI strategy is 'BRAIN,' which stands for Building a Responsible Artificial Intelligence Nation.

Most countries look at AI as something that they are going to deploy without thinking of the long-term impact. We want to ensure that any deployment, partnerships, uses of AI are sustainable with a long-term positive impact, even for future generations. A big portion of my job is to put the right policies and regulations that control technology in a rightful manner. We strive to ensure that innovation can continue and prosper while protecting the lives of people and also working and collaborating with countries, such as the USA, Europe and the UK among others to ensure that we can all come together and develop this technology in a way that is homogenous and fruitful for everyone.

Right now, we can see that COVID-19 started elsewhere, and then came to our country, because of the digitally connected nature of our world today. If this goes wrong in one place, we will see that impact on countries everywhere. My remit as a Minister in the government is to ensure collaboration and shaping our future together.

3. The UAE is one of the first countries in the world that made tests for COVID-19, what have you learned from this crisis? How was the local response? And how do you see the global response?

COVID-19 is a collective war against an invisible enemy. If we don't overcome it everywhere, then we still have an issue moving forward. The UAE's swift response in fighting the outbreak of the pandemic, is part of its hard work over the past five years.

We focus on forecasting the future. The sovereign fund has invested in many vital

"THE UAE STRIVES TO BECOME A GLOBAL HUB BETWEEN THE EAST AND THE WEST."

sectors such as biotech, genomics, which we didn't use before. Our wise leadership anticipated that we must be prepared for the future and to help others.

The UAE has made tests for citizens and residents. It has also exported face masks to many countries. There are 200 nationalities living on our soil. Having different cultural and educational backgrounds is, for some, an equation for disaster. But the way that the government here dealt with this issue was clear in the first comment made by His Highness Sheikh Mohamed bin Zayed Al Nahyan, who said 'We are going to protect everyone here, whether they are locals or non-locals, residents or tourists,' and this has become a reality.

4. Do you think AI is being used sufficiently to combat the coronavirus in the UAE? Is the corporate sector being cooperative in this?

We need to differentiate between hype and reality. Technology has a lot of good that it can come out with, but there is a lot of hype as well, when it comes to technology, being shared by people as it can be used to change our lives and also overcome such a pandemic. The challenges of AI are challenges of historical data. If you have historical data, you can deploy AI to do a lot of things. But if you don't, then there is a challenge of actually creating an algorithm that can give you the outcome that you want. There is another side of the story, where technology is useful in fighting the pandemic. I would say it's probably in the tracing and testing. In terms of curing, I don't think that AI is there yet, but there will be a lot of investments to decipher COVID-19.

5. How do you see other countries approach in this?

There are different approaches here. You have the Chinese approach, where your

whole life depends on technology. The Chinese have spent so much in creating the necessary infrastructure for this. In the USA, for example, or Europe, there is a challenge of applying the Chinese model because they don't have the necessary infrastructure. Artificial intelligence and data may be used only for observation and analysis, with some errors.

6. What types of technology do not live up to their promise in fighting such challenges?

Not all modern technologies have lived up to promises that will be beneficial for humans, and there are still many challenges in terms of data limitations. When it comes to AI, I see that within 5 to 10 years, we will be able to reach an approved algorithm and export it to the world. Technology should not be seen as a tool that will help us get rid of the epidemic. Perhaps it will become so, if we use it to prevent pandemics.

I think that the investments that will go to the biotechnology sector because of coronavirus will be huge, because as we saw today, the health sector is becoming more important than the economic and political sectors.

7. What worries you about the technology sector?

Bio-technology is not governed by sufficient laws, and we will reach a stage where anyone can manufacture and spread a pandemic from their garage, and I don't want to talk about conspiracy theories that are not supported with sufficient scientific evidence.

But if we learned something from COVID-19, it is the necessity of investing heavily in establishing laws governing bio-technology. What we saw today is just a sample. If it is possible to modify these viruses and make them more or less lethal, then there is a great challenge waiting for us. This will impose a threat

"EARLY PLANNING HAS CONTRIBUTED TO LIMITING THE SPREAD OF CORONA VIRUS."

on our lives in general that cannot be avoided by physical distancing. We must create a global alliance that ensures these viruses do not threaten our lives.

8. How do you see this global alliance? Do we need AI and data to create a global immune system that tracks, chains and prevents diseases?

This alliance should have been established ten years ago to identify diseases, and we can use data, AI and biosensors to monitor pandemics and determine whether they are recent or even detected.

New viruses are looming now even as we are facing climate change and melting snow. Those viruses were buried and have reappeared. No countries can say that they are immune. There must be a greater investment in research and development and in the search for medicines for viruses before they turn into a pandemic. There should also be agreements between countries as with peace and climate.

"THE WORLD NEEDS AN ALLIANCE TO PREVENT THE THREAT OF VIRUSES."

9. How do you balance between the goal of building a responsible alliance with countries that do pursue the same goal?

We will not be able to overcome the problem if we isolate the party that does not share our opinion. I believe in the importance of dialogue, even with those who disagree with us and reach a solution by persuasion. As we can see today, AI developed in America is affecting people in the Middle East, and what China is developing has an impact on Europe, because the digital landscape is linked.

It is necessary to have a dialogue and listen to all opinions and reach a consensus on them. The UAE is keen on establishing a dialogue with all parties. Agreements with countries using AI are a sign of communication, believing

that it gives and takes best practices in AI and reaches solutions that meet everyone's expectations.

10. What sectors will change due to the current situation?

I think that if we do a poll and ask people who is responsible for digital change, they will likely answer 'COVID-19.' It has forced many sectors to switch to digital, even before they were ready for it. Historically, we have always been reluctant for change. This is also related to virtual education, healthcare, and retail. The virus has made us experience another aspect of life, and this is not a bad thing in general, especially in the education and the healthcare sector where coronavirus has resulted in greater investments.

11. How do we secure a better value and a stronger and more resilient world after COVID-19?

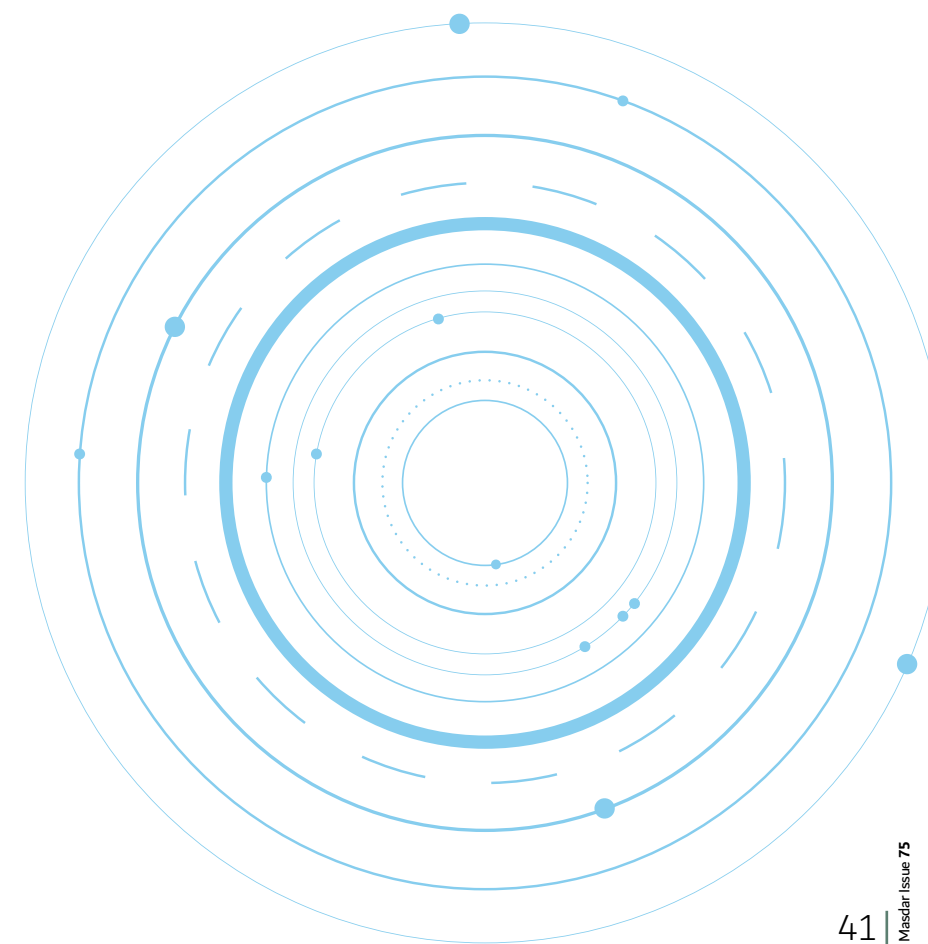
The world needs an entity or forum through which views can be reached. As you know, we have witnessed the outcome of the trade war and partisan rule in the world, which promotes the culture of 'with or against.' The coronavirus has proven its capability to defeat major countries,

and it forced us to forget or think about anything related to trade wars.

This is because the economic repercussions of COVID-19 exceed all that can happen to a country, and thus, I think it is the best time to create a body or an entity that fills the gaps and builds bridges and develops solutions for the common good.

We must work to ensure that we do not return to what we live in today, not from an epidemiological perspective, but from other aspects. We should also be aware of the dangers that might happen in the future and make recommendations to governments, while having a constant dialogue and working groups. This will ensure that governments follow a collaborative approach.

"WE DEPLOY AI POSITIVELY FOR THE COMMON GOOD, NOW AND IN THE FUTURE."





HE DR. THANI AHMED AL ZEYUODI
Minister of Climate Change and Environment

The UAE plays a vital role in renewable energy internationally

The partnership between the Ministry of Climate Change and the Environment and DEWA is fruitful and constructive in protecting the environment, ensuring the sustainability of natural resources and biodiversity

1. The UAE was one of the first countries to sign the Paris Agreement. Could you tell us more about the progress of the UAE's national plan for climate change?

The UAE's journey of environment and climate action began since its foundation by our late Founding Father Sheikh Zayed bin Sultan Al Nahyan. After only six months of the UAE's foundation, a high-level official delegation was sent to participate in the first UN conference on environmental protection.

In 1995, the UAE joined the UN Framework Convention on Climate Change (UNFCCC) just when climate

change challenges arose. Later, the UAE signed the Kyoto Protocol in 2004, which sought to achieve the same goal of the UNCCC.

In the year 2016, the UAE joined the Paris Agreement on climate change, which aims to keep the global average temperature rise well below two degrees Celsius above pre-industrial levels. It also aims to enhance adaptation to the adverse effects of climate change, and making finance flows consistent with a pathway towards low greenhouse gas emissions and climate-resilient development. The Paris Agreement enables countries to set specific national contributions for climate action, and

achieve them to the fullest, with the possibility of raising the bar of those contributions through negotiations.

Locally, the National Climate Change Plan 2017-2050 was launched in 2017. It is the UAE's comprehensive framework to address the causes and impacts of climate change, plan the transition into a climate-resilient green economy and achieve a better quality of life.

The UAE has achieved considerable progress in the transformation to a green economy across all sectors. In real estate, the green building standards and sustainable complexes like Masdar City in Abu Dhabi and Sustainable City Dubai

were launched. Similarly, sustainability standards in all infrastructure projects have been adopted across the country. Several projects were launched to invest in and finance green projects. The transportation sector also increased the use of hybrid vehicles.

There has also been a significant expansion in renewable energy projects. DEWA has played an important role in this. The production capacity of renewable energy projects in the UAE has jumped from 10MW to 1,800MW. Over the next decade, the capacity will increase by 400%, to reach 8,400 MW by 2030.

The UAE has also adopted the Emirates Energy Strategy 2050, which aims to increase the contribution of clean and renewable energy in the total energy mix to 50% by 2050. The UAE launched the National Climate Change Plan to ensure a better future and enhance the country's capability to fight climate change. The programme outlines the requirements for future adaptation to climate change.

To further enhance the programme outcomes, the UAE Ministry of Climate Change and the Environment evaluated the future climate change effects on vital sectors like energy, health, infrastructure and environment. These sectors are critical to the performance of other sectors in the country. This evaluation identified the challenges and issues that could result from climate change effects and the needs of those sectors to mitigate and adapt to those effects.

2. The UAE is a regional leader in clean and renewable energy. What does Your Excellency think of the efforts in this area? And how are the Ministry's strategic partnerships, especially with DEWA, essential to achieve the national plan objectives?

As I mentioned, the UAE increased its local production capacity of renewable energy from 10 MW to 1,800 MW over a decade. The next decade will witness a 400% increase to reach 8,400 MW by 2030.

The UAE's role in renewable energy is not limited to local efforts, but also regional and global efforts. This is through two directions. The first is to provide support and enhance the capabilities of countries to use and expand their use of renewable energy. This direction is implemented through allocating USD 1 billion to spread renewable energy solutions globally, and through partnerships implemented by the Abu Dhabi Fund for Development to achieve in several countries around the world, including the Caribbean countries, Pacific countries, and some Arab countries. The second direction is

implemented through Masdar's global investments. Within a few years, it has managed to manage a set of renewable energy projects up to 4 GW and invest more than USD 14 billion.

The success of these efforts locally and globally relied on strengthening partnerships, coordination and cooperation within public sector institutions (local and federal), and between the public and private sector.

The partnership between the Ministry of Climate Change and Environment and DEWA is one of the most fruitful and constructive partnerships in promoting environmental protection and ensuring the sustainability of natural resources as well as biological diversity. This partnership also promotes sustainable consumption of energy, water and other resources. This is in addition to DEWA's important role in providing innovative solutions in renewable energy, including energy generation using hydropower and hydrogen.



3. Your Ministry plays a vital role in enhancing environmental awareness. What are the achievements in this area so far?

Achieving one of the Ministry's most strategic goals, which is to protect the environment and ensure the sustainability of its natural resources and biological diversity, depends on a set of factors. The most important of which is to engage all society segments in the efforts to protect the environment, something that can only be achieved by raising public awareness. The Ministry is always keen on organising events and launching programmes and initiatives that raise environmental awareness among all society members and encourages them to participate in environmental activities.

The Ministry also launched specific initiatives targeting youth, as they are the most influential segment of society and can employ modern technology in protecting the environment and ensuring the sustainability of its natural resources and biological diversity through innovative solutions. These initiatives included youth camps that were organised in areas of eco-tourism in the UAE.

According to the annual survey of environmental awareness and behaviour in the UAE by the Ministry, the level of environmental awareness in general recorded good growth during 2019 compared to 2018. This is a result of the Ministry's efforts as well as federal and local government organisations in partnership with the private sector to raise environmental awareness.

According to the survey, the awareness level of government organisations increased from 77% in 2018 to 81% in 2019. The level of awareness among youth increased from 80% in 2018, to 83% in 2019.

The rate of environmentally-friendly behaviour among young people increased from 77% in 2018, to 81% in 2019.

In general, the environmental awareness of society increased from 77% in 2018, to 79% in 2019.

4. What do you strive to achieve in climate action and protecting the

environment on both the short and long terms?

Climate Change

In terms of climate action, we strive to:

- Continue to contribute to international efforts to reduce greenhouse gas emissions actively. This will help us avoid the harmful effects of climate change.
- Support innovation and benefit from economic opportunities provided by climate action for renewable energy and other clean technologies.
- Take all necessary measures proactively to ensure adaptation to current and future climate changes and preserve the country's economic and social gains.

Green development and the environment

In terms of green development and protecting the environment, we strive to continue implementing the UAE Green Agenda 2030 and its objectives.

The UAE Green Agenda is a road map for the transformation to a green economy. It is also a key pillar and an important tool for our future initiatives and strategies. The Green Agenda includes five strategic directions inspired by the UAE Vision 2021. They are broken down into 12 programmes and 31 sub-programmes. Those programmes are important platforms to gather all national efforts.

- Enhancing public-private collaboration and partnership to launch various projects and initiatives across the UAE. Following up on those projects and initiatives through the UAE Council for Climate Change and Environment.
- Adopting sustainable policies and options such as the UAE National Climate Change Plan 2050; the UAE National Sustainable Production & Consumption Plan (2030) Framework; Enhancing Environmental Performance initiative; projects and strategies on chemicals, wastes and others to enhance the shift towards a green economy.

Sustainable Consumption and Production

Enhancing sustainable consumption and production, which ensure strong and effective achievement of sustainability across all sectors. This is in accordance with the UAE Vision 2021.

In this area, the Ministry launched the regulatory framework for the UAE National Sustainable Production & Consumption Plan, which achieves the UAE Green Agenda 2030. The framework promotes sustainable production and consumption behaviours that reduce environmental stress and meet basic needs.

Sustainable production and consumption are linked to enhancing the use of resources, energy efficiency, sustainable infrastructure, providing opportunities for basic services, green jobs, and improving the quality of life for all. It achieves comprehensive development plans, reduces economic, environmental and social costs in the future. It also enhances economic competitiveness and reduces poverty.

The general framework of the national plan includes the most related sectors to green growth, which represent a high percentage of the UAE's GDP. The framework also includes the impact of those sectors on natural resources, water, energy, waste, air and climate.

Promoting a circular economy

The Ministry is promoting the

implementation of the circular economy throughout, especially in terms of dealing with waste. An Integrated Waste Management Law has been prepared by His Highness, the President of the UAE. Umm Al Quwain Integrated Waste and Biofuel Production Station is underway. It will become an effective model for sustainable waste management.

We are currently working on enhancing cooperation and coordination with many public and private institutions (locally and globally) within the framework of an innovative project that fosters the application of a circular economy in dealing with plastic. The project aims to expand the framework of the sustainable production and consumption of plastic from packaging materials.

5. Consolidating social, economic and environmental development can only be achieved through protecting natural resources. What are your efforts in this?

Preserving natural resources and ensuring their sustainability is one of the strategic goals of the Ministry of Climate Change and Environment. To achieve this goal, the Ministry worked on several directions that include creating an integrated legislative system that establishes legal standards to protect these resources and ensure sustainable consumption of them. It also worked on launching projects, programmes and initiatives aimed at highlighting those resources and conservation, through using modern technology and raising awareness on its importance.

The legal system includes many laws that protect the agricultural sector and livestock, ensure their sustainability and encourage using modern technologies, such as hydroponics and vertical farming, pest and epidemic control.

It also includes laws regulating the fishing sector and preserving fish wealth; laws prohibiting and regulating the fishing of some species; laws outlining the allowed fishing equipment.

Among the Ministry's initiatives and projects is the use of modern technology in ensuring the sustainability of sectors. This includes a project for using drones to survey agricultural areas in the country, the use of the same technologies in spreading and planting local tree seeds, initiatives to rehabilitate coastal areas and spreading artificial elements to increase fish stock in local waters (artificial caves, cultivation of coral reefs, expansion of mangrove plantation, and fish incubators initiative).

The Ministry's projects achieved the integrated waste management system. We launched the Umm Al Quwain Integrated Waste Management and Biofuel Production Station. We also renovated the Umm Al Quwain landfill, in addition to preparing a law for integrated waste management, issued by His Highness the President of the UAE. Besides, laws regulating the use of oil and demolition waste were issued.



Risk management and business continuity in water facilities, opportunities and challenges during global crises - Corona pandemic

REPRODUCED FROM AN ARTICLE PUBLISHED IN THE MIDDLE EAST WATER FORUM

Dr. Jarrah Al-Zubi, Senior Manager - Excellence Competitiveness, DEWA

Since December 2019, the world has witnessed rapid changes following the spread of the coronavirus (COVID19) and the subsequent transformation from a local crisis within China, into being a global pandemic that has adversely affected 215 countries, reaching 3.24 million cases including the 229,000 fatal cases (according to statistics on 30 April 2020). The water sector and its related entities are amongst the most important sectors that require ensuring business continuity during this crisis, as they are linked to the essential daily life requirements for human health. There is no doubt that the economic status of a certain country plays an important and complementary role for the sustainability and continuity of water service provision. In this article, I will review a number of opportunities and challenges facing international water utilities generally, and within the Arab region, particularly tackling the issue at both the strategic and operational levels.

Sustaining the business in water utilities in any country requires strategic planning by governments, to ensure the integration of different sectors such as water, energy, agriculture and food sectors due to the interlinked association between these sectors to meet the daily needs of human beings and to ensure healthy societies. It is no secret to

everyone that the Arab region suffers from water scarcity, whether at the local or regional level, not to mention the regional conflicts over water resources, whether surface or sub-surface shared or cross-border water resources, and here comes the role of governments to review their water strategies and to reconsider developing new water agreements and treaties to prevent any potential conflict and to ensure the sustainability of water supply, which is a major component of national and social security.

For a certain country, good governance of the water sector and protection of all water resources are among the basic tasks in proper institutionalisation of water utilities. Following the development of the pandemic COVID19, countries have started to assess their performance with regards to their ability to develop a mechanism to respond to such crises. The impact of this crisis and its repercussions has not yet come about, due to lesser water demand in winter season and after the rainy season, but the question arises: How are countries placed to face the increased demand in summer season? Per capita water consumption will increase as the social behaviour of people has changed in terms of increased use of water for sterilisation, personal hygiene and general disinfection of facilities and affairs. It is expected that the average

daily per capita water consumption will increase by at least 20 litres. In the coming months, the extent of the repercussions of the crisis and its impact on energy supply will be clear, keeping in mind that energy is vital for business continuity in the water utilities, particularly for pumping, distribution and desalination processes. Here comes the opportunity for countries to develop operational plans to take advantage of the available renewable energy sources to ensure service provision and business continuity of the water utilities benefiting from the decentralised alternative energy sources to meet demand in the remote areas of the country without being affected by interruptions in the supply of the main network.

At the operational level, it is assumed that water utilities have developed risk management and business continuity plans as part of their periodic strategic planning, in addition to conducting simulation drills and exercises on how to manage the crises to assess the level of readiness in maintaining business continuity. Here are a number of important pillars for business continuity for the water utilities:

1. Human Resources

This is considered the main and

primary driving force for operation and maintenance, and here comes the role of training and empowerment on the necessary competencies to carry out work properly during prosperity and crisis with an emphasis on the issue of occupational health and safety necessity during the crisis. Given the pandemic nature of the coronavirus, physical distancing is required, especially among workers. The role of entities to ensure distancing through re-engineering procedures and processes, especially in waste water treatment plants is critical. This will prevent physical interaction with water resources during the treatment cycles whether in the form of vapour or droplets and also to separate employees and prevent cross infections within the work environment.

If infection status has further evolved, there must be isolated areas for staff working, while ensuring the provision of the necessary foodstuff, healthcare supplies, medicines, and personal health protection equipment. In addition to that, monitoring travel and mobility of workers and their families to ensure quarantine upon return from travel is necessary, and to conduct tests to ensure that they are virus free. Knowledge and awareness play a major important role to control the spread of virus, in addition to securing all requirements for personal protection gear, especially for those working in the field who are in direct contact with the public.

2. Automation and communications infrastructure

One of the most important pillars of business continuity is the presence of appropriate communication channels at all times, whether electronic or traditional, including securing alternative plans which involve delegation of authorities and automated work procedures for operation and maintenance during the crisis. As for the automation infrastructure, many utilities in the Arab region were able to automate their operations, services and transform into digital entities to provide these services before the emergence of the current crisis. Therefore the impact on business continuity of these utilities will be at the minimal level when compared to traditional entities who are still operating using traditional methods justifying that by unavailability of adequate funding to upgrade or due to the lack of the management teams to set the direction based on future foresight, strategic planning and smart

transformation. The importance of the automated / digitised infrastructure for water utilities is highlighted in the following pillars:

The first pillar: Automating transmission and distribution networks and network's remote-control centres, which facilitates remote work during crises or during normal conditions. In addition, these intelligent network operations can be used to reduce water losses.

The second pillar: Transforming customer service delivery processes from traditional methods to digital / smart processes through websites or smart applications, thus ensuring the ease in provision of customer services while ensuring social distancing and enhancing cash collection from customers as it is of the most important resource needed for business continuity, especially if the utility is operated and managed by private sector.

3. Logistics

There are risks from the interruption of the supply chain management that includes spare parts and chemicals needed to ensure the quality of water and treated wastewater. Usually utilities have a strategic stock of these materials for a specific period; in anticipation of changing conditions, utilities must increase the stock of these necessary supplies. Utilities should also give utmost importance to preventive, corrective and predictive maintenance operations to ensure business continuity by providing services for longer periods without the need for spare parts taking into account synchronising lockdown hours with implementing maintenance programmes and dispatching of field teams to different sites.

4. Partnerships

Utilities should strive to build strong partnerships constantly with other sectors such as agricultural sector being the main consumer of treated wastewater in agricultural production system. Likewise, with vendors and main contractors to secure the supply chain serving water and wastewater projects. The importance of partnerships is not limited to national collaboration but also extends to regional scale in terms of joint cooperation during the crisis and similar to the earliest regional and local cooperation in the energy and electricity sector by setting up an interconnected grid.

Based on the above, there are a number of opportunities and challenges that utilities and their associates should pay attention to as to mitigate the adverse impact of the coronavirus and/or any other potential risks in the future. The opportunity is still valid to develop resilient strategic decisions to ensure business continuity in water utilities. I summarise a number of fundamentals that are essential for any utility in their attempts to respond to the current pandemic Covid19:

1. Developing and updating response plans and work procedures during the crisis and interruption of communications.
2. Take into consideration the separation between staff and workers and identify dedicated sites as work stations or even remote working provided the proper infrastructure exists.
3. Business transformation from traditional to automated and digital entities, and setting future plans for smart transformation of networks and services delivery.
4. Securing utilities and their facilities including surface water sources as a national security mandate, also develop the management protocols if curfew is implemented.
5. Conducting joint drills for crisis management tasks in association with major local authorities.
6. Ensure stocking of essential supplies and spare parts required to secure the operation activities and maintenance including personal protection equipment.
7. Continuity in capacity development through awareness and training programmes.

I look forward to seeing the end of this pandemic crisis with the least negative impact on water utilities, yet I assume that management of these utilities beyond this crisis has to evolve through improved planning and resilient operations of water utilities knowing that further financial burdens will prevail. It is very crucial to re-prioritise these improvements based on the presented challenges and to build on the lessons learnt from COVID19 in order to efficiently and effectively manage the limited water resources.

TIPS & TRICKS TO SAVE ELECTRICITY AND WATER



Cooling



Keep your thermostat set at 24°C, or higher. Each degree increase in set point temperature can save up to 5% on AC consumption.



The optimal lifetime of an AC is ten years. If yours are older, consider replacing them with new energy-efficient ACs with 4 or 5 stars from ESMA (Emirates Authority for Standardization and Metrology). This will help you save up to 25% of cooling consumption.



Clogged or dirty AC filters can block the normal airflow and reduce the system's efficiency significantly. It is recommended to clean your AC filters periodically or at least once a month during Summer.



Apply weather stripping and caulking around all doors and windows to keep the cooled air inside your house and to prevent hot air from entering into your home.



Refrigeration/Freezing



Set the fridge temperature to 4°C, or to the manufacturer's recommendation to avoid excessive cooling and wasting energy.



Keep your freezer temperature at -18 degree Celsius.



Check your refrigerator/freezer door gasket periodically for signs of deterioration.



Allow hot food to cool down before placing in your refrigerator (not more than 30 minutes).



Keep your fridge away from the oven, dishwasher, dryer and direct sunlight to avoid overworking.



Lighting



Turn off unnecessary lights and use natural lighting as much as you can in places which are not exposed directly to sunlight during summer.



Use LED lighting and clean them regularly.



Use timers or motion-detectors to control the light's operation, wherever applicable.



Install dimmers to control the brightness of lights and reduce energy consumption.



Cooking



Use a microwave instead of your main oven whenever possible.



Use flat-bottom pans for best contact with the heat, with tight-fitting lids to keep the steam in the container. Pressure cookers use less energy than ordinary pots and pans.



Dishwashers and Washing Machines



Only run your dishwasher and washing machines when it is full to make the best use of water, energy and detergent.



When purchasing a new appliance, look for one offering several different cycles, including an eco-cycle. This will allow you to select more energy and water efficient cycles when heavy-duty cleaning is not required.



Dryers consume a lot of electricity. Take advantage of the sunshine and hang your clothes to dry.



Showers and Faucets



Install a water-efficient showerhead with a flow rate of less than 8 litres per minute.



Install aerators on your kitchen and bathroom faucets to reduce faucet water use by up to 40%.



Turn off the water when brushing your teeth or shaving and save more than 5 gallons (19 litres) per day.



Clean vegetables in a bowl partially filled with water rather than running water from the tap, taking into consideration all health issues. Reuse the water for plants at your home.



Bathroom/ Water closet



New toilet models use up to 6 litres of water per flush, which saves about 6 litres per flush compared to the older models, resulting in an annual water saving of around 10,000 litres per person.



Check toilets periodically for leaks and repair them promptly.



Irrigation



Water your plants before 8 am or after 6 pm to reduce evaporative losses.



Check sprinkler system valves periodically for leaks and keep the heads in good condition.



Adjust the timer on automatic sprinklers according to seasonal water demands and weather conditions.



Place your sprinkler, so it only waters the lawn, not the pavement. Avoid sprinklers that spray a fine mist, which increases evaporation.



General tips



When purchasing a new appliance, consider purchasing one with a high ESMA (Emirates Authority for Standardization and Metrology) energy efficiency rating (5 or 4 stars), to save energy.



Wash your car with a bucket of soapy water instead of using a hose or pipe.



Clean your outer courtyard with a broom instead of the hose.



Cover your swimming pool to reduce water losses due to evaporation.



Clean the outdoor yard with a manual vacuum cleaner instead of using a water hose.



Conduct a leak test two times a year by switching off all water devices and checking the water meter. If the meter is still running, there might be a leak in the water pipes or system.



Artificial Intelligence (AI) technologies were used to predict solar energy generation

ENG. HUSSAIN LOOTAH

Executive Vice President of Transmission Power at DEWA

1. First, we would like to know what are the most prominent achievements this division has made recently?

The Transmission Power division has prominent achievements, such as:

- Meeting 100% of Dubai's electricity needs, continuously over the past years. In 2019, 46703.797 GWh were transmitted, including 1476.018 GWh of solar energy, working towards achieving the Dubai Clean Energy Strategy 2050. Artificial Intelligence (AI) technologies were used to predict solar energy generation. The peak demand for the same year reached

8,516 MW, which is the highest demand met since DEWA's establishment. This is in accordance with the accredited technical standards in electricity transmission.

- Achieving world-class results in the availability of electricity transmission grid in Dubai. In a report conducted by McKinsey highlighting efficiencies in water and electricity supplies around the world, DEWA's consistent supply of both water and electricity was among the highest. These results greatly enhance the reputation and prosperity of Dubai in achieving customer happiness. It is a true win for governments and organisations.

- Managing and implementing 67 projects for energy transmission over the past three years for AED 7.8 billion. These include 64 stations with a capacity of 132 kilovolt (kV); 3 key/main transmission projects with a capacity of 400 kV; and 346 kilometres of ground cables. This is in accordance with DEWA's specifications by 100%, which align with the highest international standards in this area. 2019 was an exceptional year. We inaugurated 27 transmission stations with a capacity of 132 kV; 3 key electricity projects with a capacity of 400 kV; 132 kms of ground cables; and 39 kms of overhead power lines with a capacity of 400 kV, worth AED 3.5 billion.

- Automating the preventative maintenance using strategic analysis of SAP since the beginning of 2017, in terms of planning, follow-up, and implementation. This ensured full commitment to what was planned by 100% in 2019. The review and update to the maintenance strategy in 2018 achieved unexpected results. This is based on feedback from a full cycle of reliability-oriented maintenance, in line with the international practices in this area. This reduced the cost of preventative maintenance of energy transmission equipment by 22%, worth AED 35.3 million. It also reduced working hours by 22%, worth 377,700 hours; preventative maintenance tasks by 46%, worth AED 1.3 million; scheduled interruptions by 42% worth 25,800 interruptions; and maintaining the electricity transmission availability by 100%.

- Launching the region's first cyber-defence centre, specialised in monitoring operational assets, and DEWA's transmission stations assets. This is to monitor, isolate, and protect energy transmission networks from cyber-attacks as well as internal and external threats.

- Completing a total of 76,130 No Objection Certificate (NOC)s in 2019 with time reduced by 20% in every NOC transaction, equivalent to 1.32 hours. We also contributed to DEWA's leadership by becoming the first government organisation to fully shift to digital issue of NOCs for infrastructure work. We also added the DEWA Smart Facilities initiative to make DEWA the first government organisation that provides live updates on infrastructure for 6 months. The initiative supports DEWA and Dubai's directions in smart transformation of all its services.

Those achievements have helped Transmission Power division win several internal and external awards, including:

- For the second consecutive year, the division has received DEWA's Happiest Work Environment Award as a main business division. The division increased its employees' happiness from 84.44% in 2018 to 94.89% in 2019. This achievement is the result of massive efforts and outstanding initiatives from the team throughout. It also highlights that human resources are the most important ingredient for success.

Receiving the LEED Gold Certification for the Burj Khalifa station, becoming the region's first government organisation to receive this certificate for substations.

Winning Asia's International Award for the best transmission and distribution project in 2018; and Asia's International Award for the best environmental improvement in 2019.

Several employees of the Energy Transmission have won internal DEWA awards and Dubai Government Excellence Program (DGEP) awards. They have also won local awards, such as Promoting Environment Work Award at the UAE Ideas Award; the Next Gen Female of the Year Award and Stem Star of the Year Award at the Women in Energy Awards.

2. What are the division's plans and strategies to increase capabilities?

We work on developing the capabilities of our employees and providing the right professional track for them to lead the future. This is by preparing and implementing plans, and training programmes that help them gain skills and knowledge and build their scientific and practical capabilities. This includes



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job rotation and ongoing education in technical and non-technical areas. This is in addition to follow-up and evaluation for the efficiency of these plans, in achieving the objectives of DEWA's strategy to empower employees and create future leaders.

Developing and improving the employees' skills in the division is an ongoing process. This process starts by identifying training needs, which are linked to the career performance objectives. It also includes activities, training, workshops as well as internal and external awareness activities to meet those needs. Activities include the Leadership Week; fresh graduates training programme; training programmes for self and technical development; internal brainstorming and different workshops; activities to introduce and promote modern technology; team building activities; group work and happiness programmes.

Employees and teams are a critical factor to excellence and achievements. We strongly believe that a happy employee is a productive employee, who can achieve world-class results and achieve the wise leadership vision. Influencing employees and pushing them to do their best is closely linked to what we do to make them happy. My colleagues and I are committed to be role models for employees in performance and attitude, in addition to promoting positivity, happiness, and resilience in dealing with and overcoming challenges, as they are key to achieving our goals.

We sponsor and actively participate in team activities, and we work on continuous improvement. This is through sharing ideas and working as a team. We have field visit programmes for work locations, and we work together on opening communication channels, promoting happiness and positivity among employees.

3. Do you think this is the best method that could be adopted by other divisions at DEWA?

Achieving outstanding results in employee happiness at the division is a result of our sincere and continuous efforts, through initiatives, activities and plans that are implemented by leaders and employees in different positions. Those activities utilise DEWA's initiatives in this area.

We are ready to share with other divisions, our practices, experiences and what we have achieved for employee happiness. However, each division has its own policy that fits its work nature.

4. Human resources are the main supporter of the development of any sector. What are the contributions of employees in this area?

Human resources are the main supporter and drive behind change at any organisation. At Transmission Power division, we focus on knowing the most important factors to encourage employees on effectively contributing

to the development and improvement of our work. We do this through effective communication channels and encouraging them to present ideas and improvement initiatives as well as adopting creative ideas and incubating creative minds. We also provide tools and resources for creativity and creating a motivating work environment. This is in addition to awarding creative minds. The ideas presented and implemented by our employees on Afkari have exceeded the targets over the past years.

Employees exchange their knowledge through different channels, including meetings and brainstorming sessions. The division has an electronic system for knowledge management. We have been working through this system, since 2009, to encourage employees on sharing technical and non-technical knowledge, learn about it, and save it for later when needed.

The division's experts contribute their knowledge and experience to youth through different channels such as the lessons learned, technical and non-technical training for fresh graduates.

5. DEWA considers the pillar of innovation and the future the main supporter of its excellence. What are the most important partnerships in this area?

We support DEWA's efforts in innovation and anticipating the future. This is through adopting DEWA's

innovation ecosystem in our projects and daily work. To achieve this, we have adopted nine strategic pillars of innovation in the division. Those pillars align our innovative activities and initiatives with DEWA's objectives. We ensure, through those pillars, a balanced growth in innovation technology, asset management, human capital, operation security and information security.

The Transmission Power division is currently preparing to implement the second phase of digital transformation at DEWA. This is through applying state-of-the-art technologies like AI, machine learning, and neural networks, to achieve the maximum benefit of the data and information aggregated from automated operations in the first phase of digital transformation. The division's initiatives in this area include achieving the asset care and performance programme, which analyses big data and AI to know the status of assets and predict interruptions before occurring, that might affect the reliability and availability of energy supplies.

The division's initiatives, that are linked to those pillars, are adopted and implemented through a partnership with a group of stakeholders across different segments, such as DEWA's internal divisions in charge of copyrights and investing in renewable energy, smart

grids and others. We also partner with external suppliers, to explore new technologies in quantum computing and AI to develop the first automated substation. This is in addition to building transmission asset care centre, digital chains, and designing reliable algorithms to predict loads. Through all of this, we support the strategic directives of DEWA in diversifying the energy mix. The stakeholders include consultants to rethink the work model of digital transformation. Those consultants work on institutionalising the process of anticipating the future and conduct specialised research programmes.

We strive to build partnerships for mutual benefits, through which we can develop our bilateral relations and plan together successful futuristic initiatives, especially with academic institutions.

6. How does constructive and positive collaboration with other divisions enhance DEWA's achievements and successes? Which divisions do you work with the most, and how do you work together to improve the work mechanism?

The main goal of DEWA is providing world-class electricity and water services according to the pioneering international standards of availability, reliability, and quality in Dubai. We work on transmitting

power from generation plants to distribution networks, according to the same level of availability, and reliability. This is through international innovative practices and technologies to manage our assets. We continuously deal with DEWA's main divisions, such as the Generation, Distribution, and Power, Water & Planning, which coordinates horizontally with other divisions.

We have signed agreements regarding the service with those divisions to govern interrelated activities and make it flexible to reach common goals. This enhances positive communication, team building, and effectively achieves DEWA's vision to become a globally leading sustainable innovative corporation. We have also signed agreements on the service level with supportive divisions in charge, such as the Business Support and Human Resources; Finance; Innovation and the Future, among others. Through evaluation and follow-up, we ensure implementing service level agreements according to DEWA's mechanism. We also ensure reaching the highest levels of coordination and collaboration with our internal partners to achieve mutual benefits that positively reflects DEWA's overall performance. This is in addition to agreements and mutual work to improve the performance and overcome challenges and hardships.



ARCHIVED PHOTOS

MEET YOUR COLLEAGUES



Reem Mohammed Al Suwaidi
Acting Deputy Senior Manager - Development

Edhaa'a Initiative

She has been working at DEWA for 10 years, in the Business Support & Human Resources division - Talent Management Department.

- Main Career Achievements:**
- The first Emirati to win an international award in Measuring Training Effectiveness for Best Practice Implementation from the ROI Institute US, in 2015
 - First Emirati ROI coach member, with ROI Institute in the United States
 - First Emirati to win an international award in measuring training effectiveness for best practitioner from the ROI Institute US, for 2018-2019



- Main Volunteering Activities:**
- Council member in (Aman) volunteering team
 - Rewarded as distinguished volunteer by Community Development Authority (CDA), in 2019
 - Official volunteer for EXPO 2020 Dubai



- Hobbies and Skills:**
- Reading Books
 - Drawing
 - Party Arrangements
 - Wall Art Collage



Fatma Khalifa AlShamsi
Sustainability Engineer

Edhaa'a Initiative

She is working in DEWA since 3 years, in Water & Civil Division.

- Main Career Achievements:**
- Winner of the Distinguished Technical Employee Award - Second Cycle of 2019.
 - Contributed in organising the Solar Energy Decathlon in 2018 and 2019.
 - Presented at the Division's achievements in Dubai Solar Show 2019.

- Main Volunteering Activities:**
- Graduated from DEWA Volunteering Diploma.
 - Member of "Watani" Volunteering Team.
 - Participated in Expo 2020 Dubai volunteering activities.



- Favourite Hobbies and Skills:**
- Baking
 - Photography
 - Painting



NEW JOINERS



EBRAHIM ADEL ALNUAIMI

Engineer Ebrahim Adel AlNuaimi completed his undergraduate studies in 2019. He holds a bachelor's degree in Mechanical Engineering - American University of Ras Al Khaimah (AURAK). AlNuaimi is currently enrolled in a master's programme in Engineering and Project Management at the same university. He joined DEWA in April 2020 as a Graduate Senior Technician in the operations department of Generation (Power and Water).

His passion for learning, building and diversifying skills during his university study encouraged him to participate in several trainings, including a training in Microsoft Office, and IELTS. He also attended trainings at the AURAK science labs, a training in AutoCAD and functional forums workshops. AlNuaimi participated in AURAK Renewable Energy competition. Besides, he holds the Certificate of Military Police Course, and a Certificate of training from the Air Force.

AlNuaimi has other interests that are equally important to his academic interests. These include playing sports, to enhance his physical and mental capacity. This positively impacts his work performance as he believes in the importance of balance between his professional and social life.



HUMAID AL HAMMADI

Humaid Abdulla Al Hammadi is a Special Projects Manager for the Office of the MD & CEO at DEWA, having joined in April 2020. Previously, he was a Senior Research Analyst at the Director General's Office of the Prime Minister's Office of the UAE, where he worked on development of national policies and strategies such as the National Policy for Well Residential Communities and the National Wellbeing Strategy 2031. In addition, he worked on various governmental projects and initiatives including UAE Annual Government Meetings and the World Government Summit. Previously, he was Senior Architectural Design Engineer and Head of Dubai Young Planners Team in Dubai Municipality where he worked on a number of high profile Urban Planning projects including the Dubai 2020 Urban Master Plan, the Dubai Industrial Strategy 2030 and Dubai Plan 2021 Innovation Labs. Humaid has a Diploma in Artificial Intelligence from the University of Oxford; a Master's Degree in Urban Planning on Community, City and Regional Planning from the American University of Sharjah, and a Bachelor's Degree in Architectural Engineering from the United Arab Emirates University.



OMAR ABDULLA ALOTBI

Engineer Omar Abdulla Alotbi joined DEWA in April 2020 as a Deputy Manager – Gas Turbines at the Generation (electricity and water) division. His professional experience for more than 14 years including his work at DEWA between 2005 – 2013 in the same division, enabled him to hold this important technical position.

Alotbi holds a High Diploma Certificate in Mechatronics from the Higher College of Technology in Dubai. He started his career with DEWA. He also worked at major institutions in the UAE including Emirates Global Aluminium (EMAL) and Dubai Airports. Alotbi worked at Dubai Airports for two years as Security Assurance Manager in the Quality, Health, Safety, Security & Environment Unit (QHSSE).

Alotbi has gained vast experience in maintenance contracts during his work at the TAWHEELAH B Power & Water Production Plant - Asia Gulf Power Service Company (AGPS). He was promoted to Lead Static Engineer in the mechanical maintenance department for the plant.

DEWA has helped Alotbi achieve career excellence. First, he joined DEWA as a Graduate Engineer. He attended specialised conferences and different trainings inside and outside the UAE on Maintenance Management and Gas Turbines Technology.

PARTNER FOCUS

The UAE develops a new treatment for coronavirus



Doctors and medical researchers at the Abu Dhabi Stem Cell Center in the UAE have developed a treatment for COVID-19. The treatment extracts stem cells from the patient's blood and injects them again after activation.

The UAE Ministry of Economy granted a patent to the innovative method of collecting stem cells. The treatment has cured 73 patients so far. Their test results were negative after they received the treatment by inhaling a fine mist.

The treatment renews lung cells and modifies their immune response, so that they do not overreact to the coronavirus infection and damage healthy cells.

The treatment passed the first phase of clinical trials successfully as safe. None of the patients who received the treatment showed any immediate side effects.

Trials will continue to prove the treatment's effectiveness. This treatment is an addition to conventional medical intervention as a complementary treatment and not an alternative.

HH Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE; HH Sheikh Mohammed

bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai; and HH Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces, congratulated the UAE's citizens and residents on the Abu Dhabi Stem Cell Center's success in developing a stem cell treatment for the COVID-19 coronavirus.

Their Highnesses extended their thanks and appreciation to the UAE's medical staff and researchers as well as the Abu Dhabi Stem Cell Center staff. This is in recognition of their major efforts in reaching this scientific milestone. This contributes to global efforts to eliminate the outbreak of coronavirus and ensure the health and safety of all.

"This achievement shows the efficiency of the medical staff and their great efforts in dealing with the COVID-19 coronavirus and the innovative way in which stem cells are used. This new treatment will contribute to strengthening UAE's vision to become the world's leading nation, and a global model in healthcare and treatment of diseases. It will have a long-term positive impact that will benefit the UAE, the region and the world," said HE Saeed Mohammed Al Tayar, Commissioner General for the Health and Knowledge track at the Dubai Council.



DHA hospitals receive global recognition as frontline defenders against COVID-19

Dubai Health Authority (DHA) has a comprehensive medical strategy and preventative measures that apply the best international health standards to protect society from the COVID-19 coronavirus outbreak. This comprehensive strategy has helped prevent the spread of the coronavirus in Dubai.

Over 5,000 volunteers and 80% are doctors and nurses

Over 5,000 citizens and residents volunteered for the Champions of Health platform. 80% of them are medical and nursing staff. Some volunteers used 3D printers to make transparent face shields to protect medical staff from COVID-19. Others provided logistic support for hospitals, such as data entry, arranging beds, and distributing meals. There are about 1,600 volunteers working every day, each according to their specialisation. The Champions of Health platform is still witnessing a large turnout every day from people wishing to volunteer.

DHA receives JCI accreditation

DHA enhanced its leading position globally and made a new achievement by receiving the accreditation by the Joint Commission International (JCI) for four of its hospitals: Rashid, Dubai, Latifa, and Hatta, as an integrated and unified medical network. This comes after DHA hospitals received the same accreditation for several years separately.

The JCI has strict measures and conditions for this accreditation, which highlights the developed infrastructure and technology of those hospitals and the DHA's smart solutions and preparations for diagnosis, treatment, and the best environment for recovery.

The evaluation committee verified the quality of medical services, the safe journey of patients, and the safety procedures to protect the health and life of patients. The committee also checked the treatment outcomes.



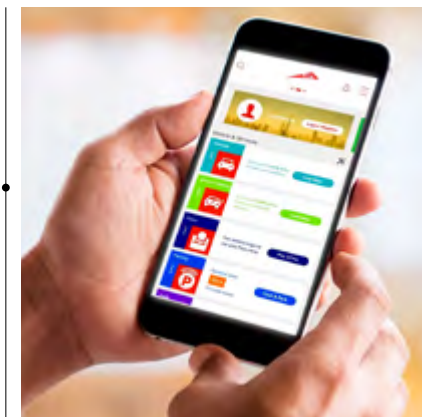
RTA measures against COVID-19 coronavirus

The Roads and Transport Authority (RTA) in Dubai has undertaken several measures to ensure the health and safety of passengers on public transportation in Dubai. This is part of its proactive precautionary measures to deal with the COVID-19 coronavirus pandemic. Each phase had its own procedures, in line with the Government of Dubai strategy during the current global crisis.

These procedures include controlling the number of passengers in the metro and buses to keep a physical distance between passengers; continuous disinfection of transport; and producing and installing new unified safety signs to fight the spread of the coronavirus. These signs show passengers the health procedures to fight the spread of the coronavirus. They were prepared according to the best international practices in safety signs.

The RTA measures include shutting down air-conditioned bus stations. In coordination with Dubai Health Authority, the RTA has allocated 15 buses and 40 vehicles to transport patients who have recovered from COVID-19 and people who met COVID-19 patients. These buses and vehicles are exclusively used for this purpose, and not for daily operations.

The RTA launched a campaign to collaborate with companies and organisations who have



online shopping platforms. The campaign encourages them to use Dubai Taxi and its franchise companies' vehicles to deliver their orders. Union Co-Op and Emirates Post were among the first organisations to sign up for this, amid a surging demand on online shopping websites.

To enhance employing modern technologies, Taxi Dubai organised online training for its drivers. This shows the RTA's digital system is ready to meet the UAE's Government procedures in the current crisis. The RTA announced that the number of transactions completed on its smart app has increased by 38% to reach 882,428 transactions during Q1 of 2020, compared to 638,709 transactions during Q1 of 2019.



Dubai Police uses precautionary measures and answers 553,406 calls during the national sterilisation programme

The Command and Control Centre at Dubai Police have helped over half million phone callers during the COVID-19 pandemic. The centre received 553,406 calls during the national sterilisation programme from 26 March to 28 April. The emergency number 999 received between 432,000 and 446,000 calls while the non-emergency number 901 received 120,960 calls. The centre received on one day 52,000 calls, which was a record number, after announcing permission to go outside. The vast experience and exceptional efforts of all the centre's staff enabled them to respond to all enquiries and help the callers to ensure their security and safety.

Radar and round-the-clock patrols detect violators of movement restrictions

Security patrols and electronic detection technologies such as CCTV and radars across Dubai were used to ensure the commitment to the national sterilisation programme. These were also used to undertake legal measures against violators. The police continue to provide support for all calls, emergency, and non-emergency. It also provides digital services through e-crime and Police Eye to report any anti-social behaviour or violations.

Smart helmets... the latest technology used by Dubai Police to fight coronavirus

From robot police to the robot patrols, Dubai Police is known for its latest smart innovations. During the COVID-19 outbreak, Dubai Police began using smart helmets. These helmets enable users to scan the body temperatures of public transportation passengers efficiently. It uses AI and face recognition technologies and can also be used to read car plate numbers.



Renewables account for 72% of global new capacity in 2019

▶ According to the International Renewable Energy Agency (IRENA), the renewable energy sector added 176 gigawatts (GW) of generating capacity globally in 2019. New renewable power accounted for 72% of all power expansion last year.

IRENA's annual Renewable Capacity Statistics 2020 shows that renewables expanded by 7.6 per cent last year with Asia dominating growth and accounting for 54% of total additions. While expansion of renewables slowed last year, total renewable power growth outpaced fossil fuel growth by a factor of 2.6, continuing the dominance of renewables in power expansion first established in 2012. Solar and wind contributed 90% of total renewable capacity added in 2019.

"Renewable energy is a cost-effective source of new power that insulates power markets and consumers from volatility, supports economic stability and stimulates sustainable growth. With renewable additions providing the majority of new capacity last year, it is clear that many countries and regions recognise the degree to which the energy transition can deliver positive outcomes," said IRENA Director-General Francesco La Camera.

"While the trajectory is positive, more is required to put global energy on a path with sustainable development and climate

mitigation – both of which offer significant economic benefits. At this challenging time, we are reminded of the importance of building resilience into our economies. In what must be the decade of action, enabling policies are needed to increase investments and accelerate renewables adoption," added La Camera.

Renewables accounted for at least 50% of total capacity expansion in almost all regions in 2019, other than in Africa and the Middle East, where they represented 52% and 26% of net additions respectively. The additions took the renewable share of all global power capacity to 34.7%, up from 33.3% at the end of 2018.

Non-renewable capacity expansion globally followed long-term trends in 2019, with net growth in Asia, the Middle East and Africa, and net decommissioning in Europe and North America.

Solar added 98 GW in 2019, 60% of which was in Asia. Wind energy expanded by close to 60 GW led by growth in China (26 GW) and the United States (9 GW). The two technologies now generate 623 GW and 586 GW respectively – close to half of global renewable capacity. Hydropower, bioenergy, geothermal and marine energy displayed modest year on year expansion of 12 GW, 6 GW, 700 MW and 500 MW respectively.

Asia was responsible for over half of new installations despite expanding at a slightly slower pace than in 2018. Growth in Europe and North America increased year on year. Africa added 2 GW of renewable capacity in 2019, half of the 4 GW it installed in 2018.