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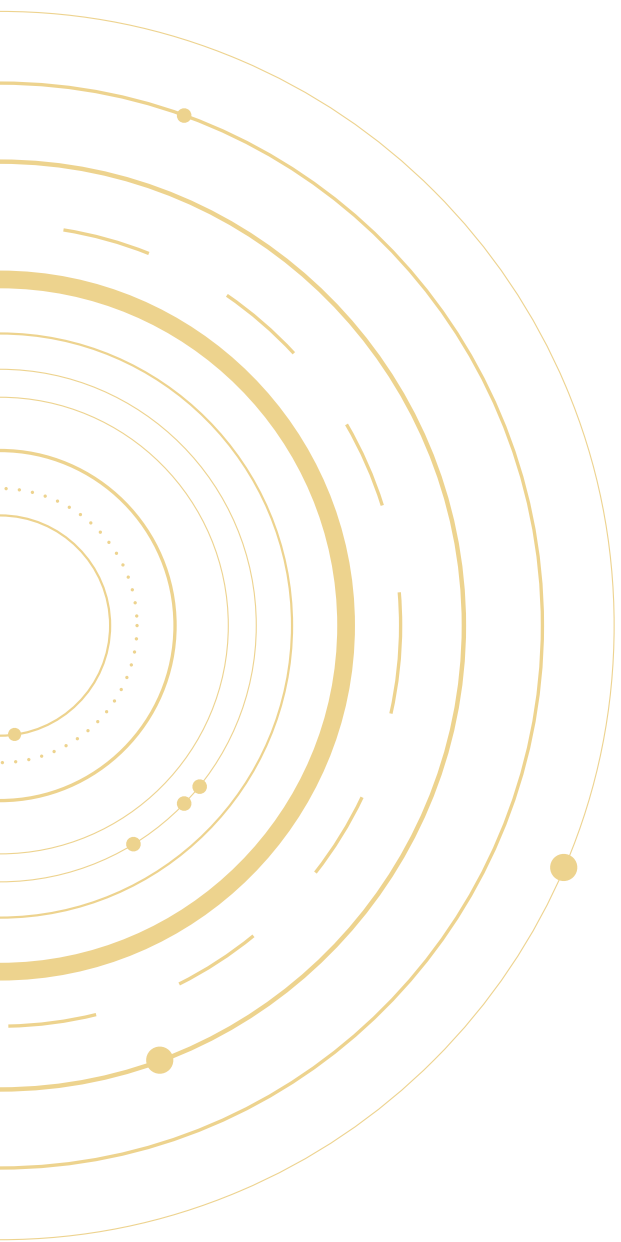
WETEX AND DUBAI SOLAR SHOW

2020

Virtual Edition

SUQIA RAISES
THE UAE'S PROFILE IN
HUMANITARIAN WORK

VIRTUAL WETEX
& DUBAI SOLAR
SHOW PROMISE A
UNIQUE EXPERIENCE
FOR INTERNATIONAL
EXHIBITORS & VISITORS





“ Our excellence and achievements are dependent on our enduring and relentless work efforts ”

HH Sheikh Mohammed bin Rashid Al Maktoum

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

Our Vision

A globally leading sustainable innovative corporation.

Our Mission

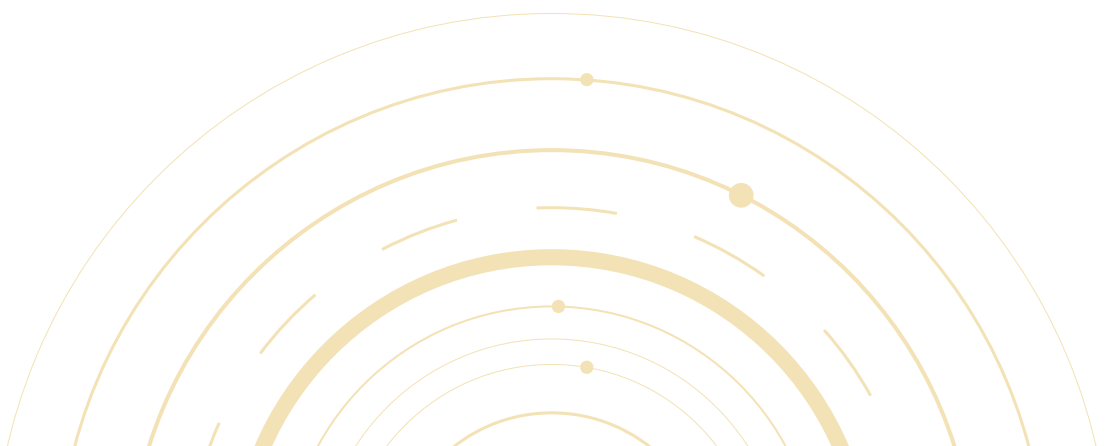
We are committed and aligned to Dubai's 8 Principles and 50-Year Charter supporting the UAE's directions through the delivery of global leading services and innovative energy solutions enriching lives and ensuring the happiness of our stakeholders in a sustainable manner.

Our Values

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

Our Motto

For generations to come.





MD & CEO MESSAGE

HE SAEED MOHAMMED AL TAYER

**MD & CEO of DEWA and Founder and
Chairman of WETEX and Dubai Solar Show**

This year, the UAE ranked first globally in 121 indicators and first in the Arab World in 479 indices. These advanced positions in global competitiveness is the result of the insightful vision and sound directives of our wise leadership, which is a roadmap for federal and local authorities to develop long-term proactive plans. These enable them reformulate traditional work mechanisms to suit the rapid developments the world is witnessing. This promotes the competitiveness of the UAE Government, which has become a benchmark for governments seeking to improve their performance and achieve the happiness of their people.

We are proud that Dubai Electricity and Water Authority is part of the achievements of the UAE globally. We promise our wise leadership to continue our hard work, with our dedicated Emiratis, for the benefit of our nation and its citizens, according to an integrated system and solid foundations that are based on scientific planning and innovation to enhance the UAE's competitiveness and its leadership position in all Global indicators leading to the achievement of the UAE Centennial 2071 goals, which is a clear map for long-term government action to secure a happy future and a better life for our generations to come, and make the UAE the world's leading nation by its centennial in the 2071.

As we have learned from our wise leadership, we transform challenges into opportunities. In this regard, DEWA will organise a virtual edition of the Water, Energy, Technology and Environment Exhibition (WETEX) and Dubai Solar Show, which we organise annually under the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, and under the patronage of HH Sheikh Hamdan bin Rashid Al Maktoum, Deputy Ruler of Dubai, Minister of Finance of the UAE, and President of DEWA. This exhibition will provide an exceptional experience for exhibitors and visitors across the world. The carbon-free virtual WETEX & Dubai Solar Show support the vision of the wise leadership, to promote the sustainable development of the UAE, and enhance Dubai's position as a global hub for green economy. The first ever carbon neutral 3D virtual exhibition in the Middle East and North Africa, will provide an exceptional experience for exhibitors and visitors from around the world and will support the vision of the wise leadership, to promote the sustainable development of the UAE, and enhance Dubai's position as a global hub for green economy.

I invite you to visit this exceptional edition of WETEX and Dubai Solar show to learn about the latest developments in water, energy, sustainability, and innovation.

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Virtual WETEX & Dubai Solar Show promise a unique experience for international exhibitors & visitors

DEWA's 3D virtual Water, Energy Technology, and Environment Exhibition (WETEX) and Dubai Solar Show, from 26 to 28 October 2020, uses the latest technologies to provide a unique experience for international exhibitors and visitors.

The announcement was made at a virtual press conference held by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, Founder and Chairman of WETEX and Dubai Solar Show.

During the conference, Al Tayer said 1,049 companies from 52 countries are

participating in the virtual exhibition so far, including 168 solar companies, which has also attracted 47 sponsors. The innovative virtual platform will make it easier for visitors to access the exhibition. DEWA expects around 40,000 visitors from all over the world.

"We organise WETEX and Dubai Solar Show annually under the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai; and under the patronage of His Highness Sheikh Hamdan bin Rashid Al Maktoum, Deputy Ruler of Dubai,

Minister of Finance, and President of DEWA. This aligns with ongoing efforts to enhance the sustainable development of the UAE, which resulted in pioneering policies and strategies. These include the Dubai Clean Energy Strategy 2050 and the Carbon Abatement Strategy 2021, which have raised Dubai's position as a global hub for green economy," said Al Tayer.

"Following the footsteps of our wise leadership in turning challenges into opportunities, and in light of the precautionary measures implemented across the world to limit the outbreak





of COVID-19, DEWA is organising the exhibition this year on a virtual 3D platform, using the latest technologies. This innovative carbon-neutral exhibition is the first of its kind in the Middle East and North Africa. It will provide an exceptional experience for exhibitors and visitors from around the world to learn about the latest technologies and developments in water, energy, sustainability, and innovation. The event also features seminars and sessions by experts and specialists in green economy,

smart cities, innovation, and sustainable development,” added Al Tayer.

Al Tayer noted that over 21 years, WETEX has established itself as one of the largest and most important international specialised exhibitions, and the largest of its kind in the region. Dubai Solar Show has also achieved an important success over the past four years, especially with the fast-paced growth in solar power and clean energy in the UAE and across the region.

Al Tayer thanked the partners, sponsors and exhibitors and commended the media outlets who have over the last 21 years, talked about the achievements of the exhibition, and its legacy as a leading regional forum. WETEX has provided opportunities for buyers, exhibitors, and investors to expand their businesses and increase their activities here in the UAE; where civilisations meet, dreams come true, and ambitions are realised.



MOST LOVED PHOTO



Each day has its moments of human greatness. And everything starts with kindness.

#TogetherWeRise Suqia - The UAE Water Aid Foundation

Suqia UAE raises the UAE's successful humanitarian profile in five years

▶ Since its launch five years ago by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, UAE Water Aid (Suqia) has played a pivotal role in institutionalising humanitarianism. It has also affirmed the UAE as a sustainable capital for humanitarian work and as one of the largest donors in the world. Suqia operates under the umbrella of the Mohammed bin Rashid Al Maktoum Global Initiatives. It has managed to reach over 13 million people in 36 countries and has implemented over 1,000 sustainable water projects around the world, in partnership with its strategic partners. These include Dubai Electricity and Water Authority (DEWA), Emirates Red Crescent, the Mohammed bin Rashid Al Maktoum Humanitarian and Charity Establishment, and the Dar Al Ber Society.

HE Saeed Mohammed Al Tayer, Chairman of the Board of Trustees at Suqia, said that since its launch in 2015, Suqia has proved its influence and support to the UAE as a beacon for humanity and an oasis for humanitarian work. It has also shown the UAE's efforts to follow the approach of the late Founding Father Sheikh Zayed bin Sultan Al Nahyan, and the directives of wise leadership of HH Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE; HH Sheikh Mohammed bin Rashid Al Maktoum; and HH Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces, to extend a helping hand to the needy all over the world, regardless of their race, colour, religion, or culture.



2015

In 2014, HH Sheikh Mohammed bin Rashid Al Maktoum launched the UAE Water Aid initiative to provide clean water to five million people around the world. The initiative achieved impressive success in collaboration with Emirates Red Crescent and exceeded its targets by collecting enough aid to provide clean drinking water for over 7 million people around the world.

Following this successful initiative, His Highness established the UAE Water Aid Foundation as a non-profit organisation by law in March 2015 under the umbrella of the Mohammed bin Rashid Al Maktoum Global Initiatives. Suqia's main focus is the search for, and development of, solutions to water scarcity; to help communities that suffer from water scarcity and pollution by providing them with potable water.

Suqia and the Mohammed bin Rashid Al Maktoum Humanitarian and Charity

Establishment signed an MoU to support the objectives of both organisations to work on sustainable development projects that provide clean water around the world.

On its first year, Suqia launched its annual Ramadan campaign and distributed over 2.5 million packs of bottled drinking water to those fasting in the UAE, via local charities and NGOs. It also sent over 1.2 million packs of water to people affected in Yemen, in cooperation with the Ministry of Foreign Affairs and International Cooperation.

MAIN STORY



2016

Suqia also took the responsibility of improving the situation for disadvantaged communities and improving their quality of life. This stems from its understanding both how important water is to achieving economic and social development, and the impact of water scarcity on 40% of the world's population. Suqia focused on projects that improved the comfort, prosperity and empowerment of women in developing countries to pursue their education and take care of their families. This alleviates women's suffering, as they have to walk long distances to provide water for their families. This leads to severe health problems, and other problems.

The partnership between Suqia UAE, DEWA, and the Mohammed bin Rashid Al Maktoum Humanitarian and Charity Establishment resulted in a group of projects and initiatives to provide clean and safe drinking water to communities around the world. These included launching a volunteering campaign for youth to implement sustainable developmental and operational projects in many countries to help children and women increase their family income by creating new job opportunities.

Suqia won the UAE Innovation Award for Humanitarian Aid, when it took part in the 13th Dubai International Humanitarian Aid and Development Conference and Exhibition (DIHAD), for its initiatives and continuous efforts in humanitarian and development aid. Suqia also won first place, for its water desalination Reverse Osmosis unit, from the Carbon Ambassador Programme; launched by DEWA with the support of the UN Development Programme and in collaboration with the Dubai Carbon Centre of Excellence. This happened while it took part in the 18th Water, Energy, Technology and Environment Exhibition (WETEX 2016).

The benevolence of UAE citizens and residents contributed to the success of the annual Ramadan campaign to continue providing water for fasting people.

2017

HH Sheikh Mohammed bin Rashid Al Maktoum launched the Mohammed bin Rashid Al Maktoum Global Water Award to encourage research institutions, individuals, and innovators from around the world to develop sustainable and innovative solar powered solutions to water scarcity. The award has total prizes of USD 1 million, includes three main categories: the Innovative Projects Award, the Innovative Research and Development Award, and the Innovative Individual Award. HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy





2019

Suqia UAE's initiatives in 2019 supported several campaigns and initiatives to provide drinking water. These included 'From the UAE for Rohingya Children and Women' campaign, under the directives

of HH Sheikh Khalifa bin Zayed Al Nahyan. Suqia also helped to make the campaign successful. During the holy month of Ramadan and especially on Zayed Humanitarian Day, Suqia helped people fasting in the UAE and abroad. This underlines the values of giving and charity, which are key principles of the UAE's mission. The Zayed Humanitarian Day is an opportunity to remember the achievements and impact of the pioneer of humanitarianism, Sheikh Zayed bin Sultan Al Nahyan, may his soul rest in peace. His major initiatives improved the lives of millions around the world. UAE Water Aid supported the Special Olympics World Games Abu Dhabi 2019, in collaboration with Mai Dubai.

In the same year, Suqia launched the second Mohammed bin Rashid Al Maktoum Global Water Awards, building on the success of the first round.

Ruler of Dubai, awarded the 10 winners from eight countries in the first award.

In 2017, Suqia UAE signed an MoU with the Dar Al Ber Society to increase strategic relations, consolidate mutual collaboration, and exchange knowledge and skills. This integrates strategic partnerships between all organisations in Dubai and the UAE.

Suqia continued its local Ramadan campaign and distributed water in mosques and Iftar tents in different Emirates across the UAE, in collaboration with 13 local charities.

2018

During the Year of Zayed, Suqia dedicated initiatives to raise awareness of the journey of the late Founding Father Sheikh Zayed, may his soul rest in peace, and his achievements and position to commemorate his personality, principles,

values, and heritage. Suqia completed six local and international initiatives based on a carefully studied strategy. This strategy focuses on sustainability, protecting the environment and natural resources, and promoting the worthy values Sheikh Zayed instilled in his sons by giving and extending a helping hand to the needy and afflicted everywhere. These initiatives included the 100 Volunteers Initiative; 100 Letters to Zayed; 100 Water Projects; 100 Water Endowments; and other international initiatives.

The Year of Zayed also saw the expansion of the local Ramadan campaign to go outside the UAE for the first time. Suqia Zayed's initiative reached 13 countries around the world in collaboration with the Mohammed bin Rashid Al Maktoum Humanitarian and Charity Establishment.

2020

HH Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum, Chairman of the Dubai Media Council and Chairman of the Mohammed bin Rashid Al Maktoum Knowledge Foundation, honoured 10 winners of the 2nd Mohammed bin Rashid Al Maktoum Global Water Award, representing eight countries. The first and second Awards had a large turnout of research organisations, individuals and innovators from around the world. They were widely recognised for their outstanding performance and innovative ideas, which underlines the global importance of the award and consolidates the UAE's position as a platform for innovation, an incubator, and a destination for creative minds from around the world.

As part of its annual Ramadan campaign, Suqia participated in the '10 Million Meals Campaign,' launched by the wife of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Her Highness Sheikha 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. Suqia provided 10 million water bottles worth AED 5 million.

Suqia and Dubai Cares signed an MoU to exchange knowledge and raise their abilities to support developing countries that suffer from water scarcity. As part of this MoU, Suqia supports Dubai Cares to provide water, sanitation and hygiene for schools in two of Madagascar's largest cities: Antananarivo and Mahajanga. About 14,250 children and 33,750 local individuals will benefit from this programme.

EMIRATI WOMEN'S DAY



DEWA organises 6th Emirati Women's Forum online

On Emirati Women's Day which is held this year under the slogan 'Preparing for the next fifty years: Women are the support of the nation,' DEWA organised the 6th Emirati Women's Forum via video conference in the presence of HE Saeed Mohammed Al Tayer, MD & CEO of DEWA; HE Maryam Bin Theneya, member of the Federal National Council; and Dr. Hanan Al Suwaidi, Assistant Professor Family Medicine at Mohammed Bin Rashid University of Medicine and Health Sciences (MBRU) and doctor of the Emirati Astronauts.

The 6th Emirati Women Forum included two online sessions. The first session was entitled 'Emirati Women: Gains partner and miracles maker,' to highlight the contribution of pioneering women to where the UAE has reached from its achievements. HE Maryam Bin Theneya, and Dr. Hanan Al Suwaidi attended the session.

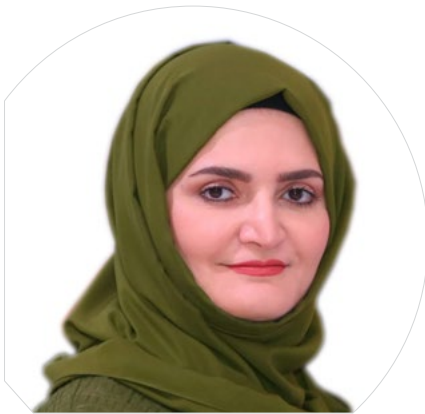
The second session was entitled 'Women's Journey at DEWA. From Establishment to Development.' Several female employees attended the session, including Badria Belyouha, Deputy Senior Manager at Water and Civil Engineering and Dr. Aasha Alnuaimi, Executive Director at DEWA's Innovation Centre. The session highlighted their role in consolidating the concept of giving back to the nation and dedicating their professional lives to advance government work since its launch.

The forum also included a video on the journey of Emirati women at DEWA, and their effectiveness and success. The video featured Emirati women who work at DEWA competently. In conjunction with the '2020: Towards the Next 50,' DEWA honoured the female employees who have dedicated more than 25 years at DEWA, contributing to its success. The forum also included raffle draws, interactive competitions and valuable prizes.

DEWA's Emirati female engineers raise the profile of women in UAE energy sector

▶ DEWA is one of the largest government organisations to employ women in technical positions within the energy sector in Dubai. DEWA's top management empowers women and provide equal opportunities for all employees in a positive and motivating environment.

"DEWA was one of the first government bodies in Dubai to set up a women's committee, childcare facilities, flexible working hours, unique training opportunities, educational scholarships and an environment that fully engages women. DEWA has 1,949 women in its workforce, 80.5% of them are Emirati. This includes 671 female engineers and technicians at DEWA. 32% of employees at the Innovation Centre are Emirati female employees, with most of them highly educated in scientific and engineering areas. DEWA's female employees also volunteer inside the UAE and abroad. In 2019, DEWA's female employees spent 13,300 volunteering hours in 40 different humanitarian and social initiatives. They also participate in several conservation programmes and awareness projects, especially ones that help women. Our ladies have participated effectively in programmes and initiatives that have achieved cumulative savings of 2.2 terrawatt-hours (TWh) of electricity and 7.8 billion gallons of water between 2009 and 2019. This is equivalent to saving AED 1.3 billion and reducing 1.136 million tonnes of carbon emissions," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

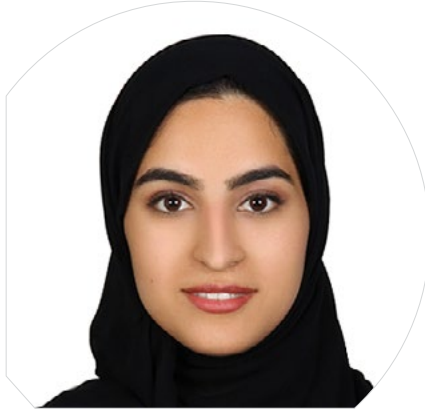
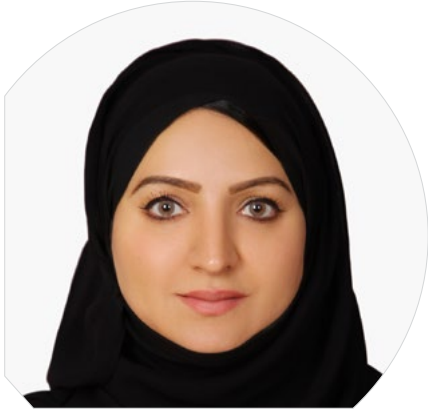


Amal Koshak, Vice President of Marketing and Corporate Communications at DEWA, says that the top management have empowered women throughout DEWA across managerial and technical positions. "DEWA adopts a fair policy and inclusive environment for both women and men alike. Female employees have raised the bar for challenges and proved that their capabilities and skills make a big difference. They are not afraid of doing the same jobs as men at DEWA. In general, women proved they can innovate new prospects in their tasks, work responsibly, and cooperate with their colleagues seriously and professionally. Women may contribute to achieving greater justice and better financial performance when they hold decision-making positions. I would like to highlight that, as an engineer myself, my work offers me many opportunities for career development and gives me a sense of happiness for my contribution to the environment. 80% of the teams working in rationalisation and social responsibility are women and they have achieved amazing results," said Koshak.

Noor Bushawab, the first female Emirati chemical engineer to work at DEWA, said that DEWA provides trainings in technical and administrative areas, which have strengthened her skills. "I was the first Emirati chemical engineer to accept the challenge of working in a power and water plant. I gradually excelled in my career path until I became the manager of the laboratories at G Station and then M Station. Later, I held the position of Director of the laboratories at Station 2, which includes three stations: K, L, and M. Currently I am Senior Manager of DEWA's Central Laboratory, which includes two main laboratories, one for water analysis and the other for oil analysis. DEWA provides the appropriate work environment, supports me, follows up on my work, and constantly encourages me. The management also appreciates my efforts and helps me to face challenges," said Bushawab.

"I joined DEWA in 2014, after graduating from the American University of Sharjah in 2014 with a Bachelor of Science in Electrical Engineering. My relationship with DEWA started after I finished high school, as DEWA offered me a scholarship to study electrical engineering due to my very high school scores. I became the first female engineer to join DEWA's Transmission cable maintenance section, which is something I am proud of. During my first years as a DEWA employee until now, I had unlimited support from my division's supervisors and from my colleagues. This support gives me a strong ambition to achieve excellence within my field. I have won various awards since I joined DEWA, such as the best newly joined employee in my Transmission Power division, followed by the best newly joined employee in DEWA, and finally I won the second place in Dubai Government Excellence Program, under the same category," said **Maryam Ali Abdulqader**.

EMIRATI WOMEN'S DAY

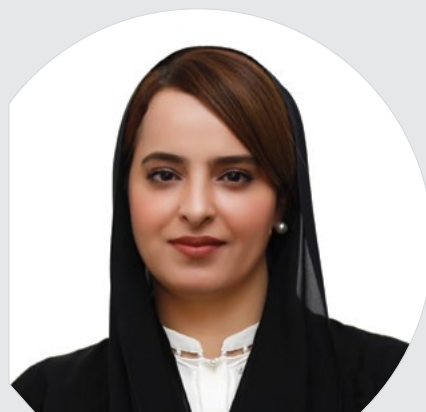


Jawaher Al Amir, Manager of Architectural, Civil Projects & Engineering at DEWA; who is at the dissertation stage of a PhD in Architecture and Sustainable Built Environment, referred to DEWA's role as a socially responsible organisation that is keen on empowering women and achieving sustainable development to ensure a brighter future for generations to come. "Over the past 15 years of hard work, I have gained exceptional skills and experience in Planning, Detailing, Designing and Coordinating projects at various levels. Those years have helped me gain strong communication and leadership skills, while focusing on protecting the environment and natural resources. I find DEWA the ideal organisation that encourages innovation and creativity. It focuses on balancing between economic, social, and environmental development in all its operations," she said.

Fatma Karim, who holds a MSc. degree in Innovation and Change Management from Hamdan bin Mohammed Smart University (HBMSU), affirmed that DEWA provides all the resources to enrich her work experience. In terms of designation, she holds the post of Senior Engineer - Field Operations, a job scope that requires a large amount of fieldwork. In line with DEWA's efforts in empowering women, Fatma was assigned the lead project manager and coordinator for the Smart Distribution Management System (SDMS) project on behalf of her department at DEWA. "DEWA's motivating environment enables me to balance between work and personal life, which is exhibited in my position as Vice President of the Youth Engineers Council, under the Society of Engineers - UAE. I also participated in many voluntary works that DEWA organised inside and outside the UAE. I have mastered five languages, including sign language, making me an effective contributor in integrating and empowering People of Determination at work and in society. My efforts and determination have been recognised by my line managers and senior management at DEWA. As a result, I have won several awards, including 1st place in DEWA Internal Awards, in the category of Distinguished New Employee in 2018," she added.

"My journey with DEWA started in October 2017. My job focuses on verifying the compliance of buildings design with green building standards and supervising their implementation according to the highest standards of sustainability. This is in addition to providing technical support to the engineering of those buildings and their sustainable design. In my personal life, I focus on two pillars: sustainability and youth. This is to enhance the UAE's leading position internationally. I have participated in several volunteering initiatives to cover the social aspect of the triple bottom line sustainability. Some of those initiatives were humanitarian and others were environmental and educational. My career has many excellent milestones. I have always been passionate about empowering youth. I found DEWA the right place to materialise my passion, as I currently work as President of DEWA's Youth Council. I have always believed that cities which empower its youth will achieve their desired goals. This is to ensure Dubai's readiness for the next 50 years, in accordance with the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum," said **Aysha Mohammad Alremeithi**, a master's degree holder in city sciences, bachelor's degree in Sustainable and Renewable Energy Engineering, and President of DEWA's Youth Council.

Quotes from DEWA's female leaders



KHAWLA AL MEHAIRI

Executive Vice President of Strategy and
Government Communications at DEWA

“Since this is the year of preparing ‘Towards the Next 50,’ collaboration among different community segments is becoming increasingly important to achieving the wise leadership’s vision. Women comprise half of society and they provide critical support to our country in different circumstances. Thus, enhancing their role is necessary and urgently required.

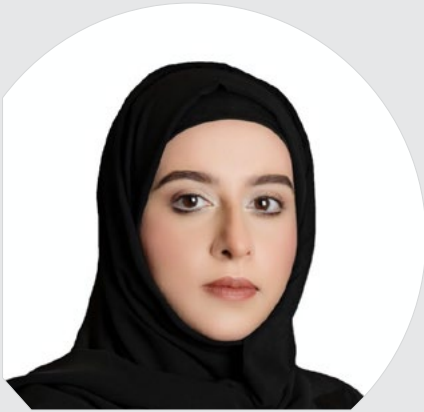
Emirati women have already proven to be responsible and competent to hold the highest positions in all areas, and are strategic partners in the nation’s growth. This concept of empowering society through women was instilled by our late Founding Father, Sheikh Zayed bin Sultan Al Nahyan, may his soul rest in peace. This was further supported by Her Highness Sheikha Fatima bint Mubarak, Chairwoman of the General Women’s Union, Supreme Chairwoman of the Family

Development Foundation, and President of the Supreme Council for Motherhood and Childhood (Mother of the Nation).

The unlimited support by His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE; and His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to encourage and motivate Emirati women has enhanced the UAE’s position in gender equality. Emirati women positively represent the UAE locally and internationally, as role models of giving and hard work, whether as mothers, employees or as leaders. His Highness Sheikh Mohammed bin Rashid Al Maktoum once said, ‘A woman who raises great leaders is herself a great leader.’ They are fundamental pillars in all areas of the nation’s growth and in bringing up a new generation.”

EMIRATI WOMEN'S DAY

Quotes from DEWA's female leaders



FATIMA AL JOKAR

Chairperson of DEWA Women's Committee

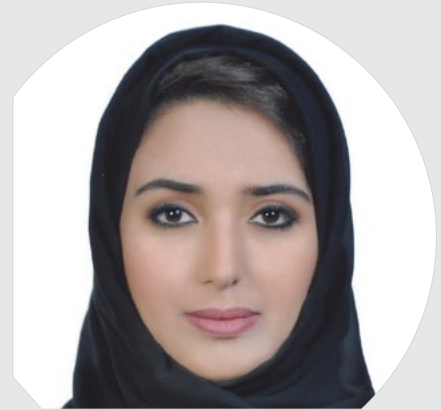
“DEWA Women's Committee strives to provide full support to inspire creativity and innovation among its 1,949 female employees. It develops their capabilities and encourages them to participate in different activities throughout the year. The Committee collaborates with DEWA's top management in providing a supportive and motivating work environment. It enhances the role of women and supports them in all areas. The Women's Committee adopts a comprehensive approach that explores multiple aspects that matter to women such as personal and career development, and translates them into plans and programmes that contribute to balancing their social and professional lives. It also develops their skills to best deal with challenges and take advantage of available opportunities. We provide all capabilities to help female employees in different positions to succeed, and make them and their families happy. Throughout the year, we organise awareness activities and training to develop their skills to bring up promising generations and enhance their role in building cohesive and happy families, to achieve social and sustainable development”.



AYSHA ALREMEITHI

DEWA's Youth Council President

“DEWA has one of the largest number of skilled female technicians working in energy for Dubai Government. DEWA provides equal opportunities for men and women in a positive and motivating environment. It is committed to empowering women in all managerial and technical positions. Women holding leading positions at DEWA reflects its management's trust in their ability to serve the nation, as they continue to grow and expand DEWA's achievements, and push forward innovation and sustainable development. Every day, our female employees demonstrate their comprehensive development. They are always trustworthy, responsible and show great skill in their tasks and responsibilities”.



DR. AAESHA ALNUAIMI

Director of Solar Innovation Centre

“The top management of DEWA provides all necessary ingredients to inspire innovation and creativity among its staff and enhance their effective participation in developing and serving the nation. DEWA attaches great importance to empowering its female staff and developing their capabilities, talents and experiences. This is by providing an inspiring and positive work environment to discover different aspects of interest to them such as self, psychological, and professional development. This planned approach ensures balance in their professional and personal lives, with skills to best deal with challenges and take advantage of available opportunities. DEWA is committed to harnessing their technological skills and knowledge to empower society through women. Emirati women have proved their merit, competence and capability to take full responsibility, support the sustainable development goals, and enhance DEWA's leadership, excellence and prestigious international position. This achieves its vision to become a globally leading sustainable innovative corporation”.



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R&D CENTRE ACHIEVEMENTS



DEWA granted patent for system to measure atmospheric attenuation to identify best locations for CSP projects

DEWA, represented by its Research and Development (R&D) Centre, has been granted a patent for a system to measure atmospheric attenuation that results from different factors such as dust. This adds to DEWA's record of achievements. The system identifies the best locations for solar towers and heliostats in Concentrated Solar Power (CSP) projects through meticulous calculations using a drone and an autonomous vehicle. The invention has been registered at the UK's Intellectual Property Office under DEWA's name.

"In line with the vision and directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, we are committed to

providing a motivating environment that encourages creativity and innovation. This contributes to achieving the UAE Centennial 2071, which aims to make the UAE the world's leading nation, and achieves the National Innovation Strategy to make the UAE one of the most innovative countries in the world, and the Dubai Innovation Strategy to make Dubai the most innovative city in the world. The invention that DEWA patented to measure atmospheric attenuation, contributes to enhancing the efficiency and effectiveness of CSP system. This underlines our commitment to the highest levels of leadership and excellence to enrich knowledge and contribute to the scientific community with specialised research to advance the clean and renewable energy sectors,

thanks to the outstanding staff at DEWA, who have developed several innovations through research and working on obtaining other patents," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

Waleed Salman, Executive Vice President of Business Development and Excellence at DEWA, said that the invention is a more efficient and effective alternative to current radiation measurements that use fixed installations on mountains closest to the station. In the case of Dubai, the nearest mountain top is 100 kilometres away, which makes information inaccurate. The patent also enhances the efficiency of heliostats by controlling their direction to maximise the benefit from solar radiation.



Researchers from DEWA's R&D Centre enrich the scientific community with specialised research and innovative solutions

▶▶ The researchers working at the Research & Development (R&D) Centre of DEWA at the Mohammed bin Rashid Al Maktoum Solar Park have published 40 papers in international scientific conferences and journals. The papers have enriched the scientific community with specialised studies in different areas of solar and clean energy. The papers have received international recognition for their role in providing radical solutions to energy challenges around the world.

The R&D Centre is the only centre in the UAE that focuses on renewable energy, smart grid technologies, and energy and water efficiency. The centre includes 40 researchers including 20 PhD holders and master's degree holders comprising 54% of the team.

"The labs at the R&D Centre apply the best international practices in R&D. DEWA is also using 3D-printing and additive manufacturing as innovative solutions for producing spare parts for its generation, transmission, and distribution divisions, and to support the digitisation of its inventory. This reduces procurement time and costs, prolongs equipment life, and promotes innovation," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

"Using modern and advanced technologies in the energy and water sectors has become a necessity to enhance availability, efficiency and reliability. DEWA's strategy to use the latest disruptive technologies and keep pace with the Fourth Industrial Revolution has resulted in establishing its position as one of the best utilities in the world," said Al Tayer.

"DEWA attaches great importance to innovation and R&D. It aligns its strategies with the national plans and strategies, including the UAE Centennial 2071, a long-term government plan to prepare the UAE and young Emiratis for the future; the National Strategy for Artificial Intelligence 2031, to position the UAE as a global leader in AI by 2031; the Dubai Clean Energy Strategy 2050 to diversify the energy mix and provide 75% of Dubai's total power capacity from clean sources by 2050; and the Dubai 10X Initiative, launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. The Dubai 10X initiative mandates the Government of Dubai to be a global leader that is 10 years ahead of all other cities through government innovation and reformulation of traditional work mechanisms," said Al Tayer.

R&D CENTRE ACHIEVEMENTS



DR. SAIF ALMHEIRI

Vice President of Research
& Development at DEWA

Two innovative programmes to encourage and enhance R&D

▶ The R&D centre aims to support Dubai's position as a global hub for research and development in the field of solar energy, smart grids, energy and water efficiency, and capacity building in these sectors to enable Dubai to meet its sustainable development requirements. "The Centre also supports DEWA's vision to promote sustainability in energy supply, diversify energy sources, and create a business environment that encourages innovation by establishing a platform for creativity and innovation in the field of renewable energy, clean technologies and training national capabilities," said Dr. Saif Almheiri, Vice President of Research & Development at DEWA.

"The R&D Centre launched the Al Baheth programme to promote and enhance R&D to attract Emirati graduates to work at the R&D Centre.

These include organising seminars, conferences, workshops, employment fairs, training programmes, competitions, field visits, university and school visits. It also aims to engage local and international universities in R&D, by sending the best technical candidates to work with DEWA researchers in different areas. The programme consists of four categories: Internships, Capstone Projects Fund, visiting researchers, Seminars and Workshops. The centre also launched Tatweer for Research Cooperation programme to establish a sustainable approach of R&D projects among DEWA's employees and engineers. This resolves current challenges, improves current operations through research, publishing and enhancing research culture among all DEWA's sectors and administrations," Dr. Saif added.



DR. AASHA ALNUAIMI

Director of the Solar Innovation Centre

An investigative study on PV efficiency

▶ Dr. Aasha Alnuaimi, Director of the Solar Innovation Centre; Jim John, Senior R&D Technologist; and Ahmad Safeya, R&D Technologist have published a paper entitled, "Investigation of degradation observed on recent polycrystalline silicon PV modules installed in the desert region." The paper supports electricity production using clean and solar energy. It was published in the 46th IEEE Photovoltaics Specialists Conference (PVSC) 2019 in Chicago, USA. The paper investigates the degradation of four types of polycrystalline silicon modules from different manufacturers. For each type, the annual degradation rate was calculated using complex measurements under standard testing

conditions before installation and after more than 3 years of operation in the field.

Dr. Aasha Alnuaimi highlighted the importance of the papers to provide sustainable solutions for challenges of PV modules in the desert region, including the soiling effect. Dr. Alnuaimi said the centre's equipment and facilitation encourage R&D. The internal labs enable studying and testing the reliability of modules, while the outdoor testing facilities enable field testing for new technologies and equipment. This supports several research areas, including the PV modules performance.



DR. HESHAM ISMAIL

Senior Researcher at Fourth Industrial Revolution and Nawal Aljasmi

Innovative solutions presented by researchers at the Fourth Industrial Revolution

▶ The Fourth Industrial Revolution pillar at the R&D Centre is particularly vital as it supports and empowers the other work areas of the centre. The researchers at the Fourth Industrial Revolution work on developing innovative solutions. Those solutions are published in research papers at international specialised conferences.

Dr. Hesham Ismail, Senior Researcher at Fourth Industrial Revolution and Nawal Aljasmi, R&D Technologist, in collaboration with Amity University – Dubai, have prepared a research paper entitled, “PV Panel Detection using Drone.” Two students of the university took part in the research, through the Al Baheth programme.

The research paper, presented at the International Conference and Exhibition on Mechanical and Aerospace Engineering 2019, presented an integrated solution to maintain the

efficiency of PV modules. The conference was organised by the American Society of Mechanical Engineers (ASME) in Salt Lake City, Utah, USA. This comes amid the increasing use of solar energy around the world which require installation and maintenance of a large number of PV modules on the production site.

“This innovative technology allows automatic regular checking of PV modules using drones. This ensures it produces the required amount of energy. The current verification is done manually and requires a lot of time and human and financial resources. The new technology includes programming of drones to check the PV modules according to a predetermined track using GPS. This technology uses algorithms developed at the centre to select the PV module and detect its errors. Post fixing procedure is done through photography and thermography of cameras fixed on drones.

DEWA uses 3D printing to develop future solutions that enhance productivity and operational efficiency

▶ Through its Research and Development Centre, DEWA has developed advanced infrastructure and specialised software in 3D printing and additive manufacturing. DEWA is the first organisation in the GCC to deploy Markforged MetalX 3D printing based on wire/filament. This technology is highly accurate; reduces time and cost, improves efficiency and productivity, and enhances innovation at DEWA.

DEWA uses 3D printers to produce prototypes and spare parts for DEWA's generation, transmission, and distribution divisions, and to support the digitisation of its inventory. The R&D Centre at the Mohammed bin Rashid Al Maktoum Solar Park supports rapid prototyping through its 3D printer advanced features. It also provides technical solutions, training, knowledge sharing, mechanical testing, techno-economic analysis, and

research and development in additive manufacturing. The Centre includes DEWA's Robotics & Drone laboratory, which is the first building in the UAE

to be fully printed onsite, and the first such 3D-printed lab in the world. The lab houses rovers and drones that are designed and built in-house.





DEWA installs two Green Charger stations at Expo Dubai

▶ DEWA has installed two electric vehicle Green Charger stations at the offices of Expo Dubai. DEWA is also installing 15 more stations at the Opportunity, Sustainability and Mobility pavilions for electric vehicle owners who will visit the Expo Dubai. This is part of its effort to provide a sustainable Expo Dubai for 6 months and longer.

As the Official Sustainability Partner for Expo Dubai from 1 October 2021 to 31 March 2022, DEWA has invested AED 4.26 billion to build the electricity and water infrastructure for the event using the latest smart systems. It will

also provide clean energy to Expo Dubai from the Mohammed bin Rashid Al Maktoum Solar Park, the largest single-site solar park in the world based on the Independent Power Producer (IPP) model.

DEWA has successfully installed 240 electric vehicle charging stations in different areas of Dubai, such as government offices, airports, petrol stations, shopping malls, commercial offices, clinics and hospitals, and residential complexes. This is part of the Green Charger initiative, in collaboration with related stakeholder organisations in Dubai.

DEWA launches a virtual reality studio and self-service kiosks for its staff

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA inaugurated the virtual reality studio and employee self-service kiosk at DEWA Academy. DEWA's EVPs and VPs attended the inauguration.

The virtual reality studio shows simulations for first aid, fire and safety and information on DEWA's projects,

strategies, and services for employees and customers. The self-service kiosks provide HR services such as salary certificates, pay-slips and others. Fifteen such kiosks are now spread across DEWA's Head Office and its other buildings in Jebel Ali, Hatta, Al Warsan, Al Quoz, Al Hudaiba, Ruwayyah, and DEWA Academy.



DEWA achieves a new world's breaking record for lowest water levelised tariff of 0.277 USD per cubic metre for its Hassyan Sea Water Reverse Osmosis Plant

After retendering the project, DEWA has achieved a new world record for the lowest water levelised tariff of 0.277 USD per cubic metre for its 120 Million Gallons Per Day (MIGD) Hassyan Sea Water Reverse Osmosis (SWRO) Plant. The project is DEWA's first Independent Water Producer (IWP) model project.

DEWA has adopted the IWP

procurement model for the Hassyan desalination plant following the success of the Independent Power Producer (IPP) model at the Mohammed bin Rashid Al Maktoum Solar Park projects. The Project will be commissioned in 2024. The plant will use the latest and most efficient and reliable technologies to support DEWA's water network to ensure sustainable water supply.

DEWA and BSI launch first Enterprise Risk & Resilience Management standard for the utility sector across the world



- **Al Tayar dedicates the achievement to HH Sheikh Mohammed bin Rashid Al Maktoum**
- **The new standard reflects an important evolution in risk and resilience management**

HE Saeed Mohammed Al Tayar, MD & CEO of DEWA has launched the PAS 60518:2020 - Enterprise Risk & Resilience Management standard for the utility sector. The standard, which was developed by DEWA in cooperation with the British Standards Institution (BSI), is the first of its kind in the world and reflects an important evolution in risk and resilience management. The new achievement confirms DEWA's global role in the utility sector and supports its vision to become a globally leading sustainable innovative corporation.

During the virtual launch ceremony, Howard Kerr, Chief Executive, BSI Group, presented Al Tayar with the Global Recognition Award, in recognition of his efforts to enhance excellence in risk management and

resilience. Scott Steedman, Director of Standards at BSI, DEWA's Executive Vice Presidents and Vice Presidents attended the launching ceremony.

"I am honoured to dedicate this achievement to His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, who has consolidated the foundations of government excellence. As a result, the UAE Government has become a global role model for excellence. This new standard, developed by DEWA in cooperation with BSI and leading international utilities, adds to DEWA's distinguished and pioneering achievements. It will be a revolutionary global reference for utilities, and a key enabler for advancing risk management and resilience," said Al Tayar.

Al Tayar thanked BSI, DEWA's Risk and Resilience team and the global utilities that collaborated with DEWA for their hard work in developing this pioneering standard.



DEWA's achievements bolster UAE's lead in environmental protection

▶ The wise leadership of the UAE has started working early on protecting natural resources for generations to come and developing clean and renewable energy sources. Over the past few years, the UAE has come a long way in facing challenges related to climate change and energy. The UAE has the means to achieve the UN Sustainable Development Goals (SDGs) 2030. It also played an important role in the negotiations leading to the Paris Agreement, by presenting nationally-determined contributions as part of the United Nations Framework Convention on Climate Change (UNFCCC).

Dubai has become a pioneer in developing the clean and renewable energy sector. It has proactively developed techniques and practices to enhance the efficiency of the energy sector while rationalising consumption and finding alternative solutions to conventional energy. This supports the sustainable development of

the Emirate. DEWA recently announced increasing the clean energy share of Dubai's energy mix to 9%, exceeding the target of the Dubai Clean Energy Strategy 2050. This strategy aims to provide 75% of Dubai's total power capacity from clean energy by 2050.

• DEWA is one of the pioneers in environmental programmes and initiatives to reduce carbon emissions. DEWA currently has an installed capacity of 11,700 megawatts (MW) of electricity, including 1,013MW from photovoltaic panels at the Mohammed bin Rashid Al Maktoum Solar Park. This is the largest single-site solar park in the world. The total production capacity of projects under implementation at the Solar Park is 1,850 MW from photovoltaic panels and Concentrated Solar Power (CSP). The Solar Park has a planned capacity of 5,000 MW by 2030.

DEWA's efforts have led to a significant

reduction in carbon emissions in Dubai. Net carbon dioxide emissions in Dubai decreased by 19% in 2018, two years ahead of the Carbon Abatement Strategy 2021 target to reduce them by 16% by 2021.

• HE Saeed Mohammed Al Tayar, MD & CEO of DEWA, highlighted that DEWA aims, over the next few years, to increase its contribution to countering the adverse effects of climate change. DEWA hopes to consolidate its efforts to implement its initiatives according to the highest standards of sustainability and efficiency, and leverage its key partnerships and strategies. DEWA also seeks to create a safe, sustainable, and healthy environment. DEWA is committed to achieving the ambitious vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to enhance green economy and support global efforts to resolve climate change. In line with its vision



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to become a globally leading sustainable innovative corporation, DEWA strives to promote sustainability and conservation as well as raise environmental awareness. It also encourages society members to adopt a responsible lifestyle to protect the environment and our natural resources, while reducing waste and avoiding irresponsible behaviours that harm the environment.

Improving carbon emissions

More than 14 million tonnes of emissions were reduced in 2019, a 22% reduction compared to business as usual. Results achieved exceeded the targets set in the Dubai Carbon Abatement Strategy, which aims to reduce carbon emissions by 16% by 2021.

Effective strategy for reducing emissions

DEWA achieved an 31.40% improvement in cumulative efficiency from 2006 to 2019. This was the equivalent of a 57.58 million tonnes reduction in carbon dioxide emissions. DEWA has a current production capacity of 11,700MW and 470 million gallons of desalinated water per day and reduced its losses in power transmission and distribution networks to 3.2%. This was an improvement of 30% compared to 2007. DEWA's water network losses in 2019 were 6.6%, which is one of the lowest in the world. DEWA also achieved the lowest customer minutes lost per year (CML) in the world of 1.86 CML.

The efficiency improvement projects of electricity and water production will contribute to cumulative savings of AED 70 billion, and reduce carbon emissions by 236 million tonnes by 2030.

Top position in reducing paper by 82%

DEWA's customers made over 9.1 million smart transactions in 2019. This reduced paper by 82%, saved over



AED 371 million, and reduced about 31,000 tonnes of carbon emissions. This is equal to planting over 35,500 trees spreading over a distance equal to 67 football pitches.

Savings of conservation programmes and initiatives

DEWA's conservation programmes and initiatives have achieved cumulative savings of 2.2 terawatt-hours (TWh) of electricity and 7.8 billion gallons of water between 2009 and 2019, in the residential, commercial, and industrial sectors. These programmes include the Conservation Award, Our Ideal Home initiative, the Green Week, Earth Hour, and 'Let's Make This Summer Green' campaign among others. The savings achieved are equivalent to saving AED 1.3 billion, which equals an annual electricity consumption from approximately 327,000 apartments and annual water consumption of 250,000 apartments. The savings also reduced 1.14 million tonnes of carbon emissions, equivalent to planting 1.3 million trees and the consumption of 134 million LED lights, while water saving was equivalent to filling up 14,000 Olympic swimming pools.



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Prestigious International Environmental Awards

In recognition to its continuous efforts to achieve the strategic objectives of sustainability, DEWA received several environmental awards, including the Global of Honour Award for Environment, and is one of seven organisations to

score full marks. It was also awarded the Five Star Environmental Audit for the 9th consecutive year from the British Safety Council. This places DEWA at the forefront of sustainable utilities that comply with all environmental requirements and standards locally, federally, and globally, with zero environmental waste at all its buildings.



Ceremony honours the 8th Future Engineer Summer Camp Graduates



DEWA has organised the 8th Future Engineer Summer Camp online, in collaboration with Emirates Science Club. Around 30 DEWA staff children attended the camp, ranging in ages between 12 and 15 years old. The camp took place from 5 to 26 July 2020. It covered several areas, such as electronics, cyber-security, robotics, 3D printing and augmented reality.

The online camp prepared the students for a promising career by strengthening their technical skills, promoting scientific research, innovation, and creativity among the participants. It also encouraged the next generation to learn science and technology, and direct more youth towards scientific specialisations.

At the end of camp's activities, DEWA held a graduation ceremony through video conference to honour the 8th Future Engineer Summer Camp graduates.



DEWA launches internal self-learning initiative on AI and emerging technologies

DEWA launched an internal initiative to encourage employees to participate in self-learning courses and programmes on LinkedIn Learning, to enrich their knowledge and enhance their capabilities in Artificial Intelligence (AI) and emerging technologies. Since its launch in April, the initiative has attracted more than 2,000 employees with approximately 12,000 training hours covering 15 topics related to AI.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, highlighted DEWA's commitment to promote continuous learning among its staff and continue to strengthen their skills and experiences as well as providing the latest knowledge resources in collaboration with prestigious world-class organisations.



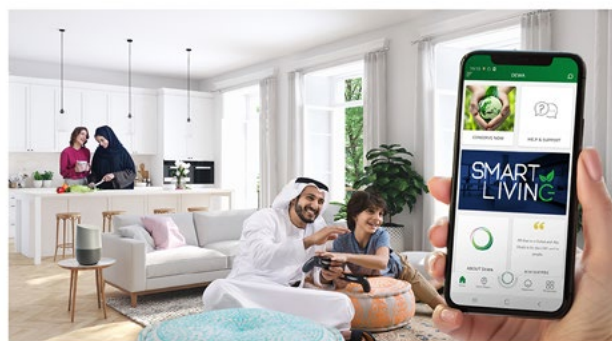
DEWA's Smart Living initiative help customers to monitor their consumption

DEWA's Smart Living initiative has several features for customers to monitor their electricity and water consumption without needing to contact DEWA. This is part of DEWA's efforts to promote sustainability by instilling a culture of conservation. It also enriches customers' experiences and provides value-added services.

The initiative informs customers about billing and consumption by providing clear information on bills and their components, while explaining why consumption might be high. These include seasonal differences in consumption, high-energy-using appliances such as air conditioners, water leaks, filling swimming pools or having several connections at home to one smart meter. The initiative provides a digital control dashboard to monitor consumption through the smart app or website, as well as providing tips and proactive plans to conserve consumption.

The initiative uses a proactive mechanism to interact with customers who have smart electricity and water meters. It enables them to monitor their consumption and get daily, monthly, and annual reports. It also helps them select the date and time to conduct a field visit, identify the location accurately, and track the service request status. This is done through the 'My Sustainable Living Programme,' which enables residential customers to compare their monthly electricity and water use with the average consumption of similarly efficient homes, and make informed decisions based on current data, with other highly efficient homes. This inspires healthy competition among customers to reduce their

HAPPINESS BEGINS WITH SMART LIVING AND SMART CHOICES



DEWA's Smart Living initiative helps you monitor your consumption easily and make smart decisions to reduce consumption and live a happier life.

Log into your account on DEWA's smart app or website and make use of the many features we provide for you.



UNDERSTAND YOUR BILL



SET YOUR CONSUMPTION ALERTS*



COMPARE YOUR CONSUMPTION WITH SIMILAR HOMES



GET EXCLUSIVE OFFERS

*For those already having smart meters.
DEWA plans to complete the installation of smart meters around Dubai by end of 2020.

consumption. Customers can access the My Sustainable Living Programme by logging onto their account on DEWA's website or smart app, and updating their Consumption Pattern file to benefit from conservation tips, tailored to each customer.

DEWA and HE Saeed Mohammed Al Tayer win two prestigious governance awards from Cambridge IFA

DEWA has won the two most important awards at the Global Good Governance Awards 2020, organised annually by Cambridge IFA in the UK. This adds to DEWA's global achievements. DEWA won the 3G Leadership Award 2020 (Government Sector), while HE Saeed Mohammed Al Tayer, MD & CEO of DEWA won the 3G Personality of the Year 2020 (Good Governance & Sustainability). Al Tayer said that winning these two awards underlines DEWA's global

position as a role model for utilities around the world in terms of good governance. It also highlights that DEWA's governance model is keeping pace with rapid global changes using four main pillars: trust, accountability, transparency, and fair practices.

Previously, DEWA won the Global Good Governance Excellence in Corporate Governance Award 2019, and Global Good Governance Best Corporate Governance Reporting Award 2019 from

Cambridge IFA in the UK. DEWA has also won the World Finance Corporate Governance Award 2018 in the UAE, presented by World Finance, London. DEWA was the only organisation in the UAE, to win this global governance assessment among major companies around the world. DEWA has also been awarded the British Governance Standard (BSi 13500) Certification, becoming the first organisation in the GCC region to receive it in 2019 for the third consecutive year.



DEWA commissions new 400/132 kV substation in Dubai South at over AED336.5 million

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA has commissioned a new 400/132 kV substation in Dubai South. It has a conversion capacity of 2020 megavolt-amperes (MVA) with 2.4 kilometres of 400kV overhead

lines to connect with DEWA's network. The commissioning was attended by Hussein Lootah, EVP of Transmission (Power); Rashid Bin Humaidan, EVP of Distribution (Power); Waleed Salman, EVP of Business Development and Excellence; Dr Yousef Al Akraf, EVP of Business Support and Human Resources, and other DEWA staff.

The project, with a total cost of AED 336,507,376 was completed in a record time of 27 months. It included over 2.6 million safe working hours without injuries, despite the obstacles associated with the coronavirus epidemic during the final phases of the project. The latest technologies were used to follow work progress remotely according to the highest standards of safety and security to protect the health of all workers.



HE Saeed Mohammed Al Tayer inaugurates Moro Hub's Smart Cities Command and Control Centre

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA has inaugurated the Smart Cities Command and Control Centre of Moro Hub (Data Hub Integrated Solutions), a wholly-owned subsidiary of DEWA. As a Dubai 10X enabler, Moro Hub's new centre provides services in Intelligent IoT Platforms, Cyber Security and Managed Services to support the Government and Enterprise customers in their digital transformation journey.

digital technologies such as IoT, Cyber Security, Cloud and more. The new centre will allow digital leaders to make well-informed decisions based on data-driven analysis.

To enable digital platforms in their Smart Cities Command & Control Center, Moro Hub signed a partnership with Microsoft and Johnson Controls International to offer innovative services. As per

this agreement, the companies will join forces to establish a collaborative ecosystem and go-to-market strategy to offer an extensive range of innovative cloud-based IoT services in the UAE for smart city, smart building, energy management and monitoring. This partnership was signed in the presence of HE Saeed Mohammed Al Tayer during his inauguration of Moro Hub's Smart Cities Command and Control Centre.

The UAE Vision 2021 and Dubai 10X initiatives have defined a leading role in the adoption of digital technologies. This has led to the UAE government increasing efforts in boosting its citizen happiness index, ensuring performance excellence to its government entities and providing citizens and residents with the best place to live.

Aligning with the government directives, Moro Hub's cutting edge Smart Cities Command and Control Centre enables Government and Enterprise clients to fast track the adoption of new-age





New Ducab Solar Plant to boost clean energy mix at UAE based industrial unit

 Ducab Group, one of the UAE's largest manufacturing businesses, has taken a significant step towards increasing its sustainability with the official opening of its solar plant, which was inaugurated by HE Saeed Mohammed Al Tayar, MD and CEO of DEWA, in the presence of Dr Ahmad bin Hassan Al Shaikh, Chairman of Ducab, board members and senior officials from both parties.

The Solar Plant, a 2MWp (megawatt peak) Renewable Generation Project located at Ducab's head office site in Jebel Ai, Dubai, was developed in partnership with Etihad Energy Service Company (Etihad ESCO), in alignment

with the UAE's ambitions to harness the potential of solar power. Comprising of both rooftop and ground mounted solar PV, the combined plant has a capacity to produce 3.5gigawatt hours annually, which is enough to meet the energy needs of 500 homes, or sufficient enough to run the Ducab PVC plant on site.

Energy generated by Ducab's solar plant will lead to savings of approximately 660 tonnes per year of carbon dioxide – equivalent to the quantity of carbon dioxide processed by 40,000 trees over 10 years.

Designed to last the 25 years design life, over 150kms of Ducab's specialist UL

certified SolarBICC range of wires have been supplied for the solar plant, that also includes 300 sq.mm low voltage copper cables which have been an integral part of this power plant construction.

From design approvals, to testing and inspection right upto energisation for both rooftop and ground mounted PV plant, DEWA's guidance and invaluable support has been testament of a true partnership. The project utilises the latest smart technology applications including DEWA Smart Metering, remote monitoring of power output using a web or mobile app, and automated self-cleaning solar panels using solar-powered cleaning robots.



HE Saeed Mohammed Al Tayer reviews progress at the hydroelectric power station in Hatta

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA visited the hydroelectric power station in Hatta to review work progress of the project, which is the first of its kind in the GCC region. The 250MW station will generate electricity by making use of the water stored in Hatta Dam. It will have a storage capacity of 1,500 MWh and a life span of 80 years, with investments totalling around AED1.421 billion.

HE Al Tayer was accompanied by Nasser Lootah, EVP-Generation at DEWA, Yousef Jebiril, EVP-Power and Water Planning at DEWA, Dr Yousef Al Akraf, EVP-Business Support and HR at DEWA, Mansoor Alsuwaidi, VP-Projects Generation at DEWA and Khalifa Albedwawi, the project manager.

During the visit, Al Tayer and his delegation were briefed about the project by Dirk Leitzig from Strabag AG, the project's developer. The tunnelling operations have started at the hydroelectric station. This phase is very critical and uses the latest and safest drilling technologies to fit Hatta's geological features while

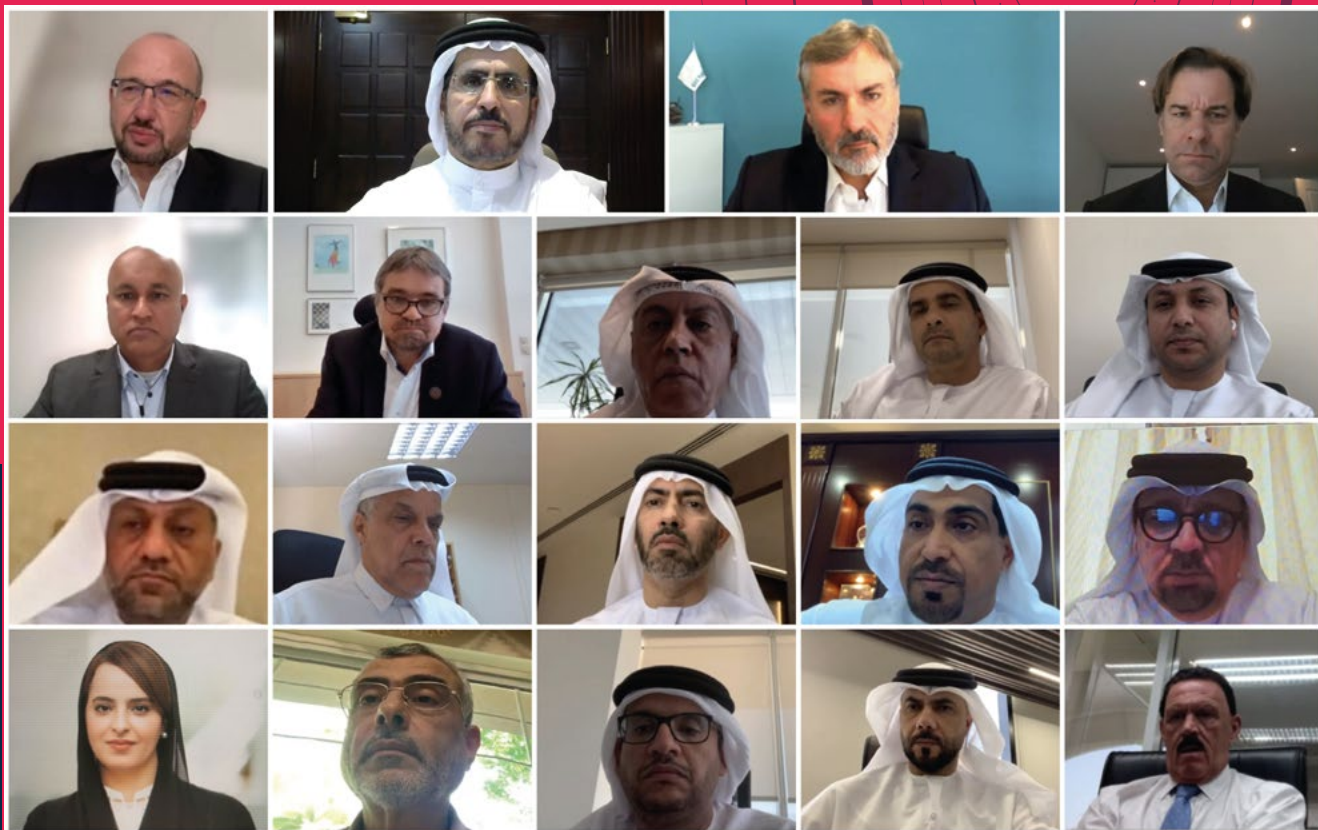
following the highest international environmental standards.

DEWA awarded the construction contract of the pumped-storage hydroelectric power station at Hatta to a consortium that includes Strabag AG, Strabag Dubai LLC, Andritz Hydro, and Ozkar. Électricité de France (EDF) is the consultant of the project, which is scheduled to be commissioned by February 2024.

The hydroelectric power station will

use water in the Hatta Dam and an upper reservoir that will be built in the mountain. During off-peak hours, advanced turbines will use clean solar power from the Mohammed bin Rashid Al Maktoum Solar Park to pump water from the dam to the upper reservoir. Turbines operated by the speed of waterfall from the upper reservoir will be used to generate electricity through a 1.2 kilometres subterranean water canal, with high efficiency in power generation and storage, and with a 90-second response to demand for electricity.





DEWA and Siemens organise technology talk titled 'Scenario 2030'

DEWA and Siemens organised a technology talk titled 'Scenario 2030' where both sides discussed innovations and technologies of the future in the energy sector. These included energy storage, Artificial Intelligence (AI), smart grids, and energy efficiency among other topics. The meeting supports the long-term strategic partnership between DEWA and Siemens for over three decades.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA; Helmut Von Struve, CEO Siemens Middle East; Dietmar Siersdorfer, CEO, Siemens Energy Middle East; Franco Atassi, CEO, Siemens Smart Infrastructure Middle East; and officials from both sides took part in the virtual meeting.

In his keynote speech, Al Tayer noted that the strategic partnership between DEWA and Siemens dates back to more than 30 years. "At DEWA, we are guided by the vision and directives of His Highness Sheikh Mohammed bin

Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to make Dubai the city of the future. Our strategies and plans are also aligned with the federal and local strategies to support the economic growth and develop innovative and sustainable clean energy solutions. We have learned from our wise leadership that challenges are good opportunities to create innovative solutions. The lessons learned during the COVID-19 pandemic emphasise that utilities must continually develop their proactive risk management to increase their agility and resilience, and their ability to grow and thrive in all circumstances," said Al Tayer.

Al Tayer noted that DEWA collaborates with Siemens on a wide range of sectors, especially technological solutions for power generation. Together, they have pioneered innovative sustainable solutions such as Gas Turbine power augmentation through Wet Compression technology for "E" and "F" Class machines, which increases capacity, improves

efficiency, and reduces emissions at a fraction of market price. The effective collaboration between DEWA and Siemens also resulted in developing the World's 1st Intelligent Controller for F-Class Gas Turbines that uses big data, machine learning, and AI algorithm to improve efficiency, increase capacity, and reduce emissions. Teams from DEWA and Siemens also work together on other areas of R&D including smart grids, integration of renewable energy and distributed generation in the electricity grid, energy storage systems, Internet of Things, using Artificial Intelligence in power generation, energy efficiency, cybersecurity, robotics, smart buildings, and building national capacities in the energy sector. One of the promising projects that DEWA is implementing with Siemens and Expo 2020 Dubai, is the Green Hydrogen project to produce hydrogen gas using solar power, at the Mohammed bin Rashid Al Maktoum Solar Park, the largest single-site solar park in the world with a capacity of 5,000MW by 2030.

DEWA becomes first utility in the region to use Boston Dynamics four-legged Spot Robots in its internal operations

▶ DEWA has started testing the different uses of the four-legged Spot Robots in its internal operations, becoming the first utility in the region to use this robot, developed by Boston Dynamics that is specialised in making robots. The move supports DEWA's strategy to use the latest Fourth Industrial Revolution technologies and adopting Artificial Intelligence (AI) in its different operations.

DEWA intends to use Spot Robots in detecting faults, testing connection points of high-voltage cables, detecting leakage in water pipes, conducting security and monitoring patrols, ensuring construction works are aligned with specifications using multiple-angle cameras, and managing different facilities such as warehouses, in addition to helping people of determination.



DEWA's bank guarantee management process is first to become 100% paperless reducing the time needed to complete it by 80%

▶ DEWA has accomplished a new pioneering achievement, and changed the bank guarantee management process to become completely paperless. This reduces the time to complete these transactions by 80%, compared to the conventional method. It also minimises errors and improves performance. DEWA is the first government organisation in the UAE to achieve this step.

DEWA has fully digitised its business process with Emirates NBD that traditionally uses large quantities of paper. DEWA has developed this solution by providing Robotics Process Automation (RPA) and SAP enhancements.

DEWA is first UAE government entity to utilise NVIDIA GPU in AI applications

▶ DEWA was awarded a certificate of acknowledgement from US-based NVIDIA Corporation for being the first UAE government organisation to adopt NVIDIA GPU Computing Technology among government entities in Artificial Intelligence (AI) and Data processing. This is a new step that enhances DEWA's leadership as an incubator for creativity and innovation.

DEWA has been utilising NVIDIA GPU to enhance its AI initiatives since 2019. DEWA also uses it to improve its services in areas such as training and inferencing of AI and Deep Learning models, with utility-focused applications of Network Design & Area Planning, Smart Response, along with ongoing initiatives such as Advanced Image Recognition, Smart Grid Big Data & Analytics Applications, and Verification of Engineering Drawings.

Several programmes and initiatives by DEWA use AI. These include Rammas, its virtual employee that uses AI to answer customers' enquiries in English and Arabic. Rammas is available on DEWA's website, smart app, Facebook, Amazon's Alexa, Google Assistant, robots, and WhatsApp Business platform. Rammas is able to learn and process customers' needs, analyse and evaluate as per given data, and respond accurately to facilitate transactions.



NEWS - SMART ADOPTION

Saeed Mohammed Al Tayer highlights DEWA's pioneering projects with Indonesia's Ambassador to the UAE



HE Saeed Mohammed Al Tayer, MD & CEO of DEWA held an online conference with HE Husin Bagis, Indonesia's Ambassador to the UAE. The meeting discussed ways to strengthen relations and encourage investments in sectors of mutual interest.

After welcoming the Indonesian Ambassador, Al Tayer emphasised the importance of strengthening cooperation with Indonesian companies for electricity and water projects in Dubai and the UAE as well as their strategic partnership, especially in water and energy sectors.



MD & CEO discusses collaboration with British Consul General to Dubai

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, held a video conference with HE Andrew Jackson, UK Consul General to Dubai and the Northern Emirates, to discuss mutual collaboration between DEWA and British water and renewable and clean energy companies.

At the start of the meeting, Al Tayer welcomed the UK Consul General and reviewed DEWA's pioneering and innovative projects and initiatives

to achieve the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. The vision of His Highness is the roadmap for DEWA's ambitious initiatives and development projects to enhance sustainability, create a happy society, and meet the aspirations of citizens and residents in Dubai. This supports DEWA's vision to become a globally leading sustainable innovative corporation.

DEWA records a peak load increase of 6.6%

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, announced a rise in the peak load of electricity to 9074 MW in Dubai this year till August 21, compared to 8516 MW in 2019, recording an extra 558 MW, and an increase of 6.6 %, the highest recorded increase since 2012.




"We seek to secure uninterrupted and stable supplies of electricity

and water, to support the vision and strategic plans of the Government of Dubai to achieve comprehensive and sustainable development in the Emirate. This increase in the peak load is a testimony to the boost of social and economic activities in Dubai. DEWA has an installed capacity of 11,700MW of electricity and 470 MIG of water per day," said Al Tayer.




TIPS AND TRICKS

TIPS & TRICKS TO SAVE ELECTRICITY & WATER



COOLING

-  Keep your thermostat set at **24 °C** or higher. Remember that each temperature degree increase can save up to **5%** on AC consumption.
-  The optimal lifetime of an AC is **10 years**. If you have older models, you may want to consider replacing them with the newer, more energy-efficient AC units that are rated **4 or 5 stars** by the ESMA. This will help you to save up to **25%** of cooling consumption.
-  Clogged or dirty AC filters can block and significantly reduce the system's capacity for efficient air flow. It is highly recommended to clean your AC filters periodically or at least every three months.



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



DISHWASHERS & WASHING MACHINES

-  To conserve on water, energy and detergent supply, only use your dishwasher or washing machine when it is a full load.
-  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.



COOKING

-  To reheat food, use a microwave or toaster oven as it consumes less electricity than heating up an entire stove.
-  Use flat - bottom pans for best contact with the electrical cooker heat, with tight - fitting lids to keep the steam in the container. Pressure cookers use less energy than ordinary pots and pans.



LIGHTING

-  Use **LED lighting** and have them cleaned regularly.
-  When not in use, turn off any unnecessary lights and be sure to utilise natural lighting as much as possible.



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.




SHOWERS & 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 usage by up to **40%**.

BATHROOM/WASHROOM

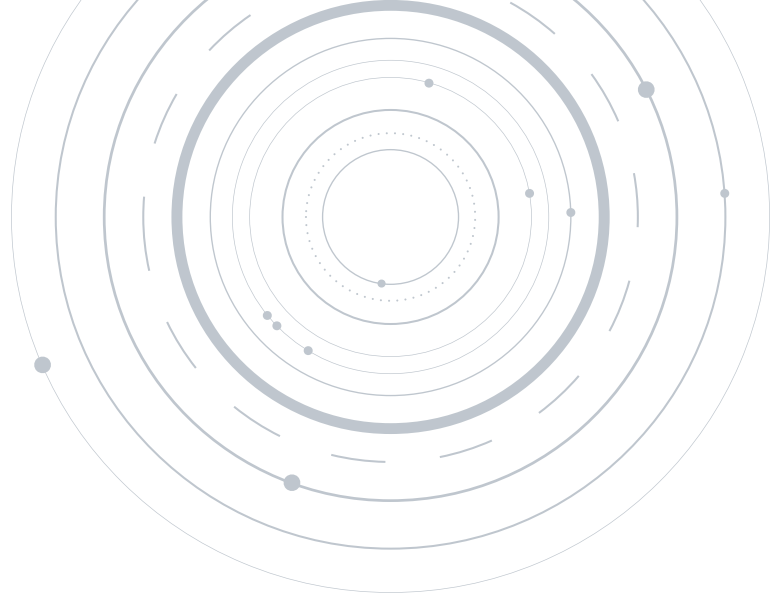
-  Older toilet models use up to **12 litres** of water per flush, compared to newer models which use about half of that amount at **6 litres** of water per flush. This results in annual water savings of approximately **10,000 litres** per person.
-  Check toilets periodically for leaks and repair them promptly.

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 soap and water instead of using a hose or pipe.
-  Cover your swimming pool to reduce water losses due to evaporation.



You can read more conservation tips through DEWA's smart app and website
<https://www.dewa.gov.ae/en/consumer/Sustainability/sustainability-conservation-tips>



HE HAMAD OBAID AL MANSOORI

Head of the UAE Digital Government, Director

General of Telecommunications Regulatory Authority

HUMAN BEINGS ARE THE CORNERSTONE OF THE DIGITAL GOVERNMENT AND OUR MAIN GOAL IS TO ACHIEVE THEIR HAPPINESS

Our vision is based on innovative strategies and a futuristic model for government performance and services that serve the UAE community from anywhere

We would like to start by congratulating your Excellency for assuming the duties of Head of UAE digital government.

I would like to thank DEWA for this interview, and I commend your magazine for the role it plays in spreading awareness and delivering DEWA's message to society.

We are partners in the journey towards digital transformation, especially as we work together to realise the vision and directives of the wise leadership.

In this new digital age, the Digital Government uses innovation and

creativity to provide services that are based on digital data analysis, using emerging technologies, such as AI, blockchain, robotics, UAVs, 3D printing, and other technologies to make all community members happy. Thus, the Digital Government is more advanced than eGovernment, which focused on developing services for government entities in digital format.

The government in the digital age is the futuristic model that foresees innovation, equips itself with bold and flexible plans and leverages advanced technology to apply it in every field of life. The Digital Government will collaborate with society at institutional and individual levels,

to promote knowledge-based digital development.

His Highness Sheikh Mohammed bin Rashid Al Maktoum clarified that the new government has one year to achieve its new priorities. What is the vision you will adopt to achieve this goal?

The Digital Government follows the same direction as all other government entities, both on the local and federal levels. Our goal, as defined by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, is to work towards achieving

a more agile, resilient, and adaptive government model, and to ensure the UAE government's readiness and rearrange national priorities, besides developing plans and strategies to adapt the changes in a quicker manner. It also develops proactive and a comprehensive approach to innovate solutions to face future challenges. Our vision is based on innovative strategies and a futuristic model for government performance and services that serve all UAE communities anywhere. The vision of the Digital Government is based on assimilating the rapid changes in our world today, achieving economic and social growth and increasing productivity within a safe and healthy society. Community members are the main focus of the Digital Government, and our goal is to promote their engagement in government work. Human beings are the cornerstone of the Digital Government and our main goal is to achieve their happiness.

In light of the changes the world is witnessing today due to the COVID-19 pandemic, digital transformation has accelerated to unprecedented levels, and we are witnessing exceptional focus on unconventional procedures and processes. What is your role in this regard?

The role of the Digital Government is to develop and promote more efficient and diversified smart services. The

goal is for these services to contribute to maintaining normal delivery levels using modern and innovative methods, all in the services of the welfare and happiness of the community. We actually felt the great impact of these services during the COVID-19 pandemic, as these services contributed to applying government directives aimed at preserving the safety of the community, such as social distancing and the national sterilisation programme. Through these services, people were able to normally conduct their life affairs from the comfort of their houses. They were able to work, learn and buy their supplies remotely, pay their bills with a push of a button, and complete their transactions and sign them electronically.

The vision of our wise leadership revolves around making the UAE a role model at all levels. What goals and results are still in the pipeline in the long-term?

The Digital Government is guided by the UAE Vision 2021 and UAE Centennial 2071, as well as the objectives of the national agenda. Primarily, our goal is to realise the happiness of society and make the UAE among the leading countries across all fields. We are working on several strategic projects, and the recent launch of the Hope Probe is a demonstration of our commitment

to our goals including human settlement on Mars. Our wise leadership taught us that our words must be accompanied by action. Recently, the UAE witnessed the launch of many projects that reflect the digital transformation efforts in the country, such as the 'Bashr' initiative, to set up a business in 15 minutes, as well as the 'Mabrouk Ma Yak' newborn package and other projects. We are still working to achieve more goals, including the closure of 50% of government service centres and converting them to digital platforms within two years.

DEWA plays an important role towards accelerating digital transformation in the energy and public service sectors. What do you think of DEWA's achievements in this regard?

DEWA is one of the leading government agencies in the field of digital transformation, and it is an important pillar of the national economy. Further, DEWA is well known for its dynamic approach of continuous development and modernisation based on ambitious future plans. I was really impressed that the 2020 United Nations E-Government Survey report clearly referred to DEWA's experience in the application of AI via Rammas, its virtual employee. We take pride in such references, especially as Rammas experience has been published worldwide as a pure Emirati success story.





THE IMPORTANT AND FRUITFUL COOPERATION BETWEEN EXPO 2020 DUBAI AND DEWA INSPIRES THE WHOLE WORLD

Exclusive interview with Ahmed Al Khatib, Chief Development and Delivery Officer at Expo 2020 Dubai

Expo 2020 Dubai has been postponed to 1 October 2021 until 31 March 2022. What have been the developments since this happened?

On 4 May, 2020, the member states of the Bureau International des Expositions (BIE) agreed to postpone the Expo for one year, following the outbreak of the COVID-19 coronavirus pandemic around the world. On 29 May, 2020, the new dates for Expo 2020 were officially approved as from October 1, 2021 to March 31, 2022, without any change in its name.

Expo 2020 Dubai will be the first international Expo in the Middle East, Africa and South Asia. Dubai is fully committed to hosting an international Expo that reflects reality in all

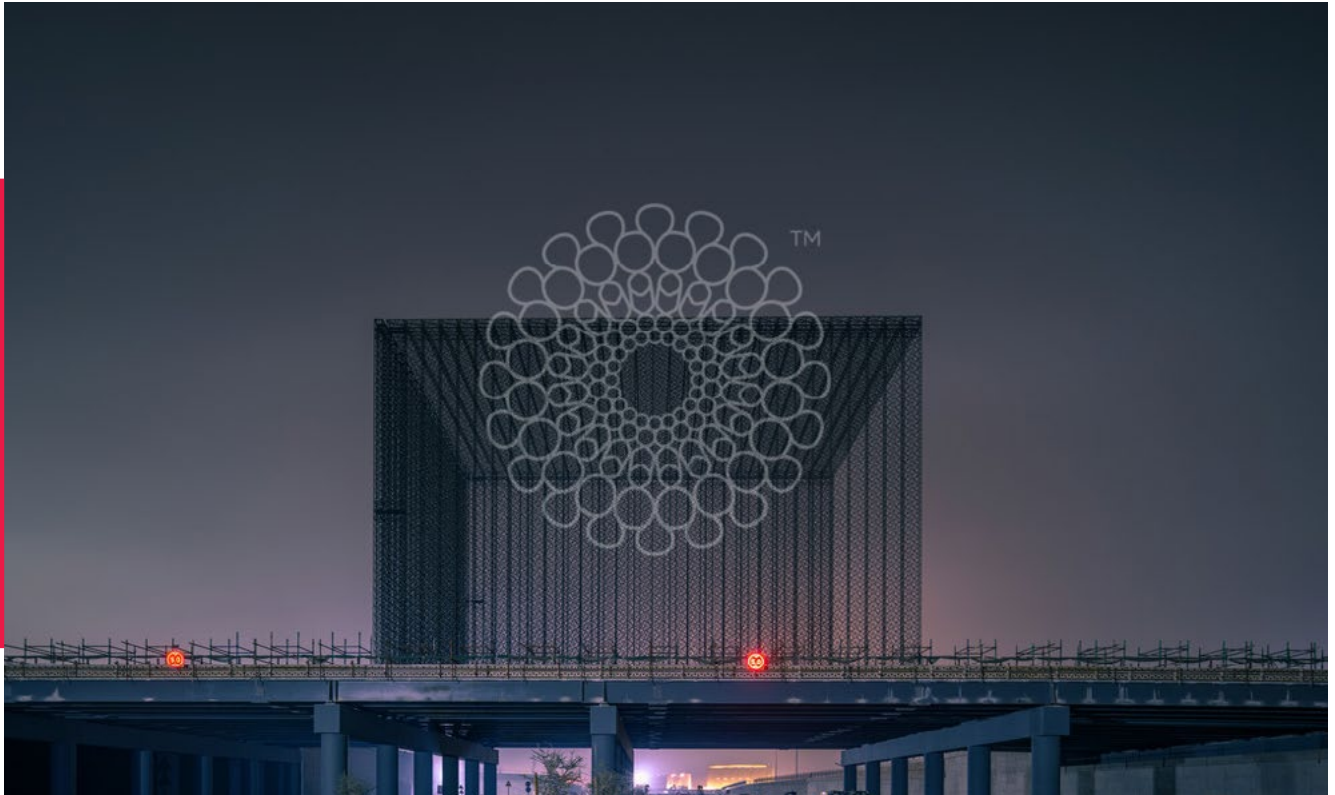
its aspects and contributes to shaping the features of the post-COVID-19 world and making a better future for everyone. With the great changes around us, Expo 2020 Dubai will be a very important international event, bringing together the global community. It will embody a celebration of the spirit and optimism of humankind. Our bringing the brightest minds and most innovative ideas from all over the world will amaze everyone. We are helping create new and interesting solutions to the world's most pressing challenges.

Regarding the latest developments, we have completed all of Expo's permanent buildings, and construction of the three themes as well. Participating countries are building and completing their pavilions. Each country participating in Expo 2020 Dubai will have

their own pavilion for the first time in Expo's 169-year history. Dozens of countries have already unveiled the designs of their pavilions, the topics they will address, and the visitor experience they will present. All wings are innovative, educational, and inspiring.

Expo 2020 Dubai has announced so far 12 official premier partners, 8 official partners, 8 official providers and 1 official supporter. These partnerships play a pivotal role in the successful organisation of Expo 2020 Dubai and in supporting its legacy.

192 countries also confirmed their participation in Expo 2020 Dubai, which means that we exceeded the target of participants in the hosting proposal, which included 180 countries when it was presented in 2013.



DEWA is the Official Sustainable Energy Partner at Expo 2020 Dubai. How beneficial do you think this bilateral collaboration is locally, regionally and internationally? And how can we boost it in the future?

This is a very important and fruitful cooperation, because sustainable energy is extremely important and urgent, not only for supporting the green economy journey in the UAE, but also all over the world. Sustainable energy is a comprehensive vision, through which the world seeks to provide reliable and safe sources at an affordable cost, as one of the UN Sustainable Development Goals (SDGs). This ensures productive and healthy life for people, while respecting the planet we live on, especially with the climate change issues we face.

As part of this cooperation, DEWA will show how hydrogen is used in transportation by providing hydrogen-powered vehicles. The first experimental solar-powered hydrogen electrolysis facility in the Middle East and North Africa will produce hydrogen and display live data for green hydrogen electrolysis at the event site.

We see great importance in this project, as it is a fundamental pillar in the country's efforts to achieve sustainable development goals. DEWA, Expo 2020 Dubai and Siemens developed it together at the outdoor testing facilities of DEWA's R&D Centre at the

Mohammed bin Rashid Al Maktoum Solar Park in Dubai. This project will be a source of inspiration for many countries not only the Arab region, but the Middle East and Africa as well.

There is also the Shams Dubai initiative, which is an important aspect of cooperation between Expo 2020 Dubai and DEWA. This initiative will power the event's buildings with solar photovoltaic solar arrays installed on site. In addition, the site will include charging stations for electric vehicles from the Green Charger initiative to support the growing electric vehicles sector in Dubai.

Expo 2020 Dubai will also obtain energy through the Mohammed bin Rashid Al Maktoum Solar Park, which has a planned generation capacity of 5,000MW by 2030, and is the largest strategic single-site solar project in the world. This will enable DEWA to create an excellent electrical infrastructure that meets Dubai's development needs.

Expo 2020 Dubai has a target for 50% of its power to come from renewable energy. How is this important?

This ambitious goal embodies one of the most important sustainable development goals, which the UAE places at the forefront of its priorities. No country in the world is immune to global energy challenges, such as high levels of pollution and an increase in demand for energy resources. All of these

challenges require great innovation. Indeed, the UAE has risen to the challenge, and the UAE Vision 2021 has put in place clean energy indicators that have been prepared and developed since 2013. The UAE has also launched the UAE Energy Strategy 2050 to produce 50% of the energy needs from clean energy sources.

The UAE is paying considerable attention to this sector, along with the rest of the world, especially in the face of the compelling evidence of its importance and the urgent need to develop it. Therefore, Expo 2020 Dubai set this ambitious goal to help achieve the global sustainable development goals, as well as the UAE's goals. This puts it at the forefront of countries interested in the sustainable energy sector.

The cooperation between DEWA and Expo 2020 Dubai achieves those goals, for Expo 2020 Dubai and the UAE and even globally. This is through the initiatives I just mentioned, such as the Shams Dubai initiative and the use of hydrogen as an energy source and so on. This cooperation stems from the two parties' firm belief in the importance of strengthening this sector locally and internationally, given the nature of Expo 2020 Dubai as an international forum for the whole world, through which everyone will seek solutions to the most prominent challenges facing our contemporary world, including those related to energy.



HAMAD AL KAABI

Editor in Chief of Al Ittihad

Conventional media's digital content is a credible source

1. Different sectors in the UAE and around the world have been affected by the outbreak of the coronavirus (COVID-19). What is the impact on media and communication?

The repercussions of the coronavirus have spread to various sectors, including the media, which today plays a pivotal role amid the crisis.

Yes, the temporary suspension of printing and the decline in distribution have harmed the sector, but in return, there are positive effects, especially the digital transformation adopted by media outlets.

The coronavirus crisis highlighted the importance of digital transformation. The UAE has achieved considerable progress in this and media organisations have kept pace with the event, and increased their online presence to reach the reader, while some succeeded

in designing a more intelligent and technological business cycle.

The crisis also had a profound effect on reshaping the public's priorities. They now resort to what is called 'credible sources,' previously known as conventional media.

Conventional media with its digital content, is a reliable source for most people. We could say that the coronavirus boosted the presence of conventional media, which adopts objectivity and professionalism.

2. Media professionals are supporting the fight against COVID-19. To what extent has the media achieved its desired role?

The coronavirus virus crisis highlighted the importance of doctors and medical staff, who are the first line of defence against the virus. The crisis also showed

how the media are responsible for being the primary source of information. Reporters are at the centre of events; using smart tools and taking precautions for their health.

The media today are no less important than medical teams, as they partner all the organisations working on this. They are linking these organisations with the public. The media has multiple roles in getting the facts right, managing intimidation or scepticism, debunking rumours, and spreading awareness, which is particularly important now.

We see that the absence of the media is potentially more dangerous to society than any outbreak.

The media continue to play their positive role professionally, as part of the Emirati system, which has sought transparency in all its steps to contain the repercussions of the virus.

3. One of the most important roles of media is raising social awareness about the pandemic, that has killed thousands of people around the world. Did society pick up on your awareness campaigns?

At Al Ittihad, we strived to keep pace with the crisis in several ways, the most important of which are: enhancing digital presence, effective and rapid coverage, debunking rumours and educational initiatives with innovative journalistic tools.

Some of the awareness-raising initiatives, for example: voice messages that were broadcast in more than one language, the 'Staying at Home diaries' initiative, pamphlets targeting workers and other society segments. We also had some other initiatives that resonated well with our audience and increased our followers on social media.

4. Different public and private organisations have provided smart channels for their services. The media has an important role in promoting the use of these services. Do you think this has contributed to customer happiness?

The present is very different from the past. It is not logical for the whole world to switch to digital, while government organisations remain offline.

The smart or digital transformation has economic benefits that we all know, such as saving time and effort for employees and others.

In the UAE, we started the digital transformation early. In 2013, the Smart Government initiative was launched to provide round-the-clock services to the public, wherever they are.

The way government organisations provide services has completely changed. A long queue of customers, crowding and lengthy wait times are no longer the norm. Customers can now complete their various transactions over the phone, without visiting customer care centres or government offices.

The media is required to promote any initiative that serves the country's strategy of switching to smart channels or Artificial Intelligence (AI).

5. As part of its social responsibility, DEWA organised several conservation programmes and initiatives and achieved important results. What is the role of media in succeeding those efforts?

The primary role of national media is to promote the successes and initiatives of national organisations, as a mirror that reflects its progress.

Community initiatives in the UAE are a humanitarian feature that reflects the vitality of our institutions and their ability to respond to any challenges. The media highlights what these institutions are doing.

The media should be a strategic partner for any initiative or efforts that respond to challenges.

DEWA is a government organisation that plays an effective and key role. The media coverage of DEWA's initiatives promotes the UAE's achievements.

6. The media has always been a strong partner in achieving economic, social and environmental sustainable development. What are your efforts in this area?

Al-Ittihad newspaper is a developing form of media. It has many forms of partnerships to achieve sustainable development. The concept of sustainable development is not only about economic growth and increasing national income, but also it has a more comprehensive scope which is the transition from human capital to social capital, to achieve comprehensive human development.

In short, the Al Ittihad covered the development process in the UAE since the foundation of the Union was just a dream of the late Sheikh Zayed bin Sultan Al Nahyan, and until the present. It still plays a role in promoting sustainable development. Developmental and effective media is a key and important part of developing the society.

7. The media is an important outlet for many organisations, especially the economic aspect. How do you support them and cover their strong messages?

As I've said before, the media is a link between the institutions and the public. Therefore, the relationship between Al Ittihad and the state's institutions is an interactive one, and our role is to communicate the messages of these institutions to the public clearly and accurately.

We always call on media outlets to understand the needs of government institutions to communicate their message to the public and attach importance to their news, which is, in my opinion, the greatest support.



P&WP is adopting interactive, resilient and sustainable planning as well as the best global practices and providing a positive work environment to enhance the division's leadership and optimal use of resources.

YOUSSEF JEBRIL

Executive Vice President of Power, Water & Planning

1. What are the most recent and prominent achievements made by your division?

Since its establishment, the Power, Water & Planning division (P&WP) has helped meet all of the electricity and water needs of Dubai by planning and developing a sustainable electricity and water infrastructure so DEWA has become a world leader in reliability, efficiency and safety. P&WP also considers the optimal use of resources, thanks to flexible, sustainable and interactive planning and the best global practices in planning electricity and water production systems and transmission and distribution networks. Planning activities begin with calculating the demand for electricity and water in Dubai until 2030 by using the best global practices and tools. We update every year when needed, taking into account population growth

and economic prosperity. We do multiple-scenario planning to overcome potential changes to electricity and water needs in the future, to achieve DEWA's strategy 2021 and fully align with key strategies in Dubai and the UAE. Based on demand expectations, we develop all key plans for the expansion of electricity and water systems and networks in Dubai until 2030. Power & Water Planning developed the methodology and models of demand expectations using internal expertise and competencies. This resulted in achieving outstanding performance in accurate forecasting.

The division has recently contributed to the study, planning and launch of a number of innovative projects and initiatives. One example is the hydroelectric power station at the Hatta Dam. This will be stored in an upper reservoir in the mountain, which is currently

under construction. This project is the first of its kind in the region and contributes to the diversification of energy and accommodating larger proportions of renewable energy into the total energy mix. This is in addition to studying and implementing a project to store 6,000 million gallons of desalinated water in the groundwater basins, then retrieve it and re-pump it into the water network when needed. This technology provides strategic reserves that supply the Emirate with about 50 million gallons of water per day in emergencies for 90 days, while ensuring the safety of the stored water from external factors.

2. What are the strategies adopted by the division to develop its skills and abilities?

The division follows DEWA's strategies to develop its skills and abilities and apply them based on its current and future needs, and the needs of its employees to develop their

capabilities and skills to carry out their tasks. These plans include determining employees' needs for training and workshops every year. This is either from the DEWA's Development and Training department or specialised programmes specifically for the division's employees, according to their needs. They also include assessing staff's competencies at the DEWA's evaluation and development centre and outlining customised plans to their competencies based on the evaluation results. We are also keen on encouraging the division's employees to complete their higher studies in fields relevant to our areas of work and publish their scientific papers in specialised conferences. We also motivate them to join the leadership programmes organised by DEWA or the Dubai Government and nominate them for benchmarking visits, forums, and specialised conferences. Our employees also actively participate in the LinkedIn Learning platform, Ma'arefa platform, and other programmes and platforms provided by DEWA.

3. What are the division's activities to enhance its employees' skills?

The division is keen on providing all the knowledge and technical resources for its staff to develop their skills and enable them to best perform their duties. Besides DEWA's programmes and initiatives, we launched the Intilaq programme in 2013 as an internal initiative to train fresh graduate Emirati engineers in the division. We also launched an initiative to share knowledge among our staff after attending training sessions. We also organised many events and awareness sessions on an annual basis such as our Knowledge Day, Excellence Day, and sessions on strategy and sustainability awareness to develop our employees' knowledge and skills. We are also keen on encouraging our employees to participate effectively in DEWA's various activities, such as Innovation Week, DEWA's Hackathon, and brainstorming sessions.

4. How do you motivate employees to do their best and achieve the desired results?

Providing a happy and healthy work environment is one of DEWA's strategic objectives. This is one of the most important incentives for employees to do their best. Our division has managed to take first place for the happiest work environment at DEWA and we have maintained it for the past nine years due to several factors. The first is improving employees' capabilities, and mentoring and guiding them to the best ways to perform their tasks. We also encourage teamwork and constructive collaboration, and effectively communicate with all our employees. We do this through several channels and policies, the

most important of which are the open door policy, delegating authority, and assigning new tasks. This also helps to realise the aspirations of employees by encouraging them to complete their higher studies in fields relevant to the division's work. We also motivate employees to be creative, present their ideas on the Afkari platform, and implement them if possible. We also encourage our staff to participate in external ideas awards such as Ideas Arabia, Ideas.UK, and Ideas.America. We appreciate and reward our staff's creativity and achievements and submit their patents to protect their rights. We also honour, appreciate, and reward our distinguished employees to promote a work-life balance.

DEWA has provided a package of incentives to motivate its employees, including internal excellence awards and annual meetings, such as the division's annual meeting, called Barzatna, and the instant bonus system, called Tejori Al Sadaa. We have launched several internal initiatives, including the EVP's divisional meeting where we meet informally with staff from different departments to discuss their concerns and help them find solutions to any problems they face. We also have the Weekly Positive Message initiative, where we share with our employees positive quotes every Sunday morning as a happy start for the week. We also remember our employees' birthdays and anniversaries, and send them gifts and messages on the Wesal platform.

5. DEWA's staff are the main source of development in any division. How have they contributed?

DEWA's employees are the biggest supporters of its overall achievements and development. They are our most valuable resource, and all that we achieve is a result of their efforts and contributions. At the division, we have distinguished employees who work as one team with all their colleagues across DEWA to make all these achievements. They also present many creative ideas that have been applied across DEWA and achieved impressive results as well as important financial savings. Some of these ideas won local, regional and global awards, which were also honoured by the division and DEWA. These include developing an innovative mechanism to calculate the expectations of electricity and water demand, and developing a special soil formula for electric cables. Others include the optimal use of 400 kV overhead transmission lines by raising their capacity. Another idea is doing a feasibility study on building the first hydroelectric plant in Dubai and the region as a whole, and many other contributions and creations.

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

Our division cooperates continuously and constructively with all DEWA's divisions, whether major business divisions or support divisions. We also have several service level agreements with multiple divisions to enhance cooperation and increase joint operations efficiency. The planning division's work is the first building block in infrastructure development projects for electricity and water networks by main business divisions. We issue technical design reports for these projects in line with the master plans for the expansion of electricity and water systems in Dubai up to 2030.

Based on these reports, the relevant divisions develop the infrastructure projects for electricity and water production systems as well as transmission and distribution networks. Our cooperation does not stop there. We also cooperate on many joint committees and projects. As for the supporting divisions, there are too many areas of cooperation to mention here. Some of them include our cooperation with the Innovation and the Future division in the digital transformation of the division's work. We also work with the Business Development and Excellence division on the Independent Power Producer (IPP) model, the Shams Dubai initiative, and smart grids among others.

7. How do you evaluate working from a distance at DEWA as a precautionary measure to limit the outbreak of COVID-19? What have the divisional staff achieved during this?

At our division, we have succeeded in remote working according to DEWA's plan while maintaining business continuity and the highest levels of efficiency and productivity. In my opinion, this success would not have been achieved without the presence of an integrated IT and technology infrastructure at DEWA and the speed of response and cooperation of the Innovation and the Future division to provide everything necessary for this transformation. The division's team has proven its competence in fully carrying out its work under various circumstances. This success has been achieved by the digital transformation applied at our division, saving all data and planning information digitally on DEWA's servers, and launching initiatives to communicate with developers and their consultants remotely.

MEET YOUR COLLEAGUES



WADHAH AL ZAHMI

▶ Wadhah Alzahmi is an R&D technologist at the R&D Centre at Mohammed bin Rashid Solar Park. In 2015, she won the first place as Distinguished New Employee at the Internal Excellence Award, followed by a third place as Distinguished Innovative Employee in 2016.

Wadhah has participated in managing numerous projects at the R&D Centre including the first 3D printed lab in the world to be built fully on-site. She is currently the Project Manager of the Green Hydrogen project, the MENA region's first green energy facility in partnership with Expo 2020 and Siemens. Among other projects, she is also managing the technology scale up demonstration platform to introduce and bring new technologies to DEWA and the UAE, as part of the Fourth Industrial Revolution.

Wadhah is a member of the Institute of Electrical and Electronics Engineers Women in Engineering (IEEE-WIE). She has a double Master's degree: Innovation Management from MBR School of Government, and Future Energy Systems and Technology from University of California, Berkeley in partnership with DEWA. She has a Bachelors in Applied Science from Sharjah Women's College, during which time she was Chair of the College Robotics Club.



NOORA IBRAHIM AL BALOOSHI

▶ Noora Ibrahim Al Balooshi joined as an Engineer at the Distribution Control Centre, Distribution Power (DP) Division in 2015, and was promoted to Senior Engineer in 2019.

Noora has been nominated as a distinguished employee for her many achievements including being winner at DP and DEWA level, after being nominated for the Dubai Government Excellence Program. In 2019-2020 Noora was Project Manager for around 12 projects, and she is part of many vital teams in DP including DCC Alarm Management. She also represents the division at Carbon Ambassadors and at the Institute of Electrical and Electronic Engineers (IEEE). She is a keen volunteer and represents DP at Expo 2020, WETEX, GITEX, School Bag Initiative and in environmental and beach cleaning campaigns.

An Emirati, Noora has a Master of Science (MS) in Professional Studies: City Sciences from RIT Dubai and graduated from UAE University, Al Ain with a bachelors in Electrical Engineering. Fluent in Arabic and English, Noora is also a certified First Aid volunteer.



ADRINE MKRTCHYAN

▶ Adrine Mkrtchyan is an Internal Audit Specialist and has been working with DEWA for the past 5 years. Adrine has been nominated as a distinguished employee of Internal Audit Department of DEWA for her contributions to development and enhancement of Internal Audit processes, methodologies and procedures aligned with Professional Practices Framework (IPPF) and International Standards for the Professional Practices of Internal Auditing.

Adrine has contributed to the development of the governance framework of DEWA, Fraud Risk Management system, establishment and functioning of the whistleblowing system, functioning of Corporate Committee, Project Management Framework and Enterprise Risk Management Framework.

Originally, from Armenia, Adrine holds a double Master's Degree including an MBA from the American University of Armenia and multiple professional certifications such as Certified Internal Auditor (CIA) from Institute of Internal Auditors (IIA), Lead Risk Manager, Lead Governance Auditor, and Lead Asset Management Auditor from professional global certification bodies.

Adrine has 15 plus years of experience in all facets of Internal Audit spanning different industries, in particular financial, insurance and government sectors across different countries. She is fluent in English, Armenian and Russian.

NEW JOINERS



BADR ALANSAARI

▶▶ Badr AlAnsaari joined DEWA's Transmission Power Division in 2011 as a graduate trainee. Within a year, he was confirmed as a Civil Engineer, due to his many accomplishments and cost-saving initiatives.

In 2018, Badr joined the PMO Office in EVP-TP. He was recognised as a distinguished employee winning awards for Innovative Management Initiative. Badr also trains new employees of the division and conducts workshops in civil engineering and project management. He established an Art League in the division to encourage artistic talent and support internal initiatives. His passion is reflected by his two portraits of Sheikh Zayed and Sheikh Mohammad bin Rashid and a mural consisting of all the division's projects.

Badr has a Masters in Engineering Management from University of Wollongong, Dubai. He is very passionate about community and voluntary work. He volunteered for the Zayed Al Khair Camp in Bangladesh in 2019 is an official volunteer of Expo 2020 Dubai.



HAMAD ABDULLA AL MHEIRI

▶▶ Hamad Al Mheiri joined DEWA in June 2020 as a Graduate - Sr Admin in Innovation and the Future division. He has a Bachelor's degree in Applied Science – Business Management from Dubai's Men's College and a certificate in Applied Engineering Science from Institute of Applied Technology.

Al Mheiri has also gained professional experience through his work in a number of leading organisations. These include internships with Emirates Group and Dnata. He also worked as a trainee at Dubai Chamber of Commerce and Industry.

Al Mheiri has a proven track record of achievements. He won the second place in the Emirates Skills National Competition in 2011, and a Certificate from IAT for winning the first place at the Dubai Youth Science Competition in 2011.

Al Mheiri has a great passion for Robotics. He is a trainer at Emirates Science Club as an expert in robots. He is also a certified judge at the Arab Robotics Association and AI, where he evaluates projects in various robotics competitions.



MOHAMMAD ALGHAITH

▶▶ Mohammad Alghaith joined DEWA as a Senior Engineer - Transmission & Distribution Maintenance in June 2020. He gained experience as an engineer with DP World over the past five years, working on marine construction, civil work, expansion of Mina Rashid Marina, construction of substations and warehouses.

Alghaith received a Bachelor's Degree in Civil Engineering Technology from Dubai Men's College in 2014. He also completed the Sheikh Mohamed bin Zayed Scholar's Program in 2014 from New York University Abu Dhabi.

Alghaith is well-versed with AutoCAD and public speaking, making him a popular Master of Ceremonies during his university days.

PARTNER FOCUS

HH Sheikh Mohammed bin Rashid Al Maktoum inaugurates the Dubai Metro Route 2020

RTA



HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, has officially inaugurated the Route 2020 Project. The launch took place in the presence of HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai and First Deputy Chairman of the Executive Council; HH Sheikh Ahmed bin Saeed Al Maktoum, President of the Dubai Civil Aviation Authority and CEO and Chairman of the Emirates Group; HH Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum, Chairman of Dubai Media Council. The project involves an extension on the Dubai Metro Red Line from Jebel Ali Station to Expo 2020 Station. The AED11 billion Route 2020 project, which links seven stations, will be open to the public in September this year.

HH Sheikh Mohammed bin Rashid Al Maktoum said that the UAE's journey towards sustainable development is backed by quality projects and an infrastructure that is globally acclaimed for its efficiency and reliability. Developed by Emirati talent with the support of international expertise, these projects meet the highest global standards as part of the objective of providing a superior quality of living and services for everyone.

The opening of Route 2020 Projects will bring a host of technical and economic benefits. From a technical perspective, the project will ease traffic congestion in the areas it serves by 25%, and reduce 100,000 tonnes of carbon emissions by 2022; reducing further to 170,000 tonnes by 2030. The Jebel Ali station spans 18,800 square metres in area and extends 119 metres in length.

From a business perspective, the project will appreciate the rental and sales values of residential and commercial properties within 250 to 500 metres of the metro stations by 20-30%. Costs saved due to easing of traffic congestions is estimated to reach AED3.5 billion in 2022 and AED7 billion by 2030. It will also cut losses associated with traffic incidents by AED130 million in 2022, which is expected to rise to AED260 million by 2030. The project will enhance the competitiveness of Dubai in attracting global investors to the Emirate and in hosting international conventions and exhibitions. Such benefits are expected to bring a value of AED1.7 billion by 2022 and AED2.7 billion by 2030.

Dubai Economy issues 16,826 new business licences in the first half of 2020

A report issued by the Business Registration & Licensing sector of Dubai Economy highlighted that five areas account for 43.7% of the total new business licences issued during the first half of this year. Dubai Economy had issued 16,826 new business licences in the first six months of 2020.

According to the report, Al Garhoud saw 15% of the total new licences, followed by the Burj Khalifa area with 12%, Oud Al Muteena 3 with 6.5%, Trade Centre 1 with 5.2% and Oud Metha with 4.8%. These figures reflect the importance of these areas as the most investment attractive locations in the Emirate during the first half of 2020.

Al Garhoud attracted 2,535 new licenses, with 'Professional' activity accounting for the largest share. Out of 12,192 businesses operating in the area, 6,096 hold Professional licences, nearly 50%; followed by 5,940 Commercial licences (48.7% of the total). Of the new licences, 97% were issued for businessmen, 2.2% were issued to women entrepreneurs and 0.8% to companies.

In terms of legal forms of the active licences in Al Garhoud, Limited Liability Companies ranked first with 5,758 licences, followed by Civil Companies with 4,102 licences and Sole Establishments with 1,820 licences.

The Burj Khalifa area attracted 2,022 new licences during the first half of 2020. Commercial activity accounted for the largest share (59.6%) of the total number of active licences at 21,941, followed by licences for Professional activity at 38.3%. Businessmen formed 95.3% of the total, while women entrepreneurs comprised 2.8%, and companies 1.9% respectively.

'Hope Probe' takes off on a journey to explore Mars

▶ The UAE has made a new historic and unprecedented achievement regionally with the successful launch of Hope Probe from the Tanegashima Space Center (TNSC) in Japan, as part of the Emirates Mars Mission. This becomes the first Arab-led mission to explore another planet.

After the Hope probe was separated from the launch missile successfully, the first signal was received at the Al Khawanej control room. The probe also received the first command from the control room to open the solar panels, operate satellite navigation systems and launch missile propulsion systems, effectively marking the beginning of the journey to the Red Planet. The journey is expected to last seven months, spanning 493 million kilometres, before it orbits around Mars in Q1 of 2021. This will coincide with the UAE's celebration of its golden jubilee.

The Hope Probe was launched successfully on 20 July at 01:58 UAE time after the countdown in Arabic, for the first time in the

history of space missions, to promote the Arabic language around the world.

"The UAE has created history with an unprecedented Arab space achievement," said HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. "We rely on the UAE's youth and they never disappoint. They have made us all proud and have ushered in a new era in our history," added His Highness.

His Highness added: "The journey has begun and the mission has just commenced, next stop: The Red Planet." His Highness reiterated: "Going beyond the Earth's gravitation is a new era in the history of our scientific achievements."

Scientific Wealth

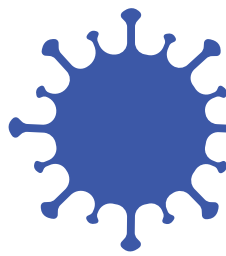
Besides the quality achievements of the Emirates Mars Mission, the Emirati Hope Probe's scientific team developed 200 new technological designs and manufactured 66

pieces of its components as well as published 51 scientific papers and research. 60,000 participants benefited from the scientific and educational programmes from the Emirates Mars Mission.


The Hope Probe holds three devices: Emirates Exploration Imager (EXI) which is a digital camera to capture high quality images of Mars and measures the distribution of water ice and ozone in the lower atmosphere utilising the ultraviolet bands. It also holds the Emirates Mars Infrared Spectrometer (EMIRS) which observes Mars in the infrared band to measure the general distribution of dust, ice clouds and water vapour in the lower atmosphere of Mars.

The device was developed to capture the integrated dynamics of the lower and middle atmosphere of Mars, in addition to the Emirates Mars Ultraviolet Spectrometer (EMUS) which measures the oxygen, carbon monoxide, hydrogen and oxygen in the upper atmosphere of Mars.





How investments in renewable energy can stimulate the post COVID-19 economy

 A recent report by the International Renewable Energy Agency (IRENA) said that governments can align their economic stimulus needs with their medium- and long-term goals in sustainable development and reducing carbon. This is through directing the public policies and expenses towards renewable energy.

The report, entitled 'Post COVID-19 Recovery An agenda for resilience, development and equality' reviews the direct stimulus packages for the next three years (2021 – 2023) in addition to essential measures to achieve a medium-term recovery until 2030. The report presents visions and practical recommendations that help governments stimulate investments and apply policies in a post-COVID 19 economy.

The report highlights that increasing the public and private spending on renewable energy to USD 4.5 trillion annually will stimulate global economy by 1.3% and provide 19 million job opportunities related to the energy transition by 2030. Renewable energy jobs could increase by three-fold to reach 30 million by 2030. Every one million dollars invested in this energy provides three times the number of jobs offered by the same investment in fossil fuel.

According to the report, investing USD 2 trillion every year will boost the GDP by 1% and create 5.5 million jobs related to energy transition in three years. The report recommends enhancing the sector policies at large to empower national capabilities and skills, create new sectors and job opportunities along the value chain.

An economic recovery strategy must incorporate innovative solutions and new technologies such as Green Hydrogen to eventually reach an emission free energy mix. Governments and companies can invest in this technology to ensure achieving a sustainable long-term growth. These efforts could be supported by expanding the renewable energy scale in the transportation sector by providing incentives for buying electric vehicles and investing in infrastructure such

as smart grids, EV charger stations and adopting new fuel solutions.

The report also mentioned that renewable energy jobs could reach 42 million jobs around the world by 2050, which is a four-fold increase, by focusing investments on renewable energy sources.

Gulf Cooperation Council

As part of its interest in renewable energy, the Secretariat General of the Gulf Cooperation Council (GCC) held an online workshop entitled 'The Future of Renewable and New Energy in the GCC Countries and the Impact of the Coronavirus Pandemic'. Representatives of the Ministries of Electricity and Energy in the GCC countries, and experts from the GCC Interconnection Authority, GCCIA, and the EU-GCC Clean Energy Technology Network took part in the event.

During the workshop, a number of issues related to the coronavirus pandemic and its impact on the future of renewable energy in the GCC countries were discussed, as well as the measures undertaken to fight the crisis and going back to normal.

The workshop also discussed the preparedness of the renewable energy

sector in emergencies related to COVID-19. Participants reviewed the safety precautions against employees in the renewable energy sector. They also focused on the economic impact of the pandemic on renewable energy projects in the GCC countries.

The UAE is an ideal destination for energy and infrastructure investment: World Government Summit

The World Government Summit anticipates the regional and international opportunities post COVID-19. CEOs of major international companies worth trillions of dollars highlighted that the UAE represents an ideal and attractive environment for foreign investment, noting that future investments will be directed to renewable energy and infrastructure.

This was part of an interactive online panel discussion organised by the World Government Summit as part of the series 'Government and COVID-19'. The panel discussion, entitled 'Regional and International Investments Post the Pandemic', featured HE Dr. Sultan Ahmed Al Jaber, UAE Minister of Industry and Advanced Technology and CEO of the Abu Dhabi National Oil Company (ADNOC Group).

