



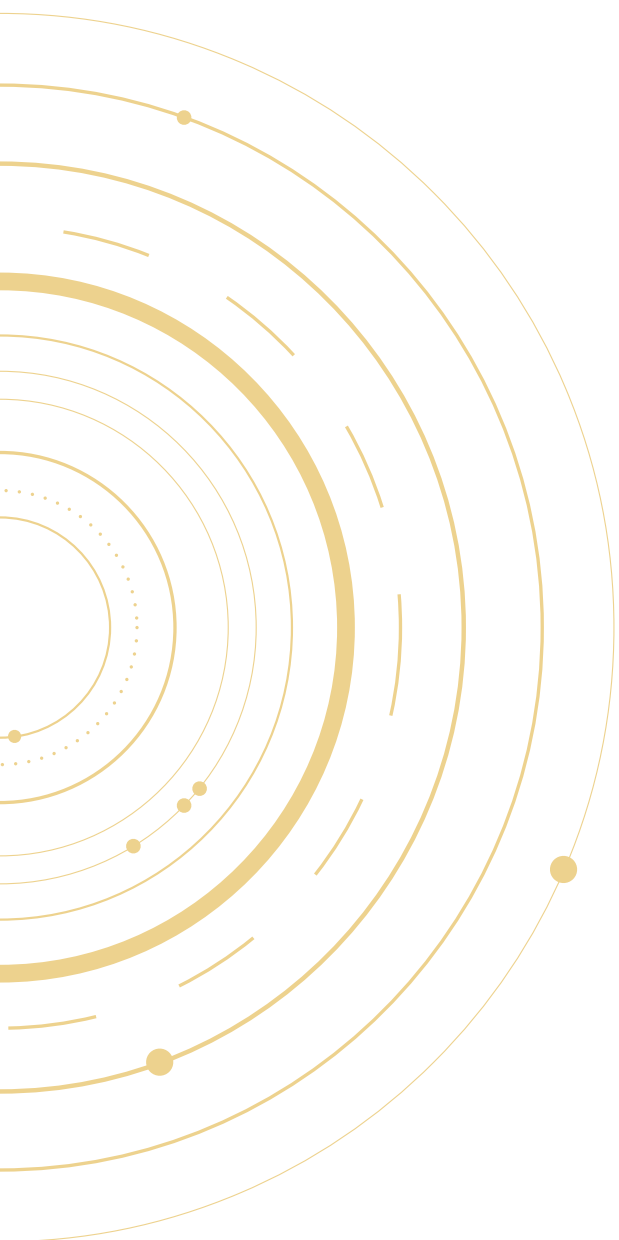
AL MASDAR

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**LATE SHEIKH HAMDAN BIN RASHID
AL MAKTOUM, MAY HIS SOUL
REST IN PEACE (1945-2021)**

**YOUR MEMORY WILL ALWAYS
REMAIN IN OUR HEARTS...**





“

You are my brother who I looked up to as a role model
I was fortunate to have you in this world and happy
in the hospitality of God, the Forgiving of his servants
who will gain the martyr title

”

HH Sheikh Mohammed bin Rashid Al Maktoum

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



MD & CEO MESSAGE

HE SAEED MOHAMMED AL TAYER

MD & CEO of Dubai Electricity &
Water Authority

HE HAS DEPARTED FROM US, BUT HIS LEGACY WILL REMAIN IN THE NATION'S MEMORY

With hearts that believe in Allah's divine decree, I extend my deepest condolences to His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai; His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai; and His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, on the passing away of Sheikh Hamdan bin Rashid Al Maktoum, may his soul rest in peace.

We pray to Allah Almighty to bless his soul with divine mercy, for him to dwell in heaven, and to bestow patience and solace upon His Highness Sheikh Mohammed bin Rashid Al Maktoum, and the honourable Al Maktoum family. We also extend our condolences to the people of the UAE, Arab and Islamic countries for the departure of a man of benevolence and unlimited giving.

The late Sheikh Hamdan bin Rashid Al Maktoum, may his soul rest in peace, left his mark in many areas. Everyone acknowledges his efforts in serving the nation and keeping the UAE flag fluttering high. I had the honour to work under his leadership in many organisations in several fields including oil, gas, energy and industry. I knew him as a national figure and a wise leader who did everything he could, for the benefit of the UAE and its citizens. He also had an insightful vision

that contributed to the development of Dubai's infrastructure as President of DEWA. His directives played a significant role in DEWA's achievements in various fields.

The late Sheikh Hamdan bin Rashid Al Maktoum attached particular importance to education and preparing an educated generation that keeps pace with the government and mindset of the future by investing in Emirati youth, empowering and providing them with the best skills in accordance with the highest international standards; in addition to launching initiatives to nurture the talented and distinguished in all fields of science.

The late Sheikh Hamdan bin Rashid Al Maktoum was keenly interested in charitable and humanitarian work. His helping hands extended with compassion as a father for all, working for the good and benefit of the people. He was also keen on achieving psychological, family and social stability for citizens. Under his patronage, DEWA has been organising mass weddings since 2007, for Emirati employees to build stable and happy families away from debts and loans. This has consolidated our corporate approach in supporting Emirati youth and national identity.

May the soul of the late Sheikh Hamdan bin Rashid Al Maktoum rest in peace. Indeed we belong to Allah, and indeed to Him we will return.

Our Purpose

Providing globally leading sustainable, efficient, and reliable power and water services, and related innovative smart solutions.

Our Vision

A globally leading sustainable innovative corporation.

Our Mission

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

Our Values

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

Our Motto

For generations to come.

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HAMDAN, MY SUPPORTER

To the supporter who departed to the sublime world,.....I bear witness to his endless support.
I solemnly know he is unmatched.....and an opinion maker who is pure and right.
Flawlessly he handled his affairs.....Well-organised he was for sure.
The announcement of his death shook up the chandelier.....and the earth nearly widened with its inhabitants.
How would a gleaming star like you leave us?.....We are not yet satiated with your wisdom and courage.
Praise to you, Hamdan. You purely manifested.....deeds of goodness and wise judgment.
Our nation testifies that your task is accomplished.....Your fingerprint shall not wither and your deeds are praiseworthy.
It is with you and men like you that nations rise up,.....with iron-willed men.
You are my brother who I looked up to as a role model.....I was fortunate to have you in this world and happy
in the hospitality of God, the Forgiving.....of his servants who will gain the martyr title.
You were truthful in word and deed.....You were clear. You were a man of the word.
Your say was one and is proven by your effort.....You took the path of righteousness without veering off.
Hope you brought to your home and family.....Since childhood, you praised the noble.
O horse lover, noble and hero,.....you were ahead of your time and had a glorious past.
We celebrate what remains of your memory.....and your name is immortal until the promised day.

Poem by HH Sheikh Mohammed bin Rashid Al Maktoum

*Translation from The National newspaper



The legacy of the late Sheikh Hamdan bin Rashid Al Maktoum
for energy and water

The late Sheikh Hamdan bin Rashid Al Maktoum left us a legacy in several areas that has enhanced the comprehensive and sustainable development process in the region. He had a vision that contributed to developing the electricity and water infrastructure in Dubai, in his capacity as President of DEWA. This kept pace with the requirements of sustainable development and customer demand, through well thought-out plans developed using the latest future forecasting tools.

The first globally in getting electricity

The directives and follow up of the late Sheikh Hamdan bin Rashid Al Maktoum played a major role in providing state-of-the-art electricity and water infrastructure in Dubai. This consolidated the Emirate of Dubai's position as a global economic hub and a destination for foreign direct investments. The UAE, represented by DEWA, maintained its first global ranking, for the third consecutive year in all Getting Electricity

indicators in the World Bank's Doing Business 2020 report.

The world's largest single-site natural gas power generation facility

In April 2019, the late Sheikh Hamdan bin Rashid Al Maktoum inaugurated the extension project of M-Station in Jebel Ali, the largest power and water desalination plant in the UAE. Dubai has made a new world record by entering Guinness World Records for the largest



single-site natural gas power generation facility in the world. The Complex has an electricity generation capacity of 9,547 MW at Jebel Ali Power Generation & Water Production Complex.

Renewable and clean energy

The directives and follow up of the late Sheikh Hamdan bin Rashid Al Maktoum fostered Dubai's global excellence in renewable and clean energy. Under the leadership of the late Sheikh Hamdan bin Rashid Al Maktoum, DEWA launched mega projects in renewable and clean energy. These include the Mohammed bin Rashid Al Maktoum Solar Park, the largest single-site solar park in the world with a planned capacity of 5,000 MW in 2030.



“The UAE has made a significant achievement in the shift towards green economy as well as using clean and renewable energy sources. This aims to achieve the UAE’s strategic objectives in the energy sector and the Dubai Clean energy Strategy 2050,”

said the late Sheikh Hamdan bin Rashid Al Maktoum whilst inaugurating the 6th World Green Economy Summit in October 2019.



He also said that Abu Dhabi and Dubai have made significant achievements in sustainable development projects, and clean energy projects. These include Noor Abu Dhabi Solar Power Project and the Mohammed bin Rashid Al Maktoum Solar Park in Dubai.

Prioritising sustainability

The late Sheikh Hamdan bin Rashid Al Maktoum attached great importance to sustainability and protecting the environment. He was keen on following-up on major projects that promote sustainability.

In February 2013, the late Sheikh Hamdan bin Rashid Al Maktoum inaugurated DEWA's Sustainable Building in Al Quoz. It is the largest government building in the world to receive a Platinum Rating for green buildings from Leadership in Energy and Environmental Design (LEED). It achieved 98 out of 110 points as per the rating criteria for the design set by the US Green Building Council.

WETEX and Dubai Solar Show, the region's largest exhibition

Under the patronage of the late Sheikh Hamdan bin Rashid, may his soul rest in peace, DEWA has been organising the Water, Energy, Technology, and Environment Exhibition (WETEX) since 1999. It is one of the region's largest exhibitions for water, energy,



sustainability and innovation technology. It provides an important opportunity for companies, public and private organisations to reach thousands of exhibitors, participants, officials and decision makers in sectors of energy, water, renewable energy, the environment and sustainability. The 22nd WETEX in 2020, organised virtually by DEWA,

attracted 1,076 companies from 52 countries and 63,058 visitors from around the world. This is the largest number of visitors in the WETEX history over 22 years.

“The first of its kind in the Middle East and North Africa region, this carbon-neutral edition of the exhibition will



provide an exceptional experience for both exhibitors and visitors, as well as meeting opportunities between exhibitors and decision-makers. It will also feature seminars and sessions which will be attended by officials, experts and influential figures in the green economy, smart cities and sustainability. We hope that the exhibition will see successful participations, meetings, recommendations and practical proposals to support the sustainable development locally and globally," said Sheikh Hamdan bin Rashid, may his soul rest in peace, while inaugurating the 22nd WETEX in October 2020.

"We would like to take this opportunity to emphasise our continuous efforts with the IDA for the success of this global event. We have a shared vision to promote energy efficiency, sustainability and environmental responsibility through the development and use of innovative desalination technologies," said Sheikh Hamdan bin Rashid, while welcoming the participants at the International Desalination Association (IDA) World Congress 2019. IDA is the world's largest and most prominent congress on water desalination specialty areas.

Prioritising education

The late Sheikh Hamdan bin Rashid Al Maktoum attached special importance to education. He was keen on preparing a generation that keeps pace with the government of the future, with a futuristic mind-set. He also encouraged employees to continue their education and get the highest scientific degrees.

In May 2018, Sheikh Hamdan bin Rashid Al Maktoum inaugurated the DEWA Campus for Occupational and Academic Development in Al Hudaiba in Dubai. The Campus comprises DEWA Academy which aims to empower Emirati youth and provide them with vocational/technical skills, according to the highest international standards.



"The DEWA Campus for Occupational and Academic Development is a milestone in vocational education in Dubai and the UAE. By establishing this advanced educational landmark, we aim to prepare young Emiratis academically and practically to occupy the technical and engineering jobs. This supports our efforts for the Emiratisation of these specialities and we depend on Emiratis to meet the growing needs and ambitious expansion plans in the various strategic sectors. The campus is in line with the national efforts to support education and invest in Emirati talent to achieve the goals of the UAE Centennial 2071," said the late Sheikh Hamdan bin Rashid Al Maktoum during the inauguration of the campus.

In December 2020, the late Sheikh Hamdan bin Rashid Al Maktoum attended the graduation of 35 DEWA employees from Masters in "Future Energy Systems & Technology" and 57 students of DEWA Academy.

"I am pleased to congratulate the graduates of the Masters in Future Energy Systems & Technology programme. I encourage you to continue your hard work to develop your scientific and technical skills. I am also pleased to congratulate the graduates of DEWA Academy, which

supports our efforts in localising technical and engineering specialisations at DEWA. I wish all graduates success in serving the nation," said the late Sheikh Hamdan bin Rashid Al Maktoum on the occasion.

In March 2021, the late Sheikh Hamdan bin Rashid Al Maktoum honoured the first batch graduates (2019-2020) of Masters in "Future Energy Systems & Technology" implemented by DEWA in cooperation with the University of California (UC), Berkeley.

Prioritising family stability

The late Sheikh Hamdan bin Rashid Al Maktoum left us a legacy in charity and humanitarian work. He attached importance to Emirati family stability.

Under the patronage of the late Sheikh Hamdan bin Rashid Al Maktoum, DEWA has been organising the Mass Wedding 'Anwar Dubai' annually since 2007. This aims to facilitate marriage for Emirati youth. This supports social cohesion among UAE people and consolidates the noble principles of Emirati society. It also builds happy and settled families without getting into debt or loans. 616 staff have been married through Anwar Dubai.



HH Sheikh Mohammed bin Rashid Al Maktoum launches DEWA's space programme Space-D

His Highness also launches DEWA's tourism-related projects in Hatta, 'Dubai Summit' and 'Hatta Sustainable Waterfalls'

His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, said the vision of the UAE's leadership and the committed efforts of its citizens have enabled the country to achieve ambitious goals, create new opportunities, and overcome diverse challenges.

Stressing that using advanced technologies and adopting innovative solutions to develop sustainable projects are vital to accomplishing the country's strategic objectives, His Highness said: **"We are working steadily to establish global leadership in every sector. Development projects will not stop in our country. We continue to execute innovative initiatives that promote the happiness and wellbeing of the people. Investing in and nurturing our**

human capital continues to be one of our biggest priorities so that our people can innovate and accomplish great things."

"The real value of our projects lies in their ability to achieve our strategic objectives, maximise the use of available resources and adopt the latest innovations. Furthermore, the success of these projects is determined by their positive impact and the enhanced quality of life they help achieve," His Highness added.

Sheikh Mohammed's comments came during his visit to the Innovation Tent at DEWA's head office, accompanied by HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai; HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum,

Deputy Ruler of Dubai; and HH Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum, Chairman of the Mohammed bin Rashid Al Maktoum Knowledge Foundation.

During the visit, His Highness launched DEWA's space programme, Space-D, an initiative that aims to build DEWA's capabilities and train Emirati professionals to use space technologies to enhance its electricity and water networks. The programme will take advantage of Fourth Industrial Revolution technologies such as Internet of Things (IoT), Artificial Intelligence (AI), and blockchain to exchange information with the help of satellite communications and earth observation technologies. The project features the launch of a main satellite equipped with the latest imaging and satellite



communication technologies, which will take place in conjunction with Expo 2020 Dubai to be held from 1 October 2021 to 31 March 2022.

The project supports the National Space Strategy 2030, which aims to realise the leadership's vision by using space sciences, technologies, applications and services to enhance development.

His Highness was briefed by HE Saeed Mohammed Al Tayer, MD and CEO of DEWA, about the various phases of DEWA's space programme, which seeks to enhance operational efficiency and effectiveness and promote preventive maintenance of electricity and water networks including planning, production, transmission and distribution.

The programme will also contribute to enhancing flexibility and agility in monitoring and managing electricity and water networks, as well as the accurate and rapid assessment of the impact of weather and climate change on energy supplies and energy infrastructure. It will also provide a backup support system for the network through satellite communications.

"We are guided by the ambitious vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, who said: "The UAE's

ambitious goals in the space sector are aimed at exploring, planning and shaping the future. Our youth, engineers and pioneers are opening new horizons for science, technology and innovation in this vital sector."

"DEWA's space programme will contribute to enhancing the UAE's global competitiveness and strategic partnerships in the national space sector as well as paving the way for a new phase of Emirati capabilities in space exploration, technology and related industries that will be used to strengthen electricity and water networks in Dubai," Al Tayer added.

"DEWA's Space Programme will provide world-class services in cooperation with leading global satellite technology companies. We are committed to ensuring 100% availability of DEWA's services and maintaining the highest levels of availability, reliability, and efficiency with the help of our state-of-the-art infrastructure and advanced technologies. Through innovation and sound scientific planning, we seek to contribute to making the UAE the world's leading nation by its centennial in 2071," added Al Tayer.

"The programme supports the Dubai Clean Energy Strategy's target of obtaining 75% of Dubai's total power capacity from clean energy sources by

2050. The performance and efficiency of the photovoltaic solar panels at the Mohammed bin Rashid Al Maktoum Solar Park will be monitored using special cameras on the main satellite, which will also help study the impact of weather and climate change on energy infrastructure and supply," explained Al Tayer.

DEWA's Space-D project includes the launch of a satellite constellation to support its main satellite. These will be manufactured by Emiratis at the Research and Development (R&D) Centre of the Mohammed bin Rashid Al Maktoum Solar Park. The system features a ground station at the solar park as well as IoT and AI technologies to support ground communication transmission stations in electricity and water networks. By deploying this infrastructure, DEWA seeks to increase the efficiency and effectiveness of its planning and operations, and enhance preventive maintenance at its production, transmission, distribution divisions as well as its smart grids, and electric vehicle charging stations. Multi-spectrum, high-resolution thermal imaging devices such as those used on board spacecraft, specifically designed for use in electricity and water networks, will be deployed to detect thermal fingerprints in high voltage transmission lines, substations, buildings and solar power stations.

DEWA's tourism-related projects in Hatta: 'Dubai Summit' and 'Hatta Sustainable Waterfalls'

To raise Hatta's position as one of the most prominent tourist attractions in Dubai, HH Sheikh Mohammed bin Rashid Al Maktoum launched two projects to be executed by DEWA: 'Dubai Summit' and 'Hatta Sustainable Waterfalls'.

The 'Dubai Summit' project includes the construction of a 5.4 kilometre cable car to transport tourists from the Hatta Dam area to the top of Um Al-Nesoor summit in Hatta. At 1,300 metres above sea level, it is the highest natural summit in Dubai. The project is expected to be a major tourist attraction in the UAE. The cable car route passes over the Hatta Dam Lake and the Upper Dam Lake for the hydroelectric power station, as well as through mountains, ending at the summit of Um Al Nesoor mountain.

The project includes three main stops. The departure station will be built on an upper platform above the Hatta Dam and will be linked to the car parking area using advanced means of transportation. The intermediate stop will have a viewing platform and facilities to serve tourists. The summit station will have a medium-sized hotel, a panoramic viewing



platform, and facilities for tourists.

The project also includes hiking tracks and recreational facilities in addition to other world-class tourism services. The project will be built according to the highest standards of security and safety.

The 'Hatta Sustainable Waterfalls' project will use the slope of the upper dam to create a natural waterfall. A waterway will be built along the parking area below the dam. The area will be developed to create recreational spaces, cafes and restaurants. The water used in the waterfall will be collected at the end of the stream, recycled and pumped

back to the top of the dam. Fishes bred in the stream will provide an additional attraction for family tourists.

HE Saeed Mohammed Al Tayer said: "We work according to the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum to achieve comprehensive and sustainable development throughout the Emirate of Dubai. These projects are part of DEWA's initiatives to provide unique job opportunities for citizens in Hatta through pioneering tourism facilities. Our new projects will contribute to strengthening Hatta's position as one of the most prominent tourist attractions in Dubai."





HH Sheikh Mohammed bin Rashid Al Maktoum launches Dubai 2040 Urban Master Plan

New roadmap set to transform Dubai into the world's best city to live and work in

His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, launched the Dubai 2040 Urban Master Plan that maps out a comprehensive future map for sustainable urban development in the city. Aligned with the UAE's vision for the next 50 years, the Plan is focused on enhancing people's happiness and quality of life.

The people-centric Plan focuses on reinforcing Dubai's competitiveness as a global destination by providing a wide diversity of lifestyle and investment opportunities for citizens, residents

and visitors over the next 20 years. Designed to realise His Highness's vision to make Dubai the city with the world's best quality of life, the plan aims to provide the highest standards of urban infrastructure and facilities.

His Highness Sheikh Mohammed bin Rashid Al Maktoum said the visionary development journey started by the late Sheikh Rashid bin Saeed Al Maktoum in the sixties continues to guide Dubai's evolution into a city that promotes the greatest human values and possibilities and an environment where people from around the world can thrive.

Best Planning and Development Systems

His Excellency Saeed Mohammed Al Tayer, Managing Director and CEO of DEWA, said: "The Dubai 2040 Urban Master Plan, approved by His Highness Sheikh Mohammed bin Rashid Al Maktoum is a vital strategic development roadmap that is inspired by His Highness's vision for the Emirate's progress and leadership in all fields. All key stakeholders have participated in developing the Plan that implements global urban planning and infrastructure best practices adapted to the Emirate's unique requirements and characteristics. The new Master Plan will

further raise Dubai's position among the world's leading cities by creating a new model for city planning and sustainable urban development. The Plan aims to further enhance Dubai's quality of life, stimulate greater economic growth, raise its competitiveness and reinforce its position as an attractive investment and tourism destination. The Plan will also protect Dubai's environmental and cultural assets, enhance the efficiency and sustainability of its resources and raise the quality of its infrastructure. Going forward with Dubai Urban Master Plan 2040 implementation marks a new start for Dubai to always be the city of the future. This supports the aspirations and directives of the wise leadership who accept nothing but the first place in all areas."

Seventh Plan

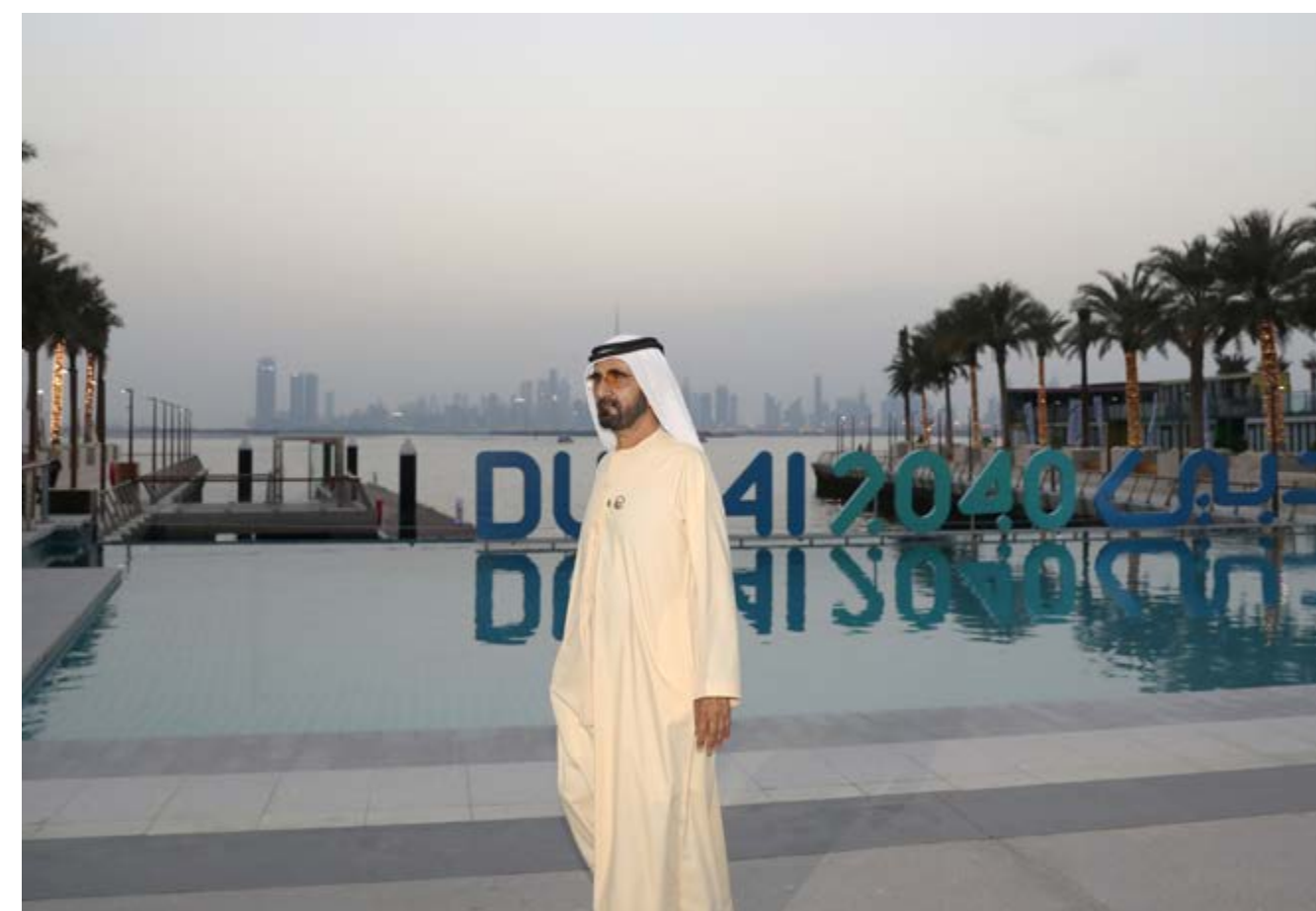
The new Master Plan is the seventh such plan developed for the emirate since 1960. Between 1960 and 2020, the population of Dubai has multiplied 80 times from 40,000 in 1960 to 3.4 million by the end of 2020 and increased in cultural diversity to include people from over 200 nationalities. The urban and built area of the emirate increased

170-fold from 3.2 square km in the same period.

The Plan envisages upgrading Dubai's urban areas, with development mainly focused on five key centres. Some of the key priorities include improving the efficiency of resource utilisation, developing vibrant, healthy and inclusive communities, and doubling green and leisure areas as well as public parks to provide a healthy environment for

residents and visitors.

The new Master Plan also seeks to provide sustainable and flexible means of mobility as well as foster greater economic activity and attract foreign investments to new sectors. Other objectives include enhancing environmental sustainability, safeguarding the emirate's cultural and urban heritage and developing a comprehensive legislation and planning governance model.



50

عام الخمسين

YEAR OF THE FIFTIETH

إ ع م UAE

The Golden Jubilee of the UAE's Foundation: Starting point for more growth, progress, and prosperity

Since its foundation by the Founding Fathers in 1971, the UAE has been witnessing timeless, gold milestones that add to its record of achievements in all areas. The UAE has managed in a record time of 50 years to create a unique model of a country that does not know the word 'impossible'. It set the greatest examples of persistence, determination and challenge, based on transforming difficult challenges into promising opportunities. This enabled it to achieve major economic and social changes and transformation, in a pioneering and influential role regionally and globally, thus achieving the aspirations and directives of the wise leadership that accepts nothing short of the first place in all fields.

His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, declared 2021 the Year of the 50th in celebration of the Golden Jubilee of the UAE Foundation. This continues the building process, prepares for the next 50 years of excellence and leadership, and ensures a brighter future for generations to come. The Year of the 50th officially started on 6 April 2021 and continues till 31 March 2022.

"Year of the 50th represents a historic defining moment in our journey that started immediately after the declaration of the UAE's union in 1971. It's an acknowledgement of the resolute will and strong determination our Founding Fathers had while building up their nation. It also comes in recognition of the sincere efforts made by our citizens for our nation to be what we are seeing today as one of the best growing and fastest developing countries in the world,"
said **HH Sheikh Khalifa bin Zayed Al Nahyan.**

His Highness valued the efforts made by other foreign nationals who have shared with Emirati citizens the same journey and the efforts to build this young nation.



We celebrate the best growth journey in the region, embark on a new phase with sky-high ambitions

"The year of the 50th... a year of celebrating fifty years of the fastest growth in the history... the best development in the region ... and the noblest journey of human development ... It is also a year of preparation for the next fifty .. fifty years full of good .. of deep influence.. exemplary in creating hope for the region and the world,"
said **HH Sheikh Mohammed bin Rashid Al Maktoum**, Vice President and Prime Minister of the UAE and Ruler of Dubai.

"On the year of the 50th, we complete a phase full of exceptional achievements, and embark on a new phase with sky-high ambitions. The challenge is greater and the competition is more intense, but our will, our passion and the spirit of challenge are stronger. Our people are our source of strength. We welcome creators and extend our hands with good, cooperation and peace to all countries and peoples of the world,"
said **HH Sheikh Mohamed bin Zayed Al Nahyan**, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces.

On this occasion, I ask God the almighty to protect our country, preserve its peace and security. We thank God the almighty for blessing us with a leadership that spares no efforts for the advancement of the UAE, achieving the welfare and happiness of citizens, residents and visitors," said **HE Saeed Mohammed Al Tayer**, MD & CEO of DEWA.

Celebrating the Golden Jubilee of the UAE's Union underlines our wise leadership efforts to follow in the footsteps of our Founding Fathers who established the foundations of the UAE's Union. They were keen on developing future plans for the UAE's prosperity and development, which has become in a few decades, a global role model in sustainable development, leading global rankings in different areas. The UAE's achievements have become a source of pride for every citizen and resident," added **Al Tayer**.



DEWA achieves Guinness World Records title of largest single-site natural gas power facility in the world

“The global certificate crowns DEWA’s efforts to provide a state-of-the-art infrastructure for electricity and water to drive comprehensive sustainable development.”

DEWA’s Jebel Ali Power Generation & Water Production Complex has been confirmed by Guinness World Records as the largest single-site natural gas power generation facility in the world. The Complex has an electricity generation capacity of 9,547 MW, adding to DEWA’s record of global achievements.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, received the certificate from Guinness representatives.

THE LEADERSHIP’S VISION

“At DEWA, we work in line with the vision of His Highness Sheikh Khalifa

bin Zayed Al Nahyan, President of the UAE; His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai; and His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces, to provide a state-of-the-art infrastructure that keeps pace with the requirements of sustainable development and customer demand.

This vision is implemented through well thought-out plans developed using the latest forecasting tools. DEWA has created comprehensive electricity infrastructure development plans based

on demand forecast until 2030, which seek to expand production capacity and transmission and distribution networks. Designed to cater to Dubai’s demographic and economic growth, these plans ensure we are able to provide our services to over one million customers while maintaining the highest standards of quality, safety, availability, reliability, and efficiency,” said Al Tayer.

STATE-OF-THE-ART INFRASTRUCTURE

“This global certificate crowns DEWA’s efforts to provide a state-of-the-art infrastructure for electricity and water

to drive comprehensive sustainable development. It also consolidates Dubai’s position as a global economic hub, a leading destination for foreign direct investment, and a preferred place to live, work, and visit,” said Al Tayer.

Al Tayer said that the total assets of the power production and water desalination plants in the Jebel Ali complex are valued at over AED45 billion.

He noted that DEWA has a track record of global achievements. Dubai recorded the world’s lowest Customer Minutes Lost (CML) of 1.66 minutes per year; the lowest electricity transmission- and distribution-network-line losses of 3.3%, and one of the lowest water-network losses of 5.1%. Fuel Heat Utilisation in DEWA’s power plants reached 90%. The UAE, represented by DEWA, has maintained its first global ranking for the third consecutive year, with scores of 100% in all Getting Electricity indicators in the World Bank’s Doing Business 2020 report. The report measures the ease of doing business in 190 economies around the world.

GENERATION EFFICIENCY

“We are proud of this global recognition, which officially makes the Jebel Ali Power Plant and Water Desalination Complex the largest single-site power generation facility in the world powered by natural gas. The complex’s power generation and water desalination plants use world-class operational technologies, state-of-the-art smart solutions, and information technology systems. Emiratis with the best skills and qualifications are managing this complex. Our people are the most important success factors for DEWA’s Generation division. All of the division’s top management are Emiratis. DEWA is implementing the latest Fourth Industrial Revolution disruptive technologies, including Artificial Intelligence, Unmanned Aerial Vehicles, and other innovations. This has resulted in DEWA improving its generation efficiency by 33.41%, which also helped achieve considerable financial savings. This improvement has also reduced over 64 million tonnes of carbon emissions, which are equivalent to planting 327 million trees. It has also reduced over 46,000 tonnes of nitrogen oxide gases, and over 3,000 tonnes of sulphur dioxide,” said Nasser Lootah, Executive Vice President of Generation at DEWA.



JEBEL ALI COMPLEX

DEWA uses the latest technologies in electricity generation and water desalination at the Jebel Ali Power Generation and Water Desalination Complex and continuously expands the complex to meet increasing demand. In 2019, DEWA completed the extension project for M-Station in Jebel Ali, which is the largest power generation and water desalination plant in the UAE. The project included over 20 million Safe Man Hours without Lost Time Injury. The project focused on capacity building and the transfer of international expertise to UAE nationals, contributing to the Emiratization of the energy sector. With the construction of the extension, the total cost of M-Station reached over AED 12 billion, while its production capacity reached 2,885 megawatts (MW) and 140 million gallons of desalinated water per day.

GLOBAL LEADERSHIP

DEWA’s Generation division has achieved global leadership in its operations and performance. McKinsey has categorised DEWA, represented by its Generation division, as one of the best five plants in the world, in an assessment of 60 prominent global utilities that use electricity and water co-generation systems. DEWA’s optimal fuel heat utilisation is 80%-90%, which is among the highest in the world. In terms of maintenance, the division made global achievements including breaking the record for

gas turbine and desalination unit maintenance. It took only 11 working days for a major overhaul of a gas turbine instead of the previous record of 30 days. The water desalination unit’s annual overhaul took only 10 working days, beating the previous record of 21 days. DEWA has become a global benchmark for the maintenance of gas turbine and water desalination plants. This has helped DEWA achieve an availability of 99.73% and reliability score of 99.96% in the summer of 2020, which are among the highest rates in the world.

The Generation Division is one of the leading divisions in the use of Artificial Intelligence and other modern technologies. A team of DEWA engineers, led by Emirati experts, in cooperation with Siemens, developed the Intelligent Gas Turbine Controller, the world’s first thermodynamic Digital Twin Gas Turbine Intelligent Controller, which uses Artificial Intelligence and machine learning. Using this system at M-Station contributed to increasing efficiency and reducing emissions.

These achievements have enhanced Dubai’s leadership in providing a robust state-of-the-art infrastructure that meets the highest international standards. This infrastructure supports sustainable development and consolidates Dubai’s position as a hub for entrepreneurs and investors from around the world. It also supports the Emirate’s goal to enhance the happiness of citizens, residents, and visitors.

NEWS - ACHIEVEMENTS

DEWA registers patent for Hydronet project to monitor water networks

DEWA has registered a new patent for its Hydronet project, adding to its track record of achievements. The Hydronet project uses Artificial Intelligence (AI) and Deep Learning to monitor and control the water network in Dubai remotely. The project can be integrated with any SCADA system and provide real-time insights on the current state of the network. It can also fix leaks in seconds without human intervention. This increases the efficiency of the water network and the pipeline isolation in Dubai, and saves time and effort.

The innovative Hydronet project will save AED 5.3 million per annum. The project has won the silver Team Idea of the Year award at Ideas America 2020.



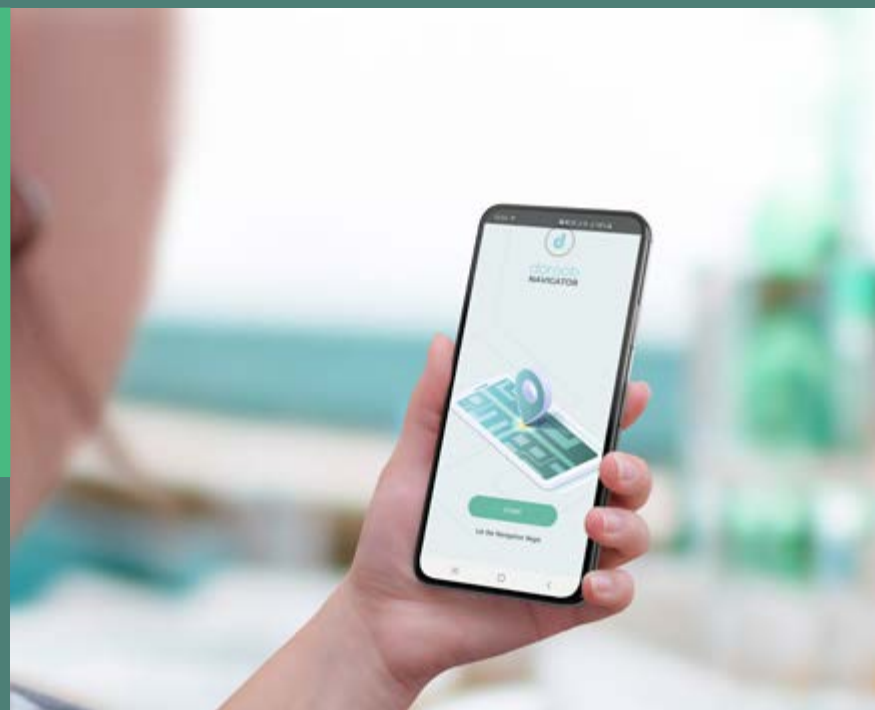
DEWA wins 2 awards at International Innovation Awards 2020 by Enterprise Asia

DEWA has won two awards at the International Innovation Awards 2020, organised by Enterprise Asia to recognise outstanding organisations in innovative services, entrepreneurship, sustainability, and promoting a culture of innovation. DEWA won both awards in the Solution and Service category for

its Duroob GIS Field Mobile Solution and Rammas, its virtual employee that uses Artificial Intelligence (AI). The new achievement underlines DEWA's global excellence in innovation.

Duroob smart app, which works on tablets, enables field maintenance teams, to access electricity and water infrastructure assets anywhere. Users can get instant data on DEWA's assets, identify their locations through digital maps, as well as aggregate and analyse data from work sites.

Rammas is available round the clock to answer customers enquiries in Arabic and English through DEWA's smart app, website, Facebook page, Alexa, Google Home, robots, and DEWA's account on WhatsApp Business (046019999). Rammas answered more than 4 million enquiries since its inception in 2017 and until December 2020. These included 219,000 enquiries on WhatsApp Business. It also conducted more than 5,800 bill payment transactions during the same period.



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DEWA wins 8 awards at Golden Bridge Business and Innovation Awards 2020

For the second consecutive year, DEWA has won 8 awards at the 12th Annual Golden Bridge Business and Innovation Awards 2020 in San Francisco, USA. This is a new achievement that underlines DEWA's leadership in innovation and excellence. DEWA won the Grand Award, 4 Golds, one Silver and 2 Bronze awards.

DEWA received the Grand Award for its

overall excellence in various categories. It won Gold in the Information Technology Innovation category for its SAP portal revamp, Gold in the Information Technology (Services) Innovation category for its unified smart payment, Gold in the Achievement - Engineering and Technology category for Creative Technologies for Drone Show, Gold in the Marketing Campaign of the Year category for creative and interactive techniques of

Information Security awareness, Silver in the Information Technology Project or Initiative of the Year category for migrating its SAP landscape to Hana for corporate cloud computing at the Data Hub Integrated Solutions LLC (Moro), Bronze in the Company Innovation of the Year category for enabling 100% work from distance, and another Bronze for its Centralised Platform to track corporate performance.

DEWA receives ISO 17025-2017 for testing & calibration

DEWA's Energy Meter Testing Unit Laboratory has received the ISO 17025-2017, which specifies the requirements for the competence of testing and calibration laboratories and is adopted by the International Organization for Standardization (ISO)

and the International Electrotechnical Commission (IEC) which covers the technical requirements to prove the efficiency of testing and calibration laboratories. The Emirates International Accreditation

Centre (EIAC) accredits DEWA's Energy Meter Testing Laboratory. As per the requirements of ISO/IEC 17025:2017, the laboratory provides electricity meter testing and current transformer testing services to ensure their efficiency and accuracy prior to installation.

Dubai records lowest CML per year, lowest electricity network losses percentage, and one among lowest water network losses percentages in the world

Announcement made during Abu Dhabi Sustainability Week

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA has announced that Dubai recorded 1.66 minutes: the lowest Customer Minutes Lost (CML) per year in the world; the lowest electricity transmission- and distribution-network-line losses of 3.2%, and the lowest water-network losses of 5.36%. Al Tayer made these remarks in his speech at the Abu Dhabi Sustainability Week Summit, which was organised by Masdar.

Al Tayer thanked Masdar for organising the Abu Dhabi Sustainability Week Summit. "Last year was a challenge for the entire planet. However, here in the UAE, we are blessed with our wise UAE leadership. They have transformed challenges into opportunities, and established sustainable development and energy security as key priorities, with a vision for the UAE to become the world's leading nation by 2071.

This focus has resulted in the UAE achieving world-class results in projects that support sustainable development and combat climate change. In Abu Dhabi, there are leading projects, such as the 2,000MW solar power plant at Al Dhafra, which has completed its financial closing, and the 1,177MW solar power plant in Sweihan, as well as other leading projects," said Al Tayer.

أسبوع أبوظبي للاستدامة
ABU DHABI
SUSTAINABILITY WEEK

مجمع محمد بن راشد آل مكتوم
للطاقة الشمسية
MOHAMED BIN RASHID AL MUKTOM
SOLAR PARK

The world's tallest solar tower
at 262.44 metres at the 950MW 4th phase

NEWS - ACHIEVEMENTS

DEWA achieves new savings, additional reduction in carbon emissions through the Smart Living initiative

The Smart Living initiative has achieved savings up to 179.5 million kilowatt hours of electricity and 67.7 million gallons of water, since its launch in July 2020 until January 2021. This is equal to savings of AED 52.6 million. Smart adoption of the initiative has reached 100% while 1.24 million digital visits have been recorded. The initiative reduced 15,643 tonnes of carbon emissions. Customer trust has increased to 92% while their satisfaction reached 98%. The initiative has improved the productivity of employees by 27% while the service quality has reached 94%.



DEWA receives Certificate of Verification for Globally Accepted Standard on Governance Systems for the fifth consecutive year



DEWA has received the Globally Accepted Standard on Governance Systems 2021 (BSI13500:2013) for the fifth consecutive year in addition to observations from the British Standards (BSI) assessors related to 'best practice'. DEWA also received a shield for getting full marks (100%) for the compliance certificate. This new achievement underlines DEWA's leadership and excellence in governance management and its position as one of the world's leading organisations in good governance. The certification recognises DEWA's adoption of best international practices and standards in good governance; compliance with the effective governance standards; and continuous efforts to promote a culture of self-governance across all divisions.

HE Saeed Mohammed Al Tayar, MD & CEO of DEWA, received the certificate and shield in the presence of Waleed Salman, Executive Vice President of Business Development and Excellence at DEWA; Nasser Lootah, Executive Vice President of Generation, and Ali Almuwaijjei, Vice President of Governance and Compliance at DEWA.

For the second consecutive year
DEWA has achieved the first global position in the
International Customer Experience Standard (ICXS)
with a score of
99.7 %
the highest in the world

DEWA receives highest score worldwide of 99.7% in the International Customer Experience Standard

DEWA announced that it has achieved the first global position in implementing the requirements of the International Customer Experience Standard (ICXS) for the second consecutive year. DEWA achieved the highest score worldwide of 99.7% in the updated International Customer Experience Standard (ICXS2019). The certificate, provided by the International Customer Experience Institute, is an international standard to evaluate the customer service experience in large organisations. It aims to help organisations manage and improve their customer experience and upgrade the quality of their services.

Despite the challenges posed by the global pandemic, DEWA has continued to achieve exceptional scores in the certification and ensure high levels of

customer happiness. The first place worldwide in the ICXS reflects DEWA's stellar customer service credentials locally and globally.

The score was officially announced by a British Standards Institute (BSI) team, which confirmed that DEWA has maintained the 'Internationally Distinguished Services' classification. The team assessed the precautionary measures implemented by DEWA to protect its employees and customers in an evaluation process that included virtual tours and live coverage of the evaluated centres using advanced technologies and communication methods, and virtual meetings.

His Excellency Saeed Mohammed Al Tayar, MD & CEO of DEWA, said: "We continue to march forward on our journey of excellence. Our plans are

based on the directives issued to the government by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to work to raise the community's happiness levels. Guided by this vision, DEWA has developed ambitious strategies for all its divisions and launched several initiatives and services that deliver the highest standards of efficiency, reliability and availability. DEWA has focused its efforts on enhancing customer happiness by saving their time and further improving service quality. We are committed to enhancing positivity in society and providing an environment that raises employee and stakeholder happiness, both of which are key to realising the leadership's vision to transform Dubai into the smartest and happiest city in the world."

DEWA wins the EFQM Global Award for the second time



DEWA has received the Global Award from the European Foundation for Quality Management (EFQM) for the second time. DEWA continues to maintain its position in the Platinum category, which includes leading companies and institutions that promote excellence. This new accolade crowns DEWA's pioneering efforts and its record of accomplishment in excellence. DEWA is the first organisation outside Europe to receive this prestigious global award, which is the highest award from the EFQM Excellence Model.

DEWA wins EFQM UN SDGs Challenge 2021

DEWA has won the European Foundation for Quality Management (EFQM) UN Sustainable Development Goals (SDGs) Challenge 2021. The award recognises DEWA's efforts in sustainable development and its support of the UAE's efforts to achieve the UN SDGs. HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, expressed his happiness on DEWA winning this global challenge, which demonstrates its efforts to achieve the vision of the wise leadership to build a more sustainable environment and develop long-term solutions in line with the UN SDGs.



DEWA receives the 100% Paperless Stamp from Smart Dubai

DEWA received the 100% Paperless Stamp from Smart Dubai, in recognition of its success in completing the digital transformation of all its operations and services by 100%. This new achievement underlines its excellence in smart adoption and making Dubai the favourite place to live, work and visit.

DEWA received the Stamp during a visit by a delegation from Smart Dubai to DEWA's head office. HE Saeed Mohammed Al Tayer, MD & CEO of DEWA received the delegation, which included Younus Al Nasser, Assistant Director-General of Smart Dubai and CEO of Dubai Data Establishment; and Wesam Lootah, CEO of Smart Dubai.

Al Tayer expressed his happiness and pride at this new success which adds to DEWA's track record of excellence and leadership. This achievement results from DEWA's efforts to achieve the vision 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. This also achieves the directives of His Highness Sheikh

Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, to transform the Government of Dubai into a fully digital government and build an integrated, paperless government framework. This is part of the Dubai Paperless Strategy, launched by His Highness, to stop using paper in all internal and external transactions with customers by December 2021.

"DEWA's state-of-the-art infrastructure and its commitment to keep pace with the latest technologies of the Fourth Industrial Revolution enabled it to speed up the automation of all transactions for its customers and employees. DEWA provides all its services through several smart and digital channels to help customers complete their transactions; anytime, anywhere. This saves them time and effort, protects the environment, and preserves natural resources. DEWA has completed its electronic integration with some 30 entities to further reduce customers' time and effort. The smart adoption of DEWA's services was 97.49% in 2020. Among the initiatives that helped us go completely paperless

were DEWA's smart app, the Cashless Initiative, the elimination of printers, and the Smart Office app with Smart Documents for DEWA employees. They have made a significant shift in service delivery by enabling DEWA's employees to work from a distance. These initiatives have contributed to seamless business continuity, and helped us provide our services according to the highest standards of availability, reliability, and efficiency for staff working from a distance due to the COVID-19 pandemic," added Al Tayer.



DEWA wins 2020 Middle East and Africa Renewable Deal of the Year for 5th phase of the Mohammed bin Rashid Al Maktoum Solar Park

DEWA has won the ‘2020 Middle East and Africa Renewables Deal of the Year’ from Project Finance International (PFI) magazine for the photovoltaic 5th phase of the Mohammed bin Rashid Al Maktoum Solar Park. PFI magazine, a subsidiary of Thomson Reuters, focuses on tracking and analysing projects, financial budgets and project deals worldwide.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, received the award. Waleed Salman, Executive Vice President of Business Development and Excellence, and the project team also attended.

The fifth phase will provide clean energy to 270,000 residences in Dubai. This will reduce 1.18 million tonnes of carbon emissions annually. The project is due for commissioning in stages starting Q3 of 2021.

The PFI Awards are one of the industry’s most outstanding annual accolades. Every year, they honour individuals, organisations and projects with the best achievements and financial transactions in the world. The magazine’s journalists and high-profile independent figures in the industry audit the Awards.



DEWA honours strategic public and private sector partners

DEWA has organised a virtual ceremony to honour its strategic partners from the public and private sectors.

In his keynote speech at the event, Al Tayer said that the annual event DEWA organises to honour its strategic partners, has a special importance this year because of the exceptional global circumstances.

“Thanks to the vision of its wise leadership, the UAE has turned challenges into promising opportunities in different areas and presented a global role model in handling crises effectively and competently. At DEWA, 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, guide us in all our initiatives and projects, which were uninterrupted last year. We have made remarkable achievements in cooperation with our public and private sector partners,” said Al Tayer.

DEWA’s partners include the Ministry of Foreign Affairs and International Cooperation, the Ministry of Energy and Infrastructure, the Ministry of Climate Change and Environment, the Ministry of Community Development, the National Emergency Crisis and Disaster Management Authority, Etihad Water & Electricity, Telecommunications Regulatory Authority (RTA), and Watani Al Emarat Foundation. They also include the Executive Council of Dubai, the Dubai Supreme Council of Energy, Dubai Police, Dubai Roads and Transport Authority (RTA), The General Directorate of Residency and Foreigners Affairs in Dubai, Dubai Health Authority, Dubai Municipality, Dubai Civil Defence, Dubai Land Department, Dubai Economy, Dubai Civil Aviation Authority, Dubai Media Incorporated, Dubai Smart Government, Dubai Corporation for Ambulance Services, Department of Finance, the Government of Dubai Legal Affairs Department, the Community Development Authority, the Department of Tourism and Commerce Marketing in Dubai, Expo 2020 Dubai, Dubai Media Office, Mohammed bin Rashid Housing Establishment, Dubai Future Foundation, Dubai Airports, Dubai Airport Free Zone, the Supreme Legislation Committee, Dubai Club for People of Determination, Emirates Global Aluminium, Dubai Holding, DP World, Dubai Electronic Security Centre, the United Arab Emirates University, Cambridge University, Khalifa University, Saudi Aramco, Abu Dhabi Future Energy Company (Masdar), Acwa Power, Nakheel, Emaar, Emirates National Oil Company (ENOC), Dubai Supply Authority, Emirates NBD, Dubai Silicon Oasis Authority, Siemens Energy, Microsoft, Intel, Huawei, General Electric, SAP MENA, Mitsubishi Corporation, Cisco Systems, BSI, Etisalat, and Du.



**HE DR ABDULLAH MOHAMMED
BEL HAIF AL NUAIMI**

Minister of Climate Change and the Environment

The integrating roles, continuous coordination and collaboration between the UAE's entities enhance its competitiveness and ensures a better future for current and future generations

As you begin the new ministerial position, what is Your Excellency's message to the ministry's strategic partners and concerned organisations?

Enhancing partnerships and collaborations supports the UAE's targets. This is one of the strategic priorities outlined by our wise leadership. At the Ministry of Climate Change and the Environment, we work to enhance these partnerships and accelerate them. This achieves the ministry's strategic objectives, which include protecting the environment; ensuring the sustainability of natural

resources as well as biodiversity; achieving food security, safety and sustainability.

Our message to all the UAE's entities focuses on the importance of integrating roles, continuous coordination and collaboration in projects, initiatives, and work mechanisms. This enhances the UAE's competitiveness and ensures a better future for current and future generations.

The Ministry of Climate Change and the Environment is one of DEWA's strategic partners. What are the

benefits of this partnership and how could it be fostered in the future?

The Ministry of Climate Change and Environment and DEWA work together on two main areas of operations. The first is protecting the environment, climate action, and improving air quality. This is achieved by increasing the operational efficiency of the local energy system to reduce emissions; optimising the sustainable use of water resources; promoting the spread and use of renewable and clean energy solutions; and enhancing the capacity of the energy and water sectors as

well as the infrastructure to adapt to climate change.

These practices accelerate sustainable development, which is one of the main targets of the UAE Vision 2021.

The second is providing energy and water services for local farms to ensure their business continuity and sustainability. We continuously coordinate with DEWA to ensure we are achieving the strategic objectives for both entities and thus achieve the UAE's targets.

Regarding the future enhancement of this strategic partnership, we have nearly drafted the federal climate change law. This ministry has prepared this law to outline the legal and federal framework for climate action in the UAE and expand the capacity of all businesses to adapt to climate change.

The UAE strives to achieve the triple bottom line of sustainable development. What is the ministry's role to achieve environmental sustainability?

The UAE Government works to protect the environment and its resources. It also develops and invests those resources efficiently to ensure their sustainability. This is also one of the ministry's strategic objectives. The ministry has worked on different directions to achieve this objective. These include outlining an integrated legal system to outline legal standards of protecting resources and ensuring its sustainable consumption. The ministry also launched several projects and initiatives to promote the responsible use of natural resources by harnessing modern technology and raising awareness about their importance.

The legal system includes a group of laws that protect the environmental sector and livestock. It encourages adopting modern methods such as hydroponics, vertical farming, and pest and pandemic control. The legal system also includes laws for regulating fishing and protecting fish wealth, in addition to laws that ban fishing certain species and regulating the use of fishing equipment.

The ministry uses modern technology such as drones in surveying agricultural fields, spreading and planting seeds for local trees. The ministry also launched

initiatives to redesign the coastal areas and install artificial habitats to increase fish stock in local waters.

The UAE is involved in achieving the UN Sustainable Development Goals (SDGs) 2030. What are the ministry's projects and initiatives to achieve those goals?

The ministry has launched the Sustainable Production and Consumption Framework as part of the UAE's Green Agenda 2030. It promotes sustainable production and consumption patterns that reduce environmental stress and meet basic needs.

The sustainable production and consumption are linked to promoting the efficient use of resources, energy, sustainable infrastructure, providing opportunities to get basic services, green jobs, and improving the quality of life for all. It also helps achieve the comprehensive development plans, reduce economic and environmental costs in the future, enhance the economic competitiveness and reduce poverty.

The UAE Environment Policy was sent to the UAE Cabinet in Q3 of 2020. It aims to improve the quality of life in the UAE, now and in the future; protect the local ecosystem; ensure the sustainability of resources; include climate change and biodiversity in the relations between corporates, individuals, and the UAE's environment. It also enhances diversity and economic prosperity as well as achieving the UN SDGs 2030.

The ministry is drafting the UAE National Air Quality Strategy for 2021-2031. It aims to outline the framework for the next phase, and a road map for leading and coordinating federal, local and private sector efforts to monitor and manage air quality, and reduce pollution. The strategy includes four pillars: internal air quality, external air quality, ambient noise, and odours. The pillars cover three aspects: monitoring, management, and mitigation.

In September 2020, we launched the first National Air Quality Platform in conjunction with the International Day of Clean Air, under the theme of 'Clean Air for All.' The platform aims to bring together all air quality monitoring stations to ensure easy access to information on air quality

for all individuals. This information is also useful for several sectors such as healthcare and education. The platform includes an air quality index, colour indicators and dust forecast.

The UAE has topped eight international competitiveness indexes in 2020 related to environmental work. It has also ranked first regionally in 19 indexes.

The reports and competitiveness indicators ranked the UAE in top positions regionally and internationally. They include the World Competitiveness Yearbook by IMD; the Global Innovation Index by INSEAD; the Travel and Tourism Competitiveness Report; the Prosperity Index; and the Environmental Performance Index by Yale.

The UAE has ranked first regionally and 42nd globally in the Environmental Performance Index 2020 in recognition of its efforts to achieve the highest environmental standards, biodiversity and working for a sustainable future. The report includes results from 180 countries. The Environmental Performance Index is a global competitiveness index that evaluates sustainability in different countries. It includes several environmental indicators. It is jointly prepared by Yale and Columbia Universities.

Several countries have recorded a significant drop in emissions due to the halt of some industrial activities. Will the pollution reduction continue after COVID-19? What is your message to stakeholders on the impact of those activities on climate change?

Since the beginning of the pandemic, the ministry has collaborated with its local partners to track air quality and learn the impact of precautionary measures during COVID-19 on the air quality between March to June 2020. The country has witnessed a significant improvement in air quality during this period, with the reduction of nitrogen dioxide by 45%. This is due to the reduction in traffic and human activities during the pandemic. The reduction across the UAE ranged from 10% to 69%, due to the difference in vital activities in each Emirate. This pandemic also had a positive impact on reducing greenhouse gas emissions and increasing social awareness on protecting the environment.

DEWA supports Expo 2020 Dubai themes to enhance sustainability and innovation using the latest smart systems



As the Official Sustainable Energy Partner of Expo 2020, DEWA has allocated AED 4.26 billion to supply the world-class event with electricity and water as well as supporting its electricity and water infrastructure projects using the latest smart systems.

DEWA will provide Expo 2020 with clean energy from the Mohammed bin Rashid Al Maktoum Solar Park, the largest single-site solar park in the world using the Independent Power Producer (IPP) model. The Solar Park will supply Expo 2020 facilities with clean energy of about 464 MW capacity. DEWA is building a smart grid to become the first network in the world to provide the entire value chain of generation, transmission, and distribution systems to the Expo.

HE Saeed Mohammed Al Tayar, MD & CEO of DEWA, highlighted DEWA's commitment to Expo 2020 themes, which include promoting sustainability and innovation; DEWA works with different national organisations to achieve the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the

UAE and Ruler of Dubai, to host the best edition of Expo in Dubai.

DEWA has completed several mega projects and achievements, as part of hosting the Expo 2020 Dubai. These include constructing three 132/11 kilovolt (kV) substations with 45 kilometres of high-voltage (132kV) cables. The substations are named Sustainability, Mobility and Opportunity after the three sub-themes of Expo 2020 Dubai and cost around AED 420 million. DEWA is also building water-transmission networks with pipelines that are 600 and 1,200 mm in diameter, with pumping and distribution stations. With a planned budget of AED 515 million, these projects will increase water-flow rates and ensure an adequate water supply to meet the increasing demands.

DEWA started constructing Mobility, the first 132/11 kV main substation, at Expo 2020 Dubai, with a conversion capacity of 150 MVA, in July 2015. The station's total cost is around AED 173 million, comprising AED 80 million for the plant and AED 93.6 million for the 132kV cables.

In September 2015, DEWA started constructing Sustainability, the second 132/11 kV main substation at Expo 2020 Dubai. It has a conversion capacity of 150 MVA. The total cost of the project is AED 103 million, including AED 83 million for the plant and AED 20 million for the 132kV cables.

In September 2015, DEWA started constructing Opportunity, the third 132/11 kV main substation at Expo 2020 Dubai. The substation will also have a conversion capacity of 150 MVA. The total cost of the project is around AED 142 million, comprising AED 83 million for the plant, and AED 59.7 million for the 132kV cables.

Green Hydrogen Project

DEWA is working on the Green Hydrogen project in collaboration with Expo 2020 Dubai and Siemens. It will be built at DEWA's outdoor testing facilities in the Research and Development (R&D) Centre at the Mohammed bin Rashid Al Maktoum Solar Park. The project is the first of its kind in the Middle East and North Africa (MENA) to produce

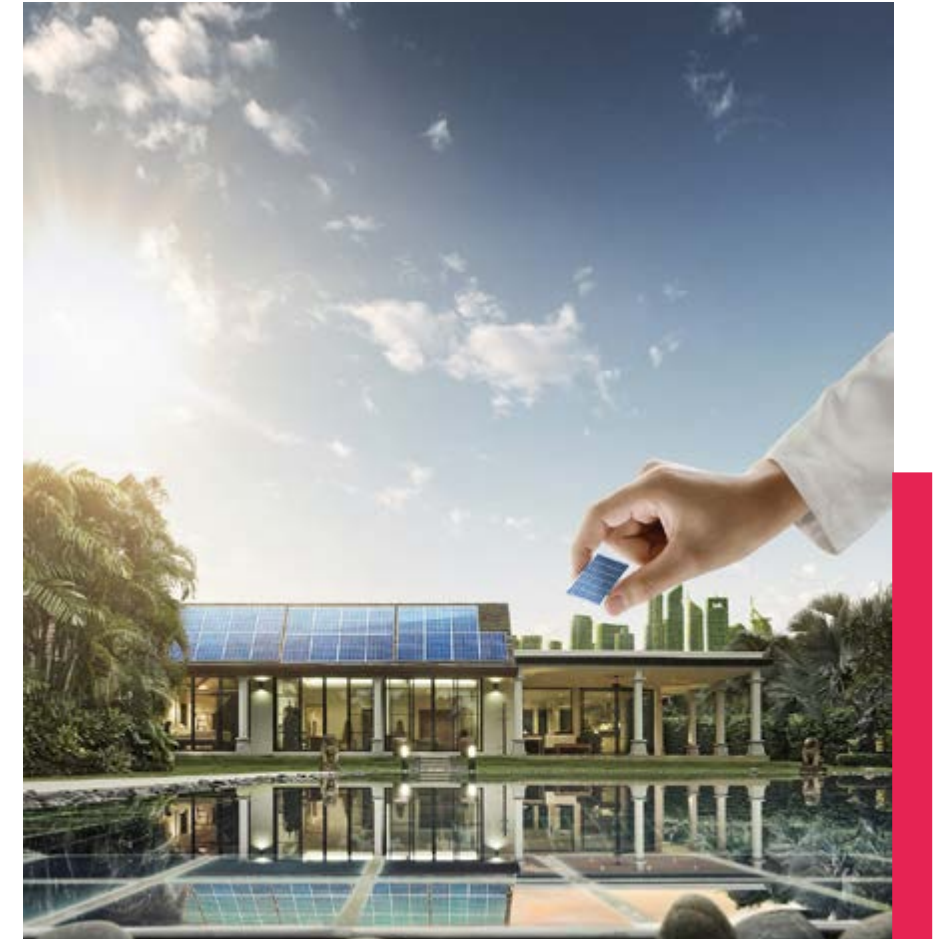
hydrogen from clean energy. It will support Sustainability, which is one of Expo 2020's themes. The project will also promote the green economy in the UAE and support DEWA's efforts to host the most sustainable World Expo.

Green Charger Stations

As part of its efforts to make Expo 2020 Dubai sustainable, DEWA is currently working on installing 17 Green Charger stations for electric vehicles at the offices of Expo Dubai, the Opportunity, Sustainability and Mobility pavilions for electric vehicle owners who will visit the Expo Dubai.

Smart Control and Distribution Substation Automation Project

The project aims at providing state-of-the-art infrastructure for electricity distribution networks at Expo 2020 Dubai, under the umbrella of the Smart Grids. This is through automation and smart control of electricity distribution networks, instantly and accurately round the clock. This project is part of 250 substations connected to the distribution control centre. This ensures speedy response to reconnect the service, improve operations, and enhance the efficiency and reliability of electricity distribution networks at Expo Dubai. Consequently, this achieves the welfare and happiness of customers and visitors of the Expo.



Shams Dubai

DEWA is also supporting Expo 2020 through the Smart Dubai initiative, with Shams Dubai contributing power

from solar arrays installed at Expo 2020. DEWA has received more than 25 installation requests at Expo 2020 Dubai so far. This number is expected to double as the launch date approaches.





DEWA launches 'Hab Reeh' interactive platform for self-assessment of photovoltaic solar system designs

DEWA has launched the 'Hab Reeh' interactive platform for self-assessment of photovoltaic solar system designs, under the Shams Dubai initiative, which enables building owners to install photovoltaic systems and connect them to DEWA's grid. The move supports DEWA's smart transformation strategy.

Hab-Reeh (a term in Emirati dialect that denotes speed, efficiency and positivity) helps consultants and contractors evaluate Shams Dubai project designs

to ensure they are compatible with DEWA's standards, before submission. The interactive platform provides unlimited design options for the user in addition to a database of approved solar energy equipment that includes over 150 types from international manufacturers to help them choose the most suitable equipment and tools. DEWA has started training engineers and technicians on using the platform within its training programme for engineers and technicians from contracting and consulting companies.

DEWA celebrates the 23rd National Environment Day under the theme 'Green Recovery'

THIS NATIONAL ENVIRONMENT DAY CONTRIBUTE TO GREEN RECOVERY EFFORTS



DEWA SUPPORTS



DEWA organised several virtual awareness activities on the 23rd National Environment Day, held this year under the theme 'Green Recovery.' This is part of its efforts to support national efforts to achieve sustainable development.

The activities included awareness competitions on DEWA's internal

channels and social media pages to raise awareness of employees and customers on conserving electricity and water and preserving natural resources. DEWA also held several virtual awareness lectures for school students where it displayed the 'Noor and Hayat Adventures' animated series. The series represents DEWA's

animated characters Noor for electricity and Hayat for water. This aims to introduce the students to conservation and following a responsible lifestyle to make positive change. DEWA used Kahoot to enable the participants to ask questions about the National Environment Day, conservation, and protecting the environment.



DEWA conducts social outreach campaign on accessible services & conservation

DEWA has conducted virtual awareness workshops for Dubai residents, particularly Customers of Determination and their families, to inform them about DEWA's accessible services and conservation initiatives, and to empower and include People of Determination. This is part of DEWA's Neighbourhood campaign to communicate environmental awareness and support government initiatives to make Dubai the happiest city to live and work in. DEWA also listened to their views and suggestions while highlighting its conservation initiatives such as the Smart Living initiative and the 'My Sustainable Living' programme.

DEWA has allocated a variety of inclusive services and facilities to its Customers of Determination, such as Ashir to communicate using sign language. DEWA also redesigned its services, such as Hayak, and Rammas to be accessible for People of Determination. These

services are on several channels such as Customer Happiness Self-Service Centres, Future Customer Happiness Centres, and DEWA's website and Smart App, which both meet Smart Dubai accessibility standards. DEWA provides discounts on some service fees for Emirati People of Determination who hold Sanad cards.

Due to the extraordinary circumstances of COVID-19, DEWA has replaced home visits in its annual Neighbourhood campaign with virtual activities. This maintains direct communication with families and overcomes challenges. The visits provide awareness tips and guidelines to help the residents preserve valuable natural resources.



DEWA & the Mohammed bin Rashid School of Government launch a book on Agility in Government Management

DEWA and the Mohammed bin Rashid School of Government (MBRSG) have published a book called Agility in Government Management. HE Saeed Mohammed Al Tayer, MD & CEO of DEWA; HE Dr Ali bin Sebaa Al Marri, Executive President at the MBRSG, and Professor Raed Awamleh, Dean of the MBRSG attended the book launch. The MBRSG authored the book and DEWA sponsored it. It highlights several topics, including the definition of corporate agility, its history and features, the importance of shifting to agility, and agility in the public sector. The book will be an approved educational textbook in upcoming training courses for leaders and decision makers. It will also be distributed to all MBRSG students inside and outside the UAE.

Al Tayer praised the strong collaboration between DEWA and all public and private entities to achieve the wise leadership's vision to enhance corporate agility and keep pace with changes

effectively and competently to carry on the journey of excellence and leadership: "The UAE, under the wise leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE; His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai; and His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces; has proved that it is proactive and can foresee the future, and is ready to deal with different emergencies effectively and competently. Amid rapid changes in the business environment, the public and private sectors need to pursue higher levels of agility and resilience and to constantly develop their capabilities to manage risks proactively. This ensures their growth and prosperity," said Al Tayer.

For his part, HE Dr Ali bin Sebaa Al Marri, Executive President of MBRSG, said, "Agility and resilience in government administration has become a necessity

now more than ever, considering the rapid developments happening around the world. This makes it essential for governments to be better prepared for all variables, setting a clear science-based approach to address developments and crises. The book 'Agility in Government Management' reflects the Mohammed bin Rashid School of Government's vision to strengthen the role of governments and help them face future challenges."



DEWA launches 5th batch of Frontiers Leadership Development Programme

DEWA has launched the 5th batch of the Frontiers Leadership Development Programme, in collaboration with the Mohammed bin Rashid School of Government (MBRSG). 30 employees at DEWA will undergo the one-year training, including online workshops, seminars, educational programmes in several areas, as well as a development guidance programme.

"DEWA adopts an integrated strategy to prepare Emiratis to lead the energy and water sectors. This enables them to be the next generation of experts and leaders in Research & Development, anticipating the future, keeping pace with the Fourth Industrial Revolution, and making use of disruptive technologies. DEWA is committed to achieving the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to prepare Emiratis to keep pace with rapid change, as well as challenges and

global opportunities. We strive to develop and train our Emirati staff according to the highest international standards. This familiarises them with the latest developments and technologies in their areas of work, in addition to providing quality jobs that benefit the nation. This also achieves the UAE Centennial 2071 to make the UAE the world's leading nation," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

"MBRSG adopts an advanced approach and vision and provides all means to prepare Emiratis for leadership. This supports the vision of the wise leadership to develop government work and improve capabilities to provide practical solutions for different current and future challenges. MBRSG invests all its power, staff and experience to achieve this goal. We aspire to prepare a new generation of leaders and inventors in all areas," said HE Dr. Ali Sebaa AlMarri, the Executive President of MBRSG.

DEWA honours the graduates of the 9th Future Engineer Camp in virtual ceremony

DEWA has honoured the participants of the 9th Future Engineer Winter Camp through a virtual platform. DEWA honoured 30 of its employees' children aged between 12 and 15 years old. The winter camp started on 13 December 2020 and lasted for two weeks.

The 9th camp covered several scientific areas including building solar power

robotic modules; 3D printers; power generation by human effort; advanced Python programming; Unmanned Aerial Vehicles (UAVs) and four-legged robots. The camp had interactive workshops, awareness and educational activities to enhance the personal capabilities of the participants and encourage them to showcase and strengthen their talents. This also helped them explore their

passion in electrical engineering and Artificial Intelligence (AI).

Since its launch, the camp has attracted 254 staff children from DEWA. They have created many innovative and promising projects that will open the doors for shaping their future. The happiness of participants and the parents at the Future Engineer Camp was 100%.





DEWA organises awareness campaigns to ensure employee safety and maintain excellence in all circumstances

DEWA organised several campaigns on its online platforms, to raise employee awareness on health and safety during COVID-19, and to ensure the continuity of all services according to the highest international standards.

DEWA organised 70 awareness workshops and 54 consulting sessions online with the participation of 1,145 employees. Through its internal channels, it published varied content to keep staff aware of all precautionary measures, health and safety practices and instructions of concerned authorities. DEWA also conducted 433 training programmes to follow up on staff training and development to maintain excellence standards during COVID-19.

DEWA provides information on physical distancing including tips on washing hands, wearing face masks and gloves and their disposal. This is in addition to FAQs on coronavirus, and to assist people of determination during this time.

DEWA applies strict precautionary measures that follow public health rules. These include disinfecting surfaces according to the highest health standards and provide sanitation equipment to workers at their accommodation, workplace and vehicles



HE Saeed Mohammed Al Tayer witnesses start of Dubai International Baja from DEWA's Innovation Centre

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, witnessed the start of the Dubai International Baja from DEWA's Innovation Centre at the Mohammed bin Rashid Al Maktoum Solar Park. Dubai International Baja is the first Fédération Internationale de l'Automobile (FIA) World Cup cross-country event to be run on solar power. This is part of the partnership between DEWA and the Emirates Motorsports Organisation (EMSO). HE Al Tayer received the rally's agenda from Mohammed Ben Sulayem, President of EMSO and FIA Vice President.

Mohammed Ben Sulayem commended DEWA's efforts in increasing the share of renewable and clean energy in Dubai's energy mix, its commitment to supporting young people and providing them with an environment that encourages creativity and innovation, as well as involving them in the sustainable development process

Al Tayer commended EMSO's sustainability efforts and its keenness to organise the Dubai International Baja using clean energy. The rally's headquarters and the Service Park run on solar power from the Mohammed bin Rashid Al Maktoum Solar Park, the largest single-site solar park in the world.





DEWA Academy AI Championship kicks off for 60 students

DEWA launched the DEWA Academy AI Championship, as part of its efforts to create a national economy based on knowledge, innovation, and futuristic technologies. The championship introduces the academy students to various competitions including building and developing robots, AI models to turn homes into smart ones, personal assistants, and face and mood recognition

tools for analysing customer reactions.

The championship includes 5-day intensive sessions for 60 students. DEWA provides the participants with AI tools including sensors, and programmable microcontrollers to build their projects and present them in a week for a jury comprising DEWA experts to select the three winners.

Burj Khalifa celebrates DEWA's Innovation Centre

In the presence of HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, Burj Khalifa, the tallest building in the world, celebrated DEWA's Innovation Centre at the Mohammed bin Rashid Al Maktoum Solar Park, by showing a 3-minute video about the centre on the Burj's façade. Several DEWA officials witnessed the show.

A Global Platform for Innovation

The Innovation Centre is a global platform for renewable and clean energy innovation. It provides a unique experience for families to discover the future of clean and renewable energy in a fun-filled and knowledge-rich environment, and enjoy a panoramic view of the Mohammed bin Rashid Al Maktoum Solar Park, the largest single-site solar park in the world. The centre is open for visitors from Sunday to Thursday from 8:30 am until 2:30 pm. All precautionary measures are implemented to ensure the safety of visitors and staff.

Unforgettable Experience

The four-storey building covers 4,355 square metres and is 88 metres high. It offers an opportunity for visitors to explore the latest innovations in clean energy technologies. The exhibition area on the first floor of the centre focuses on DEWA's history, key inventions and innovations in electricity, and the latest developments in renewable and sustainable energy. The area includes over 30 interactive exhibits designed to introduce visitors

to developments in renewable energy. The site also houses the DEWA Museum, water desalination plants, and a visual space that explains the properties of light and solar radiation. The centre also features an exhibition on key components of photovoltaic solar power and related technologies including Concentrated Solar Power (CSP) and the Solar Power Tower. It also showcases DEWA's renewable energy journey, Digital DEWA, solar cell applications in spacecraft and satellites, electric vehicles, wind turbines, and the development of DEWA's sustainable buildings.

Strengthening Emirati Capabilities

Through the Innovation Centre, DEWA aims to support innovation and creativity in clean and renewable energy and raise awareness on sustainability. It also strengthens Emirati capabilities and enhances business competitiveness in this promising sector. The Innovation Centre's research in solar energy supports the Dubai Clean Energy Strategy 2050, which aims to diversify Dubai's energy mix and provide 75% of Dubai's total power capacity from clean energy sources by 2050.

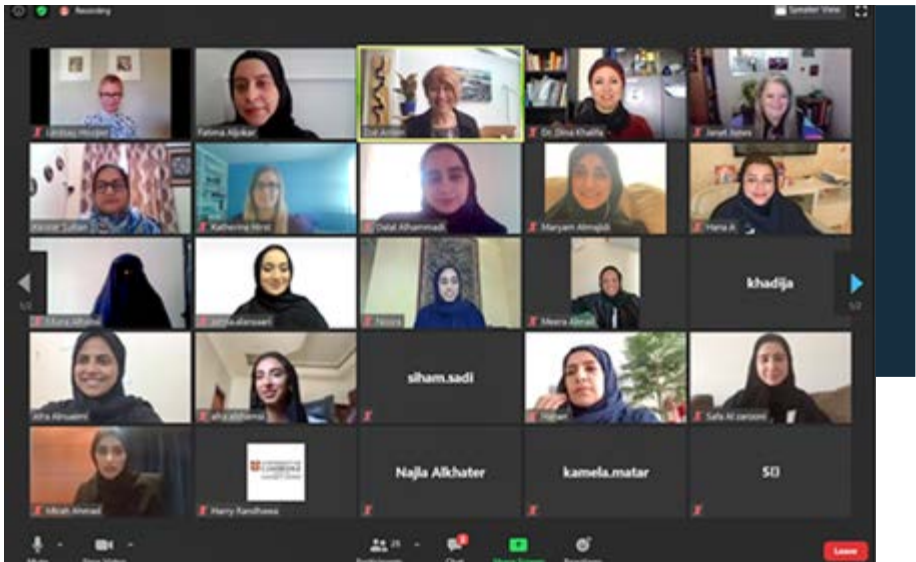




DEWA graduates 25 female employees from the second batch of 'For Her' Programme in collaboration with Cambridge Institute for Sustainability Leadership

DEWA graduated 25 new female employees from the second batch of 'For Her' programme. DEWA launched this programme in collaboration with Cambridge Institute for Sustainability Leadership to prepare female leaders in all its areas and specialisations.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, said that the programme is part of DEWA's strategy to empower women and provide a positive and encouraging work environment that supports working women and helps them balance their professional and personal lives. This helps them maintain success, excellence, and effective participation in building the nation and bringing up future generations



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.

Al Tayer was accompanied by Nasser Lootah, EVP-Generation at DEWA, Mansoor Alsuwaidi, VP-Projects Generation at DEWA, Khalifa Albedwawi, the project manager, and the project's team.

Al Tayer toured the Visitors' Centre and checked the hydropower plant units. He was briefed about the service tunnelling operations which were complete. Each tunnel is 500 metre long.

The visit also included inspecting the construction works progress of the project's upper dam. The hydroelectric power station will use water in the Hatta Dam and an upper reservoir that is being



built in the mountain. This strategic project will contribute to providing job opportunities for Emirati citizens in Hatta, developing Hatta and meeting its social, economic, and environmental needs.

The hydropower plant mechanism includes the use of advanced turbines to pump water from the dam to the

upper reservoir during off-peak hours. Turbines operated by the speed of waterfall from the upper reservoir will be used to generate electricity through a 1.2 kilometre subterranean water canal, with high efficiency in power generation and storage, and with a 90-second response to demand for electricity.





DEWA's Innovation Week concludes with considerable stakeholder participation

DEWA concluded the DEWA Innovation Week which it held from 21—25 February 2021, as part of the 'UAE Innovates 2021.' DEWA's Innovation Week aligns with DEWA's efforts to promote innovation and its journey towards the next 50 years to build a sustainable future. This achieves the UAE Centennial 2071 to make the UAE the world's leading nation; and the National Innovation Strategy to make the UAE one of the most innovative nations in the world.

DEWA's Innovation Week included the virtual Future Next conference which brought together an array of local and international speakers and innovators. It also included DEWA's Virtual Hackathon, with the theme 'A Sustainable Global Digital Experience,' in which its employees participated. DEWA's different divisions presented 30 new innovative projects, and DEWA organised 20 virtual workshops on

future technologies for around 1,000 students and employees.

Innovations in space, robots, sustainability

DEWA presented its latest innovations that use the latest Fourth Industrial Revolution technologies and disruptive technologies to provide solutions, projects, initiatives, smart and advanced services in space, cyber security, robots, Unmanned Aerial Vehicles (UAVs), solar photovoltaic panels, smart grids, clean and renewable energy, sustainability, occupational health and safety systems.

DEWA presented its Space-D Initiative to launch a primary satellite to enhance operational efficiency and effectiveness at DEWA. This will support the preventative maintenance of its electricity and water networks. It will also provide flexible and agile monitoring and control of the electricity

and water networks. The satellite will be able to provide real-time responses in addressing the impacts of extreme weather events on the energy and water desalination infrastructure.



DEWA also demonstrated its innovations that maintained its business as usual according to the highest standards of availability, reliability, and accountability, despite the COVID-19 pandemic. It also demonstrated its autonomous detection and inspection of solar photovoltaic panels using drone and AI algorithms (Dronimous) and Kinematics.

DEWA promoted its smart grid innovations, including the Next Generation Smart Grid Operations to improve situation awareness, and real-time proactive detection of supply interruption and loss of pressure in the water distribution network without measuring pressure. It also displayed its Artificial Intelligence-based applied to solar generation forecasts and reserve optimisation of the transmission power network, and the Optimal Feeder Reconfiguration of the radial distribution system. The innovations included the Cyber security asset management, which provides a unified view of all assets, users and vulnerabilities by integrating with existing security and management

solutions, which will help ensure the security coverage and protection of the DEWA's environment. This is in addition to a business intelligence data analytical dashboard solution that consolidates data and information for management to have visibility and oversee key performance indicators to improve the

speed and quality of decision making.

DEWA also showcased its Mirzab Pipes, where each pipe can detect internal water leaks inside itself when a device is added to it from the outside. This device sends alerts from the pipe to a Supervisory Control and Data Acquisition (SCADA) system.



Quote by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, on 'UAE Innovates'

"Innovation is the main pillar to promote the environmental, social and economic aspects of sustainable development. The wise leadership in the UAE attaches special importance to innovation which helps the country make several world-class achievements. These include the successful arrival of 'Hope Probe' to the Martian orbit, which consolidates the UAE's position in science and space technologies. The Probe also promoted the UAE's role as a regional hub for developing science and space technology. In accordance 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, DEWA places innovation as one of its top priorities to achieve the government plans and strategies. These include the National Innovation Strategy to make the UAE one of the most innovative countries in the world and embark on a new phase that promotes innovation

among individuals and businesses. It also aims to focus on sectors that will lead innovation in the future, including renewable and clean energy, and to achieve the Dubai Innovation Strategy to make Dubai the most innovative city in the world," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

"DEWA strives to invest in innovation and diversify the areas of research and development, especially in the clean and renewable energy sector. DEWA established the Innovation Centre at the Mohammed bin Rashid Al Maktoum Solar Park, through which it aims to support innovation and creativity in different areas of clean and renewable energy. It also aims to raise awareness on sustainability, strengthen Emirati calibre, and enhance business competitiveness. The Centre is a global platform that enhances the future of sustainable energy. The Centre's research papers support the

Dubai Clean Energy Strategy that aims to provide 75% of Dubai's total power capacity from clean energy sources by 2050," added Al Tayer.

"We are keen on participating in 'UAE Innovates,' a national event that celebrates innovation in the UAE and promotes the culture of innovation. DEWA strives to consolidate the culture of innovation among its staff and customers as well as all society members. It adopts innovation in its work through an institutional approach and is moving steadily towards the next 50 years by building a sustainable future. 'UAE Innovates' is especially important this year as we increase our efforts to prepare for the next 50 years and host Expo 2020 Dubai. This makes us one of the biggest supporters of innovation in the UAE and Dubai, towards achieving the UAE Centennial 2071 objectives to make the UAE the world's leading nation by 2071," said Al Tayer.



UK Consul General in Dubai visits DEWA

As part of DEWA meetings with diplomats to foster bilateral relations and cooperation, and exchange knowledge, HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, received HE Simon Penney, UK Consul General to Dubai and the Northern Emirates, as part of an introductory meeting on the occasion of the Consul assuming his new position.

Al Tayer highlighted the importance of increasing cooperation and advancing the contribution of British energy and water companies to projects in Dubai and the UAE. He also confirmed the role of the strategic cooperation between DEWA and British establishments in water, and renewable and clean energy.

The UK Consul General commended the bilateral relations between the UAE and the UK as well as DEWA's continuing efforts to promote the energy sector in the UAE and Dubai. The UK Consul General praised the world class services and facilities provided by DEWA.

MD & CEO of DEWA meets British Minister for Exports

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA has met with Graham Stuart, Minister for Exports at the Department for International Trade, at the UK Embassy in Dubai. HE Simon Penney, Her Majesty's Trade Commissioner for the Middle East and Her Majesty's Consul General in Dubai and the Northern Emirates, attended the meeting. Both parties discussed bilateral cooperation on energy and water. During the visit, both Stuart and Al Tayer inaugurated the electric vehicle charging station at the Embassy.



Dubai Supreme Council of Energy supports green aluminium (CelestiAL) production in Dubai

HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of the Dubai Supreme Council of Energy, chaired the Council's 63rd meeting held remotely. HE Saeed Mohammed Al Tayer, Vice Chairman of the Dubai Supreme Council of Energy, attended the meeting.

HE Ahmed Buti Al Muhairbi, Secretary-General of the Supreme Council of Energy, attended the meeting along with the board members. These included: HE Dawood Al Hajiri, Director General of Dubai Municipality; HE Abdulla bin Kalban, Managing Director of Emirates Global Aluminium (EGA); HE Saif Humaid Al Falasi, CEO of Emirates National Oil Company (ENOC); Nasser Abu Shehab, CEO of the Strategy & Corporate Governance Sector at the Roads & Transport Authority (RTA); and Frederick Chemin, General Manager of Dubai Petroleum.

The meeting discussed several topics



including the precautionary measures taken by EGA against COVID-19 and the Council's decision to reduce fuel surcharge for electricity and water starting from 1 December 2020. The meeting also reviewed progress on Dubai Municipality's Waste to Energy

project to treat solid waste using direct burning technologies to generate thermal energy and convert it into clean electrical energy for export to the grid. The plant has the highest thermal efficiency in solid waste treatment, which achieves Dubai's strategies.

Teams in the 2nd SDME confirm readiness with innovative models for smart and sustainable homes

DEWA has organised the second international workshop for university team participants in the second Solar Decathlon Middle East (SDME). DEWA organises SDME under the patronage of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai. This is one aspect of

the partnership between DEWA and the Dubai Supreme Council of Energy with the US Department of Energy. It will be organised in conjunction with Expo 2020 Dubai.

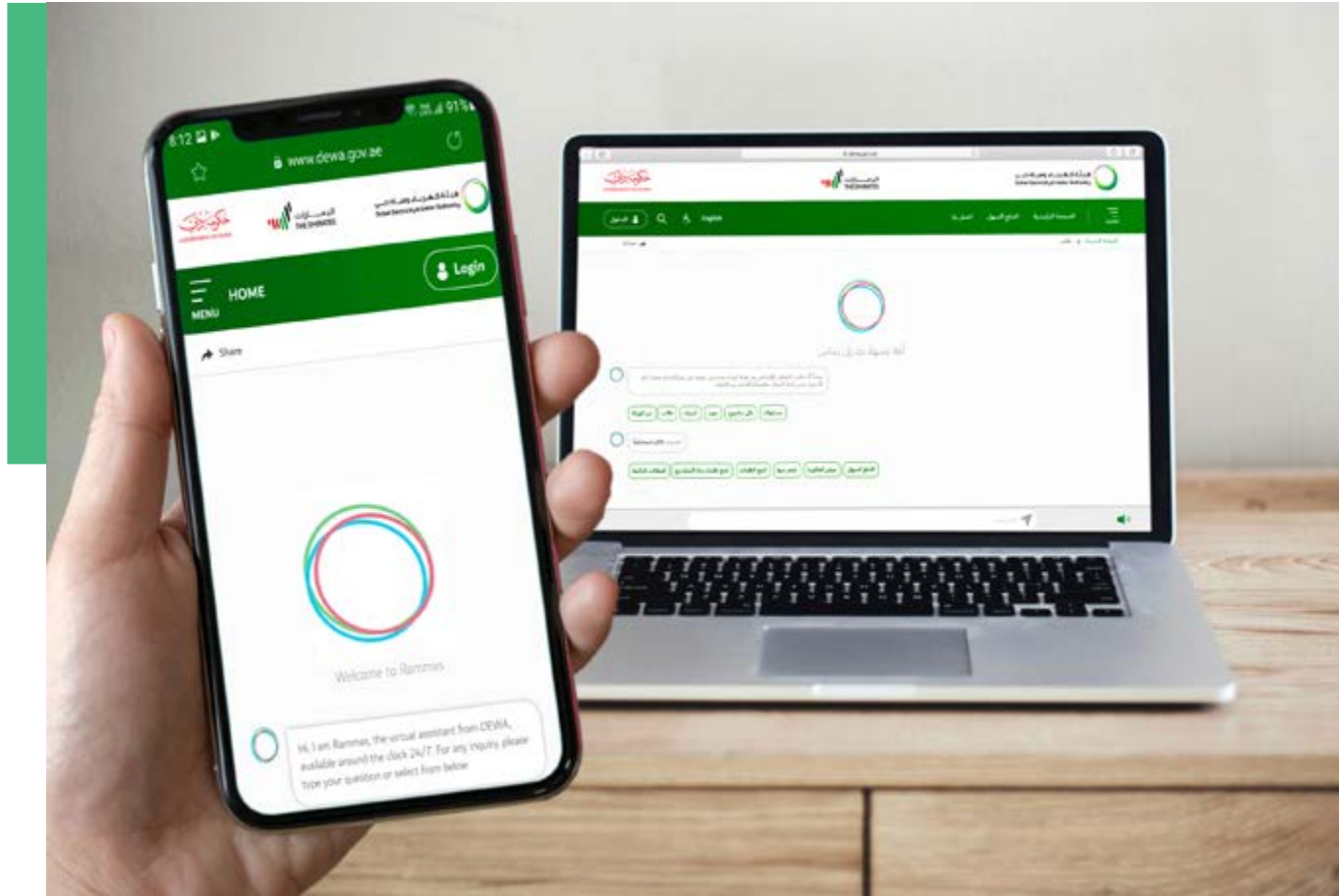
HE Saeed Mohammed Al Tayer, MD & CEO of DEWA inaugurated the three-day virtual workshop. Dina Mustafa,

Head of Sustainability at Expo 2020 Dubai; Majd Fayyad, Technical Manager at Emirates Green Building Council; and DEWA officials were present.

The workshop featured meetings with SDME's committees to talk about the criteria and answer the participating teams' questions. The teams gave presentations about their projects, which are sustainable and innovative models of solar-powered homes.

The first SDME in 2018 achieved remarkable success. Thousands of visitors saw innovative models for smart, sustainable solar homes that are cost and energy efficient, taking into consideration the region's climate. Participating teams compete in 10 contests: architecture; engineering and building; energy management; energy efficiency; comfort conditions; house functioning; sustainable transport; sustainability; communications, and innovation.





DEWA's AI services anticipate and shape the future

DEWA has made significant achievements in Artificial Intelligence (AI) and has come a long way in this area since 2017. This is by developing a roadmap for AI and launching a set of services and initiatives that use this promising technology.

DEWA's efforts in AI have consolidated the UAE's global position and enriched the user experience of customers, staff and stakeholder with value-added services. Proactive and pioneering Emirati expertise has become a role model in providing the best smart and digital services. The E-Government Development Index 2020 (EGDI) issued by the United Nations highlighted Rammas, DEWA's virtual employee, which uses AI, as one of the UAE's distinguished experiences in interacting with customers. The UAE has been

ranked first in the GCC, Arab region, and Western Asia, and 8th globally in the Online Service Index (OSI). Rammas also helped DEWA receive the AI Breakthrough Award 2020 for Transactional Robotics Innovation.

As part of its commitment to preserve gains and make new achievements, DEWA has launched Rammas For You (Phase 3). It enables customers to get more services such as Easy Pay; DEWA Store; On-Demand Happiness Meter; and Customer Happiness Meter. Project consultants and contractors can also track their NOC requests through Rammas. These include Building No Objection Certificate - Electricity/Water; Demolishing No Objection Certificate - Electricity/Water; Infrastructure Projects No Objection Certificate; and Getting Solar Connections. It also enables

tracking requests for electricity and water services, including Getting Electricity/Water Connections; Electricity/Water Network Modifications; AI Namooos; Getting Electricity Fit-Out Connections; Getting Solar Connections, and general technical services among others.

Rammas has answered more than 4 million questions since its launch in 2017 and until December 2020, including 219,000 questions through WhatsApp Business. It has also completed more than 5,800 bill payment transactions during the same period. Rammas provides a wide range of services such as answering questions in Arabic and English round the clock. It is available on DEWA's website, smart app, DEWA's Facebook page, Amazon's Alexa; Google Assistant; robots; and WhatsApp Business on 046019999.



Moro Hub, in collaboration with Avaya, to spearhead Emirates NBD's digital growth

Moro Hub (Data Hub Integrated Solutions LLC), a subsidiary of Digital DEWA, in collaboration with Avaya, has partnered with Emirates NBD Bank to provide the bank with an omnichannel platform – Moro Connect.

Moro Connect, built on technology powered by Avaya OneCloud, is an all-in-one Cloud Communications solution for Contact Centre as a Service (CCaaS) that will drive the bank's profitability and competitiveness and improve agent desktop experiences through the integration of core systems.

Moro Connect is a platform that delivers innovative unified communications and contact centre solutions and makes them available to enterprises through a cloud-based subscription model, enabling organisations to purchase the capacity and services they require without large upfront costs. "Emirates NBD Bank will benefit from greater flexibility, enabling it to respond quickly to changing business demands, improve customer experience, and manage costs more effectively. We are confident that the state-of-the-art technology will accelerate the bank closer to its business goals and help

it in the implementation of the Dubai Vision 2021 to transform Dubai into the world's smartest and happiest city," added HE Saeed Mohammed Al Tayar.

Moro Connect will enhance the collaboration experience with the bank's stakeholders by empowering its workforce, engaging with its customers and exchanging legacy systems such as business phone systems, meeting services, and on-premises contact centre solutions

with a fully integrated, end-to-end cloud communications platform.

Through the implementation of Moro Connect, Emirates NBD customers can resolve inquiries and issues through multiple communication methods such as chat, social, and self-service. It will also empower agents with context across all channels, enabling them to access critical customer data from multiple sources and view the full customer journey from one interface.





Moro Hub Offers Managed Security Services in the Region

▶ Moro Hub (Data Hub Integrated Solutions LLC), a subsidiary of Digital DEWA, the digital arm of DEWA as a part of Dubai 10X initiative, announced the launch of end-to-end managed security services in the region. Customers can now avail Moro Hub's 24x7 security monitoring and threat management service, augmented with advanced technologies hosted on Moro Hub Cloud and managed by highly skilled cybersecurity experts. Moro Hub leverages next generation security monitoring platforms powered by

advanced analytic capabilities, including machine learning, threat behaviour modelling and threat intelligence. Moro Hub has expanded its extensive cybersecurity services portfolio, which includes Cyber Defence Services, Cyber Exposure Analysis, Security Operations Services and managed Identity & Access Management services. The new service provides end-to-end security monitoring and threat management for IT, Internet of Things (IoT) and OT/ Critical Infrastructure from Moro Hub's

state-of-the-art Cyber Defence Centre. Cybersecurity is a key pillar of Moro Hub's Smart Cities Command and Control Centre to provide a safe and secure computing environment. Through its collaboration and alliances with world-class cybersecurity technology partners/vendors, Moro Hub confidently offers its government entities and enterprise clients with advanced cybersecurity services and proactively protects them from cybersecurity attacks and threats.



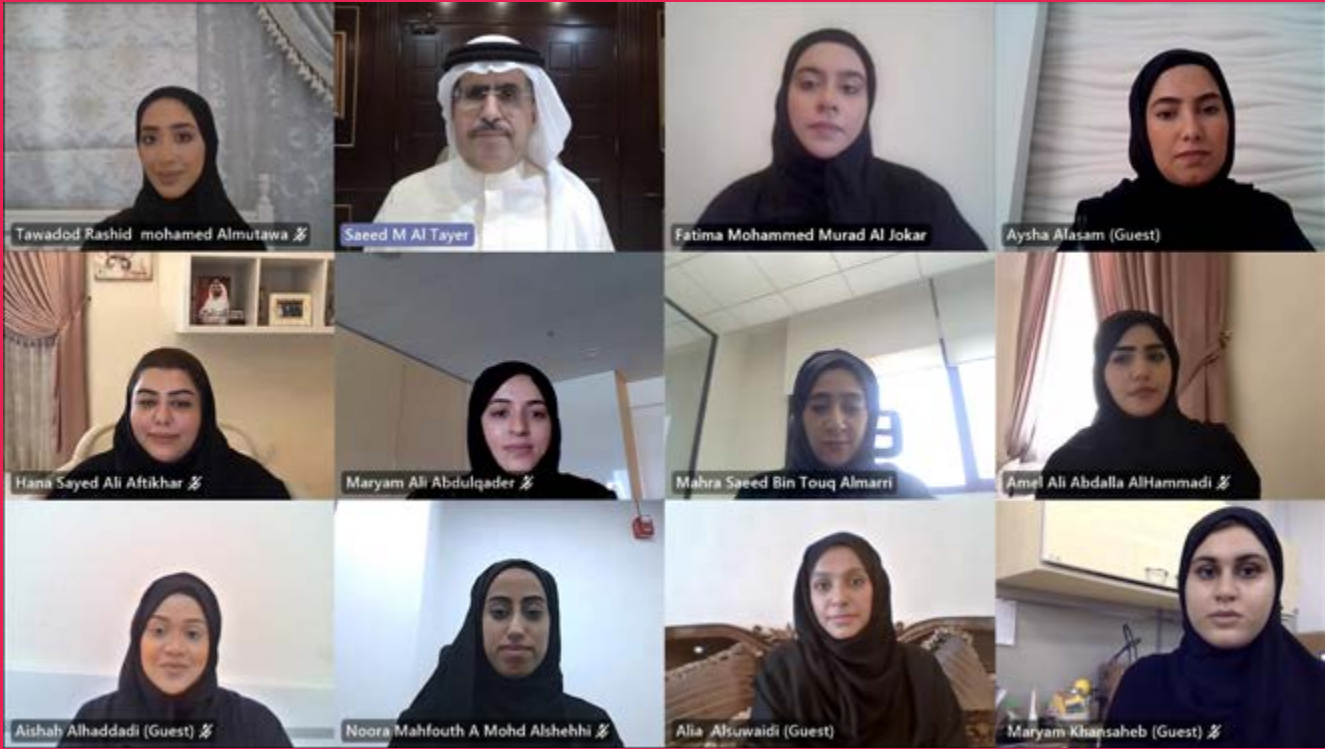
DEWA'S R&D Centre enhances its role in anticipating the future

▶ DEWA's R&D Centre produced 11 conference papers and 4 journal articles that are all Scopus Indexed in 2020. This increases the number of papers published in international scientific conferences and journals to 55. In 2020, the R&D Centre's research was diverse including: a long-term analysis of bifacial PV modules aging under desert conditions; the first working definition of near-Zero Energy Buildings for arid climates; an automatic panel detection and inspection algorithm that is globally unique and has been recognised as

the 'Outstanding Idea of 2020' by Ideas America Awards; and a detailed optimisation of the design of green ammonia production plants using solar energy at large-scale. The centre hosted 24 technical sessions and 2 seminars on 'Application of Plasma Enhanced Chemical Vapour Deposition' and 'Novel Solar PV Technologies'. The centre also held an annual conference with Siemens on Blockchain. The AI Baheth programme hosted 26 students who gained valuable work

experience that gives them an edge in the job market. The centre funded eight capstone projects from local universities with undergraduate students working with DEWA researchers as part of the AI Baheth programme; including internships, capstone projects, visiting researchers, seminars and workshops. The R&D centre has submitted seven invention disclosures and has a patent application for a universal electric vehicle (EV) charging system that uses a single cable and plug, irrespective of AC or DC voltage for charging EV vehicles.

INTERNATIONAL WOMEN'S DAY



Al Tayer meets DEWA Women's Committee and launches 'Choose to Challenge' programme

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, has launched the 'Choose to Challenge' programme to highlight the success stories of DEWA's female employees and their achievements. The launch was during Al Tayer's meeting with DEWA Women's Committee virtually to review the Committee's achievements and listen to its ideas, suggestions and opinions.

Al Tayer congratulated the Committee on International Women's Day, which is observed on the 8th of March every year. He praised the efforts of female employees in supporting DEWA's leadership and excellence as well as consolidating its global position. Al Tayer affirmed his support for providing all capabilities for women. DEWA is one of the most prominent national organisations that

support women in the energy sector, especially renewable and clean energy and sustainability. It provides competent opportunities for men and women and

focuses on empowering women in top and technical positions. This makes DEWA a role model for all utilities and entities in the UAE and abroad.



DEWA empowers women to take leading roles

DEWA's strategy is to provide equal opportunities for men and women as well as empower women, from leading to technical positions, and this has made it a model for organisations inside and outside the UAE..

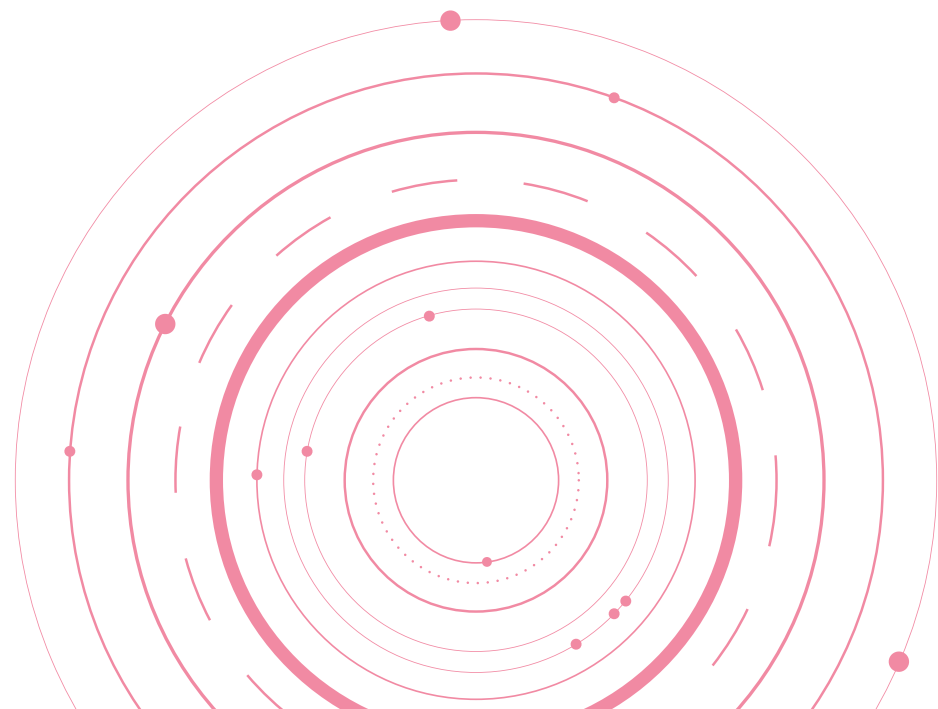


WELL-DESERVED TRUST

"DEWA's top management is committed to providing a convenient environment to empower women and increase their capabilities to unleash their potential. The successes of DEWA's female employees are a clear proof of their trustworthiness. They have also proved their capability to consolidate DEWA's global position. DEWA has 1,949 women in its workforce, 80.5% of them are Emiratis. This includes 671 female engineers and technicians at DEWA. 32% of employees at the Innovation Centre are Emirati ladies, with most of them highly educated in science and engineering. DEWA's female employees also volunteer inside the UAE and abroad. In 2020, DEWA's female employees spent 7,999 volunteering hours in 22 different humanitarian and social initiatives," said Khawla Al Mehairi, Executive Vice President of Strategy and Government Communications at DEWA.

HIGH-PROFILE EMIRATI WOMEN

"DEWA adopts fair policies and an inclusive environment for men and women equally. It spares no efforts to provide opportunities, overcome challenges to achieve gender balance. DEWA includes in its Emirati workforce some very experienced ladies who play major roles in achieving DEWA's vision to become a globally leading sustainable innovative corporation. DEWA is committed to supporting women and increasing their representation in the energy sector, as well as innovation. It plays a pivotal role in empowering women by providing a motivating work environment that not only impacts DEWA positively but also society," said Amal Koshak, Vice President of Marketing & Corporate Communications at DEWA.



POWERFUL IMAGE OF DEWA'S FEMALE EMPLOYEES

Maryam Al-Mutaiwei, Vice President of Human Resources at DEWA, noted that DEWA achieved significant progress in employing women in technical and engineering jobs, and in localising these specialisations to prepare a generation of Emiratis who are capable of meeting DEWA's needs and its expansion plans. The top management's efforts to empower and support women have paved the way for them to reach senior roles.

INTERNATIONAL WOMEN'S DAY



CONTINUOUS INNOVATIVE SUPPORT FOR FEMALE EMPLOYEES

Fatima Mohammed Al Jokar, Chairperson of DEWA's Women Committee, expressed her gratitude to DEWA top management for their support for the Committee. This has helped it carry on its hard work to provide all opportunities and capabilities that help female employees in different positions to succeed and develop. It also motivates them to create, innovate and prove themselves. The committee launches throughout the year innovative programmes and initiatives to motivate female employees and help them perform their role at home and work to the fullest.



PRESTIGIOUS POSITION AMONG YOUTH

Aysha Mohammad Al Remeithi, Senior Engineer and President of DEWA's Youth Council, highlighted the Council's commitment to achieve the top management directives to consolidate the role of youth and women in the energy sector. This ensures the sustainability of its achievements. The Council recorded young employees' happiness with its key activities at 94% in 2020. The Council includes nine men and nine women. It serves 1,713 young employees. DEWA's total workforce includes 1,865 young employees aged between 18 to 29 years, which is 15% of the total. This includes 33.46% women and 66.54% men. This consolidates the success of Emirati women among young people.



CONSTANT TRAINING TO KEEP PACE WITH CHANGES

"DEWA collaborates with major public and private organisations to increase the efficiency and loyalty of employees. It is committed to capacity building by organising workshops, seminars and activities that share knowledge and experience. Amid the new responsibilities associated with COVID-19, DEWA has increased its efforts to introduce female employees with ways of dealing with the pandemic and how to adapt to new changes. This enhances their knowledge especially for those have children and makes them key partners in Dubai's and the UAE's growth," said Fatima Al Marzooqi, Senior Manager of Learning and Development.



EMIRATI WOMEN... AN INSPIRING EXAMPLE FOR GENERATIONS TO COME

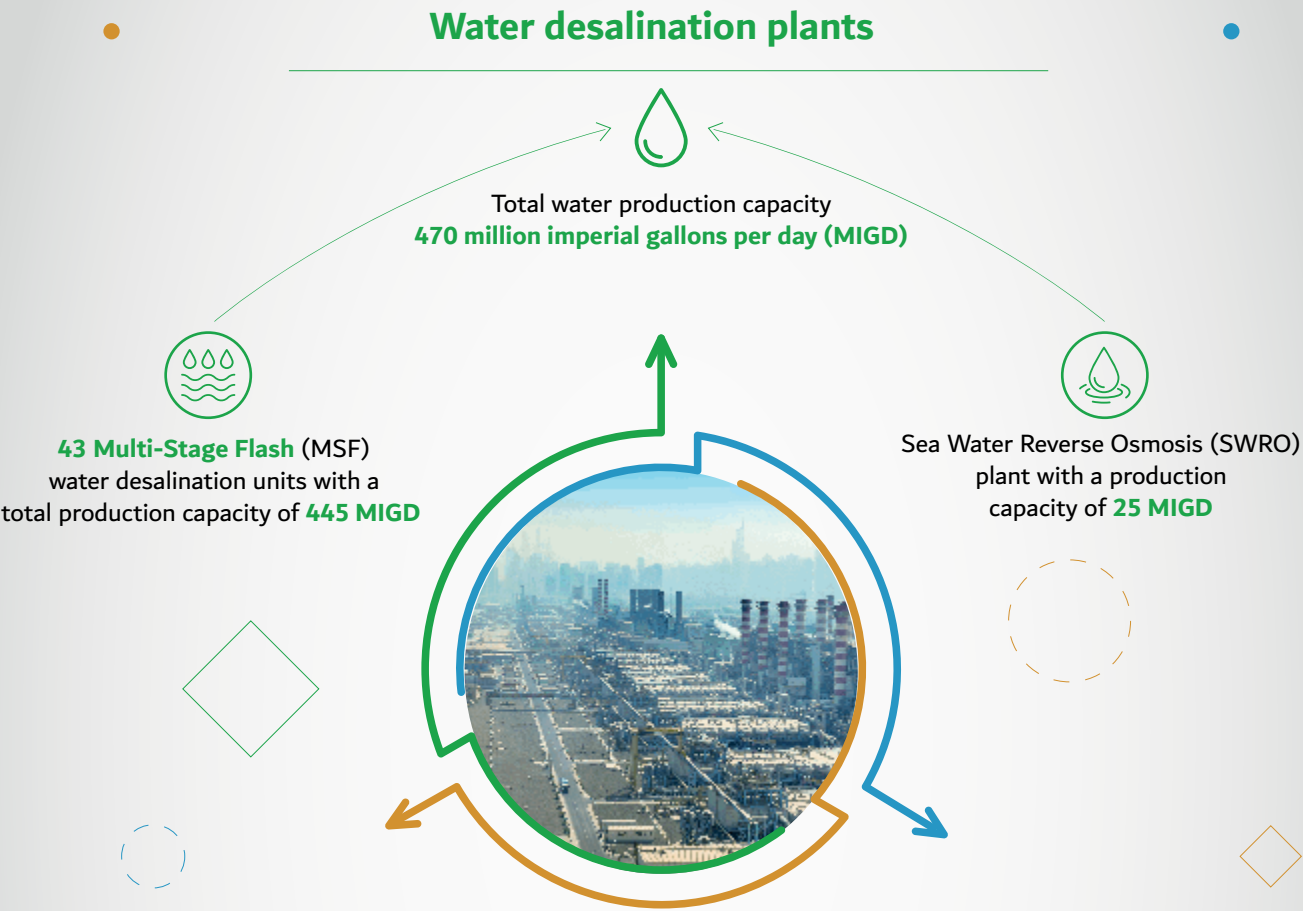
"DEWA's journey of supporting women in the energy sector makes us proud and motivates us to work hard and play an effective role in this sector. It also increases our contribution to promoting DEWA's globally leading position and helps us make more achievements. This maintains the position of Emirati women as a role model in doing the nation's work and being inspirational examples for current and future generations," said Dr Aasha Alnuaimi, Director of the Innovation Centre at DEWA.

SAFE, POSITIVE, STABLE ENVIRONMENT

Laila Ahli, Vice President of Operational Technology Security at DEWA, praised DEWA's efforts to provide a safe, positive and stable environment that supports female employees and helps them balance between their professional and social lives to achieve success, excellence, and effective participation in building the nation and future generations.



DEWA UPGRADES WATER INFRASTRUCTURE WITH PIONEERING WORLD-CLASS PROJECTS



Strategic plans

- 1 By 2030, 100% of desalinated water will be produced by a mix of clean energy that uses both renewable energy and waste heat
- 2 41% SWRO water desalination by 2030
- 3 Storing desalinated water in a subterranean basin storing up to 6,000 million gallons of water that can be retrieved when needed. This will provide the Emirate with a strategic Reserve of over 50 million gallons of water per day in emergencies.

Upcoming projects

- 1 Reverse-osmosis water desalination technology DEWA is building a Sea Water Reverse Osmosis (SWRO) unit at the K station in Jebel Ali. **The 40 MIGD project will be commissioned in 2021**
- 2 Independent Water Producer (IWP) model 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 MIGD Hassyan SWRO Plant**. DEWA will commission the project in **2024**.



Engineering Doses/Tips



‘Engineering Doses/Tips’ is a community-educational initiative, through which the Transmission - Power division strives to build engineering educational awareness level through sharing engineering tips which might help in providing essential information to make the right engineering decisions. The initiative includes launching 20 engineering tips throughout the year. The tips will be published periodically in Al Masdar magazine.

Dose #1 Consultant Selection

You can save a lot of time and hassle when selecting the perfect consultant for your project by identifying your request, suggestions, budget, timeline and the final outcome.

To find your consultant, here are some tips for getting started:

- Ask your relatives or circle to know if they have any recommendations
- Call specialised institutions or the municipality to enquire about a list of recommended consultants



CHOOSING THE CONSULTANT BASED ON COMPETENCY & REPUTATION

An in-person interview is usually the best way to find out if the consultant is someone you want to work with. The following questions will help form your decision:

1. Does the consultant's technical experience match your needs? Look at the consultant's educational background, work history, references, and portfolio of similar work.
2. How well does their solutions fit? Talk through your needs as you see them. Ask them what solution they would propose. Can they articulate how the solution would address your needs better than other alternatives?
3. How well do they communicate? The consultant should be able to communicate technical ideas in a way a non-techie can understand.
4. How busy is the consultant? Can the consultant commit to finishing the project in the time frame you want?
5. Is the consultant clear about their responsibilities? Ask them to articulate what their role will be and what specific tasks they will have to accomplish.
6. What kind of future support is available? For example, you could hire a consultant to create a new project for you. This may be just what your organisation needs but there are always future needs. So, it's best to know those needs to avoid any obstacles with other consultants in the future.
7. If the consultant makes a good impression during the interview, you should still check their references carefully.

THE VARIETY OF DESIGNS AND EXPECTED COSTS

The Importance of Appropriate Consultant Selection:
The Consultant remains primarily responsible for the planning, design, delivery and maintenance of your project with the surrounding environment. This makes the Consultant's selection highly critical to the success of the entire project.

Best Project Value:
Quality Based Selection ensures the best overall project value, by matching the scope of work to the fee for services. Nevertheless, design innovation will lead to overall cost savings and optimisation of your value, as well as promoting state-of-the-art practices and that is called value engineering.

The consultant is engaged to be an outstanding problem solver. After all, you are hiring a consultant to help you solve problems (or take advantage of opportunities).

Cost of the Consultant's services:
Cost is important when selecting a consultant, but it must be measured against what you are buying. Usually, a consultant's overall fees is from 1-2% of the project value for only design consultants and 2-4% for design and supervision consultants. So please follow these tips:

- Negotiate the price until you reach a reasonable price.
- Consider the consultant's value to you. Be careful in simply choosing the lowest cost consultant. Consider the value of the consultant's work to your project.
- Consider your value to the consultant. Some projects and clients are important to the consultant's reputation.
- Request a specific price. Don't leave any items open-ended.

Take into account both the potential quality and cost (fee) of the consultancy services.

Importance and Weightage of Consultant Activity Percentage

Consultant's Experience	20 -30 %
Consultant's Resources	30 -40 %
General Performance Records	10 -20 %
Project Management	10 -20 %

Based on above table you can figure out the expected distribution matrix for the Consultant's fees. Finally, ensure valid trade license/professional licenses for all engineers from relevant government entities.

TIPS AND TRICKS

Dose #2 Project Timeline

It is common to experience delays during construction projects. However, delays can cause substantial damages to the owner and this has motivated the owners to devise contract provisions and project processes to anticipate, manage and compensate for such delays.

Construction delays are generally acknowledged as the most common, costly, complex and risky problem encountered in construction projects, because of the overriding importance of time for both the owner and the contractor and it is the source of frequent disputes and claims leading to lawsuits.

DELAY FACTORS

If the act of the contractor results in the retardation of work progress, then the contractor will be subjected to penalty for the damages. The delay factors due to participants' act are:

1. Low bidding of contractor, which causes problem in cash flow.
2. Delay in bill payment by owner.
3. Slow work due to lack of planning and management by contractor in procuring materials and supply of competent workers.
4. Late decision or instructions by the consultant about any design change.
5. Lack of experienced and sufficient technical manpower at site from contractor.
6. Lack of use of necessary modern construction equipment (cranes, pulleys, excavator etc.)
7. The consultant's attitude.

COST AND TIME RELATIONSHIP

A widely recognised principle is that spending more money during planning and design will reduce the time and cost required for construction by avoiding unforeseen conditions reducing to a minimum, any design errors and omissions, and developing schemes that will support the most efficient approach.

Change in design and excess quantity of work beyond the BOQ (Bill of Quantity) impacts directly on the project cost and completion time, for which contractors claimed for excuse, instead of liquidated damage penalty for being unable to complete the project in the scheduled time.

CONCLUSION:

Construction projects usually need more time as per the set objectives. Therefore, during project's long tenure, it could have so many hindrances or barriers, which may obstruct the smooth operation of works.

To eliminate or reduce the construction delays, it is advised to plan the projects effectively following the construction management principles.

RECOMMENDATIONS:

For the best application of the principles previously discussed and to minimise the construction delays, the following tasks should be carried out:

- Administrative decisions and contract awarding mechanism should be made transparent and effective, without partiality towards any related party.
- The project shall be implemented in a team spirit, which is the fundamental principle of the project management.
- Project duration shall not be made ambitious (unreasonable work schedule) due to any circumstances.
- The contractor shall behave as a professional organisation to accomplish the task.
- The consultant shall be competent and should carry on innovative thinking, so that they can apply the new technologies in design, and the project could be implemented effectively.
- The license of the Contractor shall be reviewed, so that the owner is sure that the contractor is able to fulfill the contractual obligations.
- It is essential to ensure that the approved work schedule is going smoothly on a regular basis and it is obligatory for the contractor to submit an adjustment or mitigation plan in the event of any delay on the schedule.
- The consultant should inform the owner periodically and preferably at least every month for the progress of the works and immediate alerts in the event of any delays or deviations from the schedule.



AROUND THE WORLD

Expected growth for renewable energy investments in 2021

Participants in the 11th Assembly of the International Renewable Energy Agency (IRENA) highlighted the importance of international commitments to low-carbon development. This came through a video conference at the Abu Dhabi Sustainability Week, where nearly 2,000 high-profile individuals participated along with several multilateral organisations, international stakeholders and private sector institutions.

Imminent Investments

HE Dr Abdullah bin Mohammed Belhaif Al Nuaimi, Minister of Climate Change and Environment, noted that there is a long way to go to bring about the global energy transition to the required level that effectively counters the climate change effects and ensure a better future for current and future generations.

"According to IRENA, the shift towards a decarbonised global energy system will require scaling up investments in the energy sector by an additional USD 15 trillion by 2050. Therefore, we need to intensify our efforts and raise our ambitions to accelerate the pace of energy transition and increase the share of renewable energy globally," said Al Nuaimi.

The spread of renewable energy solutions globally is promising, however there are still many obstacles facing this vital sector.

Green Hydrogen

According to IRENA, green hydrogen can compete with fossil fuel by 2030 if the sector gets commensurate support.

Francesco La Camera, Director-General of IRENA, said that last year made it crystal clear that we can no longer continue with business as usual due to COVID-19. "If we are to live in a world that is safe, resilient and prosperous for all, we have to enhance renewable energy sources," said La Camera.

China supports renewable energy with USD 905.7 million

The Chinese Ministry of Finance has decided to increase renewable energy subsidies this year to 5.95 billion yuan (USD 905.7 million); an increase of 4.9% compared to last year. China has pledged to become carbon neutral by 2060, which enables the world's largest market for solar and wind energy to intensify projects with the start of Beijing's next five-year plan, launched this year until the end of 2025.

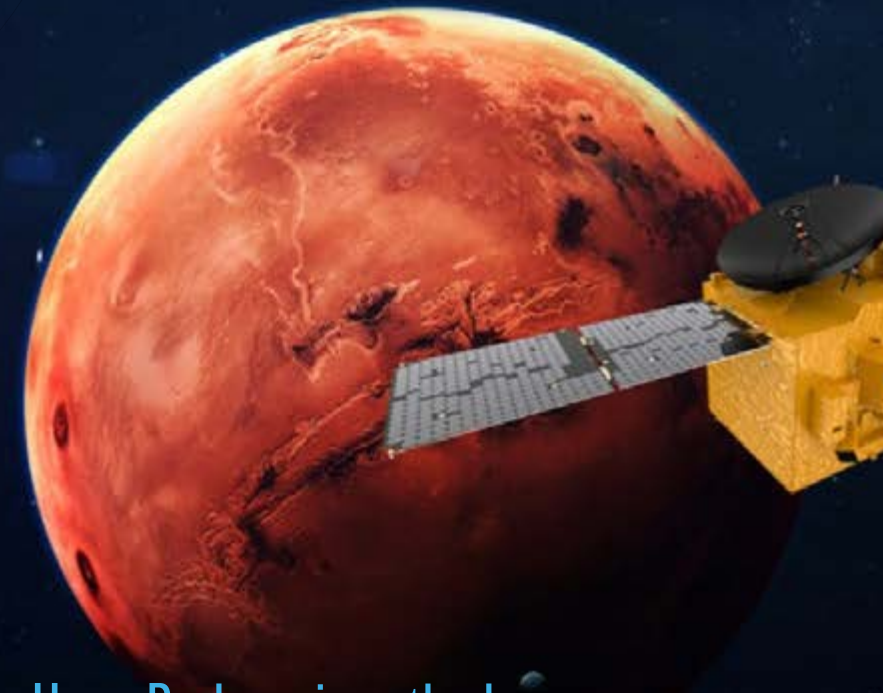
New record for solar energy in the US

During the first nine months of 2020, solar power plants in the US set a record. Analysts forecasted that the energy sector in the US will become close to its natural gas peak. New battery storage capacity in the US more than doubled in the third quarter of 2020, compared to the second quarter, according to Wood Mackenzie - a global energy research and advisory group - and the US Energy Storage Association (ESA). During the COVID-19 pandemic, the general demand for energy decreased, while the share of renewable energy in the grid increased in Europe, as it represented 40% of electricity in the first half of 2020 in the European Union, compared to 34% of fossil fuel plants, according to Amber Environmental Consultancy.

UK spends 67 days coal-free

A Bloomberg report stated that Britain has spent the longest period without coal, 67 days, and contributed to making 2020 the greenest year in the country so far in electricity. Britain will completely phase out polluting fuel by 2025 and increase reliance on wind power plants. British Prime Minister Boris Johnson pledged to ban new fuel-powered cars by 2030, and to spend USD 1 billion over the next ten years to reduce carbon emissions.

LOCAL NEWS



Hope Probe raises the bar, establishes a new phase of leadership

The UAE has embarked on a new phase of success and excellence, on the 9th February 2021 at 7:42 PM. This comes after the UAE has witnessed over the past 50 years several milestones of progress and prosperity, since its foundation in 1971. The Hope Probe entered the Mars orbit after seven months in space. The Hope Probe, part of the Emirates Mars Mission, travelled for more than 493 million kilometres. The Emirati men and women have crowned the country's celebration of its Golden Jubilee with this unprecedented historic and scientific achievement. The Emirates Mars Mission aims to present new scientific data about the red planet.

The Hope Probe's arrival to the Martian orbit, as part of three other missions by the US and China in February, has made the UAE the fifth country in the world and the first Arab country to make this outstanding scientific achievement. His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, commented on the achievement. "Emirati people have turned the dream into a reality and met the ambitions of Arab generations who have always dreamed of entering the global race of space; a dream that

was exclusive for a few countries," said His Highness.

"The Hope Probe's historic arrival to Mars is the greatest celebration of the 50th anniversary of our country. It sets the tone for the beginning of the next 50-year phase with boundless ambitions and dreams," said His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

The Hope Probe's successful arrival at Mars is an Arab and Islamic achievement that was made possible by the efforts and minds of our youth. The mission places the UAE at the forefront of countries that reached space," said His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces.

The Hope Probe mission will continue for a one Mars year which is 687 days on earth. This is expected to last until April 2023. The Hope Probe ensures that its three scientific devices gather all required data on the climate of Mars that were not collected by human beings before. The Hope Probe's mission could be extended to another Mars year; if needed, to discover more secrets of the red planet.



Dubai.. A paperless future in 2021

Forty-two government entities have now joined Smart Dubai's ambitious Dubai Paperless Strategy, exceeding their original targets of cutting paper consumption by 50% in the first six months of joining.

By October 2020, the strategy had already led to savings of more than AED 1.09 billion, 11.6 million hours of labour, and 30,804 trees that would have otherwise been used to produce paper.

Smart Dubai revealed the new figures at the 40th GITEX Technology Week. On a related note, Smart Dubai announced that its flagship DubaiNow application has also registered significant growth, with the number of services on offer exceeding 120 from 34 government and non-governmental entities, classified along 12 different categories.

The application processed 2.5 million transactions worth AED 1.5 billion from January to November 2020. This brings the total number of transactions processed through DubaiNow over its lifetime to 11.7m, with a total value of more than AED 6.1bn. The app now has 526,914 registered users and recorded 84.1% on the Happiness Meter, having been downloaded 476,758 times on iOS and 958,105 times on Android. The strategy aims at building a future without paper. In 2021, Dubai government will go completely paper-free, eliminating more than 1 billion pieces of paper used for government transactions every year. Working across government entities, its integrated framework marks another major step towards making Dubai a smart city of the future and improving happiness levels for staff and citizens alike - saving time, resources and the environment.





COVID-19 vaccine a major boost to economic activity in Dubai: Dubai Economy

▶ Dubai Economy expects a 4% growth in consumption and demand levels in the Emirate's household consumption sector during 2021, compared to 2020, particularly following the launch of the free and extensive COVID-19 vaccination campaign in Dubai.

The escalation expected is based on monitoring and analysis of recent data on aviation and tourism into Dubai and Google's daily data on the mobility of individuals across malls, restaurants and other entertainment facilities in the emirate, among others. Recent data on the tourism and aviation sector reveal that Dubai's airport remained the busiest globally in passenger movement.

The vaccination campaign aimed at citizens and residents in Dubai represents an important step towards the return to normal life and economic recovery across various sectors economic activities affected by the precautionary measures, particularly labour-intensive activities.

As a result of the strong interdependencies between sectors and economic activities, the expected recovery in various sectors, including restaurants and hotels, arts and entertainment, retail trade, and educational activities, will be clearly reflected in the transport sector, especially in mass transit, taxis, and school transportation, which were affected by the physical distancing measures.



DHA Contact Centre receives more than 2.2 million calls in 2020

▶ Dubai Health Authority (DHA) Contact Centre received 2,210,195 calls, out of which, 870,732 were related to COVID-19, in 2020. The DHA added that 49,651 calls were received for booking appointments for the COVID-19 PCR test and 124,780 calls were to book appointments for the Doctor for Every Citizen service in addition to 188,970 SMS messages. Furthermore, 188,970 SMS messages were received, and 272,129 chats were conducted via the DHA's official websites and DHA app last year.

Fatma AlKhajah, Director of the Customer Happiness Department at the DHA stressed the important and effective role played by the Call Centre during the past year, even with the significant increase in the number of calls received. The centre has maintained the quality of service and the quick response to customer enquiries. This is through training 270 employees and ensuring they are up to date with latest information, developments, and approved decisions by concerned authorities. It also monitors their performance to ensure excellence in providing services in accordance with the highest standards of professionalism and international practices in this field.



RTA achieves record savings with operational surplus of 61%

▶ Dubai's Roads and Transport Authority (RTA) revealed that it had made an operational surplus of 61%, thanks to the uses of Artificial Intelligence and a series of innovation initiatives. It also achieved record savings in the use of energy through 46 projects and initiatives that resulted in saving 45 million gallons of water, 30 million litres of fuel and 39 million kilowatts hour of electricity.

In the field of health and safety, RTA led the region by recording the least road traffic fatalities of 2.3 cases per 100,000 of the population compared to 21.9 cases per 100,000 of the population in 2006. Additionally, RTA's services achieved a customer satisfaction rating as much as 92.4%.

These figures were released in the recently published RTA's Sustainability Report 2019, prepared according to the Global Reporting Initiative (GRI) Standards, and the Assurance Standards AA1000 2008 (AA1000AS).