

# The World In Dubai

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2019 WAS A YEAR OF CHALLENGES, ACHIEVEMENTS AND GEARING UP FOR THE EMERGING COMPETITIVE ENVIRONMENT.

## Dubai cements reputation as a global business hub

By H.E. Majid Saif Al Ghurair



**Dubai has marked the beginning of a new era of growth in 2020 with several progressive policies announced by our leadership that are backed by ambitious action plans aimed at enhancing and stimulating business growth.**

This development drive of Dubai builds on two strong fundamentals: One, a committed focus on diversifying its economy and building world-class infrastructure, and two, a concerted approach to improving the happiness of people, which, our leadership firmly believes, can drive progress within all segments of our society.

Despite recent challenges hanging over the global economy, Dubai has remained resilient with its key economic sectors maintaining solid growth. A record 16.73 million tourists were welcomed in the emirate during 2019, an improvement over the previous two years, while 38,377 new licenses were issued to businesses in 2019, up 90 per cent over 2018. Such figures signal growing confidence in Dubai as a preferred place to visit and do business.

Driving Dubai's growth story is the city's strong focus on reinventing itself and embracing the future. Amid rapid technological advancements, Dubai is brilliantly navigating disruption by adopting forward-looking policies that fuel the adoption of Fourth Industrial Revolution technologies such as artificial intelligence, blockchain, Internet of Things and 3D printing. These progressive strategies aim to strengthen the UAE's position as a global hub for the Fourth Industrial Revolution and to increase its contribution to the national economy by means of advancing innovation and future technologies.

Today, Dubai is well-known for being a testbed for cutting-edge technologies that are pushing the boundaries of innovation. From flying taxis and autonomous vehicles to Hyperloop and e-services for businesses and residents, Dubai is seeing these innovations come to life and setting a precedent as it makes headway in becoming a global smart city.

We are now embarking on another exciting journey as the UAE lays the groundwork for the next 50 years of sustainable growth and development. Expo 2020 Dubai is providing us with a rare opportunity to cement our reputation on the world stage and build new partnerships to promote business ties.

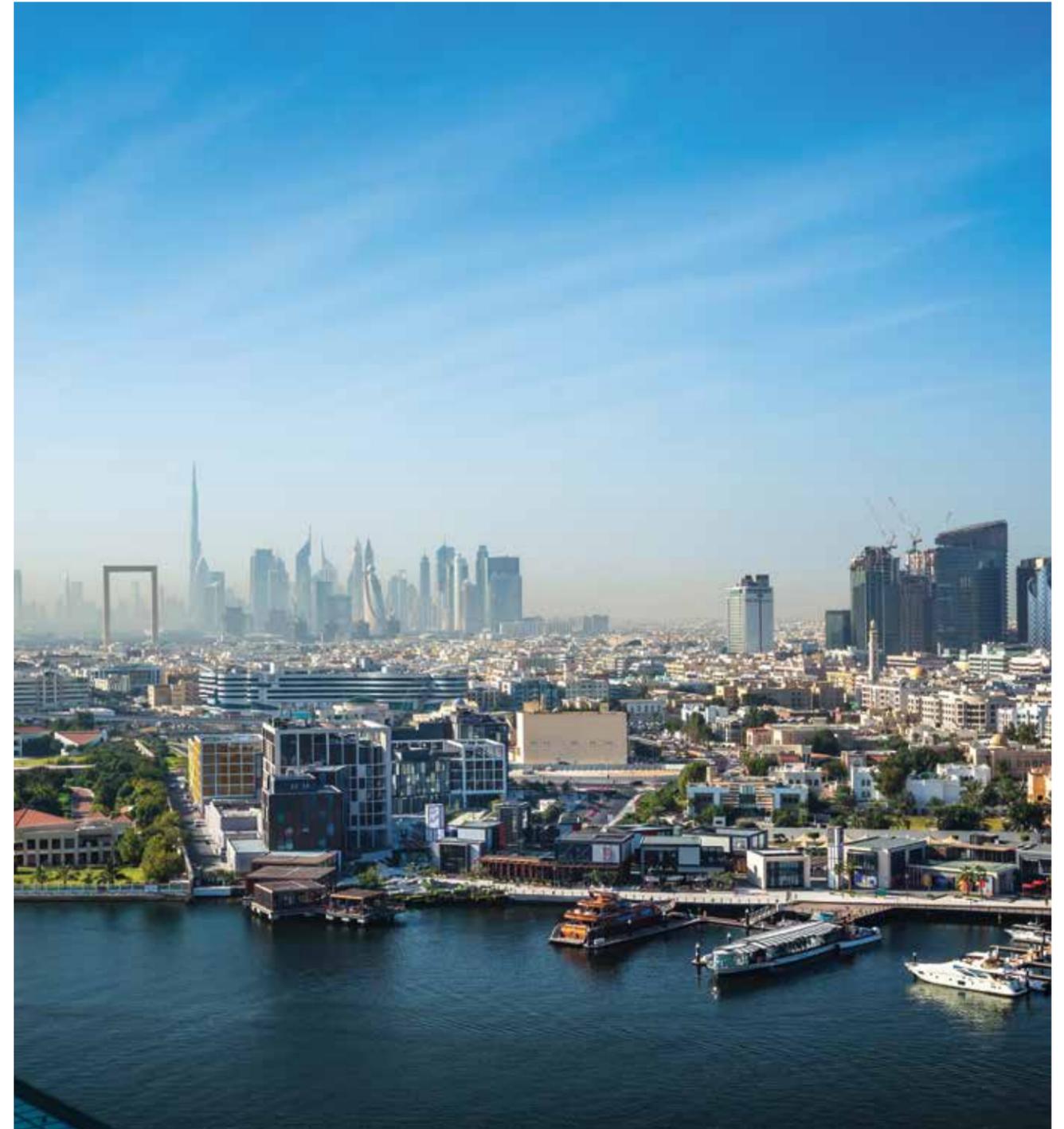
As a host city to the first World Expo in the Middle East, Africa and South Asia region, Dubai will define its legacy as entrepot connecting people and businesses and offering limitless opportunities for growth.

For its part, Dubai Chamber will continue to work closely with public and private sector stakeholders to support Dubai's strategic ambitions and elevate the emirate's status on the global stage.

**HE Majid Saif Al Ghurair**  
Chairman

Dubai Chamber of  
Commerce & Industry

MAJID SAIF AL GHURAIR, CHAIRMAN  
OF DUBAI CHAMBER, ON DUBAI IN 2019  
AND WHERE THE CITY IS HEADED.



PROMOTING DUBAI AS AN INTERNATIONAL  
BUSINESS HUB AND SUPPORTING THE  
DEVELOPMENT OF BUSINESS.

## VISION

To be the best Chamber in the world on driving competitiveness and business growth by 2021

## MISSION

Represent, support and protect the interests of the business community in Dubai

## STRATEGIC OBJECTIVES

- Create a favourable business environment
- Support the development of business
- Promote Dubai as an international business hub
- Achieve institutional excellence and efficient management of resources

EXPERIENCED PROFESSIONALS  
GUIDE DUBAI CHAMBER'S STRATEGY  
AND OPERATIONS.

**Majid Saif Al Ghurair**  
Chairman

**Majid Hamad Rahmah Al Shamsi**  
1st Vice Chairman

**Hisham Abdullah Al Shirawi**  
2nd Vice Chairman

**Abdul Jalil Yousuf Darwish**  
Treasurer

**Helal Saeed Al Marri**  
Vice Treasurer

**Raja Easa Saleh Al Gurg**  
Member of the Executive Committee

**Yahya Saeed Bin Ahmed Lootah**  
Member of the Executive Committee

**H.E. Obaid Humaid Al Tayer**  
Member of the Board

**Dr. Ahmed Saif Belhasa**  
Member of the Board

**Ebrahim Ahmed Abdul Nabi Al Abbas**  
Member of the Board

**Amna Khalfan Al Jallaf**  
Member of the Board

**Buti Saeed Al Ghandi**  
Member of the Board

**Rashid Humaid Ali Al Mazroei**  
Member of the Board

**Shehab M. Gargash**  
Member of the Board

**Sofia Abdulla Saleh**  
Member of the Board

**Abdul Hamied Ahmed Seddiqi**  
Member of the Board

**Abdulla Saeed Juma Al Naboodah**  
Member of the Board

**Ali Abdullah Al Shafar**  
Member of the Board

**Omar Abdullah Al Futtaim**  
Member of the Board

**Essa Abdulla Al Ghurair**  
Member of the Board

**Faiza Alsayed M.Y. Al Hashemi**  
Member of the Board

**Faisal Juma Khalfan Belhouli**  
Member of the Board

**Hani Rashid Bin Rashid Al Yateem**  
Member of the Board

## Dubai: City of the future

H.E. Hamad Buamim, President & CEO of Dubai Chamber, shares his insights on what makes Dubai a leading hub for the Middle East and North Africa region.



**Dubai has established its reputation as a global hub for business in a short span of time. What makes the city one of the most competitive and the go-to-market for global investors?**

**A:** Dubai has long been considered as a land of opportunity for businesses, investors and talent from around the world. The emirate is truly unique with regards to its vast competitive advantages, which include its strategic geographic location, investor friendly environment, sound financial systems and world-class infrastructure. In addition, the emirate is a regional base for many of the world's leading companies, a magnet for innovative startups and a top destination for international events.

Despite its rapid expansion over the decades, the government has continued to roll out new initiatives and incentives to enhance Dubai's attractiveness as a global business hub. Among recent measures are the introduction of 100% foreign ownership in several sectors and long-term residency visas for investors, as well as the reduction of business costs and government service fees. Going forward, we expect to see more momentum behind efforts to attract investors and businesses to the emirate.

There are many exciting projects in the pipeline such as the Dubai Future District, which is set to become Middle East's largest district dedicated to developing the new economy. Located in the heart of Dubai, the district is designed as a new space dedicated to the development of the future economy. In addition, a new AED 1 billion fund will support companies in the district that can power Dubai's future growth.

GOING FORWARD, WE EXPECT TO SEE MORE MOMENTUM BEHIND EFFORTS TO ATTRACT INVESTORS AND BUSINESSES TO THE EMIRATE.

**Dubai Council has announced a target of boosting Dubai's non-oil foreign trade to AED 2 trillion (\$544 billion) in the next five years. How will Dubai Chamber support this goal?**

**A:** Over the last seven years, Dubai Chamber has embarked on an ambitious international expansion strategy that focuses on expanding Dubai's trade links with promising markets around the world. The Chamber operates 11 representative offices across Africa, Eurasia and Latin America, which identify market opportunities for our members, promote Dubai as a global gateway to emerging markets and attract foreign companies to set up in the emirate. To add to that, many of our major events and activities are centred on facilitating cross-border cooperation and examining business opportunities in emerging markets, such as the Global Business Forum series, country focus briefings and trade missions organised by the Chamber. These high-profile events are attended by heads of state, top government officials and prominent business leaders and provide an ideal platform for networking and exploring untapped trade potential.

At the same time, we are investing in new technologies to remove barriers to trade. The Digital Silk Road, a Dubai 10X initiative developed by the Chamber in cooperation with DP World, Dubai Customs and a number of leading UAE banks, is designed to streamline trade processes in Dubai, lower trade costs, speed up delivery of goods, and enhance security and transparency. It is a game-changing platform that aligns with the forward-looking vision of our leadership and has the potential to revolutionise the global trade landscape.

**How important is entrepreneurship to Dubai's economy and what is Dubai Chamber doing to support startups in the emirate?**

**A:** Dubai is home to a thriving entrepreneurial eco-system that is increasingly becoming a source of innovation for the emirate and test-bed for disruptive and emerging technologies. Given the future vision for Dubai that is now starting to come to life, we have recognised the need to expand the level of support we provide to the entrepreneurial community, enabling them to foster a culture of innovation within the business community.

As part of our efforts to cater to the needs of a fast-growing startup community, Dubai Chamber launched Dubai Startup Hub in 2019 as an initiative that can be best described as the main engine driving our comprehensive entrepreneurship strategy. What began as an online interactive portal offering resources and information has now evolved to provide entrepreneurs with an ideal platform for knowledge sharing, mentorship, training, networking and development. Dubai Startup Hub is nurturing and developing a thriving entrepreneurial ecosystem for Dubai and we couldn't be more proud of the success and growth it has seen in the short time it has been running. The initiative has provided a platform for UAE and international startups to pitch to investors and scale their promising young talents benefiting from it and contributing to the economy.

**The preparations for the Expo 2020 Dubai have already transformed the city in a big way. How will Dubai leverage the event to build a legacy?**

**A:** There is no denying the far-reaching economic benefits that Expo 2020 is bringing to the city, with trade, logistics, tourism, hospitality, retail and real estate feeling the Expo effect for some time, while other social benefits are expected to remain long after the event is over. The event will change the way business is done in this part of the world and put the spotlight on the UAE's vast achievements and economic potential.

It is important to remember that this not just a World Expo for Dubai and the UAE, but the first event of its kind to be hosted in the Middle East, Africa and South Asia region that will bring together countries from around the world to foster innovation through international cooperation. There are also plenty of intangible benefits tied to this event, such as the sense of national pride and progress that will make it a truly unique world expo.

We see Expo 2020 as an opportunity for Dubai to write a new chapter in its growth story and cement its reputation as a global leader in innovation and sustainability.

**HE Hamad Buamim**  
President & CEO

Dubai Chamber of  
Commerce & Industry

## Dubai Welcomes the World

Dubbed as “The World’s Greatest Show”, Expo 2020 Dubai, is bringing nations together to connect, collaborate and build a brighter future. The mega event is creating far-reaching economic benefits for its host city, putting it on a path of sustainable growth, progress and prosperity.



THE ECONOMIC BENEFITS OF EXPO 2020 ARE EVIDENT IN THE CITY'S EXPANDING SKYLINE AND INFRASTRUCTURE.

**The Eiffel Tower in Paris, Palace of Fine Arts in San Francisco, Magic Fountain in Barcelona and the Space Needle in Seattle share an important characteristic that goes beyond their status as iconic city landmarks.**

All of these awe-inspiring structures once hosted World Expos designed to showcase the achievements of countries around the world.

Historically, these mega events have boosted the economies and global profiles of host cities. Now, it is Dubai's turn to step into the spotlight as it hosts the first World Expo held in the Middle East, Africa and South Asia (MEASA) region. Expecting more than 25 million visits and a total of 192 participating countries from all corners of the globe, Expo 2020 Dubai is building a powerful legacy as the most inclusive and international Expo ever organised.

### Stepping into the spotlight

Dubai's reputation certainly precedes Expo 2020 as the city has become synonymous with tourism, trade, cultural exchange and innovation. As one of the world's fastest-growing cities, Dubai already has many world records and extraordinary achievements under its belt. To add to that, the city's world-class infrastructure, business-friendly environment, fascinating attractions, warm hospitality and rich culture are all major strengths, which make it an ideal choice for an event of this scale.

As Dubai elevates its position on the world stage, many may be curious to learn more about the city's remarkable growth story. How did a humble fishing village transform into a bustling metropolis that is now home to over 3 million and 200 nationalities in just a few decades?

HE Hamad Buamim, President & CEO of the Dubai Chamber of Commerce & Industry, put it best when describing the key factors that have catapulted Dubai's economy. It all boils down to the bold vision, sky-high ambitions and can-do attitude of the wise leadership, which have served as a blueprint for the city's rapid expansion and development.

**“By opening its economy to the world, Dubai put itself on a steady path of diversification which has enabled it to become a major business hub, attracting top talent, investors and companies from around the world. Yet, despite its progress, the emirate continues to push new boundaries by adopting forward looking policies that ensure that its economy remains competitive and future-ready.”**

HE Hamad Buamim, President & CEO of the Dubai Chamber

### Analysing the Expo effect

The economic benefits of Expo 2020 to Dubai are undeniable and can be seen in the city's expanding skyline and infrastructure. The IMF has projected 2.8 per cent growth for Dubai's economy in 2019 and 3.3 per cent in 2020, with Expo 2020 seen to account for as much as 2.5 per cent of GDP during its run.

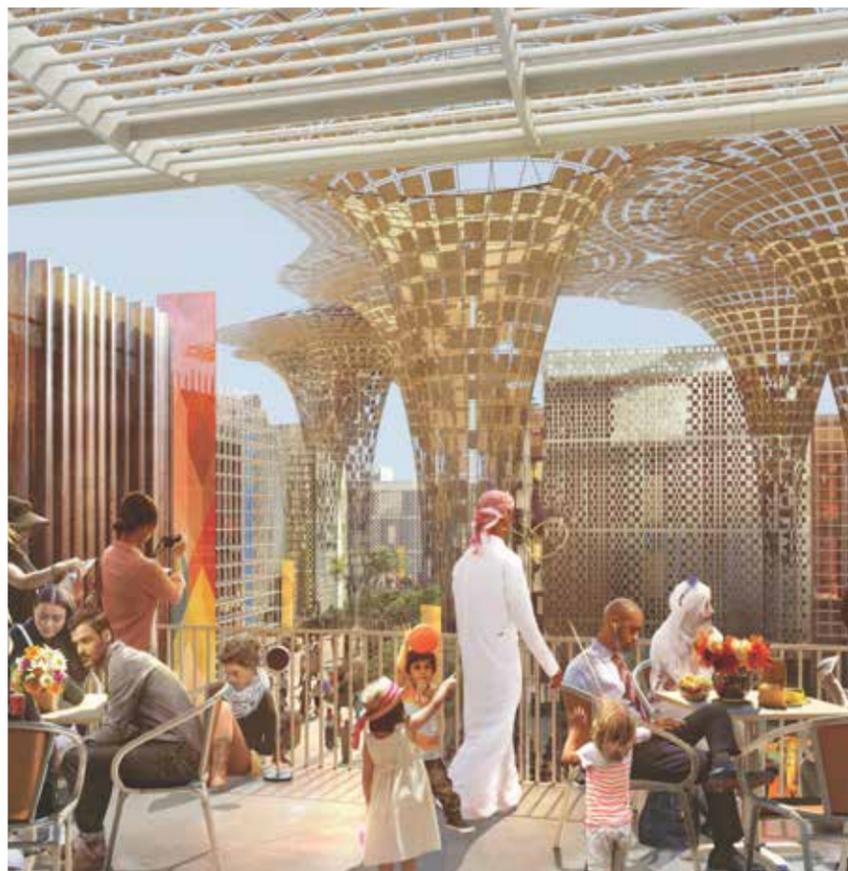
The mega event has boosted activity in various areas of Dubai's economy with the trade, logistics, tourism, construction, finance, retail and real estate sectors witnessing the Expo effect. Dubai's non-oil foreign trade jumped 6 per cent in 2019 to reach over AED1.37 trillion (\$373 billion)

Growth was mainly attributed to Dubai's expanding trade links with promising markets around the world expected to move into high gear during 2020.

Over 16.7 million international visitors were welcomed in Dubai in 2019, marking a 5.1 per cent increase compared to the same period in the previous year. Dubai International continues to uphold its reputation as the world's busiest airport for international passengers welcoming 86.4 million passengers in 2019.

A sharp uptick in the number of new trade licences issued in Dubai was observed during 2019, signaling growing business confidence in the emirate. New trade licences issued rose to 38,377 while total transactions reached 324,773 over the same period.

Cementing its reputation as one of the world's most sought-after shopping destinations, Dubai attracted new international retailers and steady footfall in 2019, while more retailers participated in sales and promotions throughout the year. In addition, e-commerce activity continued to grow as industry leaders such as Amazon and Noon.com capitalised on higher consumer demand.



Expo 2020 Dubai:



**25 mn**

Expected number of visits



**70%**

Percentage of international visitors



**192**

Participating countries



**\$33.3 bn**

Estimated contribution to UAE economy

An estimated 1.3 million square metres of retail space is expected to be delivered by 2020, eventually bringing the city's total stock to 5.1 million square metres.

Foreign investment in Dubai reached a record AED 46.6 billion (\$12.68 billion) in the first half of 2019, marking a whopping 135 per cent year-over-year increase. The emirate attracted 257 FDI projects over the period, with greenfield projects accounting for 61 per cent of the total, followed by new forms of investments (27 per cent), reinvestment (6 per cent) mergers and acquisitions (5 per cent), and new joint ventures (1 per cent). Strategic FDI projects accounted for 62 per cent of total FDI capital flows in the first six months of the year.

Financial services remained a key contributor to Dubai's economy in 2019. Considered as a barometer for the sector, Dubai International Financial Centre (DIFC) maintained growth in the first half of the year, as the total number of active registered firms increased 14 per cent year-over-year to reach 2,289. This figure includes 250 new companies that set up at DIFC during the same period.

**Strengthening the Dubai value proposition**

Other key factors and developments are reshaping Dubai's business landscape. Following the implementation of stimulus initiatives and business-friendly reforms, the government continues to roll out new incentives to support sustainable economic growth and attract foreign investment. Issuing long-term golden residency visas for investors and professionals and allowing 100% foreign investment for mainland companies operating in specific sectors are just a few examples of how Dubai is strengthening its value proposition.

All of these efforts lay the groundwork for a milestone year as the UAE marks 2020 as the Year of Preparation. At this pivotal moment in history, Dubai is not only sharing its story with the world but also creating a grand plan for the next 50 years of growth and development.

Describing the significance of 2020 to Dubai and the UAE, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai said the year is reminiscent of 1970 when a new journey was being drafted for the nation.



**“ We will work together as citizens and residents across all sectors towards the next 50. United, we can make significant changes and raise our aspirations. We are united by team, united by spirit, united towards a promising future.”**

HH Sheikh Mohammed bin Rashid Al Maktoum



**Unlock the Expo opportunity with Dubai Chamber**

Expo 2020 Dubai is creating plenty of new business opportunities with the mega event serving as an ideal platform for companies to showcase their solutions and boost their global profiles.

As an Official Partner of Expo 2020, Dubai Chamber is connecting business communities from around the world and hosting over 33 business forums and seminars throughout the six-month event.

High-level events organised by Dubai Chamber include the largest-ever Global Business Forum Africa (GBF Africa), GBF Latin America, the inaugural GBF ASEAN, the World Chambers Congress 2021, 30 country focus briefings, while the Chamber is extending its support to other premier conferences such as The Retail Summit 2020 and the Global Islamic Economy Summit.

To add to that, the Chamber will bring together government and business leaders, entrepreneurs, investors, decision-makers and industry experts from across the world to network, collaborate and explore new avenues of cooperation at the Expo 2020 Business Connect Centre.

With E&Y estimating that Expo 2020 Dubai will contribute \$33.3 billion to the UAE's economy by 2031, it is an ideal time for businesses to capitalise on this unprecedented opportunity, be part of a long-lasting legacy and make their mark on the world.



DUBAI CHAMBER MEMBERS  
CONTRIBUTE TO DUBAI'S  
KNOWLEDGE-DRIVEN ECONOMY.

## Driving business success in Dubai

As the largest organisation representing the emirate's private sector, Dubai Chamber has seen its role evolve and expand over the years to meet the needs of a fast-growing business community.



Even before the United Arab Emirates was founded, Dubai Chamber of Commerce and Industry was playing a pivotal role in supporting Dubai's economy by facilitating business growth in the emirate. Established by a decree issued by the late Ruler of Dubai, Sheikh Rashid bin Saeed Al Maktoum, Dubai Chamber has seen its membership grow from 450 in 1965 to 245,000 today.

Dubai Chamber is tasked with protecting the interests of its members that do business in one of the world's fastest expanding cities. Despite its rapid growth and milestone achievements, Dubai Chamber continues to make great strides in ensuring a favourable business environment, fostering innovation and promoting Dubai as a global business hub.

“Every year, we challenge ourselves to set new milestones of growth and to keep pace with the evolving needs of Dubai's maturing business community in a proactive manner. We are committed to delivering on the vision of our wise leadership to enhance economic competitiveness in Dubai and position the emirate as one of the best places in the world to do business.”

HE Hamad Buamim, President & CEO of Dubai Chamber of Commerce and Industry

#### Marking a milestone year

For Dubai Chamber, 2019 would be best described as a milestone year marked by membership growth, international expansion and new game-changing initiatives improving ease of doing business in Dubai.

A total of 18,260 new member companies joined Dubai Chamber in 2019, marking a year-over-year increase of 28%, while its total membership rose 9% over the same period.

The total value of exports by Dubai Chamber members, a reflection of the city's strong trade dynamics, reached AED 226 billion (\$61.5 billion). The Chamber issued 778,000 certificates of origin while the number of attestations increased to 18,832. Over 5,784 ATA Carnets – a system managed by Dubai Chamber in cooperation with Dubai Customs to facilitate temporary import entry – were issued and received, with the value of goods covered by these documents increased by 78 per cent over 2018 to AED 5.7 billion (\$1.5 billion).

The number of international delegations received by Dubai Chamber increased 33 per cent year-over-year in 2019 to 2,456 and 37 countries were represented by visiting delegations. The Chamber held meetings with over 4,596 visiting delegates in 2019, up 31% from 2018. Meanwhile, 111 trade missions and outbound delegations were organised by Dubai Chamber and its 11 representative offices. Delegations led by Dubai Chamber participated in 109 international events in 2019, and visited 34 countries and 69 cities during the year. The Chamber's international offices held 2,096 meetings with investors and companies during the same year.

International expansion was a top priority for Dubai Chamber in 2019 as it opened new representative offices in Buenos Aires, Argentina and Shenzhen, China in 2019. Currently, the Chamber operates 11 offices across Africa, Eurasia and Latin America, and plans were announced last year open a new office in Mexico in the near future.

#### Creating business connections

Supporting Dubai's business community through knowledge-sharing sessions, Dubai Chamber organised and supported 58 events and business

forums in 2019, which together welcomed 7,721 participants. A total of 1,077 bilateral business meetings were held, marking an increase of 49 per cent from 724 meetings in 2018. High-profile events hosted by Dubai Chamber included the 3rd Global Business Forum Latin America 2019 in Panama, the 5th Global Business Forum Africa 2019 in Dubai, 2nd Dubai Association Conference, MRM Business Awards, World Chambers Congress 2019 and The Retail Summit 2019.

The Official Expo 2020 Partner, Dubai Chamber is creating connections between UAE businesses and their global counterparts at the mega event. The Chamber is hosting 33 business forums throughout the six-month event, including the inaugural Global Business Forum ASEAN, the next editions of GBF Africa and GBF Latin America (2021) and the World Chambers Congress 2021. These events are expected to attract over 20,000 government and business leaders from around the world. The Chamber will also host an on-site Business Connect Centre networking facility.

#### Advocating for business

In 2019, Dubai Chamber stepped up its business advocacy efforts with the launch of the International Advisory Council, joined by Fortune 500 companies in Dubai. The Council supports the Dubai Council launched in January 2020 by HH Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai, to supervise social and economic governance, and strengthen the competitiveness, economic leadership and attractiveness of the emirate.

On a national level, Dubai Chamber participated in meetings where it provided members of business groups and business councils a platform to share their feedback and views on market conditions. As a result of these

meetings, the Chamber reviewed several government service fees and made recommendations to reduce some existing fees that apply to businesses in the UAE.

The Chamber launched the pilot phase of its Business Voice Portal, a new digital platform designed to streamline public-private sector cooperation and contribute towards Dubai's economic progress and development. Through the interactive portal, members of business groups and business councils in Dubai can share valuable insights and feedback on draft regulation with the aim of ensuring a favourable business environment in the emirate.

Businesses can use the portal to identify challenges facing the business community, and review laws and policies that impact companies operating in various economic sectors within Dubai. In addition, members of business groups and business councils can use the portal to communicate their views and recommendations to the relevant government departments. The platform provides channels for business groups and councils to discuss matters internally and participate in open and public forums where proposals are submitted directly to Dubai Chamber.

In addition, the Business Voice Portal provides users with easy access to Dubai Chamber's electronic library which includes up-to-date and relevant information on existing legislation, economic reports and other valuable insights.

The Dubai Chamber Business Advocacy Committee reviewed 44 drafts throughout its 45 meetings and 24 meetings held by its sub-committee in 2019. The Committee's recommendations and findings are sent to the Supreme Legislation Committee in the Emirate of Dubai.

#### Enhancing business support

Dubai Startup Hub, an initiative of Dubai Chamber, supported over 7,000 startups through its initiatives, programmes and events. The Co-Founder Dubai programme and a revamped Market Access programme were launched in 2019 – giving startups access to development and growth opportunities, while the Dubai Smartpreneur Competition received 256 submissions in its fourth cycle in 2019, attracting business ideas in the areas of blockchain technology, artificial intelligence and digital transformation.

To promote Dubai as a startup destination, Dubai Startup Hub engaged with startup communities through several roadshows. More than 25 startup ecosystems, including Moscow and India, were covered in 2019. In addition, 16 Dubai Startup Hub members were given an opportunity to exhibit at GITEX Future Stars 2019 where they met with potential investors and business partners.

Dubai Chamber's legal services department received 430 cases in 2019, of which 121 cases were settled. The value of settled mediation cases reached approximately AED 23.1 million and the value of handled mediation cases reached over AED 62 million.

The legal services department hosted workshops and events at the Chamber, which raised awareness on a wide range of legal topics and issues impacting the business community such as Practical Approaches to Successful Franchising, the UAE's Bankruptcy Law to Documentary Credits Operations, the UAE Labour Law and the UAE VAT Law.

The Dubai International Arbitration Centre (DIAC), an initiative of Dubai Chamber providing impartial and efficient administration to commercial disputes, received 207 cases in 2019. DIAC's new board of trustees was formed by a decree of HH Sheikh Mohammed. Board of trustees joined by

legal experts and business leaders. The board outlined new plans and efforts to boost Dubai's position as a global centre for commercial arbitration.

Dubai Association Centre (DAC) granted 5 new licenses to associations setting up in Dubai in 2019, bringing the total number of DAC-licensed associations to 65. The Centre hosted the 2nd Dubai Association Conference and opened its new offices in Dubai.

  
**245,000**  
Number of members

  
AED  
**226 bn (\$61.5 bn)**  
Value of member exports in 2019

  
**18,260**  
New members in 2019

  
**9%**  
Year-over-year growth in membership in 2019

## Elevating the Voice of Business

Dubai Chamber steps up efforts to advocate on behalf of companies in Dubai to ensure a favourable business environment.



**One of the key factors fueling Dubai's remarkable expansion over the last few decades has been the close cooperation and seamless integration between its public and private sectors – a strategic partnership that has differentiated the emirate and boosted its economic competitiveness.**

As a bridge between government and business, Dubai Chamber of Commerce and Industry plays a crucial role in facilitating public-private sector cooperation and advocating on behalf of companies in Dubai to ensure a favourable business environment.

In addition to engaging in an open dialogue with members of business groups and business councils in Dubai, the Chamber has put several initiatives in place that businesses in the emirate are leveraging to voice their concerns, address issues of common interests and share policy recommendations.

Dubai Chamber formed the International Advisory Council in 2019 – a major stimulus initiative launched under the directives of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President, Prime Minister and Ruler of Dubai.

The council, joined by several Fortune 500 and leading companies operating in Dubai, supports the Chamber's efforts to evaluate market conditions and reduce the cost of doing business in the emirate.

The council also complements many other business advocacy initiatives launched by Dubai Chamber such as the Business Voice Portal, a digital platform, which has strengthened public-private sector cooperation. Khalil Haddad, Director of Strategy at Dubai Chamber, says the portal serves as the voice of the business community.

THE INTERNATIONAL ADVISORY COUNCIL, JOINED BY SEVERAL FORTUNE 500 AND LEADING COMPANIES OPERATING IN DUBAI, SUPPORTS THE CHAMBER'S EFFORTS.

“The portal is a two-way platform that enables the business community to gain enormous insights from the members of the various business councils and groups on the market trends. It also provides Dubai Chamber with a first-hand understanding of the challenges faced by businesses and advocate on behalf of them by relaying their concerns and views to the relevant government entities,”

Khalil Haddad, Director of Strategy at Dubai Chamber

### Ensuring a business-friendly regulatory environment

In 2019, Dubai Chamber reviewed 44 draft legislations including federal laws, resolutions by the cabinet, ministries and other federal authorities, and draft laws of local and GCC legislations. These laws were evaluated extensively, and the highlights shared with its members helping them to take strategic decisions that support long-term growth. Regulation studied covered everything from labour law and health insurance to intellectual property rights and the protection of mineral resources in the UAE. A landmark draft law on lifting criminal protection for dishonoured cheques as well as a regulation linking production units to renewable energy were also evaluated.

Similarly, Cabinet Resolutions concerning safety management of damaged batteries, the use of some types of plastic, and the issuance of preference shares by public joint stock companies were evaluated by the Chamber to ensure that they protect the interest of businesses in Dubai.

To add to that, Dubai Chamber and Emirates Authority for Standardization and Metrology (ESMA) have joined forces to share knowledge and involve the private sector in reviewing legislation with the aim of ensuring ease of doing business. Under the terms of the an MoU signed by both entities in 2019, business groups and business councils established under the umbrella of Dubai Chamber will evaluate policies issued by ESMA and provide feedback and suggestions for improving them.

### Empowering entrepreneurs through advocacy

Dubai Chamber's policy advocacy initiatives are not limited to established businesses. Dubai Startup Hub, launched by the Chamber in 2016 as an online platform to connect startups, entrepreneurs, developers, venture capitalists and students, has addressed several key challenges faced by startups in Dubai through its Entrepreneurship Advocacy Series.

As part of this series, Dubai Chamber prepared a number of whitepapers throughout 2019 that provided clarity on a wide range of startup-related issues such as access to finance, market data and banking solutions, as well as practical recommendations for addressing such matters.

These insights paved the way for creation of a Dubai Chamber-led working group on SME banking which achieved its objectives of greenlighting banking and licensing solutions tailored to the needs of startups and fostering cooperation between UAE banks and the country's startup ecosystem.



## Play by the rules

The UAE's legal landscape continues to evolve in line with the needs of a maturing business community.



THE UAE CONTINUES TO IMPROVE LEGISLATION TO MEET THE CHANGING NEEDS OF THE BUSINESS ENVIRONMENT.



**Pro-business regulatory reforms and sound legal frameworks were among the key factors that supported the UAE's strong performance on the World Bank's Ease of Doing Business 2020 rankings, cementing the country's leading position in the region.**

The UAE continues to improve legislation to meet the changing needs of a maturing business community, enhance its economic competitiveness and align existing standards with best international practices. Recent examples of this include the adoption of the Federal VAT Law establishing rules for applying for VAT in the UAE, the modernisation of bankruptcy laws and changes to the UAE Labour Law.

An in-depth understanding of the evolving legal framework is crucial for business continuity, says Jehad Kazim, Director of Legal Services at Dubai Chamber.

**“Learning the intricacies of the new laws will help businesses to address new challenges, ensure their compliance and avoid legal risks.”**

Jehad Kazim, Director of Legal Services at Dubai Chamber

As part of Dubai Chamber's efforts to keep its members and the wider business community in Dubai informed of important regulatory developments, the organisation regularly hosts workshops covering key aspects of new laws and offering expert advice on common legal issues.

Workshops organised by the Chamber in 2019 examined practical approaches to successful franchising, bankruptcy laws in the UAE, documentary credits operations, the new UAE Commercial Companies Law, the DIFC Companies Law, Companies laws, the updated UAE Labour Law and the UAE's Federal VAT Law.

Jehad Kazim, Director of Legal Services at Dubai Chamber, noted that the strong participation and interest in the workshops reflects a growing awareness among business in Dubai about the importance of complying with new regulations and procedures, adding that such efforts fall in line with the Chamber's aim to create a favourable business environment and support business growth in the emirate.

Another key focus of Dubai Chamber's Legal Services department is resolving commercial disputes. The department received 430 business dispute cases in 2019 of which 121 were settled. The value of cases resolved amounted to AED23.17 million (\$6.31 million), while the total value of all handled mediation cases exceeded AED62.23 million (\$16.94 million).



**430**

Commercial cases received



**121**

Cases settled



AED  
**23.17 mn**

Value of settled mediation cases

## How Market Insights Can Drive Better Business

Access to up-to-date economic data and market intelligence has become a necessity for businesses navigating a fast-changing trade landscape.



At a time when trade dynamics are shifting and new technologies are disrupting industries, businesses in all corners of the globe are increasingly relying on economic data and market intelligence to make better business decisions and maintain their competitive edge.

As part of its efforts to keep its members informed of key market trends and opportunities, Dubai Chamber of Commerce and Industry conducts extensive economic research and market intelligence reports covering a wide range of industries.

“Understanding market trends is mission-critical for businesses to drive their long-term growth. We are constantly bringing our members up-to-speed on important developments reshaping the global trade landscape and offering them valuable insights on business opportunities in promising markets. This is even more important in today’s digital era when the change is fast and disruptive.”

Dr. Belaid Rettab, Senior Director, Economic Research and Sustainable Business Development Sector, Dubai Chamber

The findings of Dubai Chamber’s research are compiled as Economic Bulletins, Market Snapshot Reports and Fact Sheets, each offering fresh insights on the market. Market insights are also presented to the business community in Dubai at forums and seminars hosted by the Chamber.

In 2019, over 22 business intelligence reports were prepared by Dubai Chamber’s Economic Research Department, in addition to five detailed surveys on diverse aspects of the business landscape and 55 country fact sheets that serve as ready reckoners for investors planning to expand their business to new markets.

DUBAI CHAMBER PREPARED 28 REPORTS FROM 12 EXPANDED DATABASES COVERING UAE AND DUBAI’S FOREIGN TRADE AS WELL AS SOCIO-ECONOMIC INDICATORS.

In total, 132 research inputs supported the Chamber’s various departments in 2019, as well as government agencies and foreign embassies and consulates, while over 13,200 information services were offered to Dubai Chamber members, non-members and international businesses.

### Boosting business through intelligence

Addressing a growing need for market data within the business community, Dubai Chamber prepared 28 reports from 12 expanded databases covering UAE and Dubai’s foreign trade as well as socio-economic indicators.

Further, to give real-time market intelligence, 24 price surveys and five business surveys were conducted to monitor business expectations. A survey on corporate social responsibility shed light on how businesses in Dubai are integrating CSR as a corporate function.

### Market insights at your fingertips

Embracing digitisation, Dubai Chamber maintains an extensive e-library with 1,020 new entries added and updated in 2019. More than 6,240 users benefited from the e-library while the Dubai Chamber Directory, now available in USB format, provides all required information about the members readily.

In addition, 800 business reports have been sold through Dubai Chamber’s Credit Rating Service, giving businesses access to valuable information on prospective business partners. Several sessions were held throughout 2019 which raised awareness about the benefits of credit rating reports, as well as the ‘Global Trusted e-Network’, which aims to strengthen the credibility of organisations to do business online. The Global Trusted e-Network was promoted through special sessions offering businesses the opportunity for two tiers of membership – standard and premium.



**13,200**  
Information services



**132**  
Research inputs



**22**  
Business Intelligence reports



**24**  
Price surveys



**6,240**  
e-library users

## Supporting Dubai's Smart City Vision

After achieving 96 per cent smart transformation of its core services in 2019, Dubai Chamber is looking at new ways to digitise trade processes.



Dubai has raised the benchmark in smart city transformation by launching digital-driven services and initiatives that prioritise the happiness of the people as the ultimate success factor. By leveraging advanced technologies, the emirate is creating new pockets of economic growth, raising living standards and improving ease of doing business.

Today, the UAE leads the Middle East and North Africa region in ease of doing business, ranking 16th on the World Bank's 2020 Doing Business Report. The UAE scored particularly high in the category of starting a business with Dubai's smart services push has significantly contributed to the country's strong performance.

Dubai Chamber of Commerce and Industry has played a crucial role in driving this digital shift by expanding its range of smart services over the years, which have created value for the organisation's members and customers, saving them time and money.

### Chamber 4.0

Dubai Chamber's wide range of smart services extend to issuance of certificates of origin; attestation; membership; research, reports and studies; legal information; ATA Carnet; credit rating reports; mediation; Dubai Chamber CSR Label; business groups & councils; global and regional associations, as well as other valuable resources that can be accessed through digital channels.

In 2019, Dubai Chamber processed nearly 1 million smart transactions and achieved 96 per cent smart transformation of its core services. The Chamber recorded a 80 per cent drop in the number of customers served at its service centres branches between 2016 and 2019. This signaled a positive trend and growing preference among customers to utilise the Chamber's convenient services across digital platforms.

In addition, the Chamber achieved 90 per cent implementation of Dubai Paperless Strategy, eliminating 23 million papers and contributing to AED 50 million (\$ 13.6 million) in cost savings between 2016 and 2019.

Available through Android and Apple Store, the Dubai Chamber Smart App packs a number of special features including COO requests, a comprehensive events calendar to view upcoming events, online service payment facility, an inbox notification centre that serves as a customer update channel, a commercial directory search, legal services and information services.

Mr. Atiq Juma Nasib, Senior Vice President of Commercial Services, Dubai Chamber, explained that smart transformation and ease of doing business have long been top priorities for Dubai Chamber. The organisation was the first chamber of commerce in the region to introduce the ATA Carnet system and electronic Certificates of Origin in the region, while it often shares best practices in membership and trade documentation with other chambers of commerce. In 2018, Dubai Chamber reached an important milestone as the Crown Prince of Dubai and Chairman of The Executive Council of Dubai His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum unveiled a 5-Star plaque at the Customer Happiness Centre at the Chamber's headquarters.

**“Today, our customers can access a vast majority of our services without having to visit our offices, and we see this as a great achievement and contribution to positioning Dubai as one of the world's smartest cities,”**

Atiq Juma Nasib, Senior Vice President of Commercial Services, Dubai Chamber

### Digital transformation drive

In 2020, Dubai Chamber is taking its smart services push a step further with plans to transition attestation services online, which will scale up its overall smart transformation to 98 per cent – putting the organisation within reach of its goal of being a 100 per cent smart chamber.

Looking ahead, Dubai Chamber has set its sights on new digital transformation initiatives that go far beyond smart services. Dubai Chamber of Commerce and Industry, in partnership with DP World, Dubai Customs and a number of leading banks in the UAE, is developing the Digital Silk Road project, a Dubai 10X initiative which seeks to use blockchain technology to eliminate key complexities and weaknesses in the global trading system.

The project will boost transparency of supply chains through digital transformation and comprehensive process automation. The Digital Silk Road will support entrepreneurs in enhancing their innovative capabilities, accelerate business transactions, increase security and reduce trade in counterfeit goods, and provide reliable information to parties anywhere and anytime to enrich the experience of customers.

“Dubai is well known for being a record breaking city where we strive to overcome the most difficult challenges across different circumstances. We believe that the Digital Silk Road will be a competitive project that will achieve the best records and rewrite the history of world trade. The emirate enjoys a strategic location that links traditional trade routes and has an advanced logistics infrastructure that enhances its position in the global trading system,” said Nasib.

IN 2019, DUBAI CHAMBER PROCESSED NEARLY 1 MILLION SMART TRANSACTIONS AND ACHIEVED 96 PER CENT SMART TRANSFORMATION OF ITS CORE SERVICES.

The Digital Silk Road project is part of the Dubai 2021 plan, especially its themes of 'smart and sustainable city' and 'pivotal hub in the global economy'. The project will reinforce Dubai's position as one of the most important business centres in the world.



# Supporting international business growth

Dubai Chamber facilitates cross-border business collaboration by organizing high-level forums in emerging markets, trade missions, and presence of international offices.



## Dubai and Latin America bolster business ties

Dubai Chamber took its Global Business Forum series to Panama in 2019, signaling growing interest in Dubai among Latin American companies.



HE Majid Saif Al Ghurair, Chairman of Dubai Chamber, former President of Panama  
HE Juan Carlos Varela, and HE Hamad Buamim, President & CEO of Dubai Chamber

A report by Inter-American Development Bank (IDB), in cooperation with Dubai Chamber of Commerce and Industry, highlights that the UAE is today the top trading partner in the Gulf region for countries in Latin America and the Caribbean (LAC).

Trade between the GCC countries and LAC reached AED59.9 billion (US\$16.3 billion) in 2018 with the UAE accounting for 27 per cent of the exports and 46 per cent of the imports. Brazil, Argentina and Mexico are the top trading partners in the region for GCC, jointly accounting for 76% of the intraregional trade.

Organised by Dubai Chamber, the Global Business Forum (GBF) Latin America has played a crucial role in facilitating trade and business exchange between the two regions. The event series is a key pillar of the Chamber's expansion strategy, which is partly implemented through the organisation's representative offices in Brazil, Panama and Argentina.

After hosting the first two editions of GBF Latin America in Dubai, Dubai Chamber made a strategic move to hold the third forum in Panama under the theme "Next Hubs, New Regions". The high-level forum was joined by 800 delegates from 50 countries including heads of state, ministers, top government officials, policymakers and business leaders from the UAE and Latin America, while 300 bilateral business meetings were held on the sidelines of the event.

### Next hubs, new regions

Panama proved to be an ideal setting to host the forum due to the fact that the Latin American country shares many synergies with Dubai as logistics hubs and gateways to their respective regions. Not only do the two economies benefit from a strategic geographic location, they are also well-diversified and geared toward foreign trade.

“As one of the fastest growing economies in Latin America, Panama is increasingly becoming a preferred gateway for countries from around the world that want to access Latin America – much like the position that Dubai holds in the Middle East and North Africa region,”

HE Majid Saif Al Ghurair, Chairman of Dubai Chamber

“By hosting the forum in Panama's capital city, we wanted to send a clear message to stakeholders in that part of the world and demonstrate our strong commitment to expand Dubai's trade links with Panama and other countries across Latin America and the Caribbean regions. We were very encouraged to see such an overwhelming response with government and business leaders travelling from far away to attend the forum in Panama” said HE Majid Saif Al Ghurair.

### Building future partnerships

The presence of former Panamanian President HE Juan Carlos Varela and Haitian President Jovenel Moïse only added to the significance of the forum. For his part, HE Varela revealed plans for the two countries to establish specialised working groups that will aim to foster bilateral cooperation in key sectors of mutual interest, including tourism, real state, free zones, among others, to achieve short term results and boost bilateral relations. He called on Panama's public and private sector players to participate in Expo 2020 Dubai, which he described as an ideal opportunity for Panama to showcase the potential it can offer the world.

According to HE Varela, Panama offers competitive advantages that companies in the UAE and GCC can benefit from such as its growing investment opportunities, sound financial infrastructure, added value provided by an established logistics sector, and strategic geographic position providing easy access to the Caribbean and Latin American markets.

Meanwhile, H.E. Moïse stated that Haiti is focused on developing its infrastructure, improving connectivity, and investing in several sectors, such as agriculture, renewable energy and healthcare, adding that these are all areas where it is looking to expand its cooperation with the UAE and other countries.

Detailed presentations and interactive discussions at the Forum explored prospects for increasing economic cooperation between the UAE and the Latin America and Caribbean regions in several sectors and areas of mutual interest including agribusiness and food security, infrastructure, tourism and hospitality, logistics, finance and fintech, renewable energy, commodities trading, startups and innovation-focused industries.

During the forum, officials urged business leaders to capitalise the new trade and investment opportunities that are emerging in the two regions. Addressing delegates at the event, HE Al Ghurair elaborated on Dubai Chamber's expansion strategy in Latin America, which is implemented through the organisation's representative offices in Brazil, Panama and Argentina. He revealed during the forum that Dubai Chamber would plan to open an additional office in Mexico in the near future – a natural move considering the expansion of direct flights between Latin America and the UAE. Such efforts, HE Al Ghurair explained, will further boost Dubai's non-oil trade with Latin America beyond the \$6.7 billion accounted for in 2018, and encourage more UAE businesses to establish a presence in Latin America and vice versa.

### Exploring new frontiers

On the sidelines of the event, Dubai Chamber led a delegation of 70 businessmen from the UAE to explore business opportunities in Latin America that can be accessed through Panama. They met key stakeholders from Panama's public and private sectors, including HE Varela, Former Panamanian President, H.E. Isabel de Saint Malo de Alvarado, former Vice President and Foreign Minister; HE Néstor Gonzalez, former Minister of Industries and Commerce; Haitian President Jovenel Moïse; in addition to government officials and business leaders from Latin America and the Caribbean.

UAE delegates participated in site visits to the expanded Panama Canal, City of Knowledge and the Colón Free Trade Zone, the largest free port in the America and the world's second largest free trade zone. During the visits, the delegates learned about new investments and technologies that are being allocated and adopted to improve ease of doing business in Panama and expand the country's services sectors.

Commenting on the outcome of the forum and trade mission, HE Hamad Buamim, President & CEO of Dubai Chamber reaffirmed Dubai's commitment to working with partners and business communities across Latin America and Caribbean regions.



DUBAI CHAMBER MADE A STRATEGIC MOVE TO HOLD THE THIRD FORUM IN PANAMA UNDER THE THEME “NEXT HUBS, NEW REGIONS”.

“We are here for the long-term, we have planted a seed and we are eager to see the results. Emerging economies, especially within the GCC, Latin America and the Caribbean regions have a lot to offer. Now more than ever, businesses and governments must work together to develop policies and practices that make international trade work for everyone in the 21st century,”

HE Hamad Buamim, President & CEO of Dubai Chamber



## Unlocking Africa's economic potential

The Global Business Forum Africa 2019 in Dubai put the spotlight on attractive investment opportunities emerging across the continent.



H.H. Sheikh Mohammed Bin Rashid Al Maktoum with African heads of state at Global Business Forum Africa 2019

Home to some of the world's fastest-growing economies, Africa offers a wealth of business potential as it enters a new phase of development. Regional integration, economic reforms and a digital boom are reshaping the continent's business landscape and boosting its attractiveness among foreign investors.

Over the last decade, Dubai has emerged as a gateway connecting resource-rich African nations to new growth opportunities. The Global Business Forum Africa, a flagship event series launched by Dubai Chamber of Commerce and Industry in 2013, explores business prospects in African markets, while it also positions Dubai as a preferred hub for African companies.

The high-level forum held in Dubai under the patronage of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, encourages international revenue flows into Africa by engaging leading decision-makers on the global investment scene.

Held in 2019, the fifth edition of GBF Africa brought together more than 2,500 delegates from 76 countries, including heads of state, ministers, policymakers, prominent business leaders and entrepreneurs. The two-day event featured 40 speakers who joined 26 sessions and panel discussions covering key trends, technologies, opportunities and challenges.

Participation in GBF Africa 2019 increased by 67 per cent compared to the previous edition, while a total of 350 bilateral business meetings were held on sidelines of the forum, signaling increased exchange between the UAE and African business communities, as well as the event's growing significance.

### Strengthening trade ties

Looking at recent economic indicators, it is safe to stay that UAE-Africa relations have never been better.

The value of Dubai's non-oil trade with continent has increased steadily in recent years, accounting for 10.5% of the emirate's total non-oil foreign trade in 2018.

Several key factors have supported this trend, such as the expansion of direct flights between the UAE and major African cities, the signing of strategic cooperation agreements and the easing of visa restrictions.

The current untapped potential of UAE exports to Africa is valued at \$3.6 billion, according to recent analysis from Dubai Chamber. Once fully implemented, the Africa Continental Free Trade Area (ACFTA) will open the door to new trade and investment opportunities. This is where Dubai can play a crucial role as an economic partner that can help unlock that potential.

Omar Khan, Director of International Offices, Dubai Chamber, says GBF Africa is a key pillar of Dubai Chamber's expansion strategy, which also comprises the Chamber's four representative offices in Ethiopia, Ghana, Mozambique and Kenya.

OVER THE LAST DECADE, DUBAI HAS EMERGED AS A GATEWAY CONNECTING RESOURCE-RICH AFRICAN NATIONS TO NEW GROWTH OPPORTUNITIES.

“Our Africa offices have enhanced our efforts to evaluate business potential across the continent and attract African companies to Dubai. Going forward, we see tremendous potential to capitalise on bilateral business opportunities, and GBF Africa is the ideal platform to familiarise UAE companies with such prospects.”

Omar Khan, Director of International Offices, Dubai Chamber

### Scaling startups

Much like the UAE, Africa has transformed into a hotbed for innovation that has seen thousands of startups emerging in recent years. These startups, specialising in advanced technologies, are leading the digital transformation of industries and filling market gaps across the continent.

Recognising the opportunity to tap into these synergies, Dubai Chamber launched the first cycle of the GBF Mentorship Programme, which fostered collaboration between UAE and African startups and paired talented entrepreneurs with experienced mentors. At GBF Africa 2019 in Dubai, startup finalists from the programme showcased their businesses and pitched to potential investors.



“Through this programme, we aim to build an entrepreneurial legacy that encourages more innovative startups from the UAE and Africa to go beyond borders and scale their businesses. It also supports the efforts of Dubai Chamber to nurture and develop Dubai's entrepreneurial ecosystem and provide our startup members with access to global expansion opportunities.”

Hassan Al Hashemi, Vice President, International Relations, Dubai Chamber

### All eyes on Africa

As an Official Partner, Dubai Chamber is organising the largest and most comprehensive GBF Africa to date during Expo 2020 Dubai. In addition, the Chamber will host several country focus briefings exploring investment prospects in Kenya, Nigeria, Senegal, Zambia, Rwanda, Benin, Uganda, Zimbabwe, Ethiopia, South Africa, South Sudan, Ghana and Mozambique.

The mega event provides an ideal platform for Africa to showcase its economic potential to the world, while it also offers an unprecedented opportunity for African companies to boost their global profile.



THROUGH INTERNATIONAL OUTREACH,  
DUBAI CHAMBER HIGHLIGHTS THE  
STRENGTHS OF DUBAI.

## Reaching out to the world

Dubai Chamber engaged the international business community through roadshows and by participating in events to highlight Dubai's competitive business environment.



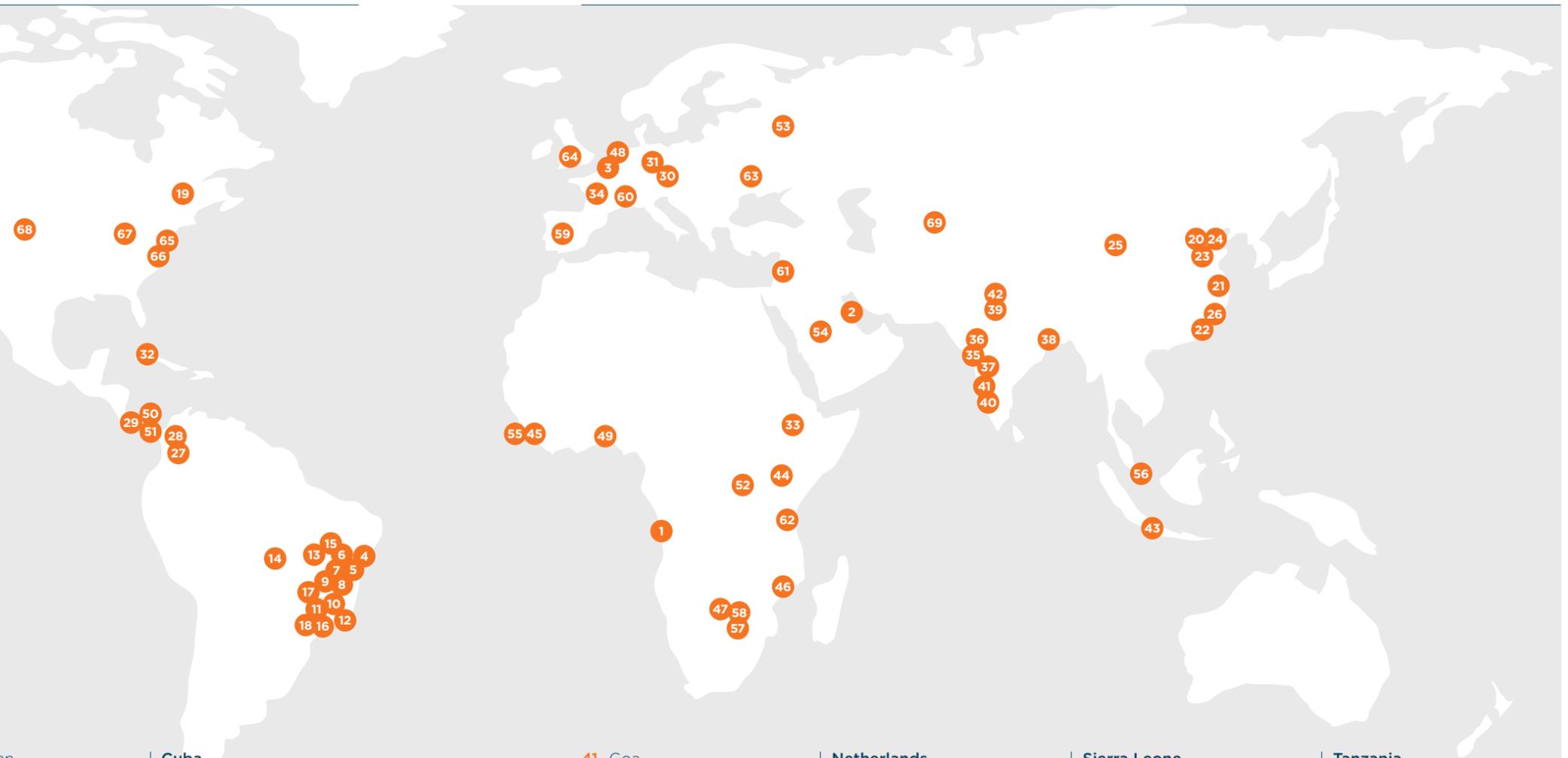
**35**  
Countries  
visited



**69**  
Cities  
covered



**109**  
Events  
attended



**Angola**

- 1. Luanda

**Bahrain**

- 2. Manama

**Belgium**

- 3. Brussels

**Brazil**

- 4. Santos
- 5. Guarujá
- 6. Caratinga
- 7. Manhauçu
- 8. Matipó
- 9. Belo Horizonte

- 10. Varginha
- 11. Eloi Mendes
- 12. Rio de Janeiro
- 13. Brasília
- 14. Cuiabá
- 15. Vitoria
- 16. Jundiá
- 17. Patrocínio
- 18. Santa Rita do Sapucaí

- 19. Montreal

**Canada**

- 19. Montreal

**China**

- 20. Beijing
- 21. Shanghai

- 22. Shenzhen
- 23. Yiwu
- 24. Hangzhou
- 25. Yinchuan
- 26. Xiamen

**Colombia**

- 27. Bogota
- 28. Medellin

**Costa Rica**

- 29. San Jose

**Czech Republic**

- 30. Prague
- 31. Karlovy Vary

**Cuba**

- 32. Havana

**Ethiopia**

- 33. Addis Ababa

**France**

- 34. Paris

**India**

- 35. Mumbai
- 36. Ahmedabad
- 37. Pune
- 38. Kolkata
- 39. Delhi
- 40. Bangalore

- 41. Goa
- 42. Chandigarh

**Indonesia**

- 43. Jakarta

**Kenya**

- 44. Kisumu

**Liberia**

- 45. Monrovia

**Mozambique**

- 46. Maputo

**Botswana**

- 47. Gaborone

**Netherlands**

- 48. Amsterdam

**Nigeria**

- 49. Lagos

**Panama**

- 50. Panama City
- 51. David

**Rwanda**

- 52. Kigali

**Russia**

- 53. Moscow

**Saudi Arabia**

- 54. Riyadh

**Sierra Leone**

- 55. Freetown

**Singapore**

- 56. Singapore

**South Africa**

- 57. Johannesburg
- 58. Pretoria

**Spain**

- 59. Madrid

**Switzerland**

- 60. Geneva

**Syria**

- 61. Damascus

**Tanzania**

- 62. Dar es salam

**Ukraine**

- 63. Kyiv

**United Kingdom**

- 64. London

**United States**

- 65. New York
- 66. Washington DC
- 67. Ohio
- 68. Colorado

**Uzbekistan**

- 69. Tashkent

DELEGATES FROM AROUND THE WORLD DISCOVER DUBAI'S WORLD-CLASS INFRASTRUCTURE AND COMPETITIVE LANDSCAPE.

## Welcoming the global business community

Dubai Chamber received international delegations from across the world, presenting to the visitors the competitive strengths offered by Dubai.



**37**

Countries represented by delegations visiting Dubai Chamber



**2456**

International delegations received



**33%**

increase in delegations received



- |               |              |             |               |                  |                    |
|---------------|--------------|-------------|---------------|------------------|--------------------|
| 1. Algeria    | 7. Brazil    | 13. Holland | 19. Lithuania | 25. Paraguay     | 31. Tanzania       |
| 2. Angola     | 8. Chile     | 14. India   | 20. Malaysia  | 26. Russia       | 32. Turkey         |
| 3. Argentina  | 9. China     | 15. Japan   | 21. Monaco    | 27. Saudi Arabia | 33. Ukraine        |
| 4. Azerbaijan | 10. Cyprus   | 16. Korea   | 22. Nigeria   | 28. Serbia       | 34. United Kingdom |
| 5. Bahamas    | 11. Ethiopia | 17. Kuwait  | 23. Norway    | 29. Singapore    | 35. USA            |
| 6. Bahrain    | 12. France   | 18. Lebanon | 24. Panama    | 30. Syria        | 36. Uzbekistan     |
|               |              |             |               |                  | 37. Zambia         |

THE INTERNATIONAL REPRESENTATIVE OFFICES OF DUBAI CHAMBER PROMOTE BILATERAL TRADE AND BUSINESS BY SHOWCASING DUBAI'S ECONOMIC COMPETITIVENESS.

## Expanding global reach

To engage with the international business community and to highlight the ease of doing business in the city, Dubai Chamber has 11 representative offices including two opened in 2019 - in Buenos Aires, Argentina; and Shenzhen, China. A new office will open in Mexico soon.



Dubai Chamber International offices team



### EXISTING OFFICES

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>1. <b>Azerbaijan</b><br/>Baku</li> <li>2. <b>Argentina</b><br/>Buenos Aires</li> <li>3. <b>China</b><br/>Shanghai</li> <li>4. <b>India</b><br/>Mumbai</li> </ul> | <ul style="list-style-type: none"> <li>5. <b>Ethiopia</b><br/>Addis Ababa</li> <li>6. <b>Kenya</b><br/>Nairobi</li> <li>7. <b>Ghana</b><br/>Accra</li> <li>8. <b>Mozambique</b><br/>Maputo</li> </ul> | <ul style="list-style-type: none"> <li>9. <b>Panama</b><br/>Panama City</li> <li>10. <b>Brazil</b><br/>Sao Paolo</li> <li>11. <b>China</b><br/>Shenzhen</li> </ul> |
|---|---|--|

### FUTURE OFFICE

- 12. **Mexico**  
Mexico City



**11**

International Offices

**1**

Future Office

## World Chambers leaders meet in Dubai

The 12th World Chambers Congress examines how chambers of commerce from around the world are leveraging advanced technologies to achieve their goals.



Over the last few decades, Dubai has established a reputation for hosting world-class events, and the 12th World Chambers Congress (WCC) will be no exception when it descends on the city in 2021. Bringing together 1,200 participants from 100 countries, the Congress can be best described as a meeting of minds that draws on the expertise and best practices of chambers of commerce from around the world.

Held under theme “Generation Next: Chambers 4.0” and hosted by World Chambers Federation in cooperation with Dubai Chamber of Commerce and

Industry, the 12th WCC is addressing some of the most pressing issues facing the global chambers community. The event will put the spotlight on advanced technologies in helping chambers of commerce enhance their services and value proposition.

### What’s on the agenda?

Placing a key focus on innovation, the Congress will examine how chambers of commerce around the world are rethinking their priorities and creating new solutions that address existing challenges, remove trade barriers and drive global prosperity.

THE 12TH WCC COMES AT AN EXCITING TIME FOR DUBAI AS THE EVENT COINCIDES WITH EXPO 2020 DUBAI.

“Technology is already transforming the global trading system and reshaping the way chambers of commerce operate and interact with their members. As new technologies emerge, so do new challenges and opportunities. The responsibility falls on chambers of commerce to navigate trade in a world of disruption and innovate in order to remain relevant.”

HE Hamad Buamim, President and CEO of Dubai Chamber, and Chairman of the World Chambers Federation, ICC’s global forum uniting a network of 12,000 chambers and their respective business communities

Dubai Chamber’s President and CEO noted that that WCC 2021 would foster cross border cooperation, adding that the Congress would provide an ideal platform for Dubai to showcase the remarkable economic and social

progress it has achieved through the adoption of Fourth Industrial Revolution technologies, including new initiatives it has embraced to improve ease of doing business and facilitate trade.

### Why participate?

Complementing the conference aspect of WCC 2021 is the World Chambers Competition – a unique award programme recognising innovative projects undertaken by chambers from around the world.

Chambers of commerce from around the world will compete across several categories, namely Best Match-making Project, Best Climate Action Project, Best Unconventional Project and Best Digital Project.

The 12th WCC comes at an exciting time for Dubai as the event coincides with Expo 2020 Dubai, offering a wide variety of business and leisure activities for visiting delegates. The benefits of participating in WCC 2021 go far beyond exhibiting and networking and extend to business matching meetings, access to investment and trade opportunities, site visits to free trade zones in the UAE and a tour of Expo 2020 Dubai.



Dubai wins bid to host 12th World Chambers Congress in 2021, in 2018



**1,200**

Participants expected to attend WCC 2021



**100**

Countries represented by delegates



**12,000**

Chambers under WCF network

## The future of retail is digital

E-commerce has become a key driver of growth for the UAE's retail sector as consumers gravitate towards the convenience of online shopping.



Historically, Dubai built its reputation as a trading port, where merchants from the East and West met and traded valuables such as silk and pepper for pearls. Over the decades, the emirate has transformed to become one of the most sought-after shopping destinations in the world, thanks to the construction of mega-malls across the city and events such as Dubai Shopping Festival driving footfall.

In fact, Dubai accounted for the highest number of international brands among the 122 cities covered in a 2018 report released by real estate consultancy CBRE.

With the second highest mall density in the world, Dubai also accounts for nearly 49 per cent of the total retail stock of malls in the UAE.

To add to that, city's retail sector has been witnessing a state of rapid expansion in recent years in the lead up to Expo 2020 Dubai. An estimated 1.3 million square metres of retail space was forecast to come online in 2020, bringing total retail area to 5.1 million square metres. According to estimates by Euromonitor International, Dubai's retail sector is set to record a compound annual growth rate of 5.2 per cent through 2023, backed by strong international visitor spend and robust demand.

### E-commerce impact

While brick-and-mortar stores continues to dominate retail, accounting for 95 per cent of sector sales in the UAE, the e-commerce segment of the market continues to see double-digit growth surge in e-commerce activity as more consumers shift toward digital platforms to access services and products.

Many in the industry hailed 2019 as "the year for online shopping in the UAE", partly due to entry of major players to the market, such as Amazon, Noon and a growing number of delivery apps, which have played a crucial role in driving interest and adoption among consumers.

According to a recent Visa Middle East study, the UAE, and Dubai in particular, have emerged as the fastest growing e-commerce markets in the Middle East and North Africa region. The study predicted that e-commerce transactions in the country would grow 23 per cent annually between 2018 and 2022. Among the key factors expected to drive this upward trend are high smartphone and internet penetration, increased use of mobile wallets, government-led smart city initiatives and increased security.

**“The rise of e-commerce and evolving customer preferences are shaping a ‘retail logistics’ industry that is behind a new trend in real estate, with retailers addressing the challenge of fulfilling increasing demand for online delivery while balancing an oversupply of traditional retail space. This trend has been driving demand for warehouse space across the UAE and we expect e-commerce and logistics to become engines of future economic growth,”**

HE Hamad Buamim, President & CEO of Dubai Chamber of Commerce and Industry

### The road ahead for retail

Capitalising on growing momentum behind e-commerce is the Dubai e-Commerce Strategy which was launched by HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Dubai Executive Council, and prepared by the Dubai Free Zones Council, in partnership with the Dubai Chamber, Dubai Customs and Dubai Economy in 2019.

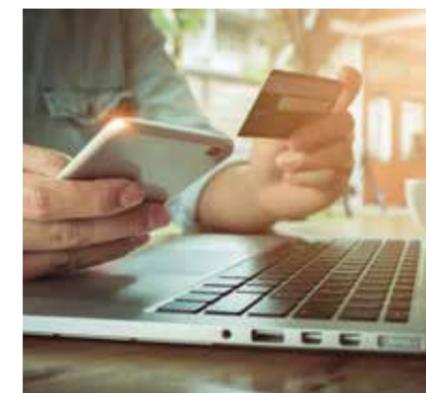
The strategy aims to cement Dubai's position as a global e-commerce hub and boost e-commerce contribution to \$3.3 billion local GDP by 2023.

Several ambitious targets are set under the strategy such as increasing market share of city-based businesses to over \$6.5 billion by 2022, reducing the cost of e-commerce activities by 20 per cent and remove barriers to e-commerce trade.

“To drive the growth of e-commerce, it is important that we remove all obstacles and enable global retailers to achieve the true potential that Dubai offers. We are committed to ensuring that Dubai serves as a seamless e-retail destination that will help them grow and expand in the UAE and beyond with our city serving as an ecommerce hub and gateway,” said HE Hamad Buamim, President & CEO of Dubai Chamber.

Gary Thatcher, CEO and co-founder of The Retail Summit, described this forward-looking strategy as a natural step for Dubai as the emirate steps up efforts to attract international retailers. The Retail Summit, a premier event bringing together the who's who in global retail, is once again returning to Dubai in 2020 and 2021.

The convergence between retail and technology and the evolving needs of the hyper-connected consumer are among the key topics addressed at the summit, which comes at a time when industry players are dealing with disruption.



AN ESTIMATED 1.3 MILLION SQUARE METRES OF RETAIL SPACE IS FORECAST TO COME ONLINE IN 2020.

**“We live in a time where a company's approach to technology and how products are marketed digitally has a direct impact on sales. This trend is global and Gulf-based retailers need to wake up to the fact. First-mover status is already gone, but the race for relevance is heating up,”**  
Gary Thatcher, CEO and co-founder of The Retail Summit

With insightful discussions on emerging trends in the industry, The Retail Summit has become an important platform to position Dubai as a global retail hub with its eye on the future.



## Engage and empower

From fitness and volunteering initiatives to recycling and waste reduction campaigns, Dubai Chamber maintains its focus on CSR and the community.



DUBAI CHAMBER OPENS ITS DOORS FOR VISITORS TO LEARN ABOUT SUSTAINABILITY BEST PRACTICES ADOPTED AT ITS LEED PLATINUM CERTIFIED HEADQUARTERS BUILDING.

Dubai Chamber of Commerce and Industry organised a wide range of CSR and community-focused initiatives and activities in 2019. Here are some of the highlights:



### 1. Stronger together:

Dubai Chamber developed a holistic fitness programme to prepare its teams for the grueling GovGames 2020, a unique initiative reinforcing team spirit and collaborative work between colleagues and government sectors from the UAE and across the world.



### 3. Donation drive:

Dubai Chamber organised a used items collection drive to support the Dubai Land Department's "Why Keep It" campaign. Over 20 boxes were donated to the Dubai Charity Association benefiting over 200 individuals.



### 5. Spirit of giving:

64 Dubai Chamber employees marked Zayed Humanitarian Day and the Year of Tolerance by packing and distributing 1,000 gifts for sailors in collaboration with Dubai Customs and the Mission to Seafarers.



### 2. Fitness matters:

Dubai Chamber employees stepped up their fitness habits for the month-long Dubai Fitness Challenge 2019 many of whom participated in the first-ever Dubai Run on Sheikh Zayed Road.



### 4. Green building:

Dubai Chamber opens its doors for visitors to learn about sustainability best practices adopted at its LEED Platinum certified headquarters building. In 2019, tours of the building were conducted. Several workshops on green building solutions were attended by 133 participants.



### 6. World without Waste:

A week-long campaign entitled "World without Waste" was organised as part of Dubai Chamber Sustainability Week which attracted the participation of more than 17,700 individuals, 41 companies and 10 schools, in addition to seven recycling partners who supported the effort. More than 35,000 plastic bottles, 10 tonnes of paper and 66 tonnes of waste were recycled by companies and schools.

### Nurturing National Talent

Dubai Chamber celebrated the Emirati Women's Day and continued to harness the potential of Emirati talent and youth.



#### 1. Icons of Tolerance:

Dubai Chamber hosted a special seminar to celebrate Emirati Women's Day 2019 held under the theme "Women: Icons of Tolerance", putting the spotlight on successful Emirati women in business and the progress made by the UAE on gender equality.



#### 2. Focus on upskilling:

Through an agreement with the Ministry of Human Resources and Emiratisation, Dubai Chamber offered exclusive development programmes for UAE Nationals employed by private companies under the Ministry's Absher initiative.



#### 3. Youth engagement:

Dubai Chamber Sustainability Network Taskforce on Emiratization hosted a multi-stakeholder dialogue on engaging and developing young Emirati talent.

## Building a world-class workforce

Dubai Chamber is investing in developing the skills of its staff and empowering Emirati talent in a wide range of fields.



Training and development is a crucial part of keeping employees motivated, enhancing productivity and helping them realise their potential. Dubai Chamber's Human Resources Department has been working towards nurturing the skills of employees through a wide range of training and career development opportunities.

The training programmes rolled out by Dubai Chamber are designed to meet the needs of the organisation's diverse staff, which comprises 30 nationalities.

In 2019, the department organised 35 training programmes and 586 training days that were attended by 252 employees. A total of 11 workshops were held at the Chamber's headquarters as part of a week-long Knowledge Camp benefitting 291 employees. The workshops covered everything from team building challenges and recreational activities to informative seminars.

### Empowering Emirati talent

In 2019, the Executive Council of Dubai launched an initiative cooperation with Dubai Chamber to train 1,000 UAE nationals at the University of Dubai and other universities and private sector entities. Under the initiative, candidates are placed in jobs within sectors and fields of strategic importance to the UAE economy including energy, communications, technology, transportation, finance, healthcare, educational, artificial intelligence, space, blockchain and advanced sciences.

IN 2019, THE DEPARTMENT ORGANISED 35 TRAINING PROGRAMMES AND 586 TRAINING DAYS THAT WERE ATTENDED BY 252 EMPLOYEES.

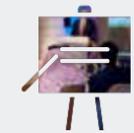
The initiative supports government-led efforts to enhance economic competitiveness, provide UAE nationals with job opportunities and enhance their skill sets in line with the changing needs of the job market.

Dubai Chamber signed a memorandum of understanding (MoU) with the Ministry of Human Resources and Emiratisation (MOHRE), under which the Chamber will offer access to exclusive development programmes for UAE nationals employed by private companies under the Ministry's Absher Initiative.

The agreement sees Dubai Chamber providing privileges to UAE citizens working in the private sector to support their job stability and augment their welfare by enhancing their participation in the labour market.

These include discounts on all of Dubai Chamber services, programmes, and initiatives, such as the Dubai Startup Hub and Dubai Business Women Council that offer a range of mentorship services and developmental workshops focused on building and strengthening business and entrepreneurial skills.

In addition, Dubai Chamber organised its annual Summer Training programme for UAE nationals joined by 18 students from various universities. The trainees worked various departments of the Chamber, improved their knowledge and honed their skills in the areas of customer service, human resources, business ethics, information technology and entrepreneurship, enabling them to build professional experience and enhance their knowledge and skills.



35

Number of training programmes in 2019



53%

Emiratisation at Dubai Chamber



1,000

Emiratis trained under joint initiative

## Inside Dubai Chamber's expanded headquarters

The brand new five-storey building is both eco-friendly and equipped to accommodate a wide range of business events and activities.



OVER THE LAST DECADE DUBAI CHAMBER HAS ESTABLISHED ITS REPUTATION AS A PIONEER IN BUILDING SUSTAINABLE BUILT ENVIRONMENTS.

Overlooking the bustling Dubai Creek, Dubai Chamber's headquarters remains one of the most iconic landmarks of the city's ever-expanding skyline. The building is truly unique as a modern building offering breathtaking views of old Dubai. The headquarters is a popular stop for trade delegations visiting the UAE, while there is no shortage of business functions hosted at the venue at any given time of the year.

In an effort to meet the evolving needs of member companies and Dubai's fast-growing business community, Dubai Chamber has expanded its headquarters with the construction of a five-storey extension building that offers state-of-the-art facilities for employees, customers and visitors.

### A symbol of sustainability

Over the last decade Dubai Chamber has established its reputation as a pioneer in green building. After becoming the first existing building in the region to achieve LEED certification in 2019, Dubai Chamber's headquarters reached another milestone as it earned LEED Platinum certification, setting a precedent for the rest of Dubai's business community. The extension of the building will

only complement the Chamber's green building achievements with the latest sustainable solutions and best practices incorporated into its design and facilities.

More than 40 per cent of the new building's energy requirements will be supplied by clean sources such as solar power and wind turbines. Replacing a car park area is an intelligent parking system that accommodates 330 vehicles and allows for seamless entry and exit.

### Five-star facilities

Spanning over 19,000 square metres, of which 4,000 square metres are dedicated to office space, the extension building features a wide range of lifestyle amenities including a full-equipped gym for employees, cafes, restaurants and retail outlets.

A rooftop lounge overlooking the Dubai Creek will serve as an ideal venue for hosting high-level business and networking events.

In addition, the building features a modern gym offering spectacular views of the Dubai Creek. The fitness facility falls in line with Dubai Chamber's efforts to increase employee happiness and wellbeing.



  
**19,000 sqm**  
Size of extension building

  
**4,000 sqm**  
Office space

  
**330**  
Smart parking spaces



Watch video about the extension of Dubai Chamber

FROM PROVIDING MARKET INSIGHTS TO SUPPORTING BUSINESS EXCELLENCE, DUBAI CHAMBER FOSTERS BUSINESS CONFIDENCE.

## Year-round initiatives to boost business growth

Dubai Chamber organises a series of ongoing initiatives to strengthen market confidence and support business development



## Championing Business Excellence



THE NEWLY LAUNCHED MRM CUSTOMER EXCELLENCE AWARD AIMS TO ENCOURAGE AND INSPIRE COMPANIES TO ENHANCE THEIR CUSTOMER APPROACH AND ADOPT BEST PRACTICES.

In 2019, Dubai Chamber of Commerce and Industry honoured the winners of the 10th cycle of the Mohammed bin Rashid Al Maktoum (MRM) Business Award and the 2nd cycle of the MRM Business Innovation Award at a prestigious ceremony in Dubai.

The winning companies were honoured by His Highness Sheikh Ahmed bin Saeed Al Maktoum, President of Dubai Civil Aviation Authority, and Chairman & Chief Executive of Emirates Airline & Group at the ceremony, which brought together business leaders from the UAE and GCC.

Recognised companies represented a wide variety of sectors, including construction, finance, services, manufacturing, trade, re-export and transport and logistics. A 61 per cent growth rate was recorded in the number of participating companies for the MRM Business Award, while participation in the MRM Business Innovation Award rose by 21 per cent.

The MRM Business conference held later in 2019 saw the launch of a new award, the "MRM Customer Excellence Award" which aims to encourage and inspire companies to enhance their customer approach and adopt best practices. The 11th cycle of the MRM Business Award and the 3rd cycle of the MRM Business Innovation award were also launched during the event.

**"The MRM Business Awards have fostered a culture of excellence within business communities in the UAE and GCC, facilitated the adoption of best practices and raised industry standards,"** HE Sultan bin Saeed Al Mansoori, UAE Minister of Economy and Chairman of Panel of Judges for the MRM Business Award and MRM Business Innovation Award

**"Since the establishment of the MRM Business Awards, we have worked to develop and improve it in line with the changing needs of maturing business communities. The awards serve as a catalyst for enhancing business performance and boosting innovation,"** HE Majid Saif Al Ghurair, Chairman of Dubai Chamber of Commerce and Industry,

**"The Awards are benchmarks for business and innovation excellence and are the highest level of recognition in the GCC. They support our efforts to fulfill the vision of HH Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and lead the business community to a brighter future,"** H.E. Hamad Buamim, President & CEO of Dubai Chamber and Chairman of the Steering Committee for the MRM Business Award



**61%**

increase in participation (MRM Business Award)



**21%**

Increase in participation (MRM Business Innovation Award)



**1,800**

Total number of applicant companies since 2005

## Shaping a thriving startup ecosystem

Dubai has become a test bed for entrepreneurs to innovate and scale their businesses.



Some of today's most remarkable success stories started their entrepreneurial journeys from garages and basements. Once mere 'startups,' these ventures such as Microsoft and Apple, backed by game-changing ideas, went on to redefine the world economy.

Today, the global startup economy is worth over US\$3 trillion, larger than the GDP of many developed economies, according to the 2019 Global Startup Ecosystem Report. The world has more than 25 startup ecosystems with a value of over \$10 billion, adding nearly \$1 trillion in economic value.

In the Middle East and North Africa region, 27 per cent of the 500 Falcons – the top 500 startups launched since 2011 - are based in Dubai, according to the State of MENA Startups 2019 Report, highlighting the city as the region's startup capital.

In a sense, Dubai has become a land of opportunity for entrepreneurs from around the world who are looking for new growth opportunities and the

right environment to innovate and scale their businesses programmes and initiatives that cater to the needs of entrepreneurs.

As more startups set up shop in Dubai, the scope of programmes and initiatives catering to this community continues to expand. Among the most holistic and effective initiatives, nurturing the development of Dubai's ecosystem is Dubai Startup Hub, an initiative launched by Dubai Chamber of Commerce and Industry.

### Nurturing the startup community

Since its establishment in 2016, Dubai Startup Hub has grown its membership rapidly to over 3,000 startups today, and expanded its offerings in line with the changing nature of Dubai's maturing startup community. What began as an online interactive portal offering resources and information has transformed into a one-stop shop for all things startup, providing entrepreneurs with knowledge sharing and networking platforms, mentorship, and training.

Natalia Sycheva, Manager of Entrepreneurship at Dubai Chamber, says Dubai's position as a preferred startup hub is underpinned by several factors such as the government's pro-business approach, forward looking strategies and strong focus on innovation.

**“Dubai has opened its doors for entrepreneurs and innovators from all corners of the world who are looking for the right environment to launch their business ventures. Through Dubai Startup Hub, we are providing clarity and direction for entrepreneurs throughout their journey and giving them access to a wealth of information, resources and growth opportunities.”**

Natalia Sycheva, Manager of Entrepreneurship at Dubai Chamber

AS MORE STARTUPS SET UP SHOP IN DUBAI, THE SCOPE OF PROGRAMMES AND INITIATIVES CATERING TO THIS COMMUNITY CONTINUES TO EXPAND.

To date, Dubai Startup Hub has benefited over 7,000 entrepreneurs, including 1,068 in 2019 alone of whom 25 per cent are UAE nationals. A wide range of programmes, initiatives and events are offered under the Dubai Startup Hub platform which support entrepreneurs, established businesses and youth.

### Harnessing entrepreneurial potential

Launched in 2019, the Co-Founder Dubai programme connects existing startups with aspiring co-founders with the aim of improving the success rate of locally based startups and bringing innovative ventures to the city. During the year, the first cycle of the Global Business Forum Mentorship Programme saw eight startups from the UAE and Africa making the cut. The selected entrepreneurs went through an intensive three-month mentorship programme where they were paired with successful mentors who helped them take their businesses to the next level and access global opportunities.

To promote Dubai as a startup destination, Dubai Startup Hub engaged with startup communities through roadshows. More than 25 startup ecosystems, including Moscow and India, were covered in 2019 to highlight the value-add that Dubai offers. In addition, 16 promising startups were given an opportunity to exhibit at GITEX Future Stars 2019, the largest event of its kind in the region, and meet with several international business delegations.

The Dubai Smartpreneur Competition, organised in cooperation with Smart Dubai, received 256 submissions in its fourth cycle in 2019, covering ideas for startups in blockchain technology, artificial intelligence and digital transformation. From 50 short-listed applicants, three top finalists were selected for AED150,000 (\$40,836) in cash prize, while the top 10 had the opportunity to meet potential partners and investors.

A revamped Market Access programme was launched in 2019, pairing companies in the UAE with startups that offer innovative solutions addressing their key challenges. Among the additional benefits provided to companies participating in the programme are: one-year membership, specialised workshops and access to a wider network of solutions, in addition to the ability to list multiple challenges on the Market Access interactive and smart online portal where they can communicate and collaborate with startups.

### Upskilling the next generation

Given Dubai's position at the forefront of the Fourth Industrial Revolution, Dubai Startup Hub has stepped up efforts to promote entrepreneurship education and knowledge sharing within the startup community. In 2019, 348 Emirati entrepreneurs applied for programmes such as Emirati Summer Training, Injaz Day Competition and Tawteen 360° Student Forum. Dubai Startup Hub released four Startup Panorama Reports in 2019 providing a bird's eye view of Dubai's entrepreneurial landscape and funding ecosystem.

Attracting strong participation and interest, the fourth edition of the Dubai Startup Hub provided an ideal platform for startup ecosystem players like incubators, co-working spaces and accelerator programmes to engage directly with the entrepreneurial community. The series was joined by prominent figures within Dubai's business community who shared success stories and valuable insights with aspiring entrepreneurs.



“We are working with our partners in the public and private sectors to ensure that our efforts support the emirate's ambitions as it pushes ahead with its development plans for the next 50 years. Dubai has everything it needs to cement its position as a top entrepreneurial hub and launch pad for the region's next unicorn startups,” Sycheva adds.



**7,000**

Number of startups benefited



**25%**

Percentage of Emirati members enrolled in programmes



**3,000**

Number of Dubai Startup Hub members

## Breaking barriers

Women empowerment remains a top priority for the UAE government with key players such as the Dubai Business Women Council providing women in business with the right platforms and tools to ensure their success.



Despite the fact that women have long been present in the business and government spheres, a gender gap still exists when it comes to their representation in leadership roles in most countries.

An exception to this norm is the UAE which stands out as a leading example of a country that has empowered women in government, business and all segments of society. In fact, the UAE ranked highest in the 2019 UNDP Gender Parity Report.

Women account for 50 per cent of the UAE's Federal National Council, 70 per cent of the university graduates and over more than 46 per cent of the workforce. Initiatives like the UAE's Gender Balance Council are playing a crucial role in promoting gender equality within the country and involving women in key leadership roles enabling them to reshape policies.

Despite this progress, the country continues to launch initiatives to close the gender gap.

However, it is important to point out the fact that women empowerment has always been a top priority for the UAE. The Dubai Business Women Council (DBWC), an initiative of Dubai Chamber of Commerce and Industry, is the largest and most active organisation dedicating to supporting businesswomen in Dubai. A non-profit organisation, DBWC serves as a leading platform for the personal and professional development of women.

### Supporting women in business

Led by one of the UAE's most prominent entrepreneurs and businesspeople HE Dr. Raja Easa Saleh Al Gurg, DBWC has seen its network expand with 277 new members joining in 2019, 63 nationalities reflected in current membership.

The Council organised more than 49 events and recorded a 4 per cent increase in the number of participants in 2019 compared to 2018. Events focused on education, training and networking opportunities – all designed to help women acquire the knowledge and skills they need to succeed in business.

The Council also supported the launch of the UAE Women's Empowerment Principles (WEPs) Committee, a joint initiative of the UN Global Compact and UN Women, which aims to bolster and stimulate gender equality in institutions, marketplace, and community, to reinforce the UAE's reputation as a gender balanced supportive environment.

“There is no glass ceiling in Dubai that restrains women from achieving their dreams. We believe that women have tremendous potential to evolve as successful entrepreneurs, and in turn, contribute to the society and the economy. Our growing membership base indicates the continued success achieved by business women in Dubai,”

HE Dr. Raja Easa Saleh Al Gurg,  
President DBWC

### Developing potential

Mentorship was a major area of focus for DBWC in 2019 as the council offered its members the opportunity to learn from expert mentors and role models. Among 2019's milestones was the successful 2nd cycle of the council's Mentorship Programme, which lasted for six months and successfully concluded with 89 per cent growth in the number of participants compared the first cycle. The programme paired 34 businesswomen with 34 mentors, who helped them foster their skills, develop their expertise, and assisted them in enhancing their competitiveness within the business community.

Ensuring that the programmes offered are relevant to the market, DBWC identifies trends and shares knowledge to help members scale up their operations. The 'Business of the Future Forum', organised with the UN and the University of Wollongong supported the council's efforts to foster a culture of innovation to drive growth in the tech-era. Further, partnering with Legal Advice Middle East, DBWC provided free legal advice to its members through its website.

MENTORSHIP WAS A MAJOR AREA OF FOCUS FOR DBWC IN 2019 AS THE COUNCIL OFFERED ITS MEMBERS THE OPPORTUNITY TO LEARN FROM EXPERT MENTORS AND ROLE MODELS.

A discussion on 'Emirati Women in Business' in collaboration with Dubai Economy, held as part of the Emirati Women's Day, also underlined the important contribution women have made to the UAE's economy and society. The event provided a platform for several successful Emirati women entrepreneurs and professionals to share their experiences, life lessons and career advice.

### Building global partnerships

DBWC's President and board members took part in a trade visit to Hong Kong in order to partake in the 12th Asian Financial Forum (AFF). The Board also participated in the third edition of the Global Business Forum, GBF Latin America, in Panama. These two events provided the council with a great opportunity to highlight the role that businesswomen play in the UAE, especially in stimulating the economic growth

In addition, the Council received delegations from the Netherlands, United States, Sierra Leone, France, Germany, Russia, UK, Estonia and Italy in 2019 with the aim of providing its members with access to global growth opportunities.



49

Number of events  
by DBWC



277

New members



## Building a global association community

Associations from around the world are realising the enormous potential that Dubai offers as a preferred place to do business.



Globally, associations are playing a major role in fostering innovation through collaboration and knowledge sharing, while they are also contributing to sustainable economic growth. This is certainly the case in Dubai, which has seen a sharp increase in the number of professional and academic associations establishing a presence in the emirate.

Realising the value that professional associations bring to the economy, Dubai Chamber of Commerce & Industry, Dubai Business Events (part of Department for Tourism and Commerce Marketing) and the Dubai World Trade Centre established the Dubai Association Centre (DAC) in 2014. The goal of DAC is to help establish non-profit, apolitical and non-religious professional associations and trade bodies in the city.

DAC offers a formal environment for practitioners within a common industry or profession to form a member-based association in addition to providing the framework for international associations to open a regional representative office to conduct business in the UAE and beyond.

### A regional association hub

The number of associations licensed under DAC has grown exponentially in recent years, rising from 32 in 2016 to 65 by 2019. DAC-registered associations form a diverse and dynamic network represented by 15,000 companies and 600,000 professional members operating in a wide range of sectors and fields.

“Dubai serves as a Middle East, North Africa and South Asia headquarters for many multinational companies and organisations. In recent years, we have observed a growing number of international associations have come together in the Emirate to meet, do business, exchange knowledge and network,”

HE Hamad Buamim, President & CEO of Dubai Chamber

HE Buamim noted that associations are increasingly playing a bigger role from an economic and social standpoint as they grow in numbers. Working under the banner of associations, organisations, businesses and professionals can unite their voices and maximize their impact on the society and economy, he explained.

### Competitive advantages

Global associations benefit from the advantages and opportunities that Dubai offers while the city, in turn, gains from the positive contribution of these bodies. The benefits include access for businesses in Dubai to the international best practices that professional associations deliver, as well as the in-depth sectoral expertise of the associations contributing to building a strong knowledge economy. The associations also host international events in Dubai, which support the city's Meetings, Incentives, Conferences & Exhibition (MICE) sector.

With its world-class infrastructure, reputation for hosting business events and strategic geographic location, Dubai is an ideal environment for regional and global associations with its fast expanding economy offering plenty of growth opportunities and competitive advantages.

Capitalising on associations' growing global interest in Dubai is the Dubai Association Conference an international event bringing together various types of associations from around the world. Held in 2019, the 2nd Dubai Association Conference examined the social impact that associations are making, as well as their contribution to building knowledge-based economies.

“Associations can be an invaluable resource for policymakers and authorities, who are able to leverage their expertise, especially in an environment where innovation and future-readiness are critical. Our vision continues to be for the Dubai Association Centre to provide a platform for this and to be a gateway for regional and international associations to establish themselves in the emirate and take advantage of opportunities in Dubai and the wider region.”

HE Helal Al Marri, Director General, Department of Tourism & Commerce Marketing (Dubai Tourism) & Dubai World Trade Centre

HE Al Marri described the inauguration of Dubai Association Centre's new offices as an important step in building a strong association community and further demonstrates Dubai's commitment to empowering associations and equipping them to provide leadership. DAC is now looking at new ways to create value for associations in Dubai through the Global Association Hubs Partnership (GAHP), which aims to boost the impact of associations operating in the partner cities of Dubai, Brussels, Singapore and Washington DC.

### Driving development

Although Dubai's association community has grown rapidly in a very short span of time, there is still a lot of work to do in terms of positioning Dubai as global association hub and attracting associations to the emirate. By bringing associations into the mix, HE Buamim, says the emirate's business community and economy have a lot to gain.

THE NUMBER OF ASSOCIATIONS LICENSED UNDER DAC HAS GROWN EXPONENTIALLY IN RECENT YEARS, RISING FROM 32 IN 2016 TO 65 BY 2019.

“In Dubai, we have seen the significant contribution that DAC member associations are making in terms of business tourism and job creation – we hope to see associations contributing to other sectors and fields in the future. By involving associations in strategic development goals, public and private sector players can accelerate their progress, boost economic competitiveness and create a more inclusive society,” says Buamin.

When asked about DAC's future legacy, HE Buamim says he envisions Dubai to become a leading global hub and magnet for associations that are actively contributing to Dubai's innovation landscape and enhancing its economic competitiveness- drawing on the combined expertise, research and professional talent offered by associations in the region.

“The journey of DAC has only begun. With Dubai's well-diversified economy, there is tremendous potential for more collaborations and to attract many more global associations to Dubai and Expo 2020 will offer an ideal opportunity to do this,” he added.



15,000

companies represented by DAC-licensed associations



65

Total number of DAC members

## Rethinking Social Responsibility

Businesses in Dubai are setting a precedent as they scale up their CSR strategies.



DUBAI CHAMBER SUSTAINABILITY NETWORK GREW ITS MEMBERSHIP TO 62 COMPANIES IN 2019.

As American billionaire and entrepreneur Bill Gates once wisely said: “with great wealth comes great responsibility, a responsibility to give back to society and a responsibility to see that those resources are put to work in the best possible way to help those most in need.”

It appears that more businesses than ever before are operating under this mantra as they integrate CSR into their strategies and policies. In 2018, 86 per cent of companies in the S&P 500 index published a CSR report, compared to just 20 per cent seven years earlier.

“Businesses have a lot to gain by adopting more responsible business practices and prioritising CSR. Studies have shown that companies with strong CSR strategies are increasing productivity, reducing turnover and improving their reputation in the market.”

Dr. Belaid Rettab, Senior Director, Economic Research and Sustainable Business Development Sector, Dubai Chamber

### Championing CSR in Dubai

He describes Dubai as a prime example of a business hub that has seen a drastic improvement in the quality and impact of CSR initiatives over the last decade. This push has largely been driven by forward-looking policies adopted by the government, as well as key players supporting the CSR ecosystem such as Dubai Chamber’s Centre for Responsible Business (CRB).

Established in 2004, with the goal of promoting corporate social responsibility and guiding businesses to adopt sustainable and responsible business practices, the Centre provides an ideal platform for companies in Dubai to share knowledge, collaborate and align their efforts to boost their social impact.

### Engaging the community

CRB informs and engages the business community through several programmes and initiatives including the Dubai Chamber CSR Label; ENGAGE Dubai and the Dubai Chamber Sustainability Network. These efforts have raised CSR standards, promoted corporate volunteering and empowered companies to tackle key sustainability challenges.

Dubai Chamber Sustainability Network grew its membership to 62 companies in 2019, as it championed causes that are relevant to the community. ENGAGE Dubai welcomed 13 new members in 2019, while it organised several volunteering campaigns.

In 2019, CRB organised 30 events attended by 4,442 participants from 637 organisations, which covered a wide variety of important matters impacting the business community. Among most notable events was the Dubai Dialogue 2019, an annual sustainability conference that works towards a united vision for CSR and sustainability in the UAE. The 2019 conference, held under the theme, “Embedding Sustainable Innovation into Business Models” brought together 101 participants from 77 companies.

Give and Gain Week 2019 rallied the business community with 1,200 volunteers from 26 ENGAGE Dubai members spending 4,700 volunteering hours to support over 1,200 individuals, and to divert 4,000 kg of landfill through various projects by 18 community organisations.

In addition, a campaign held during Ramadan welcomed 2,243 volunteers from 50 companies dedicated 7,831 hours to benefit more than 50,846 people.

A total of 18 companies applied for the Dubai Chamber CSR Label in first cycle of 2019 of which 33% were first time applicants and 3 companies were awarded Dubai Chamber Advanced CSR Label, second cycle is in progress. In addition, 44 companies were advised on how to apply for Dubai Chamber CSR Label by the end of October 2019.



**4,442**  
Event participants



**4,700**  
Volunteering hours



**50,846**  
Beneficiaries of the Ramadan campaign

## Arbitration fuels Dubai's drive to improve ease of doing business

The Dubai International Arbitration Centre is cementing Dubai's reputation as a preferred hub for resolving business disputes.



DIAC SERVES AS THE GO-TO ENTITY FOR BUSINESSES IN DUBAI TO RESOLVE THEIR DIFFERENCES AND CONTINUE THEIR ONWARD JOURNEY AMICABLY.

When faced with disputes, businesses opt for the easiest way to resolve them. Increasingly, arbitration is becoming a preferred mechanism for businesses that want to settle disputes in a timely and amicable manner. As a more cost-effective and efficient alternative to litigation, arbitration offers many advantages to businesses around the world.

Dubai is a prime example of a city that has used arbitration to improve ease of doing business and cement its reputation as a global trade hub. The Dubai International Arbitration Centre (DIAC), an initiative of Dubai Chamber of Commerce and Industry, has played a central role in positioning the emirate as a global centre for arbitration. As the largest arbitration centre in the Middle East, DIAC provides local and international business communities with commercial arbitration services, which have supported business growth, boosted investor confidence and removed trade barriers.

DIAC is led by a team of experienced arbitrators of different nationalities and legal backgrounds enabling businesses from across the world to secure services that meet their requirements. Today, DIAC serves as the go-to entity for businesses in Dubai to resolve their differences and continue their onward journey amicably.

### Responding to evolving business needs

DIAC's Board of trustees, joined by legal experts and business leaders, is now focusing on new plans and strategies in line with Dubai's ambitious vision and sustainable development goals. Chaired by Ahmed Hassan Mohammed bin Al Sheikh, the board offers a wealth of legal and business expertise which will enhance its ability to meet the evolving demands of Dubai's maturing business community.

**“With over 25 years of experience in delivering impartial arbitration services, DIAC has earned the trust of global investors. By helping resolve conflicts, the Centre is boosting Dubai's appeal as an investor-friendly destination and enhancing its competitiveness on a global level.”**

Dr. Ahmed Hassan Mohammed bin Al Sheikh, Chairman of the Board of Trustees DIAC

DIAC has 97 listed arbitrators operating under its framework. From 2008 to 2019, DIAC arbitrated more than 3,131 cases, including complex disputes of very high stakes, of which 2,358 were resolved. DIAC registered 207 cases in 2019 including 198 arbitrations, while it conducted 47 hearings and meetings. Real estate accounts for 50 per cent of cases arbitrated to date, followed by construction (26 per cent) and corporate and commercial (23.7 per cent).

### Developing the next generation of arbitrators

One of DIAC's top priorities is developing the next generation of arbitrators through its DIAC 40/Young Practitioners Group. Open to all young practitioners and members of the arbitration community under 45 years, the group provides support to members of the arbitration community to develop their skills, learn from their peers and build contacts across arbitration and legal communities.

Since its launch in 2015, the Group has evolved to become an international network and forum for young arbitrators where they can discuss relevant topics on international arbitration openly. With young arbitrators of practically every nationality, DIAC40 has a total of 597 members, with 163 new members in 2019.

DIAC has also appointed more than 911 arbitrators in the past decade to address a wide range of business disputes. Nearly half of all these appointments were young arbitrators under the age of 45 and over 35 per cent of them were women.

Bringing new methods of alternative dispute resolution to Dubai and the wider MENA region, DIAC is raising the benchmark for arbitration. At the moment, the Centre is pushing ahead with key issues on its agenda such as aligning arbitration regulation with international standards, keeping arbitrators and businesses informed of important developments and positioning Dubai as a world leader in arbitration.



**3,131**

Number of cases registered with DIAC



**2,358**

Number of cases resolved



**911**

Appointed arbitrators

## Building a Strong Foundation for Higher Education

University of Dubai, an initiative of Dubai Chamber of Commerce and Industry, is fostering a culture of innovation and preparing its students for a fast-changing workforce.



Countless studies have defined the crucial role of higher education in supporting countries' transitions to a knowledge-based economy and enhancing economic competitiveness.

Increasingly, more governments around the world are incorporating higher education and youth empowerment initiatives as part of their strategies for achieving the UN Sustainable Development Goals by 2030.

### Empowering youth through strategic policies

Higher education has long been a top priority in the UAE and the government's strong commitment to investing in this area has enabled the country to diversify its economy and fast track its progress.

**“Our formula for development: it's based on core values, led by youth and focused on a future in which everyone achieves happiness.”**

HH Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai

In recent years, UAE has scaled up efforts in this area by adopting forward-looking policies to harness the potential of its youth. Launched by HH Sheikh Mohammed in 2017, the UAE Centennial Plan 2071 focuses primarily on investing in UAE youth by equipping the next generations with the knowledge, tools and skills needed to ensure their success and access to opportunities.

IN RECENT YEARS, UAE HAS SCALED UP EFFORTS IN THIS AREA BY ADOPTING FORWARD-LOOKING POLICIES TO HARNESS THE POTENTIAL OF ITS YOUTH.

### Preparing students for the Fourth Industrial Revolution

Among the most prominent institutions, leading the UAE's drive to advance higher education is the University of Dubai (UD) which was established under the umbrella of Dubai Chamber of Commerce and Industry in 1997. UD offers several programmes aligned with strategic plans to prepare for the Fourth Industrial Revolution era, transition to a global smart city and build the national talent, complemented by global conferences, which aim to keep students informed of important matters.

UD now offers blockchain-based certificates for students and graduates following extensive testing with Educhain for generating and issuing digital academic records such as letters and diplomas. The university joined forces with Krypto Labs in 2019 to launch a purpose-built innovation hub providing its students with access to business incubation and acceleration programmes.

In line with Dubai's initiatives to develop its space industry, the university signed a memorandum of understanding in 2019 with Mission World Group to launch a Future Mission Z University Lab to simulate living in an advanced Mars city. Mission Z will grant UD students the opportunity to capture future careers, build connections, experience the hypercompetitive space and STEM industries, work alongside industry experts.

**“Our main objective at the University is to equip our students with the necessary tools and skills to get them prepared for bright and successful future careers. Hence, we are looking to establishing the Future Lab at the University of Dubai as a key step towards empowering our students and enhancing their capabilities.”**

Dr. Eesa Bastaki, President of UD

### Fostering innovation in higher education

UD students and graduates are marking new achievements, which reflect the innovative culture and entrepreneurial spirit of the UAE's youth today. A team of students from the university's College of Engineering and Information Technology recently won the first place at the Dubai World Self-Driving Transport Challenge, organised by the Dubai Roads & Transport Authority.

Another milestone moment for UD came last November when the university announced that its Academic City campus became the first LEED certified net-zero energy building in region and achieved LEED Platinum Certification under the Existing Building Operation and Maintenance category. Around AED 5.4 million (\$1.47 million) was invested by Dubai Chamber into a solar project to secure the certifications - an investment that is expected to save the university AED 1.2 million (\$326,695) annually.



**202**

Total graduates of UD



AED

**5.4 mn**

Investment in solar project



AED

**1.2 mn**

Estimated savings annually



Watch video about how Dubai Chamber made University of Dubai building a net-zero energy building

## A pictorial round-up of key Dubai Chamber events in 2019





 HH Sheikh Ahmed bin Saeed Al Maktoum honoured UAE and GCC companies for outstanding business excellence during the 10th cycle of the Mohammed Bin Rashid Al Maktoum (MRM) Business Award, and the 2nd cycle of the MRM Business Innovation Award



 Dubai Chamber received a high-level Zambian delegation led by H.E. Edgar Chagwa Lungu, President of the Republic of Zambia



 Our Chairman with President of Haiti Jovenel Moïse at the Global Business Forum Latin America in Panama City



 HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum at the launch of the Dubai Chamber International Advisory Council



 HE Majid Saif Al Ghurair's with HE Sooronbai Jeenbekov, President of Kyrgyzstan during a business meeting hosted by the Abu Dhabi Chamber of Commerce and Industry at the Emirates Palace



 During the visit of President of Kiribate, H.E. Taneti Maamau



 Dubai Chamber organised the 3rd Global Business Forum on Latin America in Panama City



 Dubai Chamber organised the 5th edition of Global Business Forum Africa in Dubai, under the theme 'Scale-Up Africa', and attended by HH Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai, and heads of state, ministers, policymakers, prominent business leaders, investors and entrepreneurs



 Dubai Chamber received a high-level delegation from Nepal led by H.E. Ishwar Pokhrel, Deputy Prime Minister and Minister for Defence



 During the opening of Costa Rica's Foreign Trade Promotion Agency (PROCOMER) office at Dubai Chamber headquarters. The inauguration ceremony was attended by H.E. Maria del Pilar Garrido Gonzalo, Minister of Planning and Economic Policy, Costa Rica; H.E. Sultan bin Saeed Al Mansoori, UAE Minister of Economy; H.E. Majid Saif Al Ghurair, Chairman, Dubai Chamber, amongst other governmental officials from both sides



 Dubai Chamber organised its annual CEO Dialogue during Dubai Chamber Sustainability Week 2019, attended by H.E. Dr. Thani bin Ahmed Al Zeyoudi, UAE Minister of Climate Change and Environment



 During the Country Focus Briefing on Serbia, with H.E. Branislav Nedimovic, Minister of Agriculture, Forestry and Water Management, Serbia



 During the visit of H.E. Pat Breen, Ireland's Minister for Trade, Employment, Business, EU Digital Single Market and Data Protection



 Dubai Chamber received a high-level delegation from Hamburg led by H.E. Dr Peter Tschentscher, First Mayor and President of the Senate of the Free and Hanseatic City of Hamburg



 During the visit of Ambassador of Bahamas, H.E. Tony Joudi



 During the visit of Ambassador of Rwanda, H.E. Emmanuel Hategeka



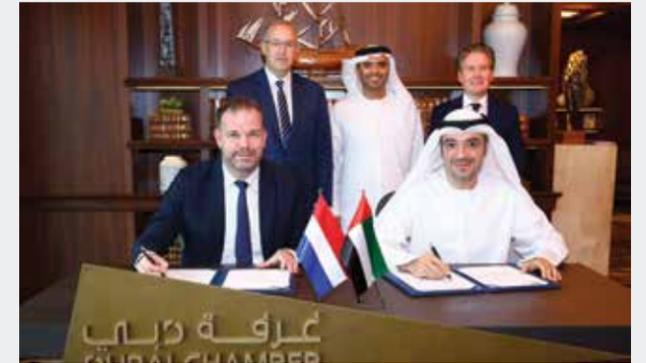
 During the visit of Ambassador of Uruguay, H.E. Alvaro Ceriani



 During the visit of Ambassador of Uzbekistan, H.E. Bakhtiar Khaderovic Ibrahimov



 Dubai Chamber signed an MoU with DP World UAE Region to collaborate on the Digital Silk Road, a Dubai 10X initiative



 Dubai Chamber signed an MoU with Rotterdam Partners, the official foreign investment agency for the city of Rotterdam, to boost cooperation and knowledge sharing



 Dubai Chamber signed an MoU with the Ministry of Human Resources and Emiratisation to offer competitive advantages to Emirati private sector employees under Absher Initiative



 Dubai Chamber signed an MoU with Emirates NBD to collaborate on the Digital Silk Road, a Dubai 10X initiative



 Dubai Chamber signed an MoU with Dubai SME to launch cost of doing business index



 Dubai Chamber signed an MoU with First Abu Dhabi Bank (FAB) to digitise, facilitate and simplify trade processes in the UAE, and as part of Digital Silk Road initiative



 The newly formed board of trustees of the Dubai International Arbitration Centre (DIAC) held its first meeting at Dubai Chamber headquarters, chaired by Dr. Ahmed Hassan Mohammed bin Al Sheikh, Chairman of the Board of Trustees



 Dubai Chamber participated in the 11th World Chambers Congress (WCC) in Rio de Janeiro, the world's largest gathering of chambers of commerce, and announced to host the 12th WCC in 2021 in Dubai



 Dubai Chamber organised the International Conference launching the 11th cycle of Mohammed Bin Rashid Al Maktoum (MRM) Business Award, the 3rd cycle of the MRM Business Innovation Award, and the 1st cycle of the MRM Customer Excellence Award



 Dubai Chamber in cooperation with Meydan One organised The Retail Summit 2019 in Dubai



 During the second edition of the Dubai Association Conference held under the theme 'The Societal Impact of Associations'



 Dubai Chamber organised its annual Dubai Dialogue Conference



 Dubai Chamber led a high-level delegation to Shenzhen and announced its expansion in China with the opening of a new location in Shenzhen



 H.E. Hamad Buamim, President & CEO of Dubai Chamber participated in the UAE-Italy Business Forum, attended by H.E. Luigi Di Maio, Deputy Prime Minister and Minister of Economic Development, Labour and Social Policy of the Italian Republic and H.E. Sultan bin Saeed Al Mansoori, UAE Minister of Economy



 Dubai Startup Hub organised first-ever India Roadshow that took place in Delhi and Bangalore. Innovative startups from India had the opportunity to pitch and compete for business setup support in Dubai



 Dubai Chamber led a trade mission to Prague for Czech-UAE Business Forum 2019



 Dubai Chamber organised a felicitation event for Dr. Raja Al Gurg, Managing Director of Easa Saleh Al Gurg Group and President of the Dubai Business Women Council on the launch of her new book entitled "Raja Al Gurg: An Autobiography"



 Dubai Chamber honoured companies for outstanding export performance (Exporter of the Month)



 During the first-ever Chamberthon in Kigali, Rwanda, where startups from the UAE and Africa collaborated and developed a framework for Dubai Chamber's GBF Mentorship programme



 Dubai Chamber organised Diplomatic Circle Dinner for ambassadors and members of diplomatic corps in the UAE



 During the inauguration ceremony of the formation of the New Zealand Business Council



 Dubai Chamber organised a workshop on UAE Bankruptcy Law



 Dubai Chamber honoured 33 companies for their corporate social responsibility and sustainability efforts (CSR Label)



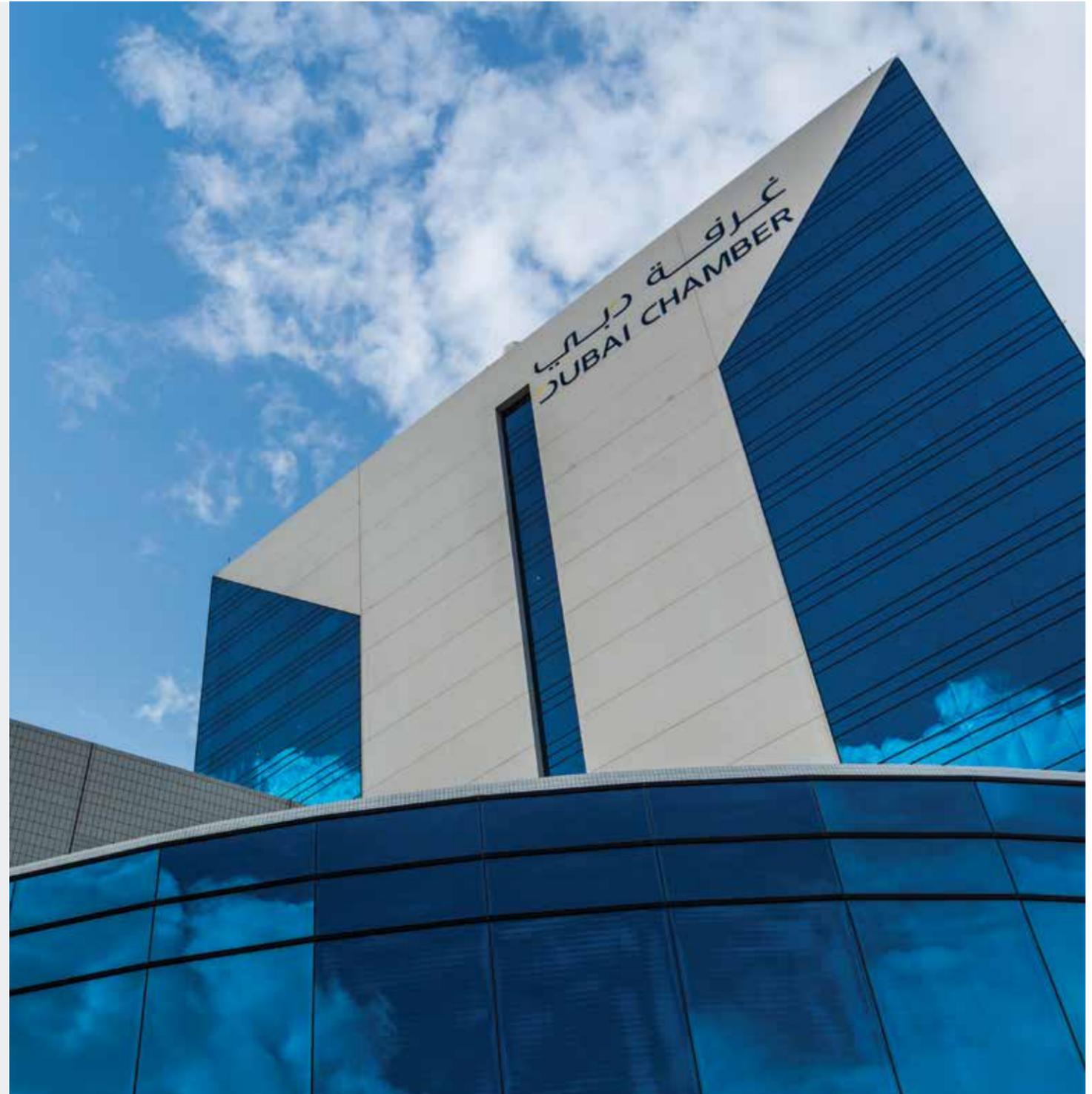
 During Dubai Startup Hub's Entrepreneurship Advocacy Series panel discussion on access to funding



 The winners of the 4th edition of Dubai Smartpreneur Competition



 Dubai Startup Hub honoured at Achieving Women Awards 2019 in the Entrepreneurship Ecosystem category



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