

Annual Report 2018

# Dubai Chamber

Growth  
Beyond Borders

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# Board Members

**Majid Saif Al Ghurair**  
Chairman

**Majid Hamad Rahmah Al Shamsi**  
1<sup>st</sup> Vice Chairman

**Hisham Abdullah Al Shirawi**  
2<sup>nd</sup> Vice Chairman

**Abdul Jalil Yousuf Darwish**  
Treasurer

**Helal Saeed Al Marri**  
Vice Treasurer

**Raja Easa 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 Belhoul**  
Member of the Board

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

## **Vision**

To be the best  
Chamber in the world

## **Mission**

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



# Strategic Objectives

# Strategic Objectives



## Support

the development of business



## Create

a favourable business environment



## Achieve

institutional excellence and efficient management of resources



## Promote

Dubai as an international business hub

"Dubai's business community remains ahead of the curve as it navigates the Fourth Industrial Revolution."

## Chairman's Message

**Despite turbulent times regionally and globally in 2018, Dubai continued on the path of economic diversification and growth, all while enhancing its value proposition to businesses and investors.**

A series of stimulus initiatives unveiled in Dubai, along with other pro-business reforms were important developments that will ensure a favourable environment that is conducive to growth, boost productivity, and enhance the competitiveness of the emirate's business community.

New business opportunities are opening up as preparations for Expo 2020 gain momentum with major infrastructure projects progressing. With 190 countries participating, the mega event will open so many avenues for economic cooperation, while it will also provide Dubai with a prime opportunity to showcase its capabilities and share its experiences with the world.

The nation marked the Year of Zayed with a wide variety of initiatives, events and activities that celebrated the legacy of the UAE's Founding Father, the late Sheikh Zayed bin Sultan Al Nahyan. A true visionary, Sheikh Zayed was a driving force behind the UAE's remarkable economic and social progress, and his achievements serve as a source of inspiration to this day.

Dubai's business community remains ahead of the curve as it navigates the Fourth Industrial Revolution. Public and private sector players are working closely together to harness the potential of modern technologies and utilise innovative solutions for the greater good.

Considerable headway has been made in achieving the objectives of the Dubai Plan 2021 which reinforces Dubai's position as a global city, a leading tourist destination and the preferred business centre of the Middle East. Dubai is making great strides towards its goal of becoming the world's first blockchain-powered government. This technology is already bringing many positive changes to the public and private sectors, as it builds trust, boosts transparency and improves efficiency.

These efforts complement Dubai's smart city vision and other cutting-edge solutions that are gradually transforming Dubai into one of the world's smartest cities and a global innovation leader.

Going forward, Dubai has a clear roadmap for its economic and social development in the form of its 50-year charter and eight principles of governance. We at Dubai Chamber pledge our full support to this forward-looking vision which places a major focus on enhancing economic competitiveness and cementing Dubai's position as a global capital of business.



**H.E. Majid Saif Al Ghurair**  
Chairman

Dubai Chamber of  
Commerce & Industry

"Dubai Chamber has leveraged new platforms to effectively promote Dubai as a global business hub offering competitive advantages."



## President and CEO's Message

**One of the key factors that has differentiated Dubai Chamber from other chambers of commerce has been its ambitious international expansion strategy which has provided its members with access to growth opportunities in promising markets around the world.**

Through its international offices, Dubai Chamber has leveraged new platforms to effectively promote Dubai as a global business hub offering competitive advantages. These efforts fall in line with Dubai Chamber's customer-oriented 2017-2021 strategy, as well as the strategic objectives outlined in the Dubai Plan 2021.

The opening of two new Dubai Chamber offices in Panama and India in 2018 were important developments which have helped us build strong relationships and new economic partnerships. As one of the world's fastest-growing economies, India offers tremendous potential for businesses in Dubai that are keen to expand their global reach, while Panama shares many synergies with Dubai as a strategically located trade hub with well-established logistics and finance sectors.

There is no denying that Latin America holds a lot of promise for businesses in Dubai. The Global Business Forum on Latin America 2018 in Dubai achieved its goal of fostering economic cooperation with several strategic bilateral agreements signed at the forum, proving that geographical distance is no longer a barrier to UAE-Latin America trade.

Another highlight was Dubai's winning bid to host the 12<sup>th</sup> World Chambers Congress in 2021. Dubai Chamber will work closely with the ICC World Chambers Federation over the next few years to deliver a successful and memorable World Chambers Congress which showcases the endless potential that the emirate offers.

All of these efforts resonate with our aim to carry forward the legacy of the late Sheikh Zayed bin Sultan Al Nahyan, who believed in promoting the UAE's cooperation with other countries around the world. During the Year of Zayed, Dubai Chamber reflected on Sheikh Zayed's lasting impact on the nation and followed his example by continuously striving for excellence.

I am very optimistic about what 2019 may bring and look forward to working with our partners in the public and private sectors to achieve new milestones and write the next chapter in Dubai's success story.

**H.E. Hamad Buamim**  
**President & CEO**

Dubai Chamber of  
Commerce & Industry

# Boosting Dubai's profile as a global business hub



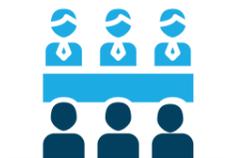
**83%**

y-o-y increase in number of international delegations hosted



**1,552 meetings**

with companies and investors



**1,852 delegations**

visiting delegations



# Dubai Chamber steps up its efforts to build cross border relations and explore business potential in promising markets around the world

## International Outreach

In 2018, the number of international delegations hosted by Dubai Chamber increased by 83% year on year.

The chamber received 1,852 visiting delegations, compared to 1,013 for the same period in 2017. Meanwhile, the number of visiting delegates increased 71% year-over-year to 3,506 in 2018.

Dubai Chamber promoted Dubai at 80 international events in 54 cities and 34 countries around the world, including China, Latvia, Lithuania, Estonia, Spain, Kenya, Russia, Belarus and Colombia. The Chamber's international offices held 1,552 meetings with companies and investors interested in establishing businesses in the emirate, marking a y-o-y growth rate of 91%. The Chamber continued its work through partnerships with international bodies and other chambers of commerce to activate communication channels between Dubai companies and their counterparts in other markets.

As part of its efforts to stimulate economic partnerships, attract leading foreign companies to the emirate and promote investment opportunities, Dubai Chamber organised 34 business forums and events during the year which were attended by more than 5,498 participants. Most notable were the Global Business Forum on Latin America, Global Islamic Economy Summit, UAE-Caribbean Cooperation

Forum, the UAE-Greece Business Forum, the UAE-Korea Business Forum, and the UAE-Moldova Business Forum.

Another major success was Dubai's winning bid to host the World Chambers Congress 2021. Dubai Chamber played an important role in preparing the official bid that was presented to the judging committee. Attracting major international events like the World Chambers Congress is a top priority for Dubai Chamber as such efforts strengthen Dubai's position as a global business hub and attractive investment destination.

## International Expansion

Dubai Chamber's international offices, strategically located across the Middle East, Africa, Asia, the CIS region, and Latin America continued to play a key role in promoting Dubai as a global business hub. In 2018, the Chamber expanded its global presence with new representative offices opened in Panama and India, bringing the total number of international offices to 10.

Through its various offices around the world, the Chamber builds relationships with key public and private sector stakeholders, identifies business opportunities for members and Dubai's business community, and promotes Dubai as a global business hub.

# Stimulus Initiatives

**Dubai Chamber unveiled two initiatives to support Dubai's economic stimulus plans in line with the directives of H.H. Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.**

**These include plans to coordinate with other government entities to review services and fees with the aim of reducing the cost of doing business in the emirate.**

An advisory board has been established by the Chamber to boost the contribution of global companies in shaping the regulatory landscape. The council, represented by selected multinational corporations and Fortune 500 companies, represents business interests, and plays an active role in developing the local economy.

The Chamber announced its decision to waive late membership fees in an effort to reduce the cost of doing business in the emirate and enhance economic competitiveness. The strategic move reflects Dubai Chamber's strong commitment to protecting the interests of Dubai's business community and supporting its growth and development.

In addition, Dubai Chamber conducted a study evaluating the cost of doing business in Dubai as part of its efforts to develop a new index that tracks such costs and identifies challenges facing the companies in the emirate. The findings of the study were presented to the Executive Council of Dubai's Strategic Affairs Council. All of the business-friendly measures rolled out by Dubai Chamber aim to enhance the competitiveness of Dubai's private sector, and boost the emirate's global appeal as a preferred investment market, while they also support Dubai Chamber's mission of protecting the interests of the business community in Dubai.

During a visit to Dubai Chamber's head office, His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of The Executive Council of Dubai, praised Dubai Chamber's recent efforts to support the private sector and reviewed the stimulus initiatives introduced by the Chamber.



## Customer Happiness

His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of The Executive Council of Dubai unveiled a 5-star plaque during his visit to Dubai Chamber's Customer Happiness Centre.

HH Sheikh Hamdan reviewed the achievements of Dubai Chamber and praised the performance of employees who were instrumental to the achievement of the 5-Star rating.

## Membership and Trade Documentation

Dubai Chamber welcomed 14,476 new members in 2018, bringing total membership to over 231,000. The value of Dubai Chamber members' exports and re-exports exceeded AED 254 billion (\$69 billion) during the year.

A total of 803,157 certificates of origin were issued by Dubai Chamber throughout the year. A total of 258 ATA Carnets worth AED 83 million (\$22.6 million) were issued by the Chamber, while 5,532 ATA Carnets were received, valued at AED 3.1 billion (\$843.9 million). Dubai Chamber served a total of 318,664 customers in 2018, while it continued to develop and expand its range of smart services provided to Dubai's growing business community.

## Legal and Arbitration Services

Dubai Chamber's legal department raised awareness about the impact of new regulation impacting businesses and professionals in Dubai through a series of workshops. The Chamber also continued to play the role of a mediator to settle commercial disputes amicably. In addition, the legal department received 480 cases in 2018, of which 185 were resolved.

Dubai International Arbitration Centre (DIAC), an initiative of Dubai Chamber of Commerce & Industry, provided impartial and efficient administration to commercial disputes. In 2018, DIAC's total number of listed arbitrators increased to 135.

A total of 168 cases were registered with DIAC in 2018, of which 130 were resolved. Meanwhile, DIAC 40, a group focused on supporting the development of young arbitrators in the Middle East and North Africa, saw its membership grow to 112.

DIAC hosted 44 hearings and meetings, and organised 21 local and international events. These events included, among others, discussion on the new UAE Arbitration Law, Business Lunch in Paris, hosting the Saudi Centre for Commercial Arbitration Delegation and the International Dispute Resolution Institute Visit.



# Entrepreneurship

**Through its Dubai Startup Hub initiative, Dubai Chamber offers a wide range of services, programmes, resources and events tailored to the unique needs of Dubai's startup community.**

**Dubai Startup Hub is an interactive platform offering comprehensive support and guidance to Dubai's startups and entrepreneurs.**

Since its launch, the number of members registered with Dubai Startup Hub has grown rapidly to exceed 2,000, a testament to the strong entrepreneurial spirit that exists in Dubai.

The third edition of the Dubai Smartpreneur Competition saw an overwhelming response, with more than 300 submissions under three specific categories – namely Blockchain, Artificial Intelligence and Digital Transformation. The top three winners of the competition received a total of AED 150,000 in cash prizes and the chance to participate in other entrepreneurship-focused programmes and initiatives offered by Dubai Startup Hub.

Further to this, more than 150 startups applied for the second cycle of the Market Access programme, marking a 15% increase compared to the first cycle.





# Business Awards

In 2018, the 10<sup>th</sup> cycle of the Mohammed Bin Rashid Al Maktoum (MRM) Business Award and the 2<sup>nd</sup> Cycle of the MRM Business Innovation Award attracted a total of 399 applicants, recording a 46% increase in participation compared to the previous award cycles. An international conference, six training sessions, three best practices seminars and three roundtable discussions were organised for companies that participated in the MRM Business Award Programme.

During the assessment phase for the awards, a seasoned team of local and international experts made site visits to companies that were shortlisted across the GCC region. In this stage, applicants underwent a rigorous evaluation process where they were assessed in key areas of organisational performance such as Innovation and Strategy. Applicants' business and innovation practices and results were evaluated based on the criteria outlined in the MRM Business Performance Model.

Following the assessment phase, outstanding organisations that have a performance-based system in place that ensures progressive development were shortlisted as award winners by the Award Panel of Judges.

# Focus on Innovation

The Digital Silk Road project was unveiled by Dubai Chamber as part of the Dubai 10X initiatives launched by HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council of Dubai, and Chairman of the Board of Trustees at Dubai Future Foundation with the mission of accelerating Dubai's growth 10 years ahead of other cities around the world. The platform uses blockchain technology to increase transparency of supply chains, and aims to enhance the global trade system by enabling accelerated business transactions, increasing security, reducing counterfeit goods, and providing reliable information to stakeholders.

Dubai Chamber continued to develop and expand its variety of smart services and solutions designed to meet the evolving needs of Dubai's fast-growing business community. These solutions have enabled customers to access a majority of Dubai Chamber's services online or via smart applications, which include payments, membership registration and renewal, certificates of origin and ATA Carnets.

Dubai Chamber released the findings of the third edition of the Dubai Innovation Index during UAE Innovation Month. Dubai ranked 14<sup>th</sup> among 30 global cities, outperforming major business hubs such as Berlin, Madrid, Shanghai and Sao Paulo.

The innovation score of Dubai's private sector increased by 3% this year, after a 6% rise from 2015 to 2016. A significant improvement in Dubai's Skills and Talent score was observed, further emphasising the importance of developing human capital to encourage innovation throughout all of the emirate's economic sectors.

In addition, the Chamber launched the Dubai Innovation Index Portal, an interactive online portal showcasing the rankings and findings of the 3<sup>rd</sup> Dubai Innovation Index. The portal provides access to valuable insights and analysis on a city and industry level, in addition to a wealth of data which has been collected over the last few years.

# CSR and Sustainability

In 2018, Dubai Chamber's Centre for Responsible Business (CRB) organised 30 events, which were attended by 3,182 delegates from 725 organisations. Among the largest events hosted by the Centre was the Dubai Dialogue Conference 2018 which was attended by 150 participants from various industries. The annual conference put the spotlight on the role of modern technologies in enhancing CSR and sustainability practices.

Focusing on the advancement made by women in business in the Year of Zayed, the Dubai Chamber Sustainability Network's task force on Emirati women engagement organised a seminar to mark Emirati Women's Day. The event was attended by 90 participants from 36 companies.



**30**

events organised by Centre for Responsible Business (CRB)



**3,182**

delegates attended CRB events

# Creating platforms and channels for global cooperation

**Dubai Chamber hosted several high-level business events throughout the year that brought together heads of state, policymakers, government and business leaders from around the world.**

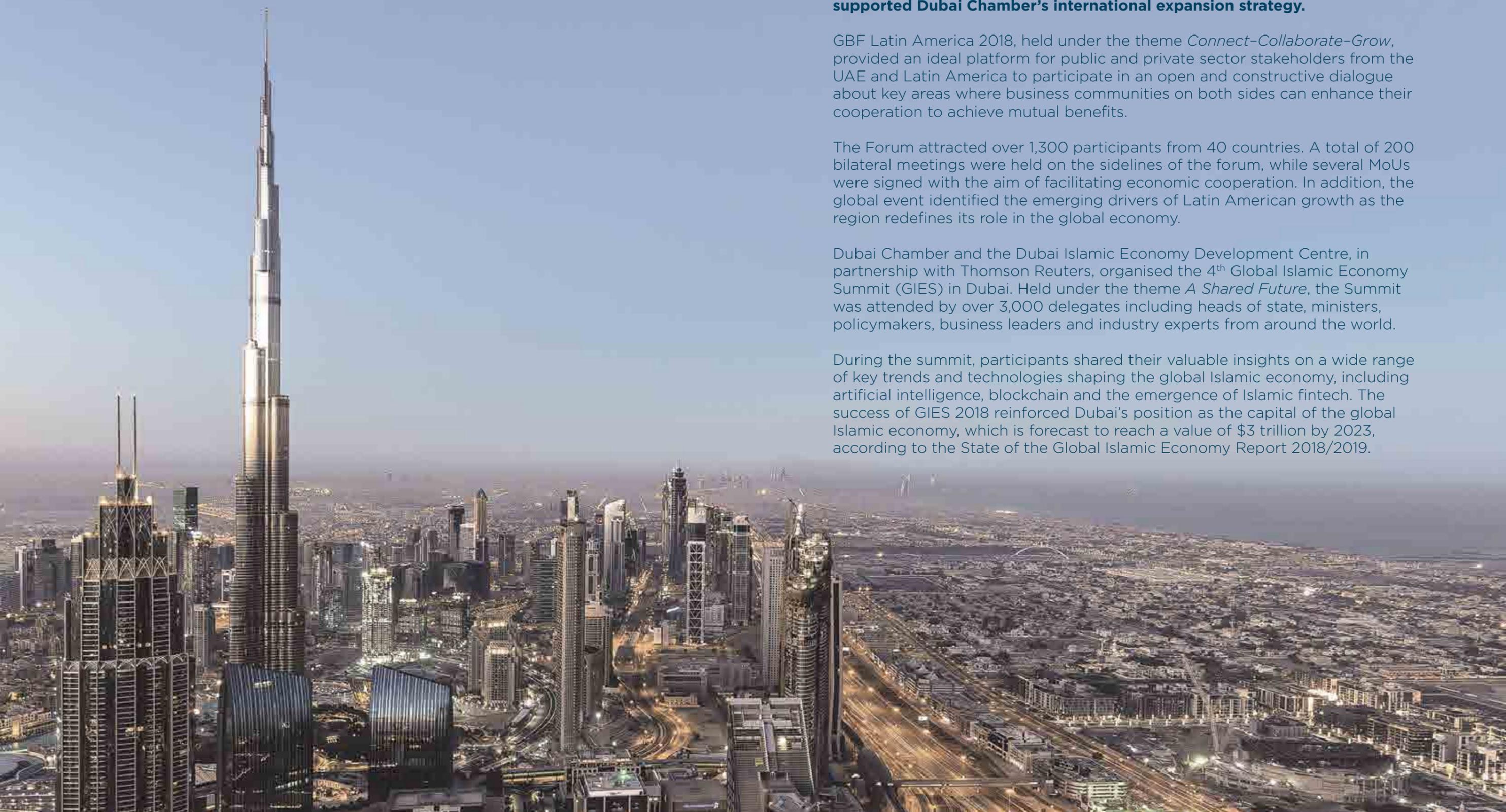
**Dubai Chamber's Global Business Forum series put the spotlight on new business opportunities that are opening up in Latin American markets. Hosted in Dubai, the 2<sup>nd</sup> Global Business Forum (GBF) Latin America signalled growing interest and confidence in Dubai as a global gateway for Latin American companies. The premier event saw strong participation and supported Dubai Chamber's international expansion strategy.**

GBF Latin America 2018, held under the theme *Connect-Collaborate-Grow*, provided an ideal platform for public and private sector stakeholders from the UAE and Latin America to participate in an open and constructive dialogue about key areas where business communities on both sides can enhance their cooperation to achieve mutual benefits.

The Forum attracted over 1,300 participants from 40 countries. A total of 200 bilateral meetings were held on the sidelines of the forum, while several MoUs were signed with the aim of facilitating economic cooperation. In addition, the global event identified the emerging drivers of Latin American growth as the region redefines its role in the global economy.

Dubai Chamber and the Dubai Islamic Economy Development Centre, in partnership with Thomson Reuters, organised the 4<sup>th</sup> Global Islamic Economy Summit (GIES) in Dubai. Held under the theme *A Shared Future*, the Summit was attended by over 3,000 delegates including heads of state, ministers, policymakers, business leaders and industry experts from around the world.

During the summit, participants shared their valuable insights on a wide range of key trends and technologies shaping the global Islamic economy, including artificial intelligence, blockchain and the emergence of Islamic fintech. The success of GIES 2018 reinforced Dubai's position as the capital of the global Islamic economy, which is forecast to reach a value of \$3 trillion by 2023, according to the State of the Global Islamic Economy Report 2018/2019.





**30**

business and  
market trend  
reports issued



**11,630**

customers used  
Dubai Chamber's  
online e-library



**16,504**

information  
services provided

# Advancing Higher Education

The University of Dubai, an initiative of Dubai Chamber, held its 15<sup>th</sup> Graduation Ceremony in 2018. In the presence of H.H. Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum, Chairman of the Mohammed bin Rashid Al Maktoum Knowledge Foundation and President of the UAE National Olympic Committee, 130 students from the "Batch of Zayed 2018" celebrated their graduation.

A total of 835 government and private-sector employees received training from the University of Dubai (UD)'s Center for Executive Development (CED).

# Training and Development

As part of its efforts to enhance employee welfare and career development, Dubai Chamber's human resources department organised 52 training sessions that benefitted 296 employees.

A total of 31 nationalities were represented by Chamber staff in 2018, reflecting its diverse and inclusive workforce. The Emiratization rate at the Chamber stood at 54%, while a summer training programme was held which provided young UAE nationals with valuable work experience.

# Market Insights and E-commerce

**In 2018, Dubai Chamber's Economic Research Department compiled 30 business intelligence, market, sector and economic trends reports and published 48 economic bulletin articles, four market snapshots, and 39 factsheets. The department conducted 24 price surveys and 5 business surveys tracking the business expectations of companies in Dubai.**

The department updated 12 databases covering foreign trade and socioeconomic statistics for the UAE and Dubai, and produced 28 reports using information from these databases. A total of 16,504 information services were provided to Dubai Chamber members and non-members, while 11,630 customers used Dubai Chamber's online e-library. In addition, 780 business reports were sold through Dubai Chamber's Credit Rating service.

Dubai Chamber and Google jointly launched the "Get Dubai Businesses Online" programme designed to help local businesses get more easily discovered on the web, by listing and verifying their business information on Google Search and Maps through a unique solution called Google My Business. A workshop series was organised at the Chamber to familiarise businesses with the benefits of using analytics and other types of data to boost online reach and gain valuable insights about potential customers.

# Community Engagement

In 2018, Dubai Chamber organised 20 community initiatives and 91 CSR events to further enhance its commitment to giving back to the community. Among these efforts were activities hosted for Zayed Humanitarian Day. On this occasion, Chamber employees volunteered their time to pack and distribute 1,000 Ramadan gift packs to dhow sailors working at Dubai Creek.



**91**

CSR events held



**1,000**

Ramadan gift packs were distributed to dhow sailors working at Dubai Creek

# Ensuring a favourable business environment

## Policy Advocacy

**Dubai Chamber advocates on behalf of the private sector by supporting and protecting the interests of Dubai's business community.**

The Chamber's Legal Committee held 42 meetings and reviewed 48 laws, by-laws, Cabinet and ministerial resolutions in 2018. These draft legislations related to: Product Safety; criminal protection of dishonoured cheques; Insolvency; Foreign Direct investment; Trademarks; Consumer Protection; some articles of Federal Commercial Companies Law; Electronic Security Systems; issuance of preferred shares; auxiliary workers service; Food Registration and Approval; Legal Metrological Instruments; Contracts and asset Management of the Government of Dubai; Family Property; Multi Commodities; Settlement Law in the Emirates of Dubai; regulation leases of real estate in the Emirate of Dubai, and some agreements between UAE and other countries in respect of cooperation in customs matters.

Dubai Chamber submits the recommendations of the Legal Committee to the Supreme Legislation Committee in Dubai.



**42**

meetings held



**48**

law, by-laws  
and resolutions  
reviewed

# Serving the legal needs of the business community



## Legal Support

### **Dubai Chamber provided companies and professionals with support and knowledge needed to navigate the legal landscape.**

The Legal Services Department received 480 cases in 2018, of which 185 were resolved. The Department responded to 30 queries related to commercial laws and regulations in Dubai.

Eight workshops and seminars were organised by the Department which familiarised businesses owners, managers and legal professionals in Dubai with new laws.

These events raised awareness about important legal matters and other issues that are impacting the business community in Dubai, such as value-added tax, the UAE's new arbitration law, and key aspects of employment relationships.



**480**  
cases  
received



**185**  
cases  
resolved



**8**  
workshops  
hosted



# Tools for Business Growth

Dubai Chamber provides its members with valuable market insights enabling businesses to make informed decisions

**Dubai Chamber's economic research department compiled 30 business intelligence reports and 48 economic bulletins, four market snapshots and 39 factsheets covering key sectors of interest, industries and trends.**

The department updated and expanded 12 databases covering the UAE and Dubai trade trends and conducted 24 price surveys and 5 business surveys tracking the business expectations of companies in Dubai.

The department's information center provided 16,504 information services to Dubai Chamber members, non-members and international customers and added 965 new electronic resources to the Chamber's e-Library, which was used by 11,630 customers.

Dubai Chamber and Google jointly launched the "Get Dubai Businesses Online" programme designed to help local businesses get more easily discovered on the web, by listing and verifying their business information (company's opening hours, contact number and location) on Google Search and Maps through a unique solution called Google My Business.

In addition, Dubai Chamber hosted workshops for its members and the business community which provided participants with hands-on training and familiarised them with the benefits of using analytics and other types of data to boost their online reach and gain valuable insights about their customers.



**16,504**

information services provided



**11,630**

customers used e-Library



**30**

business and market trends reports issued



**48**

economic bulletins published

# Enabling Future-Ready Business

## Dubai Chamber supports Dubai's vision to become a global innovation leader and knowledge-based economy

### Innovation

**The award-winning Dubai Innovation Index is part of Dubai Chamber's strategy to stimulate innovation and global practices in the private sector. The Index has become an important tool for benchmarking the impact of innovation-focused initiatives, efforts and activities within the public and private sectors.**

In 2018, the third edition of the Dubai Innovation Index was launched in collaboration with PriceWaterHouseCoopers (PwC), which saw Dubai improve its performance and rank 14<sup>th</sup> globally, outperforming major business hubs such as Berlin, Madrid, Shanghai and Sao Paulo.

The innovation score of Dubai's private sector increased by 3% thanks to a significant improvement in the area of skills and talent, further emphasising the importance of developing human capital to encourage innovation throughout all of the emirate's economic sectors.

The Dubai Innovation Index Portal was unveiled as part of the Chamber's activities and efforts organised for UAE Innovation Month. The interactive online portal showcases the rankings and findings of the Index and provides the business community with access to valuable insights on innovation performance on a city and industry level.

In addition, the Portal allows entrepreneurs and businesses to participate in an innovation survey, which allows them to benchmark their performance against the Dubai Innovation Index (by sector or industry), enabling them to identify their strengths and challenge areas.



14

Dubai's ranking  
on 3<sup>rd</sup> Dubai  
Innovation Index



30

cities covered  
by Dubai  
Innovation Index

# Technology-Driven Business Growth



# Dubai Chamber continues to adopt new technologies to enhance business

## Smart Chamber

**As part of its efforts to support Dubai's smart city vision, Dubai Chamber launched the Digital Silk Road project in partnership with Dubai Future Foundation.**

The Digital Silk Road project uses blockchain technology to increase transparency of supply chains. The project aims to enhance the global trade system by enabling accelerated business transactions, increasing security, reducing counterfeit goods, and providing reliable information to stakeholders.

In addition to this, Dubai Chamber expanded its range of smart and efficient solutions designed to meet the evolving needs of Dubai's fast-growing business community.

A majority of Dubai Chamber services can be accessed online or via applications, whether they be payments for services, membership registration or renewal, applications for Certificates of Origin and ATA Carnets, or access to mediation and credit rating service. Dubai Chamber also participated in the Department of Finance's "Week without Service Centres" initiative which supports Dubai's vision to become the smartest and happiest city in the world by raising awareness about the benefits of using smart services and systems to process payments and transactions.



Scan for more info

## Smart Mediation App

solves business disputes efficiently



## Paperless Transactions

majority of Dubai Chamber services can be accessed online and via applications



## Digital Silk Road Project

enhances transparency of supply chains

# Exploring New Frontiers

Dubai Chamber regularly hosts high-level business forums that explore potential in Africa, Latin America, and other regions of the world



# Dubai Chamber's Global Business Forum series provides an ideal platform to explore international expansion opportunities



## Business Forums

**The Global Business Forum (GBF) Latin America 2018 in Dubai, held under the theme “Connect-Collaborate-Grow”, was attended by 1,300 policymakers, government and business leaders, economists and industry experts from the UAE and Latin America, representing a total of 40 countries. A total of 200 bilateral business meetings were held on the sidelines of the event, while strategic cooperation agreements were signed between stakeholders.**

The high-level forum put the spotlight on new avenues of economic cooperation between businesses in the Latin America and GCC across various sectors such as financial services, agriculture, and logistics. At the same time, GBF Latin America 2018 boosted Dubai's profile as an attractive business hub that can be leveraged by Latin American companies.

During the forum, Dubai Chamber unveiled plans to invest AED 100 million (\$27.2 million) over the next decade to raise awareness about trade and investment opportunities in Latin American markets.

Held in Dubai for the first time, the UAE-Caribbean Cooperation Forum explored new prospects for economic cooperation between the two regions. The Forum was co-organised by Dubai Chamber, the UAE Ministry of Foreign Affairs and International Cooperation in partnership with the UAE Ministry of Economy and the UAE Ministry of Culture and Knowledge Development. More than 400 government and business leaders, key decision makers and investors from the UAE and Caribbean region attended this Forum.

In 2019, Dubai Chamber will host GBF Latin America outside of Dubai for the very first time as it takes the event to Panama City. The 5th GBF Africa is scheduled to be held in Dubai during the same year.



**1,300**

GBF Latin America 2018 attendees



**40**

countries represented by attendees



**200**

bilateral business meetings held during forum

# Dubai Chamber delegations visited 34 countries and 54 cities strengthening Dubai's position as a global business hub



34

countries visited



54

cities covered



80

events attended

# Outbound Delegations

## Argentina

1. Buenos Aires

## Azerbaijan

2. Baku

## Belarus

3. Minsk

## Belgium

4. Brussels

## Brazil

5. Curitiba  
6. Fortaleza  
7. Sao Paulo  
8. Mato Grosso  
9. Rio de Janeiro  
10. Maranhao  
11. Brasilia

## China

12. Shanghai  
13. Chengdu  
14. Beijing  
15. Xian  
16. Guangzhou  
17. Hong Kong

## Colombia

18. Bogota

## Denmark

19. Copenhagen

## Estonia

20. Tallinn

## Ethiopia

21. Addis Ababa

## France

22. Paris

## Gambia

23. Banjul

## Germany

24. Hamburg

## India

25. Delhi  
26. Mumbai  
27. Chandigarh  
28. Jaipur  
29. Lucknow

## Japan

30. Tokyo

## Jordan

31. Amman

## Kenya

32. Nairobi  
33. Nakuru

## Latvia

34. Riga

## Lithuania

35. Vilnius

## Luxembourg

36. Luxembourg

## Mozambique

37. Nacala

## Nigeria

38. Lagos

## Panama

39. Panama City

## Poland

40. Warsaw

## Russia

41. Moscow  
42. Perm

## Rwanda

43. Kigali

## Senegal

44. Dakar

## Singapore

45. Singapore

## Saudi Arabia

46. Riyadh

## South Africa

47. Cape Town  
48. Pretoria

## Spain

49. Madrid

## Sweden

50. Stockholm

## United Kingdom

51. London

## United States

52. New York  
53. Washington DC  
54. Chicago





Dubai Chamber welcomed delegations from 43 countries in 2018 highlighting its strong ties in various regions of the world

# Inbound Delegations

- |                     |                        |                   |
|---------------------|------------------------|-------------------|
| 1. Bahrain          | 16. Croatia            | 31. Ethiopia      |
| 2. Indonesia        | 17. South Korea        | 32. Mexico        |
| 3. Northern Ireland | 18. Somaliland         | 33. United States |
| 4. Brazil           | 19. Czech Republic     | 34. France        |
| 5. Japan            | 20. Kuwait             | 35. Moldova       |
| 6. Panama           | 21. Swaziland          | 36. Uzbekistan    |
| 7. China            | 22. Dominican Republic | 37. Greece        |
| 8. Kazakhstan       | 23. Lichtenstein       | 38. Monaco        |
| 9. Russia           | 24. Tajikistan         | 39. Zanzibar      |
| 10. Colombia        | 25. Ecuador            | 40. Guatemala     |
| 11. Kenya           | 26. Malta              | 41. Morocco       |
| 12. Saint Lucia     | 27. Tatarstan          | 42. India         |
| 13. Costa Rica      | 28. Estonia            | 43. Nigeria       |
| 14. Saudi Arabia    | 29. Mauritius          |                   |
| 15. Serbia          | 30. United Kingdom     |                   |



**43**

countries represented by visiting delegations



**1,852**

International delegations received



**83%**

y-o-y increase in visiting delegations





# Dubai Chamber expanded its international presence by opening two representative offices in Panama and India



Scan for more info

## Existing Offices

### **Azerbaijan**

1. Baku

### **Brazil**

2. Sao Paulo

### **China**

3. Shanghai

### **Ethiopia**

4. Addis Ababa

### **Ghana**

5. Accra

### **Iraq**

6. Erbil

### **Mozambique**

7. Maputo

### **Kenya**

8. Nairobi

### **India**

9. Mumbai

### **Panama**

10. Panama City

## Future Offices

### **Argentina**

11. Buenos Aires



# 1,552

meetings  
conducted



# Global Islamic Economy Summit

The fourth edition of the Global Islamic Economy Summit (GIES) strengthened Dubai's position as an Islamic economy hub

## Capital Of Islamic Economy

**The Islamic economy is one of the fastest growing sectors in the world, propelled by a community of 1.8 billion Muslims with tremendous spending power. Valued at \$2.1 trillion in 2017, the Islamic economy is expected to reach \$3 trillion by 2023, according to the latest State of the Global Islamic Economy Report from Thomson Reuters.**

As part of its efforts to promote Dubai as a global capital of the Islamic economy, Dubai Chamber and the Dubai Islamic Economy Development Centre organised the fourth edition of the Global Islamic Economy Summit in Dubai in partnership with Thomson Reuters. The summit addressed key

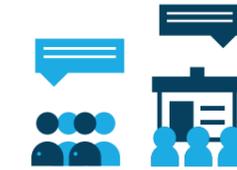
trends and technologies that are transforming halal industries. There is significant scope for growth in the Islamic economy and the sector will remain an area of focus for Dubai and the UAE moving forward.

The State of the Global Islamic Economy Report 2018-2019 ranked the UAE top globally across five Islamic economy sectors, namely: halal food, halal travel, modest fashion, halal media and recreation, and halal pharmaceuticals.



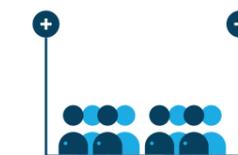
**\$3 trillion**

projected value of Islamic economy in 2023



**2**

UAE's global ranking on Global Islamic Economy Indicator 2018



**3000**

attendees at GIES 2018



# Enhancing Social Impact Community and CSR initiatives supported the UAE's Year of Zayed



**6.2%**

percentage of  
revenue donated  
to community  
initiatives



**91**

CSR events  
organised



**13,943**

individuals  
benefitted



## Community

**Inspired by the values and legacy of the late Sheikh Zayed bin Sultan Al Nahyan, Dubai Chamber organised 20 community initiatives and 91 CSR events in line with the objectives of the Year of Zayed, which enhanced its social impact and benefitted 13,943 individuals. In total, Dubai Chamber employees volunteered 157 hours, while 6.2% of the organisation's revenue contributed towards these initiatives.**

To mark Zayed Humanitarian Day, Dubai Chamber employees volunteered to pack 1,000 Ramadan gifts of personal items for distribution to dhow sailors at the Dubai Creek.

As part of Dubai Chamber's support for the Dubai Fitness Challenge, over 40 fitness events were organised for Chamber employees and the community. Almost 50% of Dubai Chamber staff participated in the Challenge and the organisation was ranked fifth for among over 100 participating government entities.

Employees were also encouraged to participate in the first Government Games, an initiative launched by His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, to promote creative collaboration and team spirit among government employees.



20

community  
initiatives



157

employee  
volunteer hours

# Prioritising Employee Development

## Dubai Chamber boosted employee engagement and skill development through various initiatives, trainings and events

**As part of its efforts to invest in developing employees' potential, Dubai Chamber's human resources department organised 52 trainings that benefitted 296 participants. A total of 18 workshops were hosted as part of a week-long Knowledge Camp which aimed to boost employee engagement and encourage participants to build new skills.**

The department organised a summer training programme which provided an opportunity for young UAE nationals to gain professional experience and supported Dubai Chamber's Emiratisation strategy.

Dubai Chamber's Emiratisation rate reached 54% in 2018, while 31 nationalities were represented by staff, reflecting a diverse and dynamic workforce.



**52**  
trainings



**31**  
nationalities  
working at  
the Chamber



**296**  
participants  
benefitted



# Recognising Business Excellence



# The MRM Business Award and MRM Business Innovation Award are the highest level of recognition for business excellence and innovation in the region

**In 2018, the 10<sup>th</sup> cycle of the Mohammed Bin Rashid Al Maktoum (MRM) Business Award and the 2<sup>nd</sup> cycle of the MRM Business Innovation Award, attracted a total of 399 applicants, recording a 46% increase compared to the previous award cycles.**

A series of events were organised and attended by participants of the MRM Business Excellence Award Program including an international conference launching the award cycles, six training sessions, three best practices seminars, and three roundtable discussions.

Training sessions familiarised participants with the MRM Business Award Model, criteria for both award cycles, and useful tips for preparing a high-quality application.

The MRM Business Award, a member of the Mohammed Bin Rashid Al

Maktoum Global Initiatives, was initiated in 2005 to recognise and celebrate the success of organisations that contribute to the sustainable economic development of the UAE and the wider GCC region. The award covers several categories, namely finance, services, construction, trade, re-export, transport and logistics, and manufacturing.

The MRM Business Innovation Award, launched by Dubai Chamber in cooperation with the UAE Ministry of Economy, aims to encourage companies across the GCC to embrace innovation, and serves as a distinctive benchmark for measuring innovation excellence. The award places a strategic focus on transforming business models to meet current and future challenges.



**399**

total number of applicants



Scan for more info



**46%**

increase in number of applicants

# Developing the Potential of Startups

**Dubai Startup Hub, an initiative of Dubai Chamber, saw the number of registered members increase to 2,067 in 2018, while it expanded its range of programmes, services events and other offerings in line with the evolving needs of Dubai's fast-growing startup community.**

Mentorship, entrepreneurship education and training remained a key focus for Dubai Startup Hub. These efforts focused on promoting entrepreneurship and employment in the private sector through collaboration with universities; fostering innovation by supporting startup competitions; and facilitating knowledge exchange through publications and networking.

Dubai Startup Hub engaged directly with the entrepreneurial community at STEP Conference 2018, GITEX Technology Week 2018, Tawteen 360 Forum, and the Tech Mix Conference 2018, while it also partnered with organisations such as Injaz, Huawei and Smart City Startup Bootcamp Accelerator to provide new growth opportunities to startups in Dubai.

Dubai Startup Hub's weekly networking series brought together over 500 entrepreneurs, startups and investors across various economic sectors and provided an ideal platform for knowledge sharing and collaboration. In addition, entrepreneurship education programmes and events benefitted 1,053 individuals.



**2,067**

Dubai Startup Hub members



**1,053**

participants benefitted from educational programmes



# Dubai Startup Hub helps entrepreneurs turn their business ideas into a reality

## Entrepreneurship

**The third edition of the Dubai Smartpreneur Competition received more than 300 submissions under the categories of Blockchain, Artificial Intelligence and Digital Transformation. Winning startups were awarded AED150,000 in cash prizes, as well as continued mentorship support.**

Dubai Startup Hub's Market Access programme facilitated several business deals between startups and leading companies in Dubai. A total of 285 applications for the first two editions of the programme were received and several deals were signed between partner companies and selected startups.

Dubai Startup Hub released a whitepaper on the challenges startups face when opening a bank account. Following its release, 25 heads of commercial banking, licensing authorities and entrepreneurs gathered for a roundtable event

at Dubai Chamber where they explored new solutions to address such obstacles. In 2018, Dubai Startup Hub released two editions of the Startup Panorama Report, a quarterly publication providing a bird's eye view of trends and factors shaping Dubai's startup ecosystem.

At GITEX Technology Week 2018, Dubai Startup Hub showcased its wide variety of programmes, initiatives and services catering to Dubai's startup community. A total of 10 selected UAE-based startups were given an opportunity to exhibit at Dubai Startup Hub's stand at GITEX Future Stars 2018 and showcase their innovative solutions in the areas of transportation, hospitality, healthcare, consumer technology and cyber security.

In 2018, Dubai Startup Hub unveiled its new and improved website which is designed to provide comprehensive support and guidance to startups in Dubai and further develop the emirate's entrepreneurial eco-system. The Youth Business Voice Series, organised by Dubai Startup Hub in cooperation with Dubai Government's Youth Hub, familiarised youth with practical strategies and useful tips for starting and growing a successful business in the UAE.



**300**

submissions  
for Dubai  
Smartpreneur  
Competition



**285**

Market Access  
applications



Scan for more info

# Building Dubai's Association Community

Dubai Association Centre

## DAC is a gateway for associations to expand their reach in the Middle East through Dubai

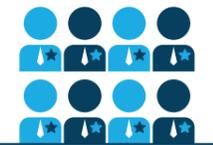
**Dubai is quickly becoming a preferred market for regional and international associations. Dubai Association Centre (DAC), a joint initiative of Dubai Chamber of Commerce and Industry, Dubai Department of Tourism and Commerce Marketing, and Dubai World Trade Centre, provides a formal environment where associations can operate in Dubai, and expand their reach in the Middle East and beyond.**

Annual Meeting, 57<sup>th</sup> ICCA Congress, and the Association Leadership Forum in Singapore, where it showcased the attractive advantages that Dubai provides professional and global associations that operate in the emirate.

Following the success of the 1<sup>st</sup> Dubai Association Conference held in 2017, DAC hosted the first-ever Association Leaders Getaway in Dubai, a unique event offering immersive experiences. The Getaway familiarised delegates executives with the Dubai market and the various advantages it offers associations.

In 2018, 18 new members registered with the Dubai Association Centre, bringing the total number of associations licensed by DAC to 60. These associations are represented by 15,000 companies and 600,000 professional members.

DAC organised several roundtable discussions throughout the year which provided an ideal platform for association executives to collaborate and share best practices. The Centre participated in several international events, including the European Association Summit, ASAE



**18**  
new members



**60**  
registered associations



**43%**  
growth in membership



Scan for more info

# Empowering Women in Business

Dubai Business Women Council

## DBWC supports business women in Dubai through a wide range of programmes, initiatives and events

**Dubai Business Women Council (DBWC) increased its membership by 46% to 864 in 2018.**

In honour of the Year of Zayed, DBWC launched the Spirit of Zayed Mentorship Programme, a six-month annual programme where selected applicants receive mentorship from senior members of DBWC and organisations such as Expo 2020, Société Générale and JP Morgan.

Other main highlights included roundtables with JP Morgan, Dubai Quality Group and the Pearl Initiative on the importance of compliance in business, accessing capital, and corporate governance.

DBWC received several international delegations and hosted HE Yannick Glemarec, UN Assistant Secretary-General and Deputy Executive Director for Policy and Programme in UN Women; and H.E. Nicole Ameline, French Minister & Member of Parliament; and Michigan USA Women Entrepreneurs.

A total of 56 events were organised by DBWC throughout the year which were supported by strategic partners and leading organisations such as Patchi, Dow Chemical, Ince & Co, and METIS Management Consultancy. These events covered a wide range of business-related topics such as VAT, digital marketing, business protection, innovation, leadership, sustainability, intellectual property, legal issues, and blockchain.



**864**

members



**46%**

membership growth



**1,573**

event participants



**56**

events organised



Scan for more info

# Championing CSR and Sustainability

Centre for Responsible Business

## The Centre for Responsible Business assists businesses in assuming greater responsibility for sustainability in Dubai

**In 2018, Dubai Chamber's Centre for Responsible Business (CRB) organised 30 events that were attended by 3,182 delegates from 725 organisations. Among the most highly attended events was the Dubai Dialogue Conference 2018 which explored the role of technology in empowering businesses to create a sustainable future.**

In total, 51 companies applied for the Dubai Chamber CSR Label. Since its launch in 2010, the Label has grown in significance to become the highest level of recognition for companies' CSR efforts in the UAE.



**30**

events organised



**725**

companies represented by event participants



**51**

applicants for Dubai Chamber CSR Label



**1,880**

ENGAGE Dubai volunteers

In honour of the Year of Zayed, Dubai Chamber Sustainability Network - organised the Emirati Women's Day Seminar in cooperation with the UAE Ministry of Economy. CRB's corporate volunteering division ENGAGE Dubai hosted the annual Give and Gain Week which saw 1,880 volunteers from 36 corporations volunteer 5,610 hours to support over 4,800 individuals through community projects.



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# Improving Arbitration Practices

DIAC provides impartial and efficient administration for commercial disputes

## Dubai International Arbitration Centre

**Dubai International Arbitration Centre (DIAC) registered 168 cases in 2018 out of which 130 were resolved.**

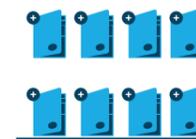
Six new associate members joined DIAC in 2018, while 18 arbitrators renewed membership, bringing the total number of listed arbitrators to 135.

Meanwhile, DIAC 40, a group focused on supporting the development of young arbitrators in the Middle East and North Africa, saw its membership grow to 112.

The Centre hosted 44 hearings and meetings, and organised 21 local and international events. These events included discussions on the new UAE

Arbitration Law, Business Lunch in Paris, and visits by the Saudi Centre for Commercial Arbitration Delegation and the International Dispute Resolution Institute.

DIAC participated in Dubai Arbitration Week, where news and views on developments in the field of international commercial arbitration were discussed. The Centre also participated in the 5<sup>th</sup> Annual GAR Live Dubai Conference and the International UK Society of Construction Law Astra Event.



**168**

registered cases



**112**

DIAC 40 members



**130**

cases resolved



Scan for more info

# Advancing Skills & Knowledge

University of Dubai

## The University of Dubai (UD) plays an instrumental role in developing the skills and qualifications of students in the UAE

**In 2018, the University of Dubai (UD) held its 15<sup>th</sup> graduation ceremony which recognised 130 students for their achievements. The ceremony was attended by H.H. Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum, Chairman of Mohammed Bin Rashid Al Maktoum Knowledge Foundation and President of the UAE National Olympic Committee.**

The University of Dubai and the Netherlands-based MMS Worldwide Institute signed an agreement to train coaches to work with human resources departments within the private and public sectors. In addition, UD signed a memorandum of understanding (MoU) with the University and Al Ramsa Institute to launch an Arabic Language Centre.

Meanwhile, 835 government and private-sector employees received training from the university's Center for Executive Development (CED), furthering its vision to enhance skills and knowledge for career development. UD hosted the 5th World IEQ Forum at its sustainable and smart campus located in Dubai's Academic City. More than 24 international experts specialising air quality and pollution participated in the forum and discussed recent progress in policy measures and implementation strategies for protecting the environment.



Scan for more info



**130**  
students graduated in 2018



**835**  
UD Centre for Executive Development trainees

Dubai Chamber Photo Gallery 2018

# Dubai Chamber Photo Gallery 2018





Crown Prince of Dubai and Chairman of The Executive Council of Dubai, H.H. Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum unveils a 5-Star plaque at Dubai Chamber's Customer Happiness Centre

H.H. Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of The Executive Council of Dubai; Panamanian President H.E. Juan Carlos Varelas; and high-level delegates at the Global Business Forum Latin America 2018 in Dubai



H.H. Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, reviews Dubai Chamber's stimulus initiatives



H.E. Marie Louise Coleiro Preca, President of Malta meets with Dubai Chamber officials



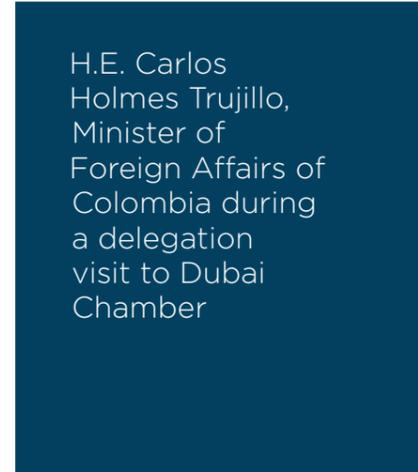
H.H. Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of The Executive Council of Dubai and Tatarstan President H.E. Rustam Minnikhanov during the 4<sup>th</sup> Global Islamic Economy Summit in Dubai

H.E. Dr. Ali Mohamed Shein, President of Zanzibar is received by HE Majid Saif Al Ghurair, Chairman of Dubai Chamber





A Dubai Chamber delegation poses with Latvian President, H.E. Raimonds Vejonis during a trade mission to the Baltic States



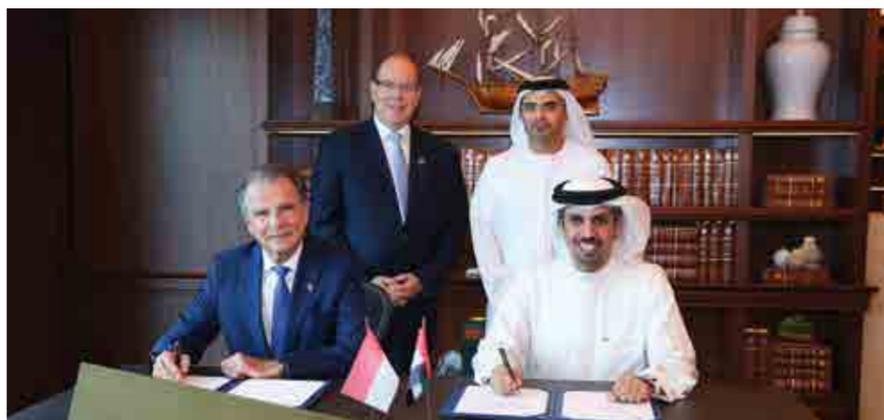
H.E. Carlos Holmes Trujillo, Minister of Foreign Affairs of Colombia during a delegation visit to Dubai Chamber



H.E. Sultan bin Saeed Al Mansoori, UAE Minister of Economy and HE Chiril Gaburici, Moldova Minister of Economy and Infrastructure, during the UAE-Moldova Business Forum



South Korean President H.E. Moon Jae-in attends the UAE-Korea Business Forum



Dubai Chamber signs a MoU with Monaco Economic Board in the presence of HSH Prince Albert of Monaco



Dubai Business Women Council (DBWC) hosts a delegation from UN Women led by Yannick Glemarec, UN Assistant Secretary-General and Deputy Executive Director for Policy and Programme for UN Women





The first UAE-Caribbean Cooperation Forum in Dubai was organised by Dubai Chamber in collaboration with the UAE Ministry of Foreign Affairs and International Cooperation, the UAE Ministry of Economy and the UAE Ministry of Culture and Knowledge Development



During the visit of H.E. Astra Kurme, Latvian Ambassador to the UAE

During the appointment of H.E. Hamad Buamim, President & CEO of Dubai Chamber as Chairman of the International Chamber of Commerce's World Chambers Federation (WCF)



A Dubai Chamber delegation poses with Lithuanian Prime Minister H.E. Saulius Skvernelis during a trade mission to the Baltic States



During a high-level panel discussion at the France-UAE Economic Forum in Paris



A Dubai Chamber delegation in Beijing presented Dubai's winning bid to host the World Chambers Congress 2021

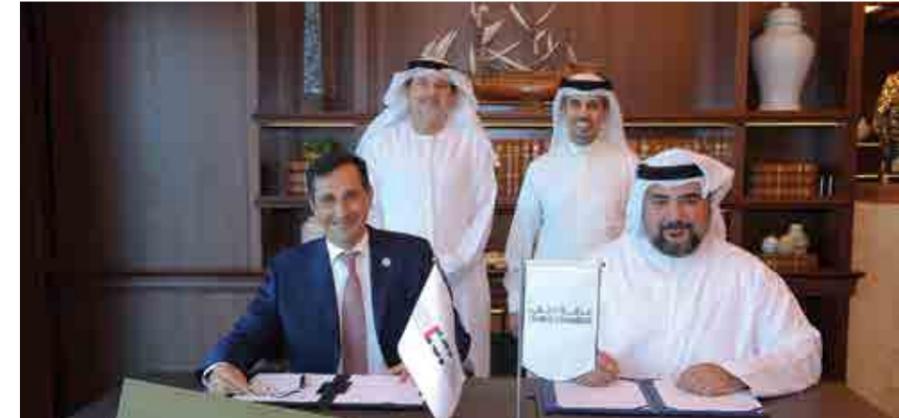


H.E. Thani Al Zeyoudi, UAE Minister of Climate Change and Environment meets with eco-friendly startups at a Dubai Chamber event

Dubai Dialogue 2018 explored the role of advanced technologies in solving business challenges



Dubai Chamber President & CEO H.E. Hamad Buamim addresses delegates during the Chengdu-Dubai Business Forum 2018



Dubai Chamber signs a MoU with Etihad Credit Insurance, to enhance trade competitiveness of Dubai-based companies



Dubai Chamber officials meet with government and business leaders during a visit to Shanghai

H.E. Abdulrahman Saleh Al Saleh, Director General of Department of Finance, Government of Dubai visits Dubai Chamber during the "A Week Without Service Centers" initiative





Dubai Chamber and Google launch the 'Get Dubai Businesses Online' project



Dubai Chamber signs a MoU with online marketing agency Digital Falcon, as part of Dubai Startup Hub's Market Access Programme

Winners pose during the 3<sup>rd</sup> Dubai Smartpreneur Competition closing ceremony



Members of the Dubai Chamber Sustainability Network are honoured for their achievements

Dubai Chamber honours 18 companies for their corporate social responsibility and sustainability efforts



Panellists discuss banking challenges for startups in Dubai during a Dubai Startup Hub event



Dubai Chamber recognises companies for outstanding export performance



غرفة دبي  
DUBAI CHAMBER



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