



غرفة أبوظبي
ABU DHABI CHAMBER



Annual Report

Abu Dhabi Chamber

2014

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Abu Dhabi Chamber

2014



صَاحِبُ السُّمُو الشَّيْخُ خَلِيفَةُ بْنُ زَايِدٍ آلِ نَهْيَانَ

رئيس دولة الإمارات العربية المتحدة

HIS HIGHNESS SHEIKH KHALIFA BIN ZAYED AL NAHYAN
PRESIDENT OF THE UNITED ARAB EMIRATES



صاحب السمو الشيخ محمد بن زايد آل نهيان

ولي عهد أبوظبي نائب القائد الأعلى للقوات المسلحة

HIS HIGHNESS SHEIKH MOHAMED BIN ZAYED AL NAHYAN
CROWN PRINCE OF ABU DHABI AND DEPUTY SUPREME COMMANDER OF THE UAE ARMED FORCES

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Forward

by H.E. Chairman of the Board



Being the last year for the former Board of Directors of the Abu Dhabi Chamber (2010 – 2014), 2014 was one of the best years in regard to accomplishments, executing projects and initiatives and preparing studies for the Abu Dhabi Chamber of Commerce and Industry.

One of the accomplishments of the Chamber in 2014 was organizing the elections of the Board of Directors of the Chamber for 2014 – 2018. The elections witnessed huge success thanks to the efforts of the management of the Chamber and its employees and thanks to the support of a number of official authorities in the emirate.

Year 2014 was also featured with a number of achievements and executing pivotal projects that established the position of the Chamber as a pioneering establishments in providing services for economic activities, businessmen and member companies.

Realizing these accomplishments in 2014 came within the efforts of the Abu Dhabi Chamber to adopt creative initiatives to serve the entities of the private sector in the emirate and enhance the competitive business environment as well as to contribute to promoting for the city of Abu Dhabi as an investment attraction to top international companies to contribute to the comprehensive economic development process of the UAE in general and the Emirate of Abu Dhabi in particular in all sectors under the wise leadership of His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE, and the support and follow up of His Highness Sheikh Mohammed Bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces, Chairman of the Executive Council.

Amongst the most significant accomplishments of the Chamber during 2014 is developing the Members Services Center which is the first center to encompass a large number of public entities that grant licenses and provide services for the companies of the private sector in the Emirate of Abu Dhabi. The center now include 28 services desks for federal and local authorities in addition to banking services, travel office, electricity and water services as well. The number of those who benefited from the services of the center exceeded 180,000 last year which reflects the brilliance and excellence of the idea of the center and the quality of the services it offers.

Last year, the businesses of the specialized subsidiary centers of the Chamber also witnessed huge achievements within their efforts to spread the culture of entrepreneurship and providing

outstanding training and habilitating courses of added value. These subsidiaries are Abu Dhabi Commercial Conciliation and Arbitration Center (ADCCAC), Abu Dhabi International Center for Organizational Excellence, Abu Dhabi Corporate Governance Center, and the UAE Academy. These subsidiaries also work on helping the public and private sectors to evaluate and implement governance rules and regulations and to provide specialized consultation services with governance rules in addition to providing distinguished services in resolving commercial disputes through commercial arbitration and conciliation and benefiting from the services of the ADCCAC in this regard. These centers achieved huge accomplishments in 2014 and helped the Chamber in its march towards achieving its goals.

I, and on behalf of the Board Members of the Abu Dhabi Chamber, am pleased to extend my utmost thanks and appreciation to His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE, and to His Highness Sheikh Mohammed Bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces and Chairman of the Executive Council, for their support to the Chamber, asking the almighty to brighten their path to guide the nation towards a better future.

Mohammed Thani Murshid Al-Rumaithi

Chairman of the Board of Directors

Remarks

by His Excellency the Director General



In 2014 the Abu Dhabi Chamber executed a number of prominent projects and initiatives to serve the private sector and the Chamber's members as well as those who benefit from its services in the UAE in general and the Emirate of Abu Dhabi in particular.

2014 witnessed the organization of a number of activities and events which contributed to realizing the strategies and goals of the Chamber, which, in turn, increase the role of the private sector in the sustainable and comprehensive economic development process in Abu Dhabi and serve the goals of Abu Dhabi Economic Vision 2030.

Towards this end, the Chamber organized more than 45 forums and conferences last year. It also received 30 trade missions from around the world and participated in four international exhibitions in the UAE, Germany and France. These events and activities contributed to supporting the efforts of promoting for the Emirate of Abu Dhabi as an important trade and investment hub for the biggest international companies in the region.

Over the past year, the Chamber worked hard on empowering its national competencies which comes within the strategic framework of the government of Abu Dhabi represented in its economic vision 2030. And as the other establishments operating in the emirate, the Chamber also worked on increasing the percentage of Emiratization in all its management levels that the percentage of Emiratization reached 90% in leading and senior positions, whereas this percentage increased 15% for the rest of the employment chart in 2014 for the total percentage of UAE nationals to make 62% of the total number of the Chamber's employees.

In regard to the subsidiaries of the Chamber namely Abu Dhabi International Center for Organizational Excellence, Abu Dhabi Corporate Governance Center, UAE Academy, and Abu Dhabi Commercial Conciliation and Arbitration Center, they made huge and distinguished accomplishments in 2014 in regard to the quality and quantity of programs and training courses.

Abu Dhabi International Center for Organizational Excellence organized 60 programs and training courses on implementing the standards of quality and organizational excellence in public and private institutions. Hundreds of employees benefited from these courses.

Meanwhile, the UAE academy organized 689 training programs and courses on management, leadership, businesses, communication, networking, IT and all management specialties. On the other hand, Abu Dhabi Commercial Conciliation and Arbitration Center organized ten specialized training programs in commercial arbitration in which 150 specialists took part. In addition, 74 cases were registered in the records of the center last year and the number of registered arbitrators reached 463 ones.

Abu Dhabi Corporate Governance Center organized four specialized training programs and courses for managers and directors of companies operating in the Emirate of Abu Dhabi and the country in which more than 200 people from public and private entities took part.

In conclusion, I would like to express my utmost thanks and appreciation to Their Excellency the Chairman and Board Members of the Abu Dhabi Chamber for their support in achieving the objectives of the Chamber. I would like to extend my utmost thanks and appreciation for all the employees of the Chamber for their hard efforts in performing their duties, stressing that we will continue to serve the private sector in the Emirate of Abu Dhabi with all that we have got.

Mohammed Helal Al-Muhairi
Director General



An Overview on the Emirate of Abu Dhabi

Preamble

The Emirate of Abu Dhabi is moving ahead in steady steps and clear vision for its economic and social development towards creating an economy with diverse income resources in order to realize a sustainable economic development.

In this regard, the development approaches of the Emirate of Abu Dhabi during the last years focused on directing mega investments towards non-oil sectors until a diversified economic base and income resources are realized. This came along with the hard efforts of the government of Abu Dhabi to encourage the private sector to take part in the activities which support the development process of the emirate through creating a supporting environment for businesses and for the success of investment projects.

Thanks to these wise directions, the Economy of Abu Dhabi was able to achieve a number of accomplishments recently including a rise in the GDP from AED 846.7 billion in 2001 to AED 909.7 billion in 2012 with a 7.4% increase. This curve kept rising in 2013 for the GDP to reach AED 953.2 billion with a 12.6% increase from 2011.

According to the Statistics Center in Abu Dhabi, the contribution of non-oil sectors in the GDP in current prices rose 45% in 2013 compared to 43% in 2012 and 42.7% in 2011. In contrast, the percentage of the contribution of extraction activities "crude oil and natural gas" in current prices to the GDP declined from 57.3% in 2011 to 57% in 2012 and declined further in 2013 to 55%, which points to a decline in the dependence of the GDP on extraction activities; thus, ensures the success of the economy of the Emirate of Abu Dhabi in its policy of income diversification.

Considering it the representative of the private sector in Abu Dhabi, the Chamber works in collaboration with the related authorities to direct all its capabilities towards realizing the

Abu Dhabi Economic Vision 2030, considering the private sector an important element in developing non-oil sectors.

First: Relative importance of economic activities to the GDP

By viewing the structure of the GDP per sector of the Emirate of Abu Dhabi, the construction sector occupies the first place amongst non-oil sectors with 9% contribution in 2013 followed by manufacturing with 5.7%. financial activities, insurance and property activities shared the third place with 4.8% each, whereas public management and defence were at 4.6% followed by transportation and storing with 3.7% and wholesale and retail with 3.6%. Table (1) lists the contribution of each sector to the GDP of the emirate for the period from 2011 – 2013.

Table (1)

Sector	2011 %	2012 %	*2013 %
Agriculture, forestry and fishing	0.6	0.6	0.6
Extraction (Crude Oil and Natural Gas)	57.3	57.0	55.0
Manufacturing	5.7	5.3	5.7
Electricity, gas, water and waste management	2.2	2.4	2.5
Construction	9.9	9.1	9.0
Wholesale & retail; maintenance of motor vehicles & motorbikes	3.3	3.5	3.6
Transportation and stockpiling	3.5	3.5	3.7
Accommodation and food	1.0	1.0	1.0
Information and telecommunications	2.3	2.1	2.3
Financial and insurance services	3.9	4.5	4.8
Real estate activities	4.1	4.4	4.8
Professional, scientific and technical activities	2.3	2.0	2.2
Management and support services	1.1	1.1	1.2
Public management and defence; compulsory social insurance	4.0	4.4	4.6
Education	1.1	1.2	1.2
Human Health and social services	0.7	0.9	1.0
Arts, entertainment, promotion and other services	0.3	0.3	0.4
Activities of households such as business owners	0.2	0.2	0.2
Accounted banking services	(3.3)	(3.5)	(3.6)

Source: Statistics Center – Abu Dhabi – Preliminary Estimates



Second: Volume of Foreign Trade of Abu Dhabi

The volume of non-oil foreign trade of the Emirate of Abu Dhabi in 2013 estimated with AED 623 billion including AED 100 billion of imports. In regard to the total of consumable exports, the total reached AED 523 billion including AED 16 billion as non-oil exports. Total volume of re-exports reached around AED 16 billion in 2013.

Third: Most important underway and future governmental projects 2014

- Development Projects of “Mubadalah” in a number of promising sectors. These sectors are the heart of the economic diversification process in the emirate. The projects of Mubadalah include the aviation industry in Nibras Al Ain Aerospace Park, which aims at establishing an advanced international center for aviation industry in the Emirate of Abu Dhabi “Strata”. The second phase of expansion operations are expected to start in 2018.
- The emirate’s Projects in renewable energy. Masdar is working on completing the development operations of Noor (1) and Noor (2) projects in Abu Dhabi. Future projects include developing the central businesses zone in Masdar City.
- Operational energy of “Barakah” station. After completion the station will generates 5,600 mw. This will help answer a part of the demand over electricity in the country. Generating electricity from the station is expected to begin in 2017. The second reactor will be operational in 2018; whereas the third and fourth reactors will kick off in 2019 and 2020 respectively. The total cost of the four stations are estimated at \$20 billion.
- Abu Dhabi Midfield Terminal will be the home base of Etihad Airways. Upon its inauguration, the new terminal is expected to be able to receive 30 million passengers during its first year.

Abu Dhabi Metro:

The project of Abu Dhabi Metro is one of the most important mega projects which will be executed over a number of phases in the coming years. The first phase will start in 2016 – 2017 and will be composed of 131 km of integrated metro lines and will be constructed according to the highest international standards. The new metro will link Abu Dhabi Island with the suburbs and future constructional communities such as Al-Saadiyat Island, Yas Island, Al-Raha Beach and the new Central Business District in order to cope with the unprecedented population growth in the Emirate of Abu Dhabi.

Current and future development projects in oil and gas sector:

Pursuant to the approach of safe development and production of oil and gas using the most advanced technological methods and implementing the highest standards to get the best results for evaluation and future development operations, and within the frame of its international commitments towards contributing to providing sufficient supply for oil markets and ensuring markets security through cooperating with its partners in the Organization of the Petroleum Exporting Countries (OPEC), the UAE is working on increasing its production capabilities through a number of projects including the following:

- Developing Upper Zakum Field
- Carbon Black & Delayed Coke Plant in Al-Ruwais
- Developing Al-Nasr Oil and Gas Field
- The Emirates Liquid Natural Gas

Executing these projects comes to carry on executing the announced petroleum strategy which aims at producing 3.5 million barrels of oil a day. The government assigned \$40 million to execute a number of important oil and gas projects while emphasizing on its policy of preserving the environment and sustainability in its diverse energy projects.

Tourism Projects and Museums Area in Al-Saadiyat Island:

Al-Saadiyat Cultural District is the core of culture and arts and is a global beacon of human creativity. The district is a hub for museums and cultural entities including Zayed National Museum, The Louvre Abu Dhabi and The Guggenheim Abu Dhabi. Most famous architectures who won the Pritzker Architecture Prize laid the designs and blueprints of these museums. The district is also the home for the Performing Arts Center.



Introduction

This annual report contains the most important accomplishments and gains of the Abu Dhabi chamber in 2014 considering its successful journey and its continuous efforts to support the private sector and looking after its interests and preparing it to play its role in the comprehensive development process of Abu Dhabi.

What distinguishes this year from previous ones is the end of the 17th term of the Board of Directors and that a supervising committee was formed on 04 March 2014 and was chaired by a judge assigned by the Judiciary Department to overlook the entire process of the Abu Dhabi Chamber Elections 2014 according to the decision of His Highness Sheikh Mohammed Bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces and Chairman of the Executive Council of Abu Dhabi.

Preparations and technical equipment, which were provided by the management of the Chamber for the elections, helped directly in the success of the elections process and the distinguished experience for the business and financial sectors in the Emirate of Abu Dhabi. the Chamber provided all the facilities, services, equipment and computers to contribute actively in the success of the elections and its bright image.

Through this report, we will try to shed light on the most important achievements of the Chamber during the current Board of Directors 2010 – 2013 and the most important statistics and indexes during this period. We will also point out the most prominent achievements of all the sectors of the Chamber in 2014 which were the result of the activities of the Board of Directors and the hard work of the sectorial committees which represent the different economic sectors in the emirate. We will also showcase facts and figures about the efforts of the executive management of the Chamber and its sectors and departments in executing the policies, objectives and plans and the events and activities mentioned in this report.

The Chamber concentrated its strategic approaches during 2014 to represent the private sector and increase the level of performance and quality of local companies as well as empowering trade relations with different countries across the globe. The Chamber also worked on enhancing the partnership between the public sector and the private one and contributed actively to enhancing the business environment in the emirate through launching a number of joint projects such as the project of unifying licenses with the Department of Economic Development and a group of related public and semi-governmental authorities.

The Abu Dhabi Chamber will continue to exert hard efforts to increase the role of all establishments and companies of the private sector in the comprehensive development in all economic sectors and to realize the visions of the wise leadership through launching new services with added value for all the members of the Chamber and through executing its projected plans and programs in a way that serves the members of the business community in Abu Dhabi.



Most Significant Accomplishments of the Abu Dhabi Chamber 2010 – 2013

1- Most important executed strategic projects

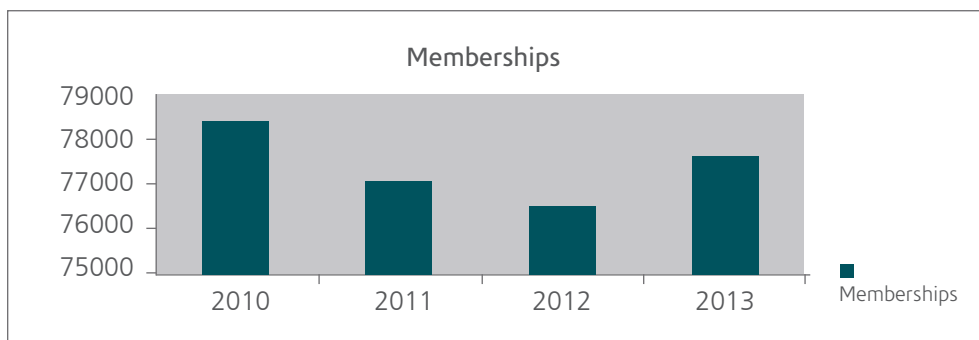
Project		An Overview on the Project
1	Events and activities of the e-gate project	An approach to computerize all the services of the Abu Dhabi Chamber in order to cope with the contemporary electronic developments and use them to reach the highest number of customers as well as suggesting and executing electronic services of an added value to the members in order to meet their needs and exceed their expectations.
2	e-gate tenders project	
3	Implementing the ATA Carnet	
4	Implementing the new unified Certificate of Origin system in the UAE	
5	Activating the project of Spatial Data Infrastructure in Abu Dhabi in coordinating with Abu Dhabi Systems & Information Center	
6	Implementing the unified licenses system with the DED	Integrating memberships with the trade licenses through the DED's Businesses Center in Abu Dhabi.
7	Setting the general frame of Abu Dhabi Award for Small and Medium Enterprises	Setting specialized standards according to the best international standards to choose the best projects.
8	Preparing a comparison study with a number of world countries in regard to the initiative of improving local content	Local content policies aim at developing the economy, companies and national workforce through increasing the added value of locally made commodities and services in the national economy by enabling national companies export products and execute projects overseen by the government.
9	Sponsoring "Absher" Initiative	"Absher" Initiative is a strategic initiative launched and sponsored by the Ministry of Presidential Affairs. It aims to increase national cadres in the labour market and provide a proper lifestyle for the citizens through creating proper job opportunities and ensuring job security as well as increasing the participation of the national cadres in the "federal, local, semi-governmental and private" labour market. Starting from its social responsibility and its endeavor to support the efforts of Emiratization, the Chamber was invited to participate in supporting and sponsoring this national initiative through training 500 job seekers and designing a number of training courses to develop the skills of participants in different fields and specializations.

	Project	An Overview on the Project
10	Improving the competency of the private sector	A number of programs and training courses were designed for the employees of companies from the private sector in the field of quality and corporate excellence. It included a number of prospects: • Spreading the concepts of quality amongst the companies of the private sector • Spreading the concepts of sustainability and environment preservation • Enhancing competency of local companies and increasing their contribution to the GDP • Spreading the concepts and principles of competitiveness amongst the companies of the private sector • Providing consultation services on Sheikh Khalifa Excellence Award
11	Agreeing on launching the UAE Commercial Excellence League	Non-profit league and joining is voluntary. The league aims at developing the business community in the country and developing its capabilities through strengthening the bonds with international franchising frames. The league shall also provide support and help for entrepreneurs to expand the franchising base in all sectors and to prepare a proper climate to realize efficiency and competency in all the aspects of commercial excellence.

2- Statistics on Memberships

Membership Figures 2010 - 2013				
Year	2010	2011	2012	2013
Number of Memberships	78394	77028	76522	77636





3- Board of Directors Events and Activities

Meetings of the BOD and the Executive Office 2010 - 2013								
Year	2010		2011		2012		2013	
	Meetings	Decisions	Meetings	Decisions	Meetings	Decisions	Meetings	Decisions
BOD	5	31	6	42	4	24	5	13
Executive Office	7	36	5	48	5	36	5	29

Events and Activities of the Board Members 2010 - 2013				
Year	2010	2011	2012	2013
Visiting Delegations	28	31	63	32
Outbound Delegations	1	9	9	5
Forums and Conferences	--	6	8	11
Other Activities	--	18	17	19

Accomplishments of the Chamber's Subsidiaries

1- UAE Academy

Most Important Accomplishments of the UAE Academy 2010 - 2013						
Year	Training & Skills Development			Administrative Projects and Consultations		
	Number of participants	Number of Programs	Number of Establishments	Number of participants	Number of Programs	Number of Establishments
Year 2010	4542	280	34	381	2	2
Year 2011	4830	388	39	92	3	2
Year 2012	4319	345	47	15	1	1
Year 2013	4375	328	40	13	2	2

2- Abu Dhabi International Center for Organizational Excellence (ADCOE)

Program	Description
Academic Excellence Programs	ADCOE partners with a number of British universities to provide academic certificates in excellence and Master degrees in business excellence.
Education	ADCEO founded an educational department in October 2009 to create a unique alliance with the biggest six establishments in the world: • Oxford University • Cambridge University • London Business School • Civil Service College (CSC) Singapore • Harvard Teachers Association • National School of Government – UK The object of the new department is increasing the cooperation with these institutes in order to develop and provide leading and tailored programs in Abu Dhabi to cope with the regional demands. These programs were designed to be directed towards three specific levels of leadership in the public and private sectors and towards realizing the Abu Dhabi Economic Vision 2030: • Leadership Integration • Competent Leaders • Leaders with futuristic visions
General Training Programs	ADCEO provides a series of training programs on quality management which is the basis on which the local awards are built including Abu Dhabi Award for Excellence in Government Performance. ADCEO also holds training programs on human development, policies of human resources and sustainability reports.
Standardization Forums	In cooperation and coordination with a global network, the Center organizes training programs on standardization. It also conducts field visits to local, regional and international pioneering establishments.

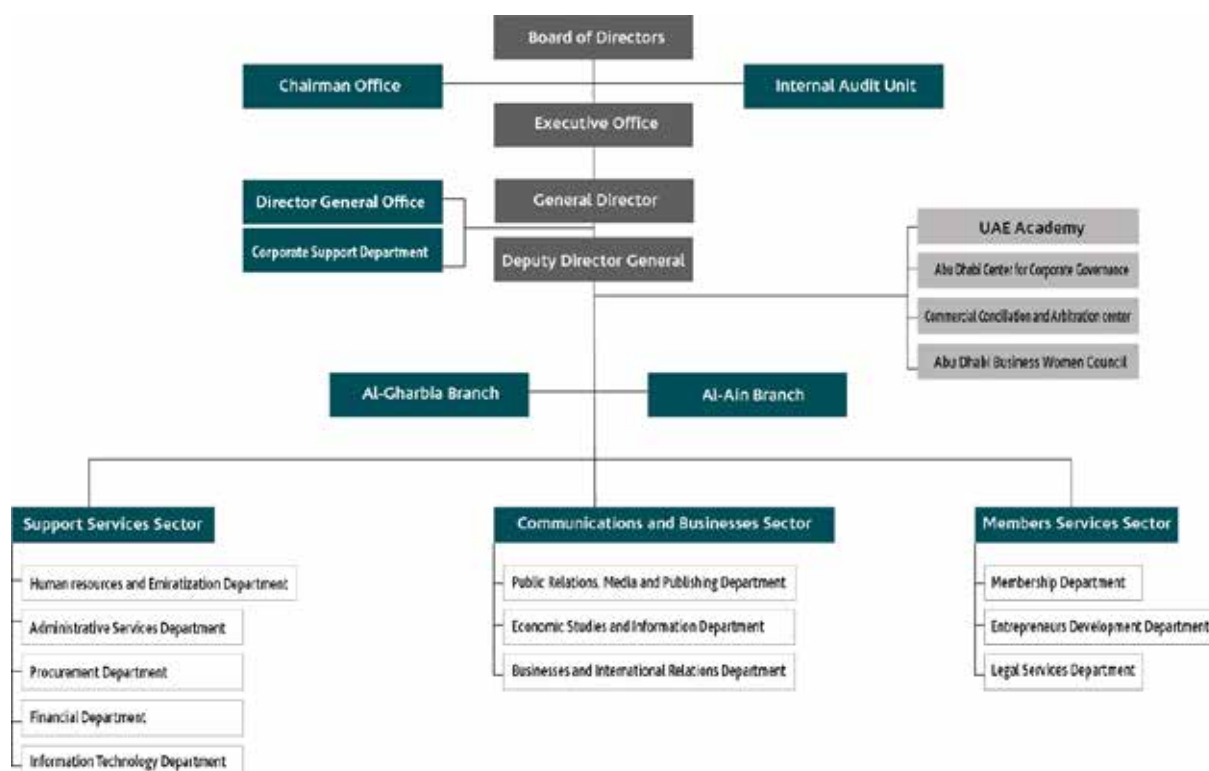
3- Abu Dhabi Center for Corporate Governance (ADCCG)

Most Important Accomplishments of the ADCCG 2010 - 2013								
	2010		2011		2012		2013	
Governance Training Programs	17		7		3		1	
Different Activities and Events on Governance (conferences, forums)	Forums	3	Forums		Forums	1	Forums	8
	Conferences	2	Conferences	2	Conferences	1	Conferences	1
Number of beneficiaries from the services of ADCCG	965		805		815		715	



Most Significant Strategic Accomplishments of the Abu Dhabi Chamber in 2014

Organizational Chart



Most Significant Accomplishments of the Abu Dhabi Chamber in 2014

Events and Activities of the Board of Directors

Visiting Delegations	Outbound Delegations	Forums and Conferences	Other Activities
21	7	Exhibitions: 4 Conferences & Forums: 11	3

Meetings of the Board of Directors and the Executive Office

Number of the BoD and Executive Office Meetings

	BOD	Executive Office
Number of Meetings	3	1
Number of Decisions	10	8



Second: On the Level of the Executive Management

Businesses and International Relations Department:

	Activity	Total
1	Visiting Delegations	14
2	Outbound Delegations	2
3	Cooperation Agreements	1
4	Participating in Exhibitions	4
5	Participating in forums /	16
6	Organizing Events	29
	• Conferences	5
	• Forums	16
	• Different activities	8

Visiting Delegations

	Visiting Delegation	Date of Visit
1	A students delegation from Cleveland University – UAE Academy	January 07
2	Abu Dhabi – Ireland Business Forum	January 07
3	A Delegation from the Russian-Arab Business Council	February 13
4	Business Lunch with the US Secretary of Commerce and the accompanying delegation	March 09
5	A trade mission from the Czech Republic	March 11
6	A trade mission from the Republic of Malta	March 18
7	A UK delegation from the retail and designing sectors	March 19
8	A delegation from London Chamber of Commerce	March 23
9	A delegation from Oman Chamber of Commerce to ZonesCorp	April 17
10	An Australian trade mission from the oil and gas sector	May 01
11	A Mexican delegation chaired by the Deputy Prime Minister	September 10
12	An Australian trade mission from the city of Brisbane - chaired by the City Mayor	September 10
13	A Greek trade mission	November 26
14	A business lunch on the honor of Hong Kong Finance Minister and his accompanying delegation	December 09

Outbound Delegations:

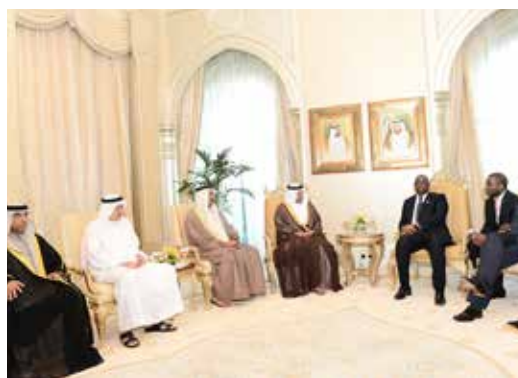
	Visiting Delegation	Date of Visit
1	A trade mission to the Republic of Ireland	06 – 09 April
2	A trade mission to Iran and Armenia	31 May – 03 June

Cooperation Agreements:

Agreements	Signing Date
Signing a cooperation agreement with Malta Chamber of Commerce	18 March

Events Participation:

	Event	Date	Venue
1	World Future Energy Summit 2014	20 – 22 January	ADNEC – Abu Dhabi
2	Hanover Industrial Fair 2014	07 – 11 April	Hanover - Germany
3	SIAL Paris	19 – 23 October	Paris
4	ADIPEC 2014	10 – 13 November	ADNEC – Abu Dhabi



Chamber's participations in (forums, meetings and seminars) inside and outside the UAE with other authorities

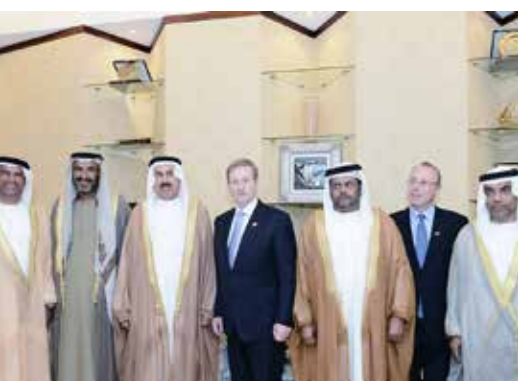
	Event	Date
1	A meeting between the Chairman of the Board with Sri Lanka Minister of Justice	11 May
2	Meeting with the Iranian Consul	22 May
3	A meeting between the Chairman of the Board with the Slovakian Ambassador	28 May
4	A meeting between the Chairman of the Board with the Bangladesh Ambassador	03 September
5	A meeting between the Chairman of the Board with the Mexican Deputy Foreign Minister and the accompanying delegation	10 September
6	A meeting between the Director General with the Greek Ambassador	14 September
7	A meeting between the Chairman of the Board with the Independent Industrialists and Businessmen Association (MÜSIAD) in Turkey	15 September
8	A meeting with the Prime Minister of Georgia at the Emirates Palace	17 September
9	A press conference on ADIPEC 2014	04 November
10	A meeting between the Chairman of the Board with the Indian Ambassador	17 November
11	A meeting between the Chairman of the Board with the Korean Ambassador	17 November
12	A meeting with H.E. Pham Binh Dam, Vietnamese Ambassador to the UAE	17 November
13	Holding bilateral meetings with Osaka Chamber of Commerce and Industry (Lulu Group and the National Food Company) in Japan	18 –19 November
14	A meeting between the Chairman of the Board with the Polish Minister of Agriculture and Rural Development and the accompanying delegation	25 November
15	A meeting with Ugandan Minister of Finance, Planning and Economic Development and the accompanying delegation	08 December
16	A meeting with H.E. Pablo Kang, the Australian Ambassador to the UAE	14 December



Events Organization: 29 events – 5 conferences – 16 seminars – 8 different events

	Event	Date	Organizers
1	A forum on the role of the Higher Committee in consumer protection through prices control and penalizing violators	07 January	Abu Dhabi Chamber + Ministry of Economy
2	Water Business Seminar	23 January	JCCME
3	A workshop on the free trade agreement between the GCC and Singapore	26 January	Abu Dhabi Chamber + Ministry of Economy + DED
4	A seminar on “Intellectual Vision on the Role of Auditing Committees”	29 January	Abu Dhabi Chamber + ADCCG
5	Corniche Bazaar for Mubdiaa’s and Businesswomen	16 February – 16 May	Abu Dhabi Corniche
6	A seminar on “Why Businesses Need Corporate Governance Sooner Rather Than later”	26 February	Abu Dhabi Chamber + ADCCG
7	A press conference with Etihad Airlines on Etihad rewards for the Chamber’s members	17 March	Abu Dhabi Chamber + Etihad Airlines
8	A seminar on the effectiveness of audit committee and its impact on the objectivity of the internal auditors	25 March	Abu Dhabi Chamber + ADCCG
9	A workshop on launching “Arab Digital Content in the UAE”	10 April	Abu Dhabi Chamber + Abu Dhabi University’s Center of Innovation and Entrepreneurship + UN-ESCWA
10	A seminar on Abu Dhabi International Building Codes	14 April	Abu Dhabi Chamber + Department of Municipal Affairs
11	A workshop on Etihad Airlines Programme “BusinessConnect”	16 April	Abu Dhabi Chamber + Etihad Airlines
12	A seminar on corporate governance during initial offerings and enlisting	30 April	Abu Dhabi Chamber + ADCCG
13	A training course on Franchising contracts “Basics and Practices”	14 May	Abu Dhabi Chamber + Entrepreneurs Development Department
14	The annual ceremony of Al-Noor Center for Special Needs	15 May	Alnoor Center
15	The 5th Forum for Cooperative Insurance	18 – 19 May	Abu Dhabi Chamber + the Islamic International Foundation for Economics and Finance
16	Al Gharbia Development Forum	20 May	Western Region Development Council in cooperation with MEED
17	A seminar on “Corporate Governance and Firm Value”	27 May	Abu Dhabi Chamber + ADCCG
18	The press conference of Our Brand Ambassador Group	28 May	International Non-Olympic University
19	A seminar on the new regulations of the Abu Dhabi Commercial Conciliation and Arbitration Center (ADCCAC)	03 June	Abu Dhabi Chamber + ADCCAC
20	A seminar on “Governance of Securities Markets”	23 June	Abu Dhabi Chamber + ADCCG

	Event	Date	Organizers
21	A seminar on Using Enterprise Social Networking for Effective Corporate Governance	09 September	Abu Dhabi Chamber + ADCCG
22	A second workshop on Etihad Airlines Programme "BusinessConnect"	24 September	Abu Dhabi Chamber + Etihad Airlines
23	The 5th Annual Forum for SMEs in the Middle East	21 – 22 October	Sponsored by the Abu Dhabi Chamber
24	A seminar on "The Role of the Finance Function in a Robust Corporate Governance Framework"	29 October	Abu Dhabi Chamber + ADCCG
25	A Forum on the Commission on Environment and Energy and the Green Economy	05 – 06 November	Abu Dhabi Chamber + International Chamber of Commerce + Federation of UAE Chambers of Commerce and Industry
26	A press conference on the announcement The 14th Business Groups Forum in Abu Dhabi	17 November	Abu Dhabi Chamber + Pakistani Business Council + AmCham Abu Dhabi
27	The International Franchise Conference and Exhibition	18 – 19 November	Abu Dhabi Chamber
28	The 14th Business Groups Forum in Abu Dhabi	10 December	Abu Dhabi Chamber + Pakistani Business Council + AmCham Abu Dhabi
29	A seminar on "Governing a Crisis: Business Continuity Management System (BCMS) Governance"	11 December	Abu Dhabi Chamber + ADCCG + Booz Allen Hamilton



Economic Studies and Information Department

- Requests for information for internal and external customers: 335 requests

Requests for information for internal and external customers		Number of Requests
1	Requests for information for internal customers (Chamber's employees)	110
2	Requests for information for external customers	225

- Library Visitors: 223 visitors
- Translation Services: 589 services

		Number of Services
1	Editorial translation services / articles	536
2	Interpretation services / events	53

Constant communication with federal and local public authorities to document relations and activate partnerships		
1	Communicating with federal and local authorities and the diplomatic corps (inside the UAE and abroad)	607

- Economic Reports: 50 reports

Economic Publications		Number of Publications
1	Economic reports on the UAE	50

- Economic Publications: 36 publications

Prepared and Developed Economic Publications		
1	Economic Publications	36



Studies and reports on the Chamber on the level of the emirate, the country, the GCC and the world: 18 studies

Study or Report		Purpose of Study
First: Reports		
1	A report on a workshop on the cooperation between the public and private sectors in spreading the culture of monitoring exports and combating the spread of WMDs.	The report aims at informing of the exports monitoring system in the UAE and how it copes with the exports monitoring systems according to international conventions.
2	A report on the most significant economic indexes of the Emirate of Abu Dhabi 2011 - 2013	The report aims at previewing and analyzing the most significant economic indexes of the emirate such as the GDP, fixed capitals and other indexes in 2013.
3	A report on the role of the private sector in the economic development	A report on the efforts of the Abu Dhabi Chamber to support its members, the private sector and the programs of economic development.
4	Preparing a report and a presentation on the contribution of the Chamber to developing businesses in the Western Region (The Al-Gharbia Development Forum 2014)	Previewing the current services of the chamber and the support and facilities it provides for the business sector and the economy of the Western Region and informing investors with the main engines of the economy in the Western Region in the long, medium and long terms.
5	A report on Plan Maritime 2030 in regard to objectives, frames, contents, plan, the areas which will be included in the plan and the role of Abu Dhabi Urban Planning Council	A report on Plan Maritime 2030 in regard to objectives, frames, contents, plan, the areas which will be included in the plan and the role of Abu Dhabi Urban Planning Council with an index to the communication stages between the Council and the Chamber in regard to the plan.
6	A report that includes the most important notes about the IMF report on the UAE	According to the directions of the General Secretariat of the Executive Council the report was conducted to shed light on the most important data and information included in the IMF report.
7	A report on agriculture and food sector in the Emirate of Abu Dhabi	Viewing the most prominent statistics and data on agriculture and livestock in the emirate of Abu Dhabi and printing them in a booklet to be presented in SIAL Fair.
8	A report on developing economic relations between the UAE and Jordan	Prepared on request from the Chairman Office and aims at providing visuals that help in developing the economic relations between the two sides.
Second: Studies		
9	A report on the reality and horizons of economic cooperation with Azerbaijan	A brief study as per the directions of the Chairman of the Board which previews the most important economic and foreign trade indexes and the prospects of economic cooperation between the two sides.

Study or Report		Purpose of Study
Second: Studies		
10	A study on the proper mechanism to support SMEs and Mubdiaa	This study sheds light on the economic and social importance of SMEs and the challenges they face in addition to the most prominent efforts of the Abu Dhabi Chamber to support SMEs and Mubdiaa program.
11	A report on the reality and horizons of economic cooperation with Iran	A brief study as per the directions of the Chairman of the Board which previews the most important economic and foreign trade indexes and the prospects of economic cooperation between the two sides.
12	A study on car rentals in the Emirate of Abu Dhabi	According to the directions of the General Secretariat of the Executive Council, the study was conducted in coordination with the private sector to show the price gap in car rentals.
13	A report on oil and gas sector in the Emirate of Abu Dhabi	Viewing the most prominent economic indexes on oil extraction industries and statistics on oil and gas in addition to the most important companies in this sector.
14	Preparing the study and the presentation of the export support initiative with commercial partners in Ethiopia in 2014	The initiative of the Department of Economic Studies in 2014 and it aims at focusing on the export opportunities to these countries and the capability of Abu Dhabi exports to match standards of these markets and the ability to compete there.
15	Preparing the study and the presentation of the export support initiative with commercial partners in Singapore in 2014	
16	Preparing the study and the presentation of the export support initiative with commercial partners in Azerbaijan in 2014	
17	Preparing the study and the presentation of the export support initiative with commercial partners in Indonesia in 2014	
18	Preparing and presenting the vision and practical experiments for the sustainable development in Abu Dhabi during the "Transformation into Green Economy Workshop" 24 – 25 November 2014 which was organized by the Islamic Educational, Scientific and Cultural Organization (ISESCO) in Sharjah	A paper by the Chamber during the Transformation into Green Economy Workshop through the mechanisms of clean development and benefiting from adaption funds at the ISESCO headquarters in Sharjah.

Visuals and proposals and replying to internal and external letters: 31

Subject	
1	Preparing subjects for the first meeting of the Higher Joint Committee between the UAE and Sri Lanka.
2	Visuals and proposals on the project of free management contract of Sole Proprietorship.
3	Most important visuals and proposals on developing the Co-operative Society law.
4	Most important subjects and notes in the minutes of meeting of the joint committee with Iran.
5	Most prominent challenges and difficulties which face investors in the GCC in the ten fields of the Joint GCC Market.
6	Answering the Urban Planning Council in regard to the required studies and economic reports.
7	Answering a letter from the Federation of the UAE Chambers of Commerce and Industry in regard to the most important visuals and proposals about the tour of the UAE Vice-President and the Minister of Foreign Affairs to a number of countries in Latin America.
8	Visuals on the economic and social report of the Plan Maritime – Abu Dhabi Urban Planning Council.
9	Suggested subjects for the 5th meeting of the UAE-Italy joint economic committee.
10	Preparing visuals on the outcomes of the strategic study of developing non-oil industrial exports to the GCC.
11	Preparing visuals on the report of the General Secretariat of the GCC about the general meeting for the 25th cycle of the Financial Action Task Force of combating money laundering.
12	Preparing visuals on the definitions of the private and public sectors – Statistics Center, Abu Dhabi.
13	Preparing a response to the Urban Planning Council in regard to a no-objection letter to the Capital Plan 2030 and the Executive Plan.
14	Preparing visuals and proposals for the 6th cycle of the UAE-Chinese joint economic committee.
15	Preparing visuals on the proposed policy to promote for national products through a national slogan (Made in the UAE).
16	Preparing visuals on a federal law in regard to organizing the sector of railroads in the UAE.
17	Preparing visuals on the report of the 2nd GCC-US Trade and Investment Forum.
18	Answering to a demand for information from Bin Murshid Holding Group in regard to statics and data about the flour trade and production in the Emirate of Abu Dhabi.
19	Answering a study request from Super Blast Factory in regard to the investment opportunities in different countries.
20	Replying to the federation of UAE Chamber of Commerce and Industry in regard to “ GCC-US Trade and Investment Forum”.
21	Replying to a letter from the Statistics Center in regard to the list of projects of surveys.
22	Replying to a latter from the Ministry of Environment concerning the national report about the status of green economy in 2014.
23	Preparing visuals for the 2nd cycle of the UAE-Belarus joint committee.
24	Replying to a letter from the Department of Economic Development in regard to the initiative of economic policies report in the Emirate of Abu Dhabi.
25	Preparing visuals on the agreement of the UN concerning the contracts of international transportation of goods by sea as a whole or partially.

Subject	
26	Preparing visuals to the 4th cycle of the UAE-Russia joint committee.
27	Preparing visuals for the meetings of the UAE-Portugal higher joint committee.
28	Preparing visuals for the UAE-Azerbaijan joint economic committee.
29	Preparing visuals for the 2nd meeting of the UAE-Poland joint economic committee.
30	Preparing visuals for the 2nd meeting of the UAE-Jordan joint committee.
31	Making notes about the draft of the economic plan of Abu Dhabi 2014-2018 (Plan of the Private Sector and SMEs).

Participating in forums, events and workshops: 19

Subject	
1	A forum on the role of the Higher Committee in Consumer protection through prices control and penalizing violators.
2	Abu Dhabi – Ireland Business Forum.
3	A workshop on the cooperation between the public and private sectors in spreading the culture of monitoring exports and combating the spread of WMDs.
4	A workshop on the free trade agreement between the GCC and Singapore.
5	UAE Economic Outlook 2015.
6	Meeting with Business Monitor International
7	Meeting with Ventures Onsite - online service
8	Discussion meeting with the Arab-Russian Business Council
9	Announcing the outcomes of economic surveys of the Emirate of Abu Dhabi.
10	Discussion meeting with a trade mission from the Republic of Malta.
11	First National Forum for the Researchers of the UAE.
12	Transactions of the work groups of the 2nd five-year economic plan of Abu Dhabi 2013 – 2017.(Department of Economic Development)
13	A workshop by the Urban Planning Council in regard to updating the Capital Plan 2030.
14	A workshop by the Department of Economic Development to discuss and propose a study on the retail sector in the Emirate of Abu Dhabi.
15	Attending a workshop on the economic and social report of the Plan Maritime – Abu Dhabi Urban Planning Council.
16	Attending the Al-Gharbia Development Forum 2014.
17	Attending a training program on franchising contracts (basics and practices).
18	Participating in three workshops concerning the five-year economic plan of Abu Dhabi.
19	International Franchise Conference & Exhibition.

Public Relations, Media and Publishing Department

Promoting Section

Events and activities sponsored by the Abu Dhabi Chamber: (20) events

Events and activities sponsored by the Abu Dhabi Chamber		Date
1	Sultan Bin Zayed Heritage festival for Camel Races	January
2	World Future Energy Summit	January
3	Supporting Al-Ittihad Private School	February
4	Autism Week - Emirates Autism Center	February
5	Hanover Industrial Fair	February
6	Young Entrepreneur Program - Al Ittihad National Private Schools	February
7	The 11th cycle of the Emirates Women's Award 2014	February
8	Research Competition – Abu Dhabi University	March
9	Al Noor Center for Special Needs	March
10	Earth Hour	April
11	The Al-Gharbia Development Forum	June
12	UAE-Indonesia Fashion Night – Abu Dhabi Business Women Council	June
13	“EWA'A” Shelters for Women and Children Center	September
14	SIAL Paris Fair	October
15	The meeting of the ICC Committee of Environment and Energy	November
16	ADIPEC 2014	November
17	A book entitled “Masirat Watan” (A Nation's March)	November
18	Her Highness Sheikha Fatima Program for Social Excellence and Creativity	November
19	Al Bayt Mitwahid Initiative	November
20	“The UAE and the Future” publication	December



The Promoted Chamber's Events and Activities: 13 events

Promoted Events and Activities		Date
1	Abu Dhabi Business Women Council Annual Fair	January
2	Health and Safety Seminars – Medical Day	February
3	Job Fair – Al-Ain City	February
4	Corniche Bazaar for Mubdiaa's and Businesswomen	March
5	Abu Dhabi Chamber Elections 2014 – Nominations	April
6	Legal Forum	May - June
7	Abu Dhabi Chamber Elections 2014 – Voting	June
8	Abu Dhabi Business Women Council Ramadan Fair	June
9	Mexican Delegation	September
10	The Chamber's visit to Dubai Customs	September
11	A seminar on "The Role of the Finance Function in a Robust Corporate Governance Framework"	September
12	A second workshop on Etihad Airlines Programme "BusinessConnect"	October
13	The 5th Annual Forum for SMEs in the Middle East	October
14	Global Trade Development Week	October
15	The International Franchise Conference and Exhibition	November
16	The Closing Ceremony of Sheikh Khalifa Excellence Award	November
17	Greek Trade Delegation	November
18	National Day 43	November
19	The visit of Hong Kong Finance Minister and his accompanying delegation	December
20	Orientation Seminar on Abu Dhabi International Building Code Provisions	December
21	Abu Dhabi Business Councils Annual Forum (14)	December
22	A seminar on "Governing a Crisis: Business Continuity Management System (BCMS) Governance"	December
23	ABLF Awards 2014	December

- The Economy Today Magazine (93)
- Advertisements in the Trade Manual (26)
- Banners, flags, and roll-ups (2,751)
- Advertisements in newspapers (109)
- Advertisements over the radio (820)
- Visual Advertisements (378)

Media Section

Statistics		Total	
1	Speeches and Remarks	131	
2	Press Releases	214	
3	Conferences, Interviews and Agreements	72	
4	Other presswork	98	
5	Photography	187	
6	Designing and Directing "magazines and booklets"	68	
7	Designing and Directing "Other publications"	231	
8	Number of events and activities advertised in the Chamber's website for 2013 – third quarter	e-Banner	Activities Agenda
		Arabic + English 104	13
9	Number of website visitors	51477	
10	Number of participations in social networks	Facebook	Twitter
		31,013	22,590
			Instagram (November –December) 16,693

Public Relations Section

Statistics		Total
1	Receiving and escorting visiting and departing delegation	279
2	Official transactions and visas conducted in public establishments	473
3	Sports activities	40

Businesswomen

Board Members 2014	Number of business women in 2014		Mubdiaa		
	Locals	Non-locals	Abu Dhabi	Al-Ain	Western Region
	3786	1924	92	123	5

Activity	Outbound Delegations	Visiting Delegations	Meetings	Exhibitions and Festivals	Conferences and Forums
Number of Activities	5	6	56	59	32



Members Services Center

- Department of Economic Development
- Emirates Post
- Elite Legal Translation Services
- Ministry of Foreign Affairs
- Abu Dhabi Islamic Bank
- Ministry of Labour
- UAE-Gate
- Hala Travel Management
- Infinity Services
- Abu Dhabi Business Women Council
- Department of Municipal Affairs
- Abu Dhabi Distribution Company
- Judicial Department – Notary Public
- Emirates Red Crescent
- National Bank of Abu Dhabi
- General Directorate of Residency & Foreigners Affairs
- Vehicles and Drivers Licensing Department
- Emirates Telecommunications Corporation – Etisalat
- General Administration of Customs
- Environment Agency – Abu Dhabi
- First Legal Translation - Services
- Emirates Integrated Telecommunications Company – Du
- Abu Dhabi Commercial Properties
- National Health Insurance Company
- The Center of Waste Management
- Injazat Co.
- Department of Transport
- Dalil Alittihad Newspaper



Supporting Services for SMEs

Statistics	Total
Members	977
New Investors	1467

Data and Information Services

	Section	Total
1	Number of activities and events provided for entrepreneurs	18
2	Number of attendance to events provided for entrepreneurs	2700
3	Number of consultations provided for entrepreneurs	319
4	Number of studies and reports issued by the Entrepreneurs Development Department	28
5	Number of beneficiaries from the publications of the Entrepreneurs Development Department	1467
6	Number of evaluated projects	71

Chamber's Membership Movement in 2014:

Statistics	2014
New	10609
Renewed	73856
Canceled	1654
Modified	-----

Movement and distribution of memberships according to geographical areas of the Emirate of Abu Dhabi in 2014

Number of Memberships	Abu Dhabi	Al-Ain	Western Region
New	7154	2512	943
Renewed	45626	21823	6407
Canceled	987	532	135

Branches of the Abu Dhabi Chamber:

In addition to the Members Services Center, the Abu Dhabi Chamber serves its members through its main branches in Abu Dhabi, Al-Ain and the Western Region as well as through affiliated representative offices across the Emirate of Abu Dhabi:

Abu Dhabi	Al-Ain	Western Region
Main Building	Main Branch (Al-Jemi)	Al-Silaa
DED	DED	Ghiyathi
Al-Bateen	Mizyad	Delma
ICAD	Khatm Al-Shakla	Al-Marfaa
Injazat	Al-Waqn	Zayed City
Al-Wathba	Al-Qou	Liwa
Al-Shahama	Al-Heir	



Third: Statistics on the services of the Abu Dhabi Chamber in 2014

Services of Legal Consultations and Contracts

Section	2014
Number of provided legal consultations	2672
Number of resolved complaints	50
Number of contracts and agreements	61
Number of studies, legal researches and reports	30
Number of legal publications	8
Number of training courses and workshops	18
Percentage of attendance in events and activities	%85



Services of Abu Dhabi Commercial Conciliation and Arbitration Center

Subject	2014
Number of Arbitration Training Courses	Habilitation Program – First Stage: January 2014 Habilitation Program – Second Stage: February 2014 Habilitation Program – Third Stage: March 2014 Habilitation Program – Fourth Stage: April 2014 Habilitation Program – Fifth Stage: May 2014 A seminar on property disputes: 03 February, Chamber's Tower A seminar on the new regulations: 03 June, Chamber's Tower A seminar on the new regulations: 11 September, Al-Ain Branch A seminar on property disputes: 27 November, Al-Ain Branch Habilitation Program – Preparatory Stage: December 2014
Number of Arbitration Cases	• Arbitration Cases: 74 • Conciliation Cases: 1
Number of Registered Arbitrators at the Center	463
Renewing the Rules and Regulations of the Center	The new rules and regulations were updated and approved to be effective as of 20 October 2013

Committee	Number of Meetings	Recommendations
Customs and Commercial Arbitration Committee	First Meeting: January 2014	Resolving the objections of one party on appointing a single arbitrator in some arbitral cases. Determining the arbitration language in a specific case. Extending the arbitration period in some cases. Resolving the objections of one party on the arbitration request. Estimating the costs of the arbitration panel in some arbitration cases. Approving arbitrators who were appointed by the parties from outside the center's arbitrators list. Approving the registration requests in the center's lists (conciliators, arbitrators and experts).
Customs and Commercial Arbitration Committee	Second Meeting: February 2014	Resolving the objections of one party on appointing a single arbitrator in some arbitral cases. Extending the arbitration period in some cases. Approving the registration requests in the center's lists (conciliators, arbitrators and experts).

Training and Consultation services

Subject	Total	Executing Entity
Training courses for the public, training courses on demand, forums and conferences	3	ADCCG
Organizing the 3rd Abu Dhabi Corporate Governance Conference	1	ADCCG
English language and communications	25	UAE Academy
Information Technology	161	UAE Academy
Management and Businesses	163	UAE Academy
Implementing quality and excellence standards amidst public and private establishments	60	Abu Dhabi International Center for Organizational Excellence



Sheikh Khalifa Excellence Award

Sheikh Khalifa Excellence Award	Total
Number of participating companies in the award	89
Number of accepted participation requests	59
Number of training programs in 2014	47
Number of organizations benefiting from the training courses	63
Number of trainees	435
Number of winning companies which participated in the award	31
Value of awards which are given to winners	Trophies



UAE Academy

The researches of the UAE Academy in 2014
Ahmed A. M., and Abonamah A. A. (2014) Innovative System for Measuring SMEs Performance, International Journal of Customer Relationship Marketing and Management, Volume 4, Issue 4, pp. 1-26.
Roy S., Ahmed A. M., and Abonamah A. (2014) ICT and Economic Growth: Evidence from Twelve MENA Economies, International Journal of Computers and Industrial Engineering (IJCIE), Volume 5, Issue 1
Ahmed A. M., and Abonamah A. A. (2014) Efficient Approach to Sustainable Quality Improvement for SMEs, International Journal of Customer Relationship Marketing and Management, In Press
Ahmed, A. M. (2014), "An Investigation and Analysis of the Impact of Dubai Quality Award on the Performance of the Award Winners", International Journal of Business Excellence, Submitted and under review
Ahmed A. M. (2014) Average organizations: An Empirical Study of Knowledge Management Application and Maturity within Egypt Context, Operations and Bottom Line, Benchmarking: International Journal, Submitted and under review

Training and Skills Development in 2014	
Number of trainees	8285
Number of training courses	689
Number of training programs	20
Number of establishments	65

Fourth: An Overview on the Chamber's Key Performance Indexes in 2013

Human Resources

Human Resources at the Chamber	2014
Total Number of Employees	253
Percentage of Emirati Employees – Males	44%
Percentage of Emirati Employees - Females	56%
Percentage of Emirati Employees in senior positions – Males	90%
Percentage of Emirati Employees in senior positions – Females	10%
Emiratization percentage at the Chamber	62%

Training Employees	
Rate of training courses for each employee	One training course
Total incentive allowances for the employees	262,590
Total costs of training the employees of the Chamber	2,074,411

Financial Performance of the Chamber in 2014

Economic Performance (in UAE Dirham)	2014
Total revenues	319,214,084
Total expenses	219,417,590

Fifth: Internal Social Activities at the Chamber in 2013

A Blood Donation Campaign



Earth Hour



Internal Excellence Award



Medical Day



Ramadan Football Tournament



Dhabi Family Discount Card



Flag Day



Sheikh Zayed Heritage Festival



43rd National Day



43rd National Day

