



الهيئة الاتحادية
للتنافسية والإحصاء
FEDERAL COMPETITIVENESS
AND STATISTICS AUTHORITY



The UAE Government's Initiatives to Combat the COVID-19 Crisis

Second Edition
(April - June) 2020

Acknowledgement and Thanks

The United Arab Emirates is blessed with visionary dedicated leaders who revere, appreciate and support their people with heartfelt integrity and compassion. It's no wonder then that such dedication is reciprocated with tremendous respect and gratitude from a loving nation that proved they are real descendants of the late Sheikh Zayed: "Zayed's people", and who, in this time of crisis, all came together, united and strong, citizens and residents alike, to work side by side for the wellbeing of this great nation

This report is a token of appreciation and acknowledgement for every person who contributed to the collective national efforts in fighting off the COVID-19 on the soil of the UAE

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The UAE Government's Initiatives to Combat the COVID-19 Crisis

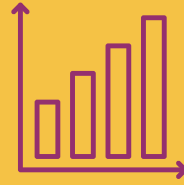
The COVID-19 crisis continues, and so continue the efforts of governments around the world to contain it. The UAE government's unwavering efforts to curb the spread of this virus remain persistent through implementing more exceptional measures and laws that are aimed to mitigate the impact of the virus in the country. The UAE initiatives have been categorized in this report as follows:

- Promoting the Growth of Economy and Business Sector
- Exceptional Rules and Regulations
- National Disinfection Program and Safe Distancing Rules
- Promoting Food Security
- Scientific Research and Innovations
- UAE's Humanitarian Initiatives
- UAE Volunteers
- Return to Normalcy



The UAE has high levels of liquidity and capital buffers as well as the solid foundations that would protect its economy and mitigate the repercussions of this pandemic. The UAE is one of the first countries to implement a contingency plan to contain the health and economic fallout of the COVID-19 crisis

International Monetary Fund



Promoting the

Growth of Economy

and Business Sector



Central Bank Support for the National Economy

Central Bank urges banks and financial institutions in the UAE:

- Support private sector companies, SMEs and individuals to overcome the repercussions of COVID-19 pandemic, due to their vital role in driving the economic growth in the country
- Continue to postpone loan payments for clients affected by COVID-19
- Extend debt delay period and interest on the payments due until December 31, 2020 as part of the comprehensive economic support plan

- Postpone the implementation of a group of capital measures related to implementing the requirements of “Basel III” until March 31, 2021 for all banks
- In collaboration with Abu Dhabi Global Market and Dubai International Financial Center, the Central Bank issued a guidance for banks and finance companies on the application of the IFRS 9 international financial reporting standard to take advantage of its flexibility
- The Central Bank issued new requirements for all banks to apply a precautionary assessment on the provisions for expected credit losses under the IFRS 9 international financial reporting standard to mitigate the impact of the provisions of the said international standard on regulatory capital in light of the expected fluctuations

❖ The Central Bank set detailed and comprehensive economic support plan to mitigate COVID-19 impact and to protect consumers:

- Reduce down payments on property to facilitate real estate purchase
- Waive the minimum balance stipulation on SMEs bank accounts to exceed AED10,000
- Require all banks to open accounts for SMEs within a maximum of two days, provided they adhere to the conditions of countering illicit uses
- During the validity of the support period (until the end of 2020), the banks will postpone the installments and interest on loans for affected clients
- Banks must maintain proper lending standards and treat all clients fairly
- Banks should carry out as many transactions as possible for individuals, private sector companies and SMEs affected by COVID-19
- Banks boards of directors and executive departments must expedite the implementation of the support plan measures

➤ **The Central Bank confirms injecting last April the amount of AED7.9 billion in the form of new loans, and AED15 billion in the private sector during the first quarter of 2020**

➤ **The Central Bank directs banks and finance companies to implement regulations and guidelines, and use them to fully finance the economic support plan for individuals, private sector and SMEs**

➤ **The Central Bank confirms that banks accessed AED30 billion of the economic support plan liquidity estimated at AED50 billion**



Initiatives of the UAE government and federal entities

- **The Ministry of Economy reduces the fees for 94 services for individual, corporate and business customers, which will reduce the business sector cost by AED113 million this year**

➤ The Ministry of Human Resources and Emiratisation implements a package of initiatives to support the operations of the private sector facilities:

- Reducing fees for obtaining internal work permits
- Offering the possibility of refunding bank guarantees for laborers
- Cancelling restrictions imposed on establishments, and halting administrative fines for a period of 6 months
- Restructuring job frameworks in terms of wages, vacations and working remotely
- Recruiting new workers through registering surplus labor in the virtual labor market

➤ **The Securities and Commodities Authority adopts a number of initiatives to contain the repercussions of COVID-19 pandemic and mitigate its negative effects on financial markets and companies operating in the securities field:**

- Adjusting the share price down movement to a maximum of 5% of the previous closing price
- Extending the deadline for the meeting of the association of shareholder companies till 30th of June
- Granting some exceptions related to companies buying their own shares
- Implementing mandatory electronic voting in general assemblies in lieu of personal attendance of shareholders

- Extending the period of disclosure of annual financial reports for the year 2019, and circulate the announcement to licensed companies regarding the postponement of the disclosure of the interim data ending on March 31
- Requesting companies to develop a well thought-out plan and written policy that guarantees continuity of work and the activation of the recovery plan in case of emergency as part of the risk management system
- Activating the tasks of the emergency committee and business continuity and keeping it on standby
- Applying companies inspection policy at a distance instead of actual visits

➤ **The Insurance Authority launches a second package to confront COVID-19:**

- Launching the free “Professional Training Academy” for citizens and some free training programs for workers in the sector
- Extending the application period for enrolling with the FinTec experimental environment in the insurance sector and fast tracking decision-making on applications to 15 June 2020
- Launching the “Insurance Radar” initiative to monitor any unsound practices currently affecting the insurance sector

➤ **The General Pensions and Social Security Authority postpones the payment of contributions of private sector companies for a period of three extendable months**

- **Sheikh Zayed Housing Program postpones the payments of beneficiaries affected by COVID-19 for six months or a year**
-

- **The Federal Tax Authority extends the tax period for registrants to the excise tax exceptionally to include the months of March and April 2020**
-

- **Exempting the Hajj and Umrah campaigns from licensing renewal fees from March to December 31st, 2020**
-

➤ **The Ministry of Finance announces three new decisions to reduce federal fees across the country:**

- Reducing registration fees for suppliers in Federal Supplier Register by 50% to AED 500 instead of AED1,000
- Canceling registration renewal fees so the renewal will be free
- Canceling the fees for tender documents in federal entities (ministries and authorities) and make them free of charge



Initiatives of local governments to ensure business stability

- ◆ **Abu Dhabi Government allocates 15% of the total government purchases and annual contracts for SMEs**
- ◆ **Abu Dhabi Department of Economic Affairs cancels fines and violations for 72,000 economic licenses with more than AED246 million**

➤ **Abu Dhabi Housing Authority postpones the payment of government housing loans for citizens working in the private sector for a period of three renewable months**

➤ **Abu Dhabi Fund for Development launches AED1 billion initiative to support national companies with soft loans**

➤ **Launching “The Hub71” platform to support startups by covering office leases costs and staff housing for startups for two months**

➤ **The Department of Economic Development in Abu Dhabi refunds 20% of leases value to 8,000 institutions, the amounts of which will be taken care of by Abu Dhabi Government**

➤ **Abu Dhabi Housing Authority halts measures taken against citizens who are late in paying due housing loans for a period of three renewable months**

➤ Abu Dhabi Customs launches incentive package to support importers:

- Postponing the payment of customs duties for importers for a period of 90 days
- Licensing of customs warehouses without fees
- Accepting institutional guarantees instead of bank guarantees
- Extending the transit period and clearance services before the shipment arrives from 3 to 6 days
- Cancelling the insurance refund fee for insurance on temporary entry of goods and self custom clearance services

➤ Abu Dhabi Global Market reduces the start-up fees for companies in the market:

- 50% reduction in fees for establishing new companies and registering branches in the market until December 31, 2020
- Full exemption from business continuity fees for companies wishing to transfer from other judicial authorities to operate in the market
- Granting an additional period of three months for the delivery of the annual accounts estimated at 9 months, in the event of obstacles preventing compliance with the delivery date

➤ Khalifa Industrial City launches a new package of economic facilities, saving 36% on corporate fees:

- Saving of up to 25% of registration and renewal fees
- Full exemption from paying insurance fees
- A two-month fee exemption for all registration renewals that occur before the end of June 2020

➤ Dubai International Financial Center launches a stimulus package for the retail sector within the Center:

- Exempting retailers of all categories in buildings owned by the DIFC from basic rental fees for the period from April to June 2020
- Offering 10% discount on renewal fees for existing license holders
- Postponing payments due on rental properties of DIFC Investment Company for a period of 6 months
- Reducing the property transfer fee from 5% to 4% on any sale of the property (or any part thereof) during the three-month period from April to June 2020
- Facilitating the issuance of residencies and the movement of employees between jobs in the Center or their transfer to other free zones

➤ **Dubai Silicon Oasis Authority announces new exemptions and incentives packages and flexible payment plans:**

1. For companies and commercial establishments

- Exempting restaurants, shops, and sports clubs affected by the closure from rental fees as of March 15 until the government instructs to resume commercial activity
- The above categories are exempt from late payment fines until August 31
- A discount of up to 10% on rent upon renewal, a 5% discount on paying the rent in one payment, and a discount of 25% on marketing fees
- Possibility of postponing payments up to 3 months, and facilitating financial payments through easy installments upon renewal
- Cancelling the fees for collecting cheques and the first bounced cheque, as well as allowing easy monthly installments
- Allow this category to take advantage of the cash insurance amounts paid for visastopaytheir financial liabilities to the Oasis

2. Residential Units

- Activating the option of monthly payments for existing and new rents
- Possibility of postponing lease payments up to 2 months, and spreading them over later payments during the remainder of the lease period
- Cancelling the fees for collecting cheques and the first bounced cheque
- Granting a discount of AED5,000 for villas and AED2000 to other units in case the annual rent is paid in one payment

➤ **Jebel Ali Free Zone (Jafza) reduces costs related to registration, licensing and administrative fees between 50 to 70% and adopts a flexible plan for rent payments**

◆ Dubai Airport Free Zone Authority “DAFZA” launches a package of incentives and facilities in support of the free zone companies:

- Postponing rent payment for a period of up to three months and facilitating the financial payments through easy monthly installments
- Exempting retail shops and retailers within the free zone from the rental value for a period of three months
- Refunding all insurance amounts for the leased areas and all labor guarantees for companies
- Exempting new companies from registration and licensing fees, and cancelling fines for companies
- Forming an emergency committee to monitor the progress of operations in the free zone around the clock

➤ **Mohammed Bin Rashid Establishment for Small and Medium Enterprises announced 3-month postponement of rent payment, and remote assistance to overcome operational challenges**

➤ **Mohammed Bin Rashid Establishment for Small and Medium Enterprises allocated an additional AED20 million for the capital guarantee scheme, to facilitate access to finance, thanks to Mohammed Bin Rashid Fund for Small and Medium Enterprises and the “Beehive” Financial Technology Platform**

➤ **The Union Coop provided AED600,000 dirhams in vouchers for the first line of defense in Dubai Ambulance**

➤ Dubai Customs cancels fines for delayed renewals or cancellation of the customs broker card, from May 5th to June 30th

➤ Dubai World Trade Center Authority:

- Exempting organizers from the cancellation fee of events, canceling late payment fines, and transferring the paid fees as credit to 2021
- Giving companies the ability to postpone due payments, particularly startups and SMEs
- Exhibitors will be refunded for the full cost of participation for canceled exhibitions organized by the center
- Postponing the rent up to three months for commercial tenants
- Exemption of retail store tenants inside the center from the rent payment for up to 6 months
- Discounts from 50% to 70% on licensing and registration fees and cancellation of additional visa fees

➤ Dubai South Free Zone offers a group of economic packages to support its business community:

- Flexible corporate payment plans with easy installment system
- Exempting tenants from fines related to late renewal or cancellation of lease contracts and licenses
- 20% discount on license renewal fees
- Offering a free one-year business license to new customers in the aviation, logistics, e-commerce and business park sectors
- The possibility of postponing rent for up to 6 months
- A reduction of up to 25% of the renewal fee for due contracts up to October 2020 for the region's business center
- 25% reduction in rental fees for new contracts in the business center

➤ Dubai Healthcare City Authority provides economic incentives to sectors affected by the COVID-19 pandemic:

- Exemption of up to 100% on commercial and medical fees and penalties for all sectors directly affected
- Up to 50% exemption on commercial and medical fees and penalties for all other sectors
- Up to 50% discount on medical and commercial licensing fees for the directly affected sectors
- Up to 25% discount on medical and commercial licensing fees for other sectors
- A 3-month exemption from rental fees for food and sales outlets operating in the facilities of Dubai Healthcare City Authority
- Postponement up to three months of basic rental payments for companies operating in the facilities of the Dubai Healthcare City Authority
- 100% exemption from administrative fees for companies operating in the facilities of the Dubai Healthcare City Authority (excluding pharmacies and supermarkets)

➤ **Sharjah government initiates a short-term instruments an amount of AED4 billion to boost liquidity in the emirate's banks**

➤ **Sharjah Publishing City Free Zone develops an aid package to support existing customers:**

- Exemption for permanent clients from a 3-month lease
- Exemptions at 15% of the rental fee for clients who occupy open spaces
- Exemptions of 30% of the rental fee for all clients who operate flexible and fixed offices
- No posting for any cheques for deferred installments for customers in the period from April to June
- Full exemptions for any fines imposed on companies until the end of this year

➤ **Ajman Media City Free Zone extends support packages to its operating companies:**

- Extending the cancellation of fines in Ajman Media City against non-renewal of lease contracts for units rented until May 15
- Extending the process of refunding all amounts received as guarantees for the units rented until 15 May

➤ **Ajman Free Zone allocates AED6 million to support the management of Ajman China Mall**

➤ **Ajman Transport Authority supports the franchise companies in the transportation sector by reducing 50% of the government fee for a period of three extendable months**

❖ **Government of Umm Al Quwain launches an incentives package to support individuals and business sectors:**

- Reducing 50% of fees for new and renewed licenses of all kinds (commercial, industrial, professional)
- Cancelling late fines for expired licenses of companies and economic establishments in Umm Al Quwain
- Reducing 50% of activities fees related to Umm Al Quwain Chamber of Commerce and Industry
- Continuing to exempt licensed establishments affected by the decision to suspend services in the emirate from fees and fines for activities that are still suspended

❖ **The government of Ras Al Khaimah launches a package of incentive measures and facilities covering the various business sectors in the emirate:**

- Discount of 25% on fees for renewing commercial licenses that were closed based on circulars issued from government entities

- Extending the license renewal period up to 60 days from its expiry date
- Allowing institutions and companies to work for 24/7 for three months after the end of the COVID 19 crisis
- Exemption from fees imposed on marketing permits for 2 months after the end of the crisis
- Exempting hotels, resorts and tourist activities from commercial registration fees during the lockdown period
- Exempting tenants in the municipality-owned markets from rental payment for three months
- Exempting companies from paying the rental documentation installments for a year starting from renewal of the license
- Exemption from paying licenses fees of external works on roads and public utilities

- Reducing fees for issuing workers health cards
- Exempting companies from fines for environmental violations and replacing the fine for planting a number of trees depending on the value of each violation instead
- Reducing 25% from the value of violations imposed on companies and industrial establishments from April 1st to December 31st, 2020
- Exemption of 50% on permits for external exhibitions until the end of 2020, and 25% exemption on exhibitions held at Ras Al Khaimah Exhibition Center until the end of 2020

❖ **Fujairah government supports business sector with exemptions from local fees and taxes:**

- Exempting commercial activities affected by the COVID-19 pandemic from the annual fees for commercial licenses
- Exempting resorts, hotels and hotel apartments from the prescribed local tax



Exceptional initiatives to support the community in times of crisis

- ◆ The Emirates Red Crescent Authority announced the “Among Your Family” initiative for real estate owners to reduce, exempt or postpone rent payment for existing tenants
- ◆ Majid Al Futtaim Group abolishes the rent for the mandatory closure period for tenants in shopping centers
- ◆ Emirates Airlines updates exemption and refund policies to facilitate the process of cancellation, re-booking or cash refunds for tickets



❖ **Coordinating Council for Charity Work in Ajman launches “People for People” initiative to help those seeking to make donations in support of government efforts, and enable them to direct their donations to their proper destination**

❖ **Sharjah Center for Entrepreneurship “Sheraa” establishes a solidarity fund with a value of \$1million in the form of financial grants or project pledges, to assist startups to face the repercussions of the pandemic**

- ❖ **Shuaa Capital provides free financial advice and the possibility of granting interest-free loans to small and medium-sized companies operating in the technology sector in the country**

- ❖ **Nakheel exempts its customers from late payment fines if the amount due is received by the end of July 2020**

- ❖ **Union Coop in Dubai allocates AED150 million to reduce the prices of 25,000 commodities during Ramadan**

➤ Commercial Bank of Dubai launches the campaign “Together... We Will Win” which includes:

- A grace period for paying installments due on personal and real estate loans, cars and credit cards, and postponing them for a period of up to 3 months without calculating any bank charges
- Obtaining a mortgage loan with low interest for a 12-month period, with an additional 5% of the loan-to-value ratio
- Credit card holders can transfer the amounts due on their cards to flexible payment plans with reduced fees

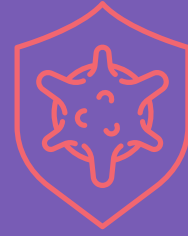
➤ **Arada Properties offers a series of initiatives to support the local communities in Sharjah:**

- Providing a group of self-sterilizing booths to several emergency services establishments in the emirate
- Provide free meals to health care personnel
- Distributing health care packages to residents of the company's communities
- 'For Knowledge We Join Hands' initiative in cooperation with Sharjah Private Education Authority to provide 1,000 laptops for vulnerable school students in Sharjah



Founder of the World Economic Forum praised the rapid and effective response of the private sector in the UAE to confront the pandemic of COVID-19, and its support to the government and the competent authorities to address this pandemic

The World Economic Forum



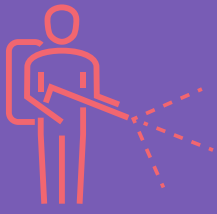
National Disinfection

Program and Safe

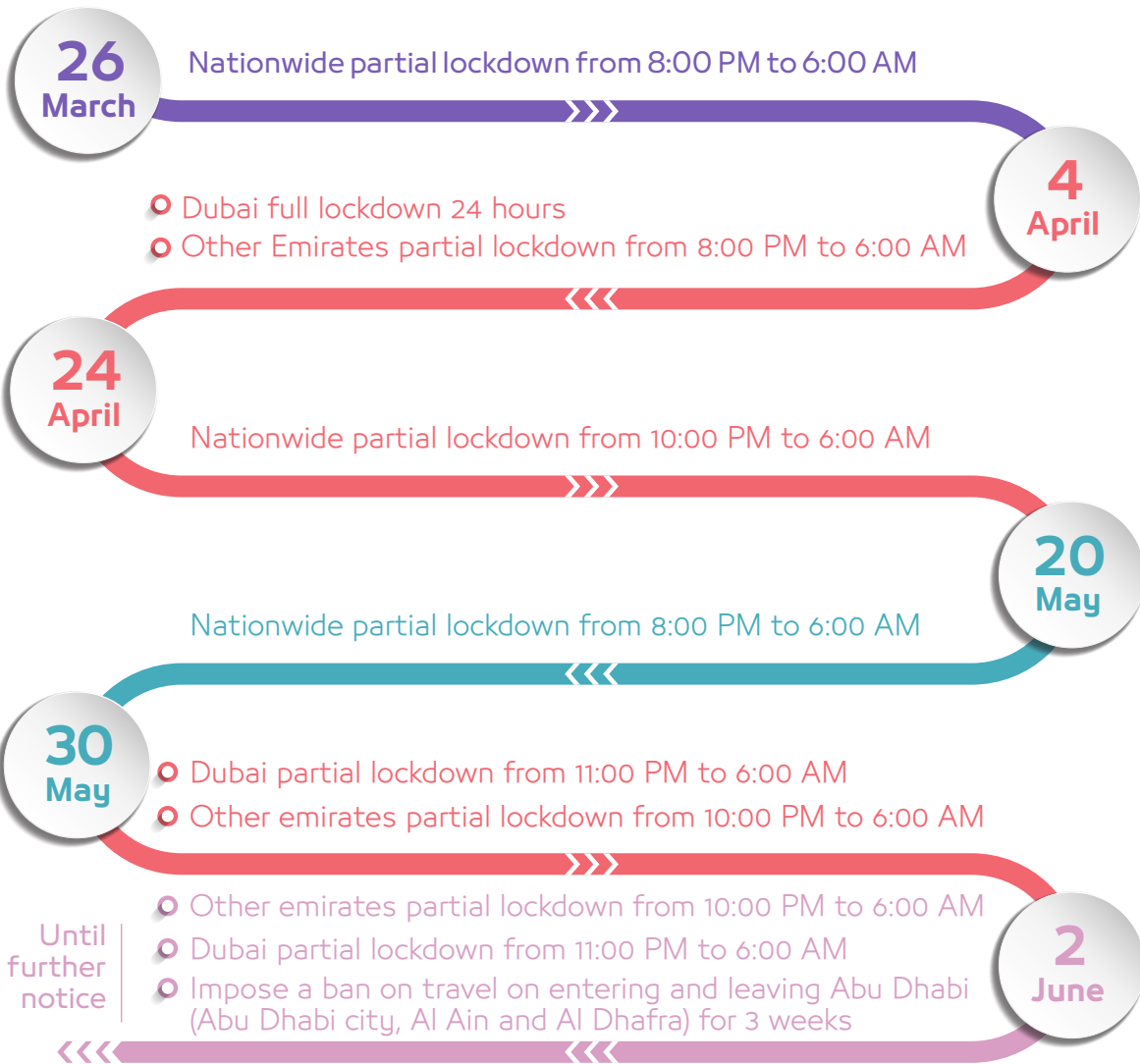
Distancing Rules

UAE rapidly curbs the virus

Global expert Ian Bremmer, President and Founder of Eurasia Group, the world's leading political risk research and consulting firm, stressed that UAE has so many ingredients and opportunities to enhance its pioneering position and its global leadership in the health and economic sectors. UAE has distinct capabilities to pass the crisis through strategic plans that the country has put in place a decade ago, by investing in the health sector which has enabled it to face this challenge more easily and curb the virus in a way that many countries have not been able to apply. Bremmer added that the state can enhance its global leadership position by building the foundations for partnerships and medical cooperation, and providing medical supplies to the less fortunate countries and help organizations like the World Health Organization to provide medicine to fight COVID-19



The National Disinfection Program for public transport and facilities



➤ Guidelines of the Supreme Committee of Crisis and Disaster Management during the National Disinfection Programme:

- Continuity of normal public movement and transportation during the day
- Restricting the public movement, public transport and Dubai metro services during the national sterilization period
- The role of the public is to stay at home during the period of national disinfection and not go out except for the extreme necessity (buying food, buying medicines, health reasons, working in the vital sectors declared)
- Requesting an electronic permit from the Ministry of Interior website during the movement restriction period
- Activating radars and smart systems to control compliance with the hours of the National Disinfection Programme
- Applying fines when leaving the house unnecessarily or for reasons other than work or purchasing basic needs

- Individuals who step out of their homes without wearing face mask are subject to a fine of AED1,000.
- Family visits are permitted in Ramadan; however, gatherings should be restricted to no more than five people. It is prohibited to hold Ramadan tents and gatherings in Ramadan Majlis and/or public areas
- Exercising outside the home in Ramadan is allowed for 2 hours for a maximum of three persons at the same time. Individuals must follow preventive measures including ensuring two-meter distance from other individuals and wearing face masks
- 24- hour curfew and complete lockdown is imposed on a number of industrial and residential areas in the country such as Naif and Al Ras areas in Dubai. Both will re-open after the elimination of the virus infection. Musaffah industrial area in Abu Dhabi has been also completely closed
- Domestic workers are prohibited from meeting anyone outside the house, but they should be provided with protective gear if they need to interact with people outside the house when receiving deliveries of parcels or goods

➤ Sectors authorized to operate during the National Disinfection Programme:



Food

- Food services
- Delivery services
- Food supply outlets
- Supply chain for services and basic commodities
- Restaurants and Cafes (except for buffet and Shisha)



Health

- Pharmacies
- Manufacturers of medicines and providers of healthcare and medical supplies
- Healthcare services and medical staff



Tourism and Trade

- Shopping malls
- Retail shops
- Open markets
- Hotels
- Airports, ports, shipping and airline companies
- Industrial sectors
- Construction sector



Other Services

- Financial services
- Social welfare services
- Maintenance and repair services
- Laundry services
- Nail and hair salons
(only through pre-booked appointments)
- Public transport services
- Customs and border crossings
- Public and private security services
- Municipality services
- Water and electricity services, petrol and gas stations and district cooling services
- Media
- Telecommunications
- Government and private sectors involved in combating COVID-19



Federal government efforts to limit the spread of COVID-19



The UAE is No.1 globally

in the ratio of Corona scans to the population



More than **3 Million** Covid-19 Tests

UAE carried out through hospitals and specialized healthcare centers and drive-through testing facilities

More than **40 Thousand** Tests Daily

UAE ranks the highest on global scale of COVID-19 testing. This figure is on par with the highest test density in the world

- ❖ **The cabinet passed a bill on the protection of national safety. The new law guarantees the protection of society in the event of disasters and health, economic and environmental threats**

Source: The UAE Government

- ❖ **Enforcement of penalties on whoever invites or organizes public gatherings and parties in public and private places**

Source: The UAE Government

- ❖ **The cabinet starts formulating UAE's post COVID-19 development strategy to redirect UAE's security and develop policies in the medical, food and economical dossier**

Source: The UAE Government

- ❖ **The cabinet ordered the formation of a team to study the optimum use of vital facilities during emergencies and crises, and the possibility of converting them into service facilities to best serve various national strategic sectors**

Source: The UAE Government

- ❖ **The UAE launched the National Home Testing Programme for people of determination, citizens and residents, and assigned trained medical teams to visit them to conduct COVID-19 test in their homes**

Source: The UAE Government

- ❖ **Refrain from giving Eidiyah to children during Eid Al Fitr and use electronic means of payments instead**

Source: The UAE Government

- ❖ **Congregational prayers continue to be suspended in mosques; however, Eid prayers will be broadcasted from the mosques' minarets and should be performed at home**

Source: The UAE Government

- ❖ **Adopting precautionary and preventive measures to maintain public health and safety, and to prevent the spread of COVID-19 by the Ministry of Health and Prevention and the National Emergency Crisis and Disaster Management Authority:**
-

- Carrying out COVID-19 tests free of charge for citizens across the country
- Conducting COVID-19 test free of charge for domestic workers of UAE citizens
- Conducting COVID-19 test free of charge for specific categories of residents such as people of determination, pregnant women and the elderly who are above 50 years old
- Conducting COVID-19 test free of charge for residents who display symptoms of COVID-19 or interacted with infected people

❖ Manufacturing medical kits, face masks and protective suits for frontline personnel by inmates of Punitive and Correctional Establishments

Source: Ministry of Interior

❖ Launching the drive-through child vaccination programme to inoculate children in vehicles parked outside health centers as part of the National Immunization Programme

Source: Ministry of Health and Prevention

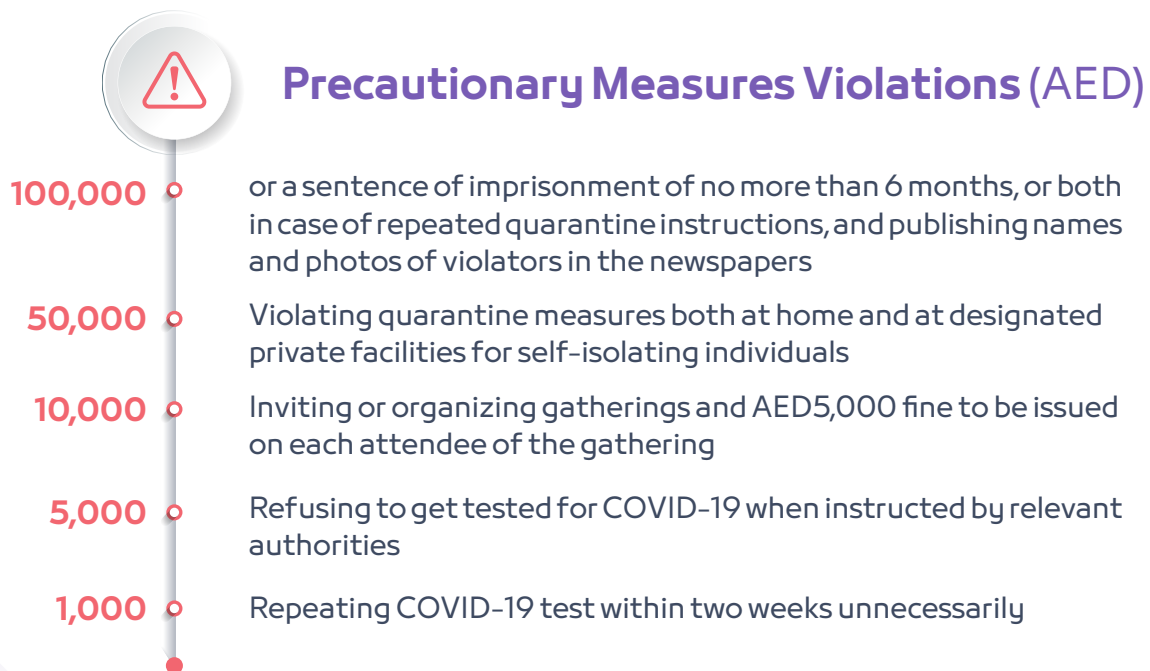
❖ Distributing protective medical equipment including masks, sanitizers and gloves to residents and workers using self-driving vehicle

Source: Ministry of Health and Prevention

- Updating the list of previously announced fines and violations and administrative penalties, and enhancing some of them according to the requirements of the public interest, in order to adjust to the current situation and government directions towards partially reducing restrictions of preventive measures to combat the spread of COVID-19

Source: The UAE Government

- List of administrative violations and penalties for limiting the spread of COVID-19





Precautionary Measures Violations (AED)

- 3,000 ◦ Violating burial procedures of those who've died from COVID-19 or transferring their corpses
- 3,000 ◦ Failing to maintain an appropriate social distance between people
- 3,000 ◦ Failing to wear face mask in closed spaces and in public places
- 3,000 ◦ Violating the disinfection program timings by leaving the house when movement is restricted
- 20,000 ◦ Laboratories failing to link health data or information of individuals who have undergone COVID-19 test with competent authorities
- 5,000 ◦ Those coming from abroad into the UAE from infested states and violating the country's precautionary measures stipulated by health authorities



Tourism Establishments Violations (AED)

- 50,000 ◦ Violating the closure instructions or opening timings of shopping malls and educational institutions
- 1,000 ◦ Visiting health facilities unnecessarily
- 3,000 ◦ Failing to remove a temporary structure, and compromising or damaging contaminated – or potentially contaminated – baggage or clothes
- 3,000 ◦ Shopping malls violating the necessary precautionary measures, not more than AED10,000 and the possibility of closing the mall
- 5,000 ◦ Failing to implement precautionary measures to ensure social distancing



Electronic Security Violations (AED)

- 10,000 ◦ Failing to register or install smart application to track/monitor the health and whereabouts of individuals under home quarantine
- 20,000 ◦ Hacking the applications or smart devices used to track quarantined patients
- 10,000 ◦ Failing to report the loss or damage of the smart device containing the tracking application within 24 hours with no valid reason
- 5,000 ◦ Failing to comply with or violate information security standards approved by health facilities



Transportation Violations (AED)

- 5,000 Drivers who use vehicles to transport unlicensed products in an illegal manner
- 10,000 Cruise ship owners/captains that fail to implement the necessary precautionary measures
- 10,000 Failing to suspend cruise or organize tour timings
- 5,000 Failing to sanitize and disinfect all means of public and private transportation
- 5,000 Failing to abide by vehicle capacity measures
- 3,000 Exceeding the approved number of passengers per vehicle (driver + two passengers)



Workplace Violations (AED)

- 3000 Violating the well-being and health of workers and their living conditions at labor camps/shared accommodation
- 20,000 Failing to place thermal screening cameras in the establishment
- 10,000 Transferring workers between different Emirates after it had been prohibited in the country
- 5,000 Violating the precautionary measures and sanitization of all equipment inside establishments
- 5,000 For company owners who fail to ensure that employees and roommates are wearing their face masks and AED500 fine to each employee who fails to wear a face mask
- 30,000 Individuals offering tutoring services (private lessons) and AED20,000 fine will be issued to the owner of the private facility in which the lessons are being held



Precautionary measures from various local and private authorities

- ❖ **Recruiting 88 nurses from India specialized in working in the intensive care unit to support the country's effort to combat COVID-19**

Source: Aster DM Healthcare Group

- ❖ **Launching mobile COVID-19 testing center to support precautionary measures so as to protect the health and safety of the community**

Source: Abu Dhabi Police

- ❖ **The airline's check-in and boarding formalities have also been adapted with social distancing in mind. Protective plexiglass barriers have been installed at each check-in desk to provide additional safety measures to our passengers and employees during any interaction. An information board displays an alert for passengers to maintain physical distancing**

Source: Dubai Airports

- ❖ **Announcing the first mobile drive through testing center for early detection and treatment of COVID-19**

Source: Emirates Giving

- ❖ **Customs inspection officers were provided with all the equipment needed to protect themselves from the COVID-19 health hazards to ensure their safety and support their vital role**

Source: Dubai Customs

- **Assigning an operations center to receive reports related to cases suspected of being infected with the COVID-19 within labor cities and industrial areas**

Source: The Crises and Disasters Committee in the Emirate of Abu Dhabi

- **Launching disinfection pods for businesses that can be placed at the entrance of facilities, complexes and buildings that sprays a safe diluted disinfectant mist**

Source: Bee'ah Company

- **Establishing strict requirements for corporate clients and enforcing them to provide negative test for COVID-19 before resuming their business, and the movement of personnel and staff will be integrated into three buildings only**

Source: Dubai Airports

- ❖ **Imposing AED5,000 fine on company owners who refuse to conduct medical tests for workers**

Source: Department of Economic Development Abu Dhabi

- ❖ **Launching fixed booth for COVID-19 testing procedures to detect potential cases of the virus aiming to enhance precautionary measures**

Source: Dubai Corporation for Ambulance Services

- ❖ **Launching a programme to regularly disinfect electric-vehicle green chargers across Dubai petrol stations**

Source: DEWA collaborates with ENOC, ADNOC

- ❖ **Launching first mobile scanning center to detect COVID-19 with a capacity to check 1,000 people**

Source: Ajman Medical Zone collaborates with Emirates Giving and Saudi German Hospitals Group

❖ Issuing 13 circular about preventive and precautionary measures related to public health and food establishments

Source: Municipality and Planning Department - Ajman

❖ Intensifying field visits and inspection campaigns on activities related to general trade, food and other service establishments

Source: Department of Economic Development - Ajman

❖ Intensifying field visits to barbershops and salons by 69.8% and circulate the closure of salons violating precautionary measures

Source: Department of Economic Development - Ajman

❖ Exempting 30% of cleaning fees till the end of the year

Source: Municipality and Planning Department - Ajman

❖ Partial closure for Al Zawra area and Ajman beach to prevent gatherings

Source: Ajman Police General Headquarters

❖ Applying the 5% maximum profit margin from the sale of masks and sanitizers, in addition to monitoring companies' compliance with the closing decisions

Source: Department of Economic Development - Ajman

❖ Applying drive through grocery shopping service to ensure the health and safety of community members

Source: Dubai Union Coop

- ❖ **Launching the “Curbside Pickup” service to collect items, without contact, from stores and designated pick-up locations or from cars**

Source: Meraas Holding

- ❖ **Endorsing a smart bracelet to track and monitor patients of COVID-19 in home isolation**

Source: Department of Health - Abu Dhabi

- ❖ **Launching the largest bus in the world to perform COVID-19 tests equipped with all precautionary and preventive equipment**

Source: Dubai Corporation for Ambulance Services

- ❖ **Replacing on-site services in 4 centers with the Smart Police Station (SPS)**

Source: Dubai Police

❖ **Telehealth for inmates of penal and correctional institutions**

Source: Dubai Police

❖ **Implementation of remote video visit for the penal and correctional institutions in the Emirate of Dubai**

Source: Dubai Police

❖ **Dedicating quarantine housing for the workers**

Source: Dubai Police

❖ **Zero customer to avoid on-site services in police stations**

Source: Dubai Police



Awareness campaigns and community initiatives to curb the spread of COVID-19

- **Releasing stories to educate children about preventive measures to keep infection away**

Source: Ministry of Community Development

- **Releasing 'Home Education Guide' to help parents educate their children of determination on COVID-19 preventive measures**

Source: Ministry of Community Development

❖ **Continuing the awareness campaigns in different languages to educate people about precautionary measures**

Source: Dubai Police in collaboration with Roly Pub Emirates

❖ **Launching a unified guidebook to educate the community and public transport users**

Source: Government of Dubai

❖ **Display awareness posters inside buses to promote general safety instructions and safe physical distance in three languages (Arabic, English and Urdu)**

Source: Transport Authority - Ajman

- ❖ **Use directional sign boards and distribute advisory posters in the communal gardens and lakes to comply with the necessary guidelines and precautions**

Source: Dubai Municipality

- ❖ **Issuing guidelines on the management of quarantine and isolation facilities such as buildings or hotels to ensure that the best standards and procedures are applied to control the spread of the virus**

Source: Dubai Monitoring and Control Center of COVID-19

- ❖ **Organize 'For Your Safety, Stay Home' campaign to raise the awareness of Abu Dhabi Corniche visitors about the COVID-19**

Source: Abu Dhabi Municipality

- ❖ **Launching 'Fitness at Home' programme for Abu Dhabi community to raise awareness about the importance of exercising as it enhances immunity as well as encourage employees to practice desk exercises at work**

Source: Department of Community Development - Abu Dhabi

- ❖ **Launching 'I am Committed' initiative to encourage the community to adhere to the precautionary guidelines**

Source: Abu Dhabi Health Services Company

- **Launching 'Sport for Life' initiative to encourage community sports among people of determination, senior citizens and low-income families through distributing modern sports equipment under the current circumstances**

Source: Ministry of Community Development

- **'Ride with Dubai Bikers Unit' initiative to raise public awareness about precautionary measures which contribute to preventing the spread of COVID-19**

Source: Dubai Police

- ❖ **Launching 'Parenting and COVID-19' awareness campaign to support parents and families to deal with their children restricted at home as a precaution against the spread of COVID-19**

Source: The Sharjah Child Friendly Office

- ❖ **A campaign to educate all drivers of taxis, buses and maritime transport to report any suspicious cases among passengers in different means of transport to prevent the spread of the virus, and circulate instructions for transporting only two passengers per vehicle**

Source: Transport Authority - Ajman

- ❖ **Launching ‘Check Up on Us’ initiative that is concerned with examining community members, especially senior citizens, residents and people of determination in their places of residence through mobile screening unit**

Source: Dubai Corporation for Ambulance Services

- ❖ **Launching ‘Paramedic at Home’ initiative that focuses on the practical application of first aid and answering community inquiries regarding first aid methods**

Source: Dubai Corporation for Ambulance Services

- ❖ **'From Home to Home' initiative aims to monitor the facts, decisions and precautionary measures issued by official authorities and release educational messages in many languages in real-time**

Source: Abu Dhabi Police

- ❖ **Providing media and communication teams at all levels, to enhance awareness through social media and to respond to rumors and to public inquiries around the clock**

Source: Dubai Municipality

- ❖ **Implementation of highest standards in handling, transporting, and treatment of contaminated medical waste from clinics and medical tests in accordance with standard procedures through high temperature advance incinerators and in line with international best practices**

Source: Dubai Municipality

- ❖ **Launching a free home sterilization initiative in Umm Al Quwain for a month**

Source: Civil Defense Department in Umm Al Quwain

- ❖ **Launching the “Stay Safe” online game to promote awareness of the COVID-19**

Source: Dubai Police

❖ Using road lights to warn road users and help control the spread of COVID-19

Source: Dubai Police

❖ Using bicycles to fight the COVID-19 pandemic

Source: Dubai Police

❖ Stay Home... Eсад at your service initiative

Source: Dubai Police



The World Bank Praises the UAE government's efforts to support its immigrant workforce and protect it from the economic repercussions caused by the outbreak of the COVID-19 pandemic around the world. The Bank also praised the UAE's interest in this issue and its awareness of the importance of humanitarian solidarity in these difficult circumstances the world is facing

The World Bank





Exceptional laws and procedures

UAE surpasses the most difficult stage in the crisis

Ian Goldin, Professor of Globalization and Development and Director of the Martin School of Future Studies at Oxford University, emphasized that the exceptional measures taken by leadership of the UAE have enabled the country to overcome the most difficult phase in the crisis by focusing on and investing in the health and safety of its society, and sustaining success through careful and informed decision making. He also emphasized that the continuous rise of the gross domestic product rate in the country made it even stronger, and provided a sense of reassurance and confidence in the UAE, making the country a fine example in community welfare and proactive solutions



Effective measures to support specialized sectors

Education Sector

- Making a comprehensive evaluation of the process of implementing the distance learning system to develop eLearning in the next phase in the country

Source: The Ministry of Education

- Setting up a list of procedures to help manage the behavior of the distance learning student

Source: The Ministry of Education

- Launching the “Sandakom” initiative for students who are children of the medical and administrative staff in the country to meet their psychological and academic requirements

Source: The Ministry of Education in cooperation with the Ministry of Health and Prevention

- **Launching a free distance-learning academy to improve the efficiency of the Human Resources workforce working in the insurance sector**

Source: Insurance Authority

- **Launching an international scholarship program for medical higher studies in international universities, to prepare a specialized Emirati medical staff to deal with viral diseases in the future**

Source: Al Jalila Foundation

- **Launching the “Supporting Distance Learning” initiative to provide all requirements for distance learning such as devices, internet services and technical support for the students in foster houses and families**

Source: Dar Zayed for Family Care

- **Launching #InThisTogetherDubai platform a free community platform that contains various resources and interactive content to provide the necessary support for students and professionals online**

Source: Dubai Knowledge and Human Development Authority

- **Providing free internet via satellite to students and teachers in areas that are not covered by the satellite service**

Source: Ministry of Education and AI YahSat

- **Implementing distance learning for all government and private centers for people of determination and early intervention centers, and using smart mobile apps that support distance learning, in addition to continuing the vocational training project for people of determination to market their products in various outlets**

Source: Ministry of Community Development



Labor sector

- ❖ **Forming a national workforce by The UAE Cabinet, to support the government's work in the post COVID-19 crisis phase, and to keep up with current and requirements in the human resources system and to use the latest technologies in work systems**

Source: The UAE Government

❖ **Implementing important measures in the labor sector in collaboration with the Ministry of Human Resources and Emiratization to prevent the spread of COVID-19 and reduce its risk to public health. Some of those measures that were implemented the UAE government include:**

- Continuing the construction work while restricting the movement between the emirates or other labor camps, and allowing contracting companies to build accommodation for workers in construction sites
- Launching a committee to support the job stability of Emiratis working for companies, facilities and institutions of the private sector
- Commitment to wear masks, gloves, and glasses in both construction and industrial sectors while checking the temperature of workers on daily basis before they head to work and upon their return to accommodation
- Commitment to allocate break periods between workers according to the required social distancing rules, and to keep them inside work sites during the work shift, and not allowing them to leave

- Reducing the numbers of meetings inside companies by reducing the number of people attending them to five or replacing the meetings with video conferences following the required social distancing rules, and no gatherings of more than 30% of the company's workforce, and committing to wearing masks inside the offices
- Conducting more than 560 field inspection visits to evaluate the commitment of the private sector to the precautionary measures against COVID-19

➤ **Launching the “Early Leave” initiative to enable workers in the private sector to return to their home countries if they wish to during the period of precautionary measures**

Source: Ministry of Human Resources and Emiratisation, Federal Authority for Identity and Citizenship, Ministry of Foreign Affairs and International Cooperation, Civil Aviation Authority, and the National Emergency, Crisis and Disaster Management Authority

➤ **Issuing a guide for remote working in government entities in the Emirate of Ajman**

Source: Human Resources Department – Ajman

- **Resuming commercial activity in companies under specific conditions that guarantee the implementation of safety standards**

Source: Economic Development Departments and Executive Boards of Local Governments

- **Launching periodic campaigns in construction sites to ensure that the necessary precautions are being implemented to prevent the spread of COVID-19**

Source: Umm Al Quwain Municipality

- **Conducting field investigation visits and checks in the labor areas to reinforce precautionary measures in order to protect workers**

Source: Dubai Municipality

➤ Conducting sterilization operations and campaigns in workers' accommodations in farms and estates

Source: Dubai Municipality

➤ Supervising sterilization operations of workers' accommodations to ensure they are performed accurately and following the specified standards

Source: Dubai municipality

➤ Endorsing sick leaves for any workers in the private sector who have been infected with the COVID-19

Source: Ministry of Human Resources and Emiratization



Health Sector

- Developing a study to optimize the use of government buildings and facilities, and the possibility of converting them to health, storage or vital facilities serving the Medical Sector during the crisis

Source: The UAE Government

- Providing 13 beds in the accommodation center (The Host) for the patients of Al Rahba Hospital

Source: Zayed Higher Organization for People of Determination

- Launching the “Be Well” community campaign to enhance the health and safety of workers in the UAE

Source: The National Program for Happiness and Wellbeing

- Launching the psychological support line as a voluntary initiative under the national campaign “UAE Volunteers” to enhance the community’s mental health

Source: The National Program for Happiness and Wellbeing

- Launching the “Be the Safety Bridge” initiative to enhance the physical and psychological health of women during the COVID-19 pandemic

Source: General Women’s Union

- Granting a Golden Residence Visa for a period of ten years to workers in various medical specialties at the Dubai Health Authority who work to provide direct medical services to COVID-19 patients

Source: Dubai Government

- **Recruiting a medical and nursing staff from Zayed Higher Foundation Centers for People of Determination at the Abu Dhabi Health Services Company “SEHA”**

Source: Zayed Higher Organization for People of Determination

- **Launching the “Community Immunity Ambassador Program” challenge to help health entities around the world to fight the pandemic and graduating a quarter of a million community immunity ambassadors around the world**

Source: Mohammed bin Rashid University of Medicine and Health Sciences

- **Launching the “Supporting Mental Health of Medical Professionals” program to provide support to workers in Sheikh Khalifa Medical City**

Source: Authority of Social Contributions “Ma’an”



➤ **Dedicating 100 beds in intensive care units in “Cleveland Abu Dhabi” to receive people in need of long-term care services**

Source: Amana Healthcare, in cooperation with the Abu Dhabi Health Department and Abu Dhabi Health Services Company

➤ **Strict enforcement and continuous control of personal sterilizers in markets and stores to ensure that they are registered and conform to the required specifications**

Source: Dubai Municipality

➤ **Launching an initiative to sterilize the entrances and exits of petrol stations in federal roads**

Source: Ministry of Infrastructure Development

- **Launching a preventive control and inspection campaign for 1200 facilities providing public health services**

Source: Ras Al Khaimah Municipality Department

- **Launching the “National Endowment Fund” initiative as a health endowment, to help against COVID-19, and support the efforts to eliminate diseases and pandemics, and promote studies and research in the health sector in general**

Source: Dubai Awqaf and Minors Affairs Foundation (AMAF) and Mohammed Bin Rashid University of Medicine and Health Sciences

- **Establishing a separate building for the isolation and treatment of COVID-19 patients, across 1500 square meters near Rashid Hospital**

Source: Dubai Health Authority

- **“Inspection support” Initiative aims to launch reconnaissance patrols to monitor any practices that do not comply with the standards of precautionary measures, and implement broad and intensive oversight campaigns on buildings, commercial premises, recreational facilities within the scope of Dubai Municipality, food establishments and premises related to environmental health**

Source: Dubai Municipality

- **Welcoming a 105-member medical team from India on a medical mission to treat COVID-19 patients**

Source: VPS Healthcare, Ministry of Health and Prevention and Ministry of Foreign Affairs and International Cooperation



Communications and Information Technology Sector

◆ Continuity of services and procedures of the Telecommunications Regulatory Authority:

- Free access to over 800 health and educational websites
- Providing free communication services to a range of quarantine sites in the country
- Cooperating with licensees to launch an awareness campaign via call tones to encourage individuals to stay at home, and send informative messages about COVID-19
- Coordinating with Al Yah Sat Company to provide free internet via satellite to students in remote areas of Abu Dhabi in order to support distance learning

- Coordinating with service providers to freeze the accounts of consumers who are outside the country and who are unable to currently benefit from the services
- Exempting parents of students of determination and female teachers from fees for using smart apps
- Issuing instructions to service providers to cancel the suspension of mobile services due to non-paid bills to ensure continuity of the services to enable distance working and learning
- Providing free mobile internet data to allow consumers to communicate via voice and video communication apps without fees
- Freezing the accounts of small and medium-sized companies that are unable to continue their business due to the COVID-19 crisis
- Strengthening the capacity of the telecommunications network and re-engineer it to facilitate the distance learning and working experience
- Encouraging the use of service providers' mobile apps for managing accounts or paying bills to encourage people to stay at home

- ❖ **Launching the “Alhosn UAE” mobile app, which identifies if the user is close to people who interacted with other individuals diagnosed with the COVID-19**


Source: The Ministry of Health and Prevention, in cooperation with the Health Department - Abu Dhabi, and the Dubai Health Authority

- ❖ **Endorsing eServices for workers in the fishing sector, such as renewal services, transfer of ownership, selling fishing boats and others**

Source: Ministry of Climate Change and Environment

- ❖ **Providing full agricultural guidance services through a mobile app and specialized eServices**

Source: Ministry of Climate Change and Environment

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- ❖ Launching the “One Million Arab Coders” Hackathon to develop future innovative solutions to the challenges facing the health sector in the world, and turning them into effective services and software to combat COVID-19

Source: Dubai Future Foundation

- ❖ Launching the innovative “TraceCovid” mobile app to track those who were in contact with individuals infected with COVID-19, in order to accelerate the provision of necessary health care, and ensure that precautionary measures are taken to preserve the health and safety of society

Source: Health Department - Abu Dhabi

- **Launching the “Virtual Doctor for COVID-19” platform, which enables people to evaluate their symptoms and assess whether these symptoms are associated with the COVID-19 or not**

Source: Ministry of Health and Prevention

- **Launching the “Remote Healthcare platform” mobile app which enables all members of society to access healthcare services remotely and from their homes, without the need to visit healthcare facilities**

Source: Health Department - Abu Dhabi

➤ Continuing the services of the Ministry of Justice via eSystems, which include:

- Procedures of civil or criminal trials of all kinds.
- Procedures of investigation and representation before the courts.
- The work of the notary and documenting official documents.
- Marriage and divorce procedures, and personal status certificates and documentation.
- Registry procedures and its renewal services, and certificates and requests submitted by lawyers, translators and experts.

➤ Implementing the “Remote Trial” system at 100% of penal and correctional institutions

Source: Abu Dhabi Judicial Department, Dubai Courts, Ajman Police General Headquarters, Ajman Public Prosecution, Ras Al Khaimah Public Prosecution

- ❖ **Launching the “The StayHome” app to oblige people required to stay in isolation to adhere to the isolation instructions, and not to contact with others during the quarantine period to protect them and the society from the spread of COVID-19**

Source: Health Department - Abu Dhabi

- ❖ **Using “video conferencing system” between service employees in police stations and costumers in the Emirate of Ajman**

Source: Ajman Police General Headquarters



➤ **Launching the “Banking Letters” service for returned cheques via a mobile app**

Source: Ajman Police General Headquarters

➤ **Activating the “Smart Visit” for the inmates of the penal and correctional institution at any time via the internet**

Source: Ajman Police General Headquarters

➤ **Handling customs data transactions and marine services remotely, and using phone calls for services that require the presence of customers or original documents**

Source: Department of Port & Customs Ajman

➤ **Providing a WhatsApp Business service for direct communication with Ajman Free Zone**

Source: Ajman Free Zone

➤ **Activating “Taresh”, a unified eSystem for government communications outside the workplace**

Source: Department of Digital Ajman

➤ **Submitting 100% of real estate office transactions through eServices using the real estate offices portal**

Source: Department of Land and Real Estate Regulation in Ajman

◆ Endorsing a new system for registering real estate sales remotely and from anywhere in the world

Source: Dubai Land Department

◆ Developing the grocery delivery mobile app “Need Meal”

Source: Dubai Police



An increase in the download of mobile apps in the UAE and the use of e-commerce platforms

Source: Al Khaleej Newspaper April, 18th 2020



Tourism Sector

➤ Reopening commercial centers by the UAE government during the Eid period from 12 pm to 10 pm after making sure that centers have implemented the following procedures:

- Continuous sterilization of stores, providing sterilizers and conducting thermal examination to visitors
- Encouraging ePayments and using eCards, and not returning purchases unless the product is defected or damaged
- Not allowing elderly individuals (60+ year old) and children between the ages of 3-12 inside the facility

- Allowing restaurants to provide their services according to the physical distancing rules, reducing the number of tables and arranging them 2 meters apart
- Not allowing the stores to receive more than 30% of their normal capacity and reducing the number of parking lots to 25%
- Wearing masks while in the commercial center and denying entry for violators

➤ **Launching the-first-of-its-kind hygiene and safety program by the tourism sector, which aims to improve and unify health and hygiene standards across all companies and institutions in the tourism sector by acquiring an official certificate**

Source: Department of Culture and Tourism - Abu Dhabi

➤ **Opening more than 500 stores in the Gold Market after a comprehensive sterilization campaign while adhering to the preventive measures for the safety of all**

Source: Dubai Gold and Jewelry Group

- ❖ **Launching an initiative using the “Have a safe Flight...We’ll meet you soon” sticker on travel documents of all tourists and residents returning to their homeland due to the COVID-19 crisis**

Source: The General Directorate of Residency and Foreigners Affairs in Dubai

- ❖ **Implementing precautionary measures at the various tourist and resident attraction points, including public facilities and various tourism activities, in preparation for the gradual re-opening of the Emirate of Dubai**

Source: Dubai Department of Tourism and Commerce Marketing

- ❖ **Providing guidelines, regulations and rules for holiday homes employees and employers, allowing only customers who have confirmed or prepaid reservations, to enter the holiday home**

Source: Dubai Department of Tourism and Commerce Marketing

➤ Providing detailed instructions to re-open the commercial activities of various government agencies and private companies, including the hospitality sector:

- Ease of recent restrictions to reopen hotel beaches
- Re-opening the water sport activities
- Implementing physical distancing rules by keeping a distance of 2 meters between visitors of hotels beaches
- Adhering to a four-meter distancing rule between each group of sunbeds
- Allowing only hotel guests to stay at the beaches
- Closing any other facilities in the hotel to prevent infection
- Conducting daily sterilization and cleaning processes for air-conditioning systems, equipment, tanks, and toilets, in addition to ensuring extensive sterilization of areas of meetings and communications with guests, especially the lobby lounges
- Using sterilizers in all rooms

- Providing hotel entrances with thermal devices to check guests without physical contact
- Periodic inspections of these tourist facilities by Dubai Tourism inspectors to ensure their compliance and implementation of safety guidelines
- Encouraging online food orders, as well as ePayment and delivery of meals without physical contact

Source: Dubai Department of Tourism and Commerce Marketing

❖ Wearing gloves and masks at Dubai Airport is mandatory for everyone

Source: Dubai Airports

❖ Putting protective barriers on “counters” of clearance of travel procedures to ensure the safety of passengers and employees

Source: Dubai Airports

- **Providing thermal inspection equipment at all passenger entry points and implementing the intensive sterilization program for all facilities, plus installing sterilization tunnels at the entrances of the charging stations, and providing a new service (still under test) to sterilize the luggage when entering the airport**

Source: Dubai Airports

- **Exemption of operating fees for non-operating airlines, and providing discounts for those that require the parking of their aircraft for long periods, and rescheduling the terms of payment for due payments from them**

Source: Dubai Airports

- **Waiver of rent for unused airport facilities, as well as parking fees and passenger lanes for non-operating airlines**

Source: Dubai Airports

- **Waiver of guarantees or equivalent fees for partners who had to stop their activities due to the cancellation of airport operations, and providing other financial settlements for those who continued partial operations**

Source: Dubai Airports

- **Ease of restrictions on cargo movements in Dubai International Airport, and allowing the transfer of freight operations from Dubai World Central Airport to Dubai International Airport**

Source: Dubai Airports

- **Instructing all hotel and tourist facilities to use smart systems to complete all transactions**

Source: Ajman Tourism Development Department

❖ Postponing all activities scheduled in April 2020 to the last quarter of this year

Source: Ajman Tourism Development Department

❖ Requiring all members of airline services crews, boarding gate supervisors, and on-site service employees, who are in a direct contact with passengers, to wear personal protective equipment, including a protective overcoat over their uniforms

Source: Emirates Airlines

❖ Resuming passenger flights to 9 global destinations starting from May 21st while adhering to the specified requirements and conditions of the country of destination by passengers who wish to return to their homeland

Source: Emirates Airlines

- ◆ **Allowing commercial centers and facilities, and companies to operate, provided that they adhere to all preventive measures and guidelines, and scan shoppers using thermal imaging cameras**

Source: Emirates departments of Economic Development

- ◆ **Sterilization of 41 shopping centers in Abu Dhabi and the mainland**

Source: Abu Dhabi City Municipality

- ◆ **Covering COVID-19 test fees for food and beverage dealers in hotels and tourist facilities**

Source: Abu Dhabi Department of Culture and Tourism



Land and Maritime Transport Sector

➤ Implementing important measures in the transport sector by the UAE government to reduce the spread and risk of COVID-19, including:

- Applying physical distancing rules at a rate of two meters apart between individuals
- Restricting the number of passengers in taxis to two passengers maximum
- Adhering to the required sterilization measures
- Obliging passengers to wear masks while in public transport

- Obliging station staff to wear masks
- Placing floor stickers in transport stations to help passengers estimate the required safe distance

❖ **Launching the unified codes guide to educate the individuals who use public transportation about health guidelines to stop the spread of COVID-19. More than 170 thousand posters of the new guidelines have been used in various public transportation vehicles and stations**

Source: Dubai Government

❖ **Suspending marine activities, commercial and personal boats, except for people who live in islands and mountainous areas who use these boats as a means of transportation with implementing the safety measures**

Source: Federal Transport Authority - Land & Maritime

- **Allowing wooden ships loaded with food and fish only to be in the water for a maximum period of 7 days with distancing and no physical contact is allowed**

Source: Federal Transport Authority - Land & Maritime

- **Allowing empty ships contracted with shipping agents to be in the water, their cargo should be specified and ready to be loaded through these contracts**

Source: Federal Transport Authority - Land & Maritime

- **Preventing any ship or a marine vehicle to enter any dry dock or ship repair and maintenance workshop before 14 days after leaving the last port**

Source: Federal Transport Authority - Land & Maritime

- ❖ Preventing the entry of empty foreign wooden ships with no prior commercial contracts and the ones coming for the purpose of direct shopping from the local market

Source: Federal Transport Authority - Land & Maritime

- ❖ Renewing the driving license online and receiving it via e-mail through the eService on the RTA website and mobile app

Source: Dubai Roads & Transport Authority

- ❖ Resuming the operation of mass transportation, which includes the metro, public transport buses and taxis

Source: Dubai Roads & Transport Authority

- ❖ **Cancelling the use of the bus stop buttons, and the driver will stop at every station within the bus itinerary, and limiting the number of passengers in every trip in all types of public transportation**

Source: Dubai Roads & Transport Authority

- ❖ **Limiting the use of elevators to move between floors in the metro stations by 2 people only, and for very strict reasons including giving priority to people of determination and wheelchairs users**

Source: Dubai Roads & Transport Authority

- ❖ **Announcing the re-opening of the Dubai Tram service and maritime transport including Dubai Ferry, Water Taxi and traditional ferries, with implementing social distancing**

Source: Dubai Roads & Transport Authority

- **Announcing the suspension of the use of paper parking tickets on cars windscreens in the parking lots under the supervision of the RTA to prevent the spread of COVID-19**

Source: Dubai Roads & Transport Authority

- **Dedicating 28 buses distributed in various areas of the country to be used in emergency situations in coordination with the National Emergency Crisis and Disaster Management Authority**

Source: Emirates Transport

- **Allocating a budget of AED1 million for sterilizing the vehicle fleet of approximately 39,000 vehicles, serving more than 2,500 customers**

Source: Emirates Transport

- **Providing thermal imaging cameras and medical staff to check the crews of ships coming from abroad, and updating the entry procedures for wooden ships**

Source: Department of Port & Customs - Ajman

- **Suspending the wooden ferries services due to lack of users since the outbreak of COVID-19**

Source: Ajman Transport Authority

- **Launching a “Comprehensive Sterilization” program for all the transportation modes of the authority and conducting comprehensive medical check-ups for all drivers of vehicles on a weekly basis to ensure their safety**

Source: Ajman Transport Authority

❖ **Stopping all trips across Ajman, as well as public bus trips for some lines in the emirate, excluding taxis to operate during the movement restriction period**

Source: Ajman Transport Authority and Ajman Police General Headquarters



5000

Taxis used during the crisis for delivery services in Dubai

Source:
Press conference,
May, 7th 2020



50%

Reduction of passenger fares in Dubai

:Source
Press conference,
May, 7th 2020



78.4%

Number of passengers decreased using Dubai Metro in each train

Source:
Emirates Today
newspaper May, 3rd 2020



Community Development Sector

- ▶ Launching the “Raqami” service, a 24/7 guide and activating the “TAW-SEEL” fleet to serve the elderly and people of determination

Source: The UAE Government

- ▶ The initiative to check on the conditions of communities and places of worship and their contribution to raising awareness for the citizens of the Emirate of Abu Dhabi

Source: Department of Community Development - Abu Dhabi

❖ **Launching the ‘Rejoice! What is coming is better than what is gone!’ initiative under the patronage of Her Highness Sheikha Fatima Bint Mubarak, President of the General Women’s Union, Supreme President of the Family Development Foundation and President of the Supreme Council for Motherhood and Childhood. The campaign aims to:**

- Emphasize the necessity to be positive and optimistic to face the crisis
- Providing psychosocial support to all members of the family
- Providing opportunities to invest the times of children and youth in society
- Investing the times of elderly citizens and promoting the spirit of optimism
- Creating social events and family activities to promote reassurance and that the best is yet to come

❖ **Launching a life quality questionnaire during the COVID-19 outbreak, to foresee the future and sustain a better quality of life**

Source: Department of Community Development - Abu Dhabi.

- **Launching “Barakat Al Dar” initiative to provide social care to 50 families and providing them with appropriate protection given the current circumstances as well as providing social consultations**

Source: Department of Community Development - Abu Dhabi, and Family Development Foundation

- **Launching “Do not worry ... Stay home” initiative, which aims to communicate with elderly citizens to ensure their commitment to precautionary measures to prevent the spread of COVID-19, by identifying their needs to reduce any chances of movement and exposure to infection**

Source: Family Development Foundation

- **Setting up a dialogue committee to enhance the wellbeing of the family by providing families with skills of creativity, innovation, flexibility and family and community tolerance**

Source: Family Development Foundation

- **Launching the “Mustasharak” initiative which provides support services to citizens in the construction phase to ensure that they are not affected by the current circumstances**

Source: Abu Dhabi Department of Community Development and Abu Dhabi Housing Authority

- **Launching the “Your Support, Our Priority” initiative to provide milk suction devices and supplies to support breastfeeding mothers infected with COVID-19**

Source: Breastfeeding Friends Association (Supreme Council for Family Affairs in Sharjah) and Breastfeeding Clinic at Family Promotion Center in Sharjah

- **Launching the “Your Food to Your Home” initiative to provide the needs to elderly citizens during the precautionary measures taken by the country during the current crisis**

Source: Family Development Foundation

- **Launching the “Let’s take the Challenge” initiative, which aims to invest the efforts of individuals and businesses to face the repercussions of the COVID-19 pandemic**

Source: Ministry of Economy, in cooperation with the National Fund for Corporate Social Responsibility

- **More than 1,000 government employees have been registered with the Dubai Government Volunteers program, to participate in the protection of the UAE community**

Source: Dubai Government Human Resources Department

- Launching the “Thank you, Heroes” initiative to pay tribute to all front-liners and other organizational units for their pioneering role to face COVID-19


Source: Abu Dhabi Police

- Launching the “With You to Support You” initiative, which provides psychological first-aid assistance to the infected and their families and those dealing with infected people to avoid the spread of COVID-19, and to raise awareness in the community regarding the psychological impact of the crises

Source: Family Development Foundation

- Launching the “Himam Family Consultation” initiative to check on people of determination both citizens and residents in Abu Dhabi and to ensure their commitment to the protection procedures against COVID-19 infection

Source: Zayed Higher Organization for People of Determination and the Family Development Foundation

- 
- **Launching the “Stay Active” sports campaign to support professional athletes to continue training at homes and overcome fears and anxieties**

Source: Abu Dhabi Sports Council

- **Launching a video awareness campaign about prevention and quarantine guidelines in sign language for the hearing-impaired, and in Braille prints for the blind in Arabic and English and distributing them in various outlets, airports and health services centers**

Source: Zayed Higher Organization for People of Determination

- **Launching the “Home Challenge” competition to encourage children and youth to invest their time to learn new skills**

Source: Sharjah Police

- **Launching a study about community awareness of COVID-19 and the ways to prevent and control its spread**

Source: Ajman Statistics and Competitiveness Center

- **Launching “Musharikon Ya Watan” initiative to distribute free medical and preventive supplies to citizens and residents**

Source: The “Golden Health” Foundation for Health Care Services in coordination with various government agencies in the country

- **Launching the Unified National Call Center “171 TAWASUL” to provide information and answer customer inquiries about the services of 35 entities in the UAE government, 24/7 in both Arabic and English**

Source: Ministry of Human Resources and Emiratization

- **Launching the “Design the Right Way” initiative to support citizens in the design phase of their villas remotely to implement social distancing**

Source: Ministry of Infrastructure Development

➤ Launching community initiatives by Dubai Police:

- “Don’t Worry” initiative for workers in the Emirate of Dubai
- “My house, My safety” initiative to protect children when using the internet during the home quarantine period
- Launching “Your Health Matters” initiative, a community and family mental health program
- Launching “Share Your Thoughts” initiative to help prevent COVID-19



Aviation Sector

1st March to
30th April

Repatriation of UAE nationals and their companions

1st
March

86

Air and land repatriations

2,286

Repatriation of citizens
and their companions

43

Countries repatriation
operations



➤ **Repatriation of brotherly and friendly countries**

127

Air and land repatriations

22,900

People have been repatriated

5,185

Foreign nationals were repatriated through the national airlines of the UAE

➤ **Brotherly and friendly countries that cooperated with the UAE to complete the process of repatriation of their citizens to their homelands**

9,178

Repatriated to East and West Asia

9,030

Repatriated to Europe and the European Union

1,009

Repatriated to Africa

962

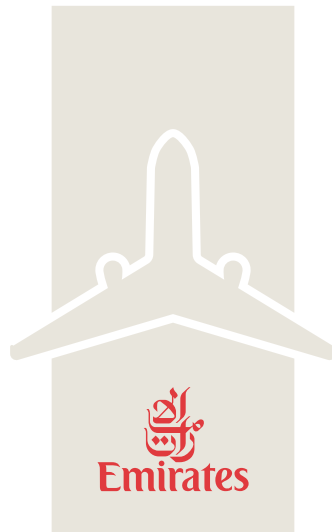
Repatriated to Central America



National carriers



Operating 23 repatriation flights carrying more than 2,800 passengers from UAE to Afghanistan, Croatia, Egypt, Iran, Russia, Sudan, Somaliland and Thailand

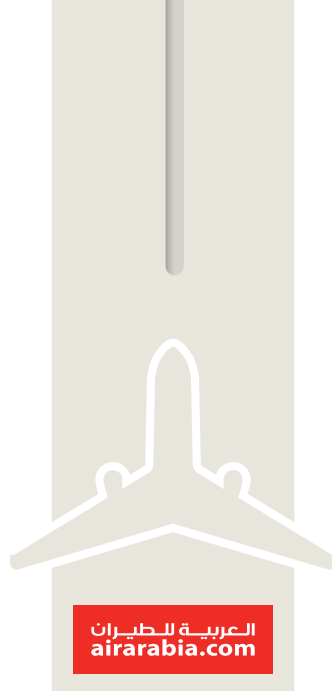


- Facilitating the travel of visitors and residents who wish to return to their homelands, and operating passenger services from Dubai to Frankfurt, Jakarta, Johannesburg, Lagos, London Heathrow, Madrid, Manila, Tunisia, Algeria, Taipei, Chicago, Kabul, Paris, Zurich and Brussels
- Leaving empty seats inside aircraft between passengers in compliance with the rules of social distancing
- Providing passengers with food and beverages in sealed boxes to avoid contact with crew members and passengers during service

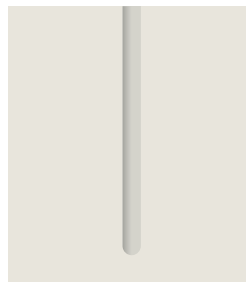
- Transporting over 33,000 tons of products and 1,700 tons of medicines by air freight to the UAE from several markets, including Australia, India, Kenya and Pakistan
- Transporting millions of medical supplies to Mumbai, Bucharest, Los Angeles and São Paulo



- Operating 36 flights of repatriation of UAE nationals carrying more than 827 passengers from Spain, France, America, Britain, Australia, Singapore, Sudan, Netherlands, Indonesia, Sri Lanka, Morocco, South Korea, Pakistan, Malaysia, Philippines and Japan
- 244 cargo flights operate from Australia, Bangladesh, Belgium, China, France, Germany, India, Ireland, Italy, Denmark, Kenya, Netherlands, Georgia, Romania, Singapore, South Africa, South Korea, Switzerland, Britain and Vietnam
- Send 22 cargo flights of aid and medical supplies to Bangladesh, Colombia, Cyprus, Guinea, Germany, India, Kazakhstan, Kyrgyzstan, Nepal, Pakistan, Philippines, Thailand, Sudan, Vietnam, Zimbabwe and South Africa



- Cleaning and disinfecting aircrafts after each flight, using approved disinfectants
- Providing on-board disinfectants and medical masks, including a dedicated disinfectant for cockpit cabin crew
- Prohibiting on-board duty-free shopping
- Prohibiting cash transactions between crews and passengers



◆ Unifying preventive measures against COVID-19 in air cargo system and creating a more secure and safe scheme between the UAE and Jordan

Source: General Civil Aviation Authority and Civil Aviation Regulatory Commission - Jordan



Environment Sector

- ◆ Processing over 350 tons of contaminated medical waste, caused by tests and treatment interventions related to COVID-19

Source: Dubai Municipality

- ◆ Launching a package of new services for the agricultural sector, for both agricultural and veterinary, as part of the Ministry's services package delivered through its 65 smart channels

Source: Ministry of Climate Change & Environment

- ◆ Launching the smart mobile app "MAZAARE-NA", which provides an integrated package of guidelines and information for farmers and livestock breeders, giving them an option to "Contact a Specialist" without the need to visit customer happiness centers in person

Source: Ministry of Climate Change and Environment



Media, Arts and Culture Sector

- ▶ **Launching a media campaign to raise awareness and educate the public about the importance of following the precautionary instructions and procedures during the holy month of Ramadan**

Source: National Media Council

- ▶ **Launching the national program to support creators working in the cultural and creative industries sector and to provide financial grants to individuals, startups and entrepreneurs and support them to face the challenges caused by COVID-19**

Source: Ministry of Culture and Knowledge Development

- **Extending the validity of licensing services for media activities ending on the first of April to 3 extendable months**

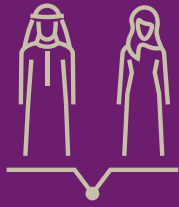
Source: National Media Council

- **Launching new languages packages at Emirates News Agency, for a total of 18 languages targeting different audience during the crisis**

Source: National Media Council

- **Launching “You Are Responsible” campaign to educate the public about the importance of following instructions during the Eid period**

Source: National Media Council



Gender Balance Sector

Supporting both genders at the international level during the crisis

The High Commissioner for Human Rights praised the measures taken by the UAE to protect women from the COVID-19 pandemic. The UAE has exerted every effort to fight COVID-19 pandemic with full commitment to promoting women's rights and providing health care and services that enhance their physical and psychological wellbeing and ensure safe medical care, especially during this crisis. Such efforts highlight the UAE's solid belief in women empowerment and gender equality for developing a modern and advanced society

➤ The UAE government endorsed important and exceptional measures to support women face the COVID-19 pandemic since it began:

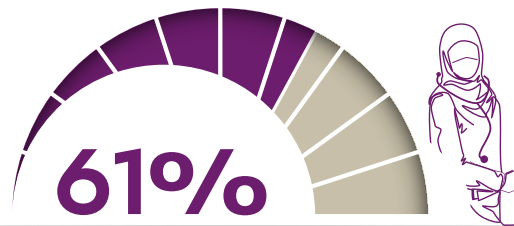
- Activating remote working for some categories of employees in the federal entities, including pregnant employees and mothers who are providing for their children from the ninth grade or less, and their jobs do not require their presence in the workplace, and for people of determination and those with chronic diseases, weak immunity and respiratory symptoms in addition to employees who are over 60 years old
- Dedicating special hospitals and health centers to receive pregnant women only to avoid infection
- Free COVID-19 tests for pregnant women

➤ Statistics for working women in all vital fields issued

Health Sector



The workers in the health sector and the front-lines in this crisis are the true heroes of the government and the beating heart of any health system



Women's participation of total Healthcare Sector workforce, including doctors, nurses, pharmacists and technicians (2019)

More than
75,000



Women working in health activities in the healthcare sector, ranging from medicine, pharmacy, nursing and technical jobs (2019)

Police Sector



More than
10,300

Policemen and women work safely with dedication and commitment as the nation's defense frontline to ensure the public safety for all

The police sector in UAE includes female members in various jobs within its staff



وزارة الداخلية
MINISTRY OF INTERIOR

Educational Sector



More than
50,000

The educational staff is doing a great work during the current crisis to ensure the continuity of the remote education system and to assess the behavior of students using remote learning

Female teachers in the UAE's Education Sector (2019)

Source: Ministry of Interior, Dubai Women Establishment, Federal Competitiveness and Statistics Authority



Youth Sector

- Organizing a webinar during Ramadan entitled “The role of youth during the COVID-19 pandemic” in cooperation with members of the Ministry of Justice Youth Council and some Emirati youth from various youth councils in the country
- Organizing the “The future of professional work and life after COVID-19” webinar, in cooperation with HSBC Bank, to learn about future skills and the future of education and work

- Launching the Emirates Youth Mental Health Initiative “SALAM”, to enhance mental health care and inner peace of both individuals and society alike
- Launching “RAD AL-JAMEEL” initiative by the Youth Council of Sheikh Zayed Housing Program, which supports workers in health sector through providing flexible, supportive tools such as medical face masks made with innovative technologies, in cooperation with a young 3D printing expert, to provide protection for medical staff from the side effects of using the medical masks for prolonged periods
- Holding a video conference in Ramadan entitled “UAE Leading the way in the COVID-19 crisis” from Sharjah Youth Council in cooperation with Committee of the Cultural and Community Activities at Al Hamriyah Cultural and Sports Club



The UAE's commitment to providing food security is evident. The country's National Food Security Strategy holds an important position globally due to its comprehensive and pioneering nature, which brings together the public and private sectors in an effort to achieve sustainable food security

The Food and Agriculture Organization



Promoting

Food Security



Exceptional efforts in promoting food security

4.5

Billion Dirhams

The value of the country's foreign trade
in medicine and pharmaceutical products
in the first quarter of 2020

3.550 Billion Dirhams
Imports from total value



31.7

Billion Dirhams

The value of the country's foreign trade
in food products and commodities
in the first quarter of 2020

17.980 Billion Dirhams
Imports from total value



- **The UAE Cabinet forms a taskforce to develop the modern agriculture sector and to use technology to expand food production in order to meet market demands and increase the competitiveness of the local product and create business opportunities**

Source: The UAE Government

- **Producing 5.96 million tons of food and beverages in 568 factories in the UAE, including 2.3 million tons of essential food items**

Source: Food Security Council and Ministry of Energy & Industry

- **The readiness of national factories to double their production of various food and beverage products in times of crisis and emergency**

Source: Food Security Council and Ministry of Energy & Industry

- **Increasing the country's strategic stockpile of medicines and medical equipment, with international pharmaceutical companies having 75 logistical offices inside the country**

Source: Ministry of Health and Prevention

- **Launching the “Meer” initiative to ensure that the needs of senior citizens are met and to deliver essential food items to their homes**

Source: Community Development Authority, Emirates Coop, Abu Dhabi Municipality and Emirates Red Crescent

- **Launching an initiative to support local agriculture and to increase the reliance on local agricultural and food products in order to provide safe food supplies at an affordable price**

Source: Majid Al Futtaim Group

- **Launching the “Proudly from Dubai” initiative in partnership with several restaurants and cafes in the emirate to bring easy recipes with minimal ingredients to people’s homes, and to encourages the public to rationalise food shopping and reduce wastage**

Source: Brand Dubai, the creative arm of the Government of Dubai Media Office

- **Launching advanced digital logistical tools and services to enable sea, land and air freight agents around the world to book cargo shipments to and from anywhere in the world in order to maintain the flow of trade and food and biomedical supplies**

Source: DP World

- **Creating the Digital Freight Alliance, an online association to bring freight forwarders globally onto one platform, to open new commercial opportunities for customers, even during the sudden economic downturn**

Source: DP World

- **Performing weekly inspection of the strategic stockpile of food commodities in coordination with the major co-ops and markets in the emirate**

Source: Department of Economic Development - Ajman

- **Increasing the quantities of consumer goods in all outlets in Abu Dhabi by the beginning of the holy month of Ramadan**

Source: Abu Dhabi Municipality

- **Expanding to 9 new shipping destinations covering 75 destinations in total to transport essential commodities and other urgently needed cargo more rapidly across the world, with Dubai operating more than 100 flights a day**

Source: Emirates SkyCargo

- **Allocating display areas dedicated for local agricultural products to raise the level of self-sufficiency of fresh local products**

Source: Abu Dhabi Agriculture & Food Safety Authority

- **Providing in-kind support to 'The Fund of the UAE: Homeland of Humanity' by delivering weekly organic crops produced by people of determination from the Zayed Agricultural Center to the homes of the medical staff and frontline responders**

Source: Zayed Higher Organization for People of Determination

- **The success of the pilot project for cultivating varieties of rice in the UAE, which is the first of its kind in the Middle East**

Source: The Ministry of Climate Change and Environment, in cooperation with the Department of Rural Development of the Ministry of Agriculture, Food and Rural Affairs of the Republic of South Korea, and the UAE University



A mixture of domestic production and diversification of import sources

The maritime sector is a major contributor to the flow of trade

The UAE plays a vital role in safeguarding the regional food security, thanks to its maritime sector, which is able to ensure the smooth flow of trade and strategic goods from various parts of the world to the region, especially in light of the current crisis. Seaports in the UAE account for around 60% of the total volume of containers and cargo destined for the GCC. Other than oil ports, the country has 12 commercial seaports, in addition to 310 marinas, with a loading capacity amounting to 80 million tons of cargo

➤ **Approving Federal Law No. 3 of 2020 Regarding the Regulation of the Strategic Stock of Food Commodities**

- H. H. Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE approved Federal Law No. 3 of 2020 Regarding the Regulation of the Strategic Stock of Food Commodities, with an aim to organise food supplies in the event of crises, emergencies and disasters, and achieve food sustainability

➤ **Collaborating with The Food and Agriculture Organization (FAO) to promote food security**

- The UAE's Food Security Council signed a partnership with The Food and Agriculture Organization of the United Nations to promote the national and regional food security strategy and the agricultural sector and to achieve the sustainable development goals

➤ **Ministry of Climate Change and Environment implements mechanisms and initiatives to enhance food security, establish an ecosystem for self-sufficiency in food and meet the needs of local markets during the COVID-19 crisis, including:**

- Importing approximately 128,000 tons of vegetable and fruit crops through land, and approximately 257,000 sheep, cows, and camels to meet the needs of local markets during the month of Ramadan
- Accelerating quarantine procedures and examining food commodities imported into the country by increasing the number of veterinary quarantine doctors, agricultural engineers, and laboratory technicians in border crossings
- Providing an automatic renewal of all fishing boats licenses expiring by the end of May, including the licenses of all fishermen registered with the ministry delivering the licenses to their place of residence

- Stimulating the commercial activity of the fishing industry by placing a “temporary” hold on previous decisions prohibiting the fishing of certain types of fish
- Launching “My Farm Package” service which provides online guidance in the agricultural and veterinarian sectors in addition to an agricultural calendar, and making the service user friendly
- Continuing the agreements with major shopping centres and companies in the country to buy and display local agricultural products in their retail outlets across the country
- Signing a new agreement with Majid Al Futtaim Group to market and display the products of more than 6,000 farms from across the country
- Launching 8 new smart services in addition the already existing 60 services concerning the veterinarian and livestock sectors
- Increasing Dubai’s strategic stockpile of medicine in collaboration with The Dubai Health Authority to make it last for 9 to 12 months, and ensuring all medicines are available for patients non-stop



Inspection campaigns on various food outlets

➤ **Abu Dhabi Agriculture and Food Safety Authority continues its efforts in implementing around the clock inspection mechanisms for all food shipments and transit shipments coming through the borders of Abu Dhabi, including:**

- Inspecting the safety of all imported foods
- Improving food safety levels in Abu Dhabi
- Maintaining a continuous flow of food imports into the market
- Ensuring the flow of food shipments through border crossings
- Promoting the stability of food supplies and establishing the food security strategy

➤ **The departments of economic development and municipalities launch inspection campaigns for markets and sales outlets across the country, and supervise food stores and their commitment to applying the preventive measures:**

- Committing to the specified working hours as long as they are compatible with the National Sterilization Program
- Requiring employees and visitors of the facility to wear face masks and gloves, providing the facility with heat detection devices, and prohibiting elderly citizen and children from entering
- Assigning an employee to sterilize shopping carts continuously
- Allowing facilities to operate with a maximum capacity of 30%
- Operating all cashier stations to prevent overcrowding
- Not allowing more than 2 individuals from the same family to visit the facility at the same time

- Committing to testing employees and workers regularly and coordinating with the relevant authorities if there are any suspected cases
- Instructing food outlets to activate their e-commerce platforms to prevent overcrowding
- Placing cautionary stickers at entrances and on the floor to support social distancing measures and health regulations



An increase in purchasing from e-commerce platforms of retail centres

100%



300%



800%



compared to last year

Source: Emirates Today newspaper, 15 April 2020



238%

An increase in the search for medicines through online pharmacies in the UAE between January and March

Source: Al Bayan Newspaper, April 22, 2020



560%

An increase in the online search for food between January and March in the UAE

Source: Al Bayan Newspaper, April 22, 2020



50%

An increase compared to last year in the demand for food and medicine delivery services from outlets in the country

Source: Al Bayan Newspaper, April 14, 2020



70%

An increase in the growth of the food delivery sector in the UAE, considering 70% of the country's restaurants are registered in delivery applications

Source: Al Khaleej Newspaper, April 2, 2020



The measures taken by the government of the UAE to contain COVID-19 and its implications are swift, decisive and innovative, both on the health front and economic front

**Organisation for Economic
Co-operation and Development**



Laboratories and

Scientific Innovations

Innovation is a key pillar in the UAE government's approach

The UAE government has taken proactive steps in employing innovation to manage the COVID-19 crisis. The country's exceptional infrastructure which promotes scientific research and innovation in the field of emerging technologies and artificial intelligence across all academic institutions, government entities and private sector companies, played an essential role in achieving inspiring innovations that supported the UAE's efforts in containing the negative implications of COVID-19



Universities turn innovation into successful practical solutions

➤ Khalifa University of Science and Technology



- Developing a radar to diagnose the vital signs for individuals without the need of direct contact, in order to monitor their body temperature, heart rate, respiratory rate, and blood pressure remotely
- Developing an emergency ventilator in just five days using local materials, and establishing a fully equipped unit to produce 250 copies a day
- Developing a project aimed at surveilling the presence of the COVID-19 virus in wastewater as a method for early detection, and for tracking the spread of the virus in the general population



- Licensing a patented technology named “Twinkle Heart” in collaboration with Khalifa Innovation Centre, aimed at providing pregnant mothers with a home-based monitoring device to monitor fetal heartbeat and the baby’s cardiac activity without the need to visit the hospital
- Granting an intellectual property technology license to the Advanced Research Projects, a start-up founded by a university graduate from the UAE
- Developing a simulation model for predicting and controlling the spread of COVID-19 which can be used by decisionmakers to evaluate the consequences of the spread of the virus. The model is used to gather data related to the spread of infectious diseases, the suitable time to end social distancing measures, the required number of ICU beds per one million patients, individuals’ awareness level with self-protection methods and the number of daily interactions with non-infected individuals

➤ **Mohammed Bin Rashid University of Medicine and Health Sciences (MBRU)**



- Scientists in the university completed a study that uncovered the full genome sequencing of the virus. The study will help define the complete genetic blueprint of the COVID-19 virus in infected patients, and determine the connection with other strains of the virus, the severity of symptoms, the age and sex of the patient, as well as the effectiveness of medicines or vaccines and the response to them based on the genetic blueprint of the virus
- Developing a research study in collaboration with Dubai Health Authority and Al Jalila Children's Genomic Center which aims to sequence viral samples from 240 patients with COVID-19 across various age groups and at different time points of this pandemic

➤ **United Arab Emirates University UAEU**

- Developing a Pandemic Simulator to provide a better understanding of the effects of social distancing and isolation on the development of the COVID-19 pandemic. To model the virus behaviour, a settings panel is provided to explore the spreading characteristics in small, medium or large cities

United Arab Emirates University - Science and Innovation Park



- Developing highly protective face shields using 3D printers and laser cutting machines
- Developing a device that allows the touch-less use of elevators in the university
- Designing 3D printed arms that can be attached to doors inside the university to assist in opening and closing the doors without the need for direct touch

New York University Abu Dhabi and Mubadala Healthcare



- Creating reusable, 3D printed masks fitted with replacement filters that provide the same level of protection as the top-rated N-95 masks

British Applied College of Umm Al Quwain



- Launching the “Breath of Hope”, a respirator developed using AI technology and local materials approved by the World Health Organization

➤ Sharjah Research Technology and Innovation Park



- Developing and producing a wide range of protective face shields in collaboration with Immensa Technology Labs. The new shields decreased the risk of infection by 86% when used around infected patients

➤ 27 medical researches related to COVID-19

- Developing 27 medical researches related to the COVID-19 pandemic in various fields such as the early detection of the virus, and identifying mechanisms to develop a treatment or vaccine in order to better understand the virus in the future, and sharing the findings on local and international levels

Source: Dubai Health Authority in collaboration with academic research entities including Mohammed Bin Rashid University of Medicine and Health Sciences, United Arab Emirates University, Khalifa University and University of Sharjah



Companies investing in scientific research and innovation

◆ Developing of COVID-19 treatment through the use of stem cells

- Developing a COVID-19 treatment by a team of doctors and researchers that uses stem cells extracted from the patient's blood and then reintroducing them in an "activated" state to the lungs through inhalation after being nebulized into a fine mist. The treatment has been granted a patent by The Ministry of Economy in UAE

Source: Abu Dhabi Stem Cell Center

➤ **Developing a rapid COVID-19 testing technology**

- The technology detects the virus as soon as it enters the blood stream using laser-based DPI (Diffractive Phase Interferometry) technique. The technology enables for much faster mass screenings, with test results available in seconds and allowing testing on a wider scale in places such as cinemas and shopping malls

Source: QuantLase Imaging Lab, the medical-research arm of International Holdings Company (IHC)

➤ **Al Jalila Foundation**

- Launching a seed grants of up to AED 500,000 to support research in various areas such as pathology, diagnostics and epidemiology, in order to help the UAE develop the capacity to proactively address this pandemic and other viral diseases in the future

◆ Setting up the world's biggest testing laboratory - outside of China

- Setting up a massive testing laboratory with the capacity to perform tens of thousands of tests using the RT-PCR technology in order to test and diagnose COVID-19 cases, detect the virus's mutation and bolster the detection efforts of other future diseases

Source: Group 42 for artificial intelligence and cloud computing, and BGI for genomic solutions

◆ Launching the "Citizen Science initiative" to combat the COVID-19 challenges

- The initiative aims to provide innovative solutions by producing 3D printed medical equipment, sterilizing PPE equipment and public places using ultraviolet light sensors, optimizing existing ventilators to support more than three patients at a time and manufacturing more ventilators

Source: Technology Innovation Institute in Abu Dhabi



Government entities foster pioneering innovative ideas

▶ Manufacturing N-95 respirators

- Launching the first N-95 respirators manufacturing line in the GCC region with an expected annual output capacity of over 30 million masks, adding the UAE to the list of N-95 respirators exporters

Source: Mubadala in collaboration with Strata Manufacturing and Honeywell

▶ Introducing drive-through test zones

- Introducing 24 drive-through test zones across the UAE, equipped with the most advanced tools and highly trained medical staff, where individuals can receive the necessary tests inside their vehicles in 5 minutes

Source: Abu Dhabi Health Services Company

➤ Using robots and drones to sterilize the cities

- Using drones to implement the National Sterilization Program procedures in major and side streets by remotely spraying large amounts of the disinfection fluid onto surfaces

Source: Abu Dhabi Civil Defense General Directorate and Dubai Municipality

➤ Launching a robot specializing in disinfecting airplanes

- Launching an unmanned robot named CoDi BOT UGV to be used in disinfecting cabins inside passenger aircrafts. The robot is manufactured by Marakeb Technologies, part of Tawazun Fund

Source: Abu Dhabi Airports

➤ The smart helmet

- Introducing the smart helmet which can diagnose people from a safe distance of five metres and send data to the relevant operations centre to provide decisionmakers with a quick report. The helmet also has night vision and sends automatic alerts to the wearer if someone is found to have a temperature consistent with coronavirus

Source: Ministry of Interior

➤ Introducing the mobile isolation capsule

- This innovative capsule is designed to transport severe COVID-19 patients and is the first-of-its-kind in the region. The capsule prevents the transfer of infection to paramedics during the transfer of the infected patients to the hospital or quarantine centres

Source: Dubai Corporation for Ambulance Services

➤ Self Sanitisation Walk

- The launch of Self Sanitisation Walk which is a corridor equipped with temperature detectors and motion sensors that sprays workers with a mist that disinfects clothes in less than 20 seconds

Source: Dubai Corporation for Ambulance Services and Dubai Health Authority

➤ Smart sterilization vehicles

- Developing 45 smart vehicles to ensure the highest levels of sterilization to the infrastructure and residential areas in Abu Dhabi. These first-of-their-kind vehicles can spray sterilization materials for 100 metres. In addition, the UAE has developed an advanced vehicle equipped with remote sensing instruments to sterilize and wash tunnels

Source: Abu Dhabi Center for Waste Management (Tadweer)

➤ 3D printed nasal swab kits and face shields

- Producing COVID-19 nasal swab test kits and face shields using 3D printers

Source: Dubai Health Authority

➤ The “Dawaee” medication home delivery service

- Launching the free medication home delivery service across the UAE to provide added comfort to patients, particularly the elderly and those with chronic diseases, and to ease some of the pressure on medical facilities

Source: Dubai Health Authority

➤ Using the smart map of the geospatial hotspots

Source: Dubai Police

➤ **Rokid T1 smart glasses**

- Developing smart glasses to measure the temperatures of public transportation users in a secure way. The glasses have the capacity to read the temperatures of 100 people per minute

Source: Dubai Police

➤ **Face mask links**

- Launching the “Giving Back” initiative to support health workers and engineers in construction sites by providing them with links to medical face masks with equipped with innovative techniques to protect them from the impact of wearing the medical mask for long hours

Source: Sheikh Zayed Housing Programme

➤ **Using Gyrocopters in Dubai's security coverage**

Source: Dubai Police

➤ Innovative awareness raising campaigns using special vehicles

Source: Dubai Police

➤ The Smart Remote Inspector System

- The smart remote inspector system contains a feature through which images are received from the contractor or consultant for the purposes of structural inspection and general inspection, health and safety inspections, parks inspection, roads and infrastructure inspection, supervision, inspection and geophysical studies

Source: Al Ain Municipality

➤ 3D printed face masks

- Manufacturing more than 35 thousand face masks using 3D printing technology and exporting Personal Protective Equipment (PPE) to regional and international markets

Source: Proto 21, Dubai

➤ **Establishing an advanced technological and biological infrastructure to develop a COVID-19 vaccine**

- Developing a COVID-19 vaccine and putting it in chemical testing phase this summer, Researchers were able to identify two mono antibodies that could combat the virus
- Restructuring the pharmaceutical discoveries by using digital biology, artificial intelligence and robot technologies to examine thousands of compounds, whether approved by the Food and Drug Administration or “classified as safe”

Source: Mubadala Investment Company

➤ **Provision of smart electronic systems to monitor any sterile materials that are not in conformity with specifications or even not registered**

Source: Dubai Municipality

➤ Self-sterilization of ambulances vehicles

- Creating a system for self-sterilization of ambulance vehicles in a record time of 20-30 seconds, to help better facilitate work under the current conditions of COVID-19

Source: Abu Dhabi Health Services Company (SEHA)

➤ Self-driving vehicle to distribute medical supplies

- Distributing preventive medical products in a smart self-driving car, including masks, disinfectants and gloves to residents of a residential complex in Sharjah and workers in the same complex in order to stop the spread of COVID-19

Source: The Ministry of Health and Prevention in cooperation with the Sharjah Family Health Promotion Center and Huawei Electronics



We thank the United Arab Emirates and Sheikh Mohammed bin Zayed Al Nahyan, for the continuous support of global efforts to tackle the COVID-19 crisis

The United Nations





The UAE's

Humanitarian

Initiatives

The UAE... Boundless humanitarian initiatives

Since the beginning of the COVID-19 pandemic, the UAE has sent more than 557 tons of medical supplies to 38 countries, as well as supported more than 30 countries by sending 475 tons of dates. To this day, the humanitarian aid provided by different sectors and entities in the country continues in response to this crisis. Furthermore, The UAE is providing support to the World Health Organization (WHO) by enhancing the organization's strategic stockpile, and supporting its rapid humanitarian response to countries affected by the COVID-19 pandemic. The WHO has a logistics centre located in the International Humanitarian City in Dubai. This global operational facility specializes in responding to emergencies and distributing humanitarian aid



The UAE government's initiatives

➤ Global and exceptional efforts to contain COVID-19

The UAE supported all the countries that are working to contain the Covid-19 epidemic and sent a message to the world, in which it showed that solidarity must go beyond words and become concrete action

➤ Medical aid (557 tons of medical and food supplies to 38 countries)

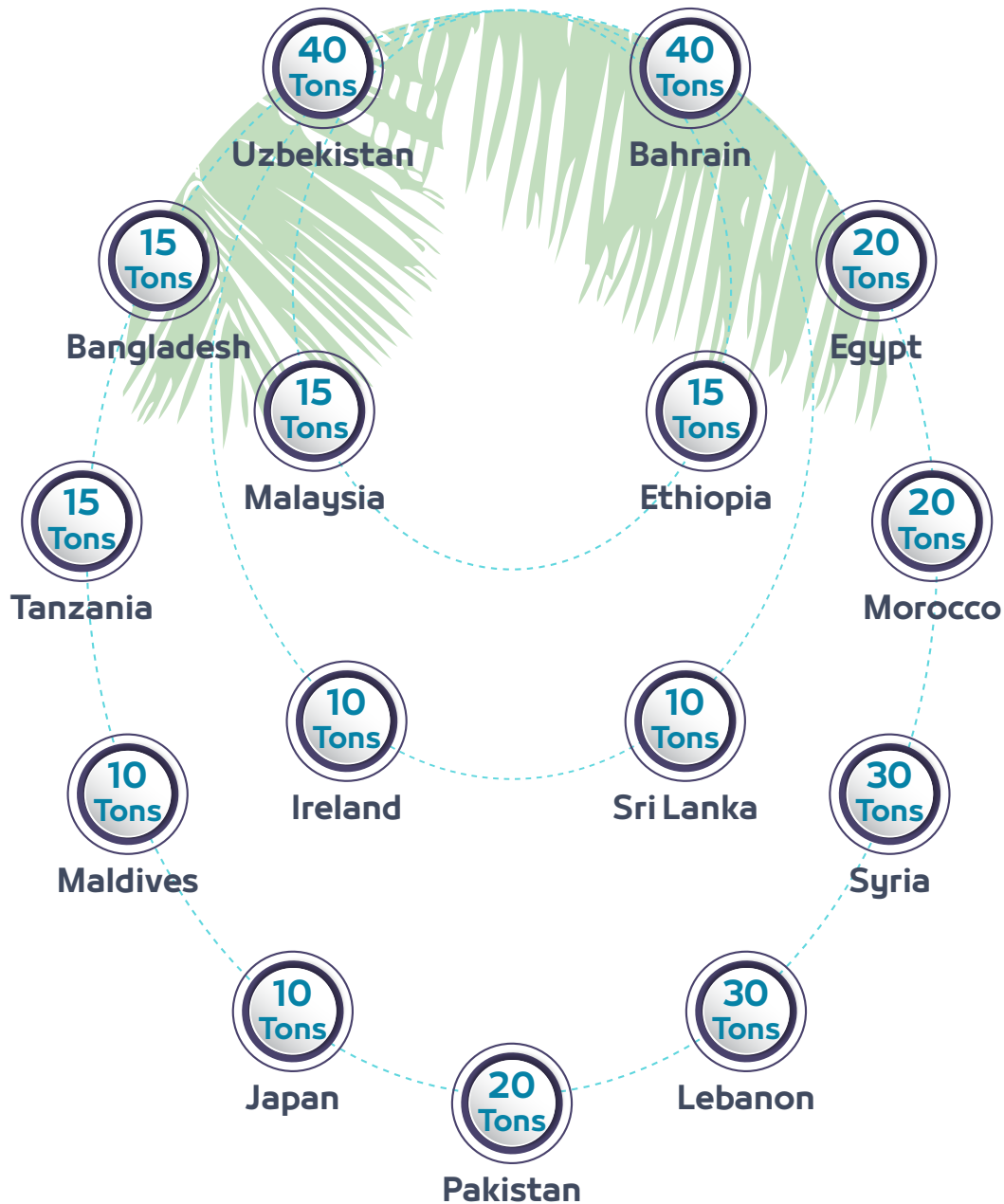
Medical Aid



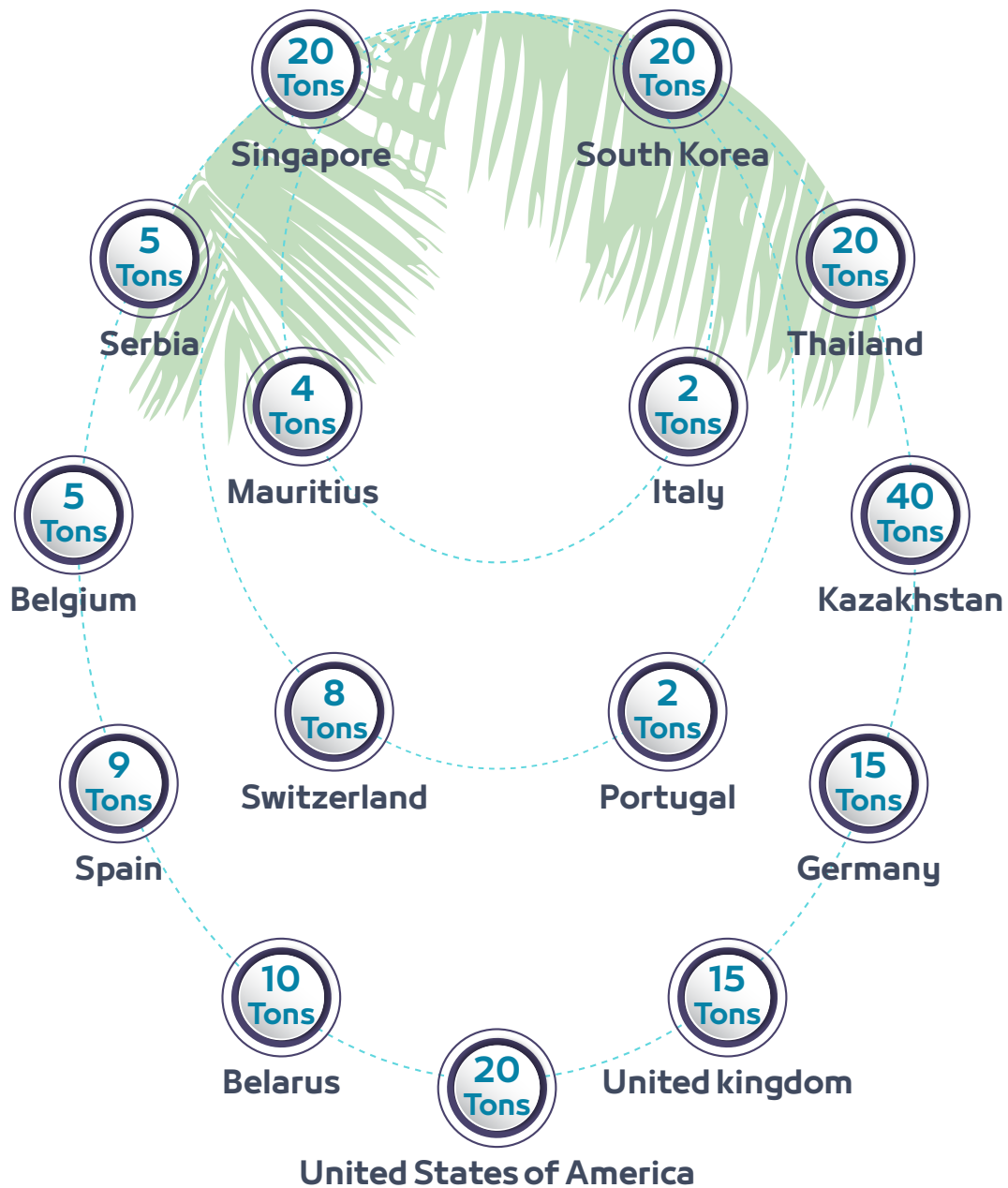
Medical Aid



➤ Food supplies consisting of dates (475 tons for dates to 30 countries)



Food supplies consisting of dates (475 tons for dates to 30 countries)



➤ Other aids and supplies

- The government of **UAE** offers free stem cell treatment for severe COVID-19 patients
- **The United Kingdom:** building a field hospital with **4,000** beds capacity
- **WHO:** sending **20 tons** of Personal Protective Equipment (PPE)
- **Columbia:** the UAE embassy in Columbia donates **15 thousand meals**
- **Yemen:** sending **1,220 food baskets**
- **Pakistan:** facilitating the return of Pakistani workforce to their homeland
- **India:** repatriating **177 Indian citizens**
- **African Union:** sending **3 tons** of medical supplies
- Introducing testing kits to detect COVID-19, worth **\$10 million** to the **World Health Organization**
- Sending **6.6 tons** of **raw materials** to the **UK** to produce millions of personal protective items



Initiatives by local and private entities

- **Helping 1,000 families in the emirate of Ajman with a fund worth AED 3 million to alleviate the effects of the current crisis**

Source: Government of Ajman

- **Sending more than 150 shipments of medical supplies from Dubai to 100 countries around the world, amounting to around 80% of the total medical supplies allocated by the WHO to combat the COVID-19 crisis**

Source: International Humanitarian City and Dubai Industrial City

- **Launching the “Your Support Knows No Social Distancing” initiative to collect donations to provide healthcare against COVID-19 for refugees in Jordan, Palestine, Lebanon, Bangladesh and Kenya**

Source: The Big Heart Foundation in Sharjah

- **Sponsoring and caring for the families of deceased individuals who died of COVID-19 complications, from all nationalities**

Source: The Emirates Red Crescent

- **Launching an initiative of 1,000 projects to support the needy families in Sudan, Mauritania and Iraq**

Source: The Emirates Red Crescent

❖ **Launching the “10 Million Meals” campaign to support the most affected families from the COVID-19 crisis**

Source: Mohammed bin Rashid Al Maktoum Global Initiatives in collaboration with Social Solidarity Fund Against Covid-19, launched by The Islamic Affairs & Charitable Activities Department

❖ **Launching the World’s Tallest Donation Box to illuminate Burj Khalifa, in support of the “10 Million Meals” campaign**

Source: Mohammed bin Rashid Al Maktoum Global Initiatives

❖ **Launching the “COVID-19 Relief Fund” to support financially affected patients in the UAE**

Source: Al Jalila Foundation

➤ **Delivering 1.6 million meals to workers in Abu Dhabi in collaboration with local families and 70 restaurants**

Source: The Khalifa Bin Zayed Al Nahyan Foundation

➤ **Launching “Al Joud Fund” initiative to support the local and expat community in Sharjah affected by the COVID-19 crisis**

Source: Sharjah Asset Management Holding in collaboration with Sharjah Charity International

➤ **Launching a dedicated COVID-19 Fund by Dubai Healthcare City Authority to support private hospitals on the front-line of COVID-19 care, and its patients**

Source: Dubai Healthcare City Authority and Al Jalila Foundation

- ❖ **Launching an initiative to deliver food baskets to 9 thousand families across Somalia**

Source: DP World

- ❖ **Providing schools in The Republic of Senegal with sanitation items and delivering tons of essential food supplies to more than 5,500 vulnerable students**

Source: DP World

- ❖ **Donating AED 1.2 million to “The COVID-19 Fund” launched by The Republic of Senegal to combat the effects of the pandemic**

Source: DP World

- **Launching the “Ramadan Food Aid 2020” campaign to provide more than 16,000 food parcels to vulnerable families affected by the pandemic**

Source: Emirates Foundation in partnership with FAB (First Abu Dhabi bank) and Lulu Exchange

- **Launching “The National Bus” initiative to provide more than 130 community transport services into several destinations related to repatriating expats to neighboring countries**

Source: Emirates Transport

- **Following up on troubled and vulnerable community members and late death cases**

Source: Dubai Police

- **Providing care for more than 1,000 stranded passengers and hosting them in airport hotels until their travel arrangements are finalized. Offering care to 91 passengers who were required to stay in the hotel for other health reasons**

Source: Dubai Airports

- **Delivering the Ramadan Meer to eligible families across the UAE by providing food aid to 44,500 families registered in the Social Security program**

Source: Ministry of Community Development in collaboration with Khalifa Bin Zayed Foundation



Emirati doctors expressed their strong willingness to keep working with their fellows in French hospitals... As a health professional, I salute their determination and their solidarity with their French mentors and colleagues in such an unprecedented situation

**France's Regional Counsellor
for Health in the Middle East**



UAE..

Volunteers



Emirati doctors challenging COVID-19 around the world

The Emirati citizens showed their generous spirit in this time of hardship. Emirati women and men doctors alike are working in the most prominent international hospitals despite the spread of the virus and the high risk of exposure to it in these countries

Those noble doctors listened to the call of duty, and rather than returning back home on the first flight, they chose to stay and fulfill their true passion of saving human lives and assuming their roles in providing medical support to COVID-19 patients

➤ Saudi Arabia



The young female Emirati doctor, who was in training in Saudi Arabia with the Fellowship of Infectious Diseases program, opted to join a frontline medical team in King Faisal Specialist Hospital to combat COVID-19. Her dedication is a true testament to the solidarity and unity between the two nations while combating the challenges of this same destiny

➤ France



9 Emirati doctors in French hospitals weave with their heroic efforts the noble story of loyalty since the moment they chose to stay to assume their responsibilities in the departments of emergency medicine, internal medicine and surgery, to help tackle the spread of the disease in one of the most affected countries in Europe, which declared the state of emergency mid-March 2020

Germany



Emirati doctors and medical students decided to stay in Germany to complete their learning journey and support the German medical staff during the pandemic, at the request of local hospital officials. The sons and daughters of Zayed heeded the call of human solidarity and stayed to support, with determination and resilience, the efforts of the German medical staff and saw this as an opportunity to fulfil their vocational mission and sharpen their skills and experience in medical and health services

Canada



The Emirati psychiatric specialist in Montreal Children's Hospital, confirms that despite the long shifts, he constantly and personally follows up on patients who suffer from chronic diseases to make sure they are not prey to anxiety and depression in such critical conditions. He wards off any feelings of frustration or loneliness and alienation by remembering his home country and feels proud and inspired that he is an Emirati citizen honoring the UAE's name



United States of America



3 Emirati doctors have become an integral part of the health system in the United States at the height of the crisis. One doctor, a pediatrician specializing in intensive care for newborns and premature babies in Houston, Texas, left a remarkable impact and honored the name of the UAE with his dedication and contributions to the medical team

Another Emirati doctor, in the department of internal medicine at the Metropolitan Hospital - New York University Medical School, did not hesitate to make the decision of staying over going back home because he believed in his mission to save lives and support fellow doctors in their honorable work

A third Emirati doctor, a consultant at Cleveland Clinic in Ohio, covers clinical affairs and performs general surgeries. His most vital role is to relieve patients' anxiety and fears and reassure them to boost their morale



The National Campaign #UAE_Volunteers



It is the largest network of volunteers in the UAE focusing on tackling the impact of COVID-19, and lead by His Highness Sheikh Abdullah bin Zayed Al Nahyan, Minister of Foreign Affairs and International Cooperation. This campaign aims to support the front-liners defending the country against the spread of COVID-19 through harnessing the skills of diverse expertise and talents, and involving them in virtual and field volunteering and integrating them into a comprehensive sustainable volunteering system able to operate in times of crises

➤ **Field Volunteering:**

focusing on supporting medical, health and preemptive efforts

➤ **Virtual Volunteering:**

providing opportunities to volunteer remotely

➤ **Campaign priority:**

Attracting skilled and experienced individuals from the medical sector such as psychiatrists, retired doctors, paramedics, nurses and university students of various medical specialties and nationalities to provide support and fortify the defense frontline against disease people registered in this campaign so far:



17,039
field
volunteers

20,650
volunteers
from initiative
launch date

6,778
professional
volunteers



The UAE benefited from its advanced competitiveness features in containing the Covid-19 crisis, thanks to its flexibility in policy-making and resilience to the ever changing circumstances, as the most competitive countries are the most capable of dealing with all challenges.”

**Senior Economist at the Center
for Global Competitiveness- IMD**





Return

to normalcy



GOVERNMENT
OF THE UNITED ARAB EMIRATES

➤ The UAE government announces return to work in all ministries, authorities and institutions at 30% workforce capacity

- The percentage of workers in the workplace is 30% of the total number of employees
- Excluding pregnant women, people of determination, people with chronic diseases, weakened immunity, the elderly, who shall continue working remotely
- Excluding female employees who are also care givers for their children (grade 9 and below), and who have children in foster care or those who have a child whose health condition requires permanent care under emergency conditions

- Excluding employees who live with people vulnerable to health hazards in the same house and any other close contacts, such as the elderly, people of determination, and those who have chronic diseases or weak immunity
- Taking precautionary health measures to maintain social distancing amongst employees and to prepare workplaces to welcome employees and customers in accordance with the required safety standards
- Endorsing flexible working hours in terms of checking in and out for the safety of employees in workplaces.
- Reviewing the implementation of the decision, attendance rate, and the relevant precautionary measures on a weekly basis

❖ **The UAE government announces increasing workforce capacity in ministries, federal authorities and institutions to 50% as of June 7th**



Easing restrictions on some activities in local governments

Abu Dhabi

- Resuming sports activities in government and private clubs, starting from June 1st, including individual sports activities in open venues, such as equestrian activities, cycling, athletics, racquet sports and windsurfing for those aged 12 to 60 years
- Increasing the capacity up to 40% in malls and restaurants
- Reopening hotels' beaches, restaurants outside malls and museums, increasing the capacity up to 40%, while maintaining the closure of public beaches

Dubai

Within the framework of the gradual return to normalcy and at the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister and Ruler of Dubai and the Crown Prince of Dubai, His Highness Sheikh Hamdan bin Mohammed bin Rashid, announced an increase in workflow by 50% in government workplaces in Dubai, starting from May 31st, with a gradual increase to 100% by June 14th, 2020 with an intensive precautionary measures. Dubai has also announced a gradual return to business:

- Reopening malls, companies and private institutions in Dubai, as of June 3rd (100%)
- 1,342 stores in Dubai meet the requirements to open
- The Dubai Culture and Arts Authority gradually reopens its museums in the emirate
- Reopening Dubai Ladies Club with a new look
- Reopening clinics (including ENT clinics), training institutes, children's education centers and treatment centers (50% rate)

- Reopening academies, sports clubs and gyms with the implementation of public safety measures
- Reopening cinemas and entertainment activities (50% rate)
- Reopening auctions and government services outsourcing centers (50% rate)
- JAFZA launches a major disinfection campaign, leading to the full resumption of operations of the 8,000 companies
- Maintaining the decisions of withholding assemblies and group events

The Supreme Committee of Crisis and Disaster Management in Dubai decided, by the start of Ramadan, to ease restrictions on movement to allow the return to normalcy and reduce the curfew hours to become 6am to 10pm, during the month of Ramadan while continuing with the national disinfection program at night

➤ **Sharjah**

- **The Human Resources Department in Sharjah**, requested local government entities in the emirate to have the offices ready to resume work on June 15th as part of security and safety precautions, and preventive measures
- **Sharjah Investment and Development Authority “Shurooq”** announces the gradual reopening of its tourist destinations in various regions of the emirate
- **Sharjah Police** reopens training institutes and traffic and licensing service centers

➤ **Ajman, Ras Al Khaimah and Fujairah**

The return of 30% of the local government employees, as well as reopening malls, restaurants, cafes and gyms, men’s salons and women’s beauty centers, in addition to reopening public beaches

➤ **Umm Al Quwain**

Increasing the number of employees between 50% to 70%, and will gradually increase depending on new updates

✦ Aviation and air navigation

- Opening **Dubai airport** for residents outside UAE to return as well as for transit passengers
- **Dubai Airports** confirms its readiness to receive scheduled flights
- **Abu Dhabi Airport** starts preparations to receive transit flights starting from June 10th
- **Etihad Airways** will operate connecting flights between 20 cities from Europe, Asia and Australia via Abu Dhabi, starting from June 10th
- **Sharjah International Airport Authority** takes the necessary procedures and preparations for the return of transit flights



Awareness should continue, the crisis is yet to finish!

The UAE remains persistent in its efforts to raise the awareness in the community about precautions that must be followed and adhered to carefully and seriously by citizens and residents alike and at all times. The crisis is not over yet, and the decision to gradually return to work does not mean leniency towards personal safety and protection. To that effect, all entities that resumed work recently confirm that adherence to preventive and precautionary measures to maintain the safety of individuals and employees is a top priority. The public are continuously encouraged to interact with government entities through e-Services and smart services, and advised to reduce cash transactions and use electronic transactions or card payments instead



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Disclaimer

This report is not conclusive and does not include all initiatives, laws, projects, and decisions taken by various entities in the UAE during the COVID-19 period. However, it lists prominent initiatives that were issued between:

11 April to 4 June 2020.

Should any party or entity wishes to add or amend any information or data, please contact the Federal Competitiveness and Statistics Authority.

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