



الهيئة الاتحادية
للتنافسية والإحصاء
FEDERAL COMPETITIVENESS
AND STATISTICS AUTHORITY



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





During this crisis, the UAE has shown to the world it is a single cohesive team, one family moving in unison to overcome the exceptional circumstances we are currently facing. We are truly blessed to live on this safe land and we thank God for this spirit of solidarity and for this sturdy and collaborative nation.

His Highness Sheikh Mohammed bin Rashid Al Maktoum
Vice President and Prime Minister of UAE and Ruler of Dubai

With Thanks and Gratitude

To the legacy of the UAE's founding father Sheikh Zayed Bin Sultan Al Nahyan, which lives on in the spirit of Emirati men and women and the rest of the UAE's community. To this day, the values of his legacy constitute the pillars of the country's commitment towards promoting generosity, prosperity and progress.

We give thanks and gratitude to the compassionate and benevolent approach of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, that celebrates and nurtures the ideals of solidarity and tolerance among the people of the UAE, where everyone is proud to belong and be part of a prosperous future.

We give thanks and gratitude to the admirable vision and infinite generosity of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

We also appreciate guidance and directives of His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces.

We give thanks and gratitude to Their Highnesses, the royal family of the UAE, in particular, to Her Highness Sheikha Fatima bint Mubarak. We offer our admiration and appreciation to the loyal pioneers and business people; to the sons and daughters of Zayed and to all the citizens and residents of the UAE for their commendable efforts.

We all are deeply humbled by the sacrifices of our frontline workers, from doctors, nurses, security and emergency services, media professionals, cleaners, volunteers, and all community members: citizens and residents alike for their efforts to overcome the COVID-19 pandemic.

We are certain that the UAE will emerge from this crisis stronger; and we will once again set an example of unity and cohesion between the leadership and the people who continue to demonstrate a deep sense of awareness and responsibility especially in these extraordinary times.

The team of the Federal Competitiveness and Statistics Authority

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

The Coronavirus outbreak quickly turned into a global pandemic affecting the world's largest economies including that of the UAE. In an effort to contain this crisis and reduce its impact on the community, the government allocated a flexible stimulus budget amounting to AED 256bn, and took exceptional measures to offset the potential damage expected due to the precautionary steps taken to curb the spread of the virus in the country. The Initiatives taken by the government to combat the coronavirus crisis have been divided as follows:

Strengthening the Growth of the Economy and Business Sector

Exceptional Rules and Regulations

The National Disinfection Program and Safe Distancing Rules

Strengthening the Food Security strategy

The UAE's Humanitarian Initiatives



Strengthening Economic and Business Growth





We have adopted new systems in the banking, economic, and public sectors and provided healthy infrastructure to deal with the worst possibilities. We have a national team that is working around the clock to safeguard the health of our society and protect our economy and education system. We will pass this global crisis with confidence.

His Highness Sheikh Mohammed bin Rashid Al Maktoum
Vice President and Prime Minister of UAE and Ruler of Dubai

Comprehensive economic support plan from the Central Bank of the UAE (CBUAE)

In an effort to support the national economy and protect consumers and companies, the Central Bank of the UAE (CBUAE) adopted a number of financial measures and monetary policies at the federal level. These measures include the approval of loan eligibility, reduction of capital requirement and the adoption of new policies.

100
Billion AED
economic support
plan for retail and
corporate customers
affected by COVID-19

A financial support plan which includes AED 50 billion from the CBUAE funds through collateralized loans at zero cost to all borrowing banks operating in the UAE and AED 50 billion funds freed up from banks' capital buffers.

Allowing banks to free-up their regulatory capital buffers to boost lending capacity and support the UAE economy.

All banks operating in the UAE will have access to loans and advances extended at zero cost against collateral by the CBUAE.

Banks to defer due payments for a period of 6 months to their corporate and individual clients.

The CBUAE confirms that the foreign currency reserves which amount to AED 405 billion is adequate to safeguard the stability of the national currency and achieve monetary and financial stability in the State.

Banks to grant temporary relief from the payments of principal and interest on outstanding loans for all affected private sector companies and retail customers in the UAE.

Adopting new systems to reduce fees incurred by merchants when their customers pay by debit or credit cards.

Approving new regulations to set limits on fees imposed by banks on small and medium enterprises, and stipulating that banks cannot demand a minimum account balance exceeding AED 10,000.



Supporting the Federal Government to mitigate the impact of the current circumstances

The economic stimulus plans and initiatives launched by the government aim to reduce the economic burdens caused by the COVID-19 crisis and prevent any negative impacts on the various sectors in the country. The new decisions offer reassurance and comfort to citizens, residents, and visitors. The initiatives protect their health and safety, and ensure the continuity of government operations across all sectors.

- Extending residence permits expired on March 1st for a period of 3 months and waiving administrative fines on expired permits until the end of 2020.
- Waiving administrative fines for violations of the services provided by the Federal Authority for Identity and Nationality starting April 1, 2020.
- Granting a temporary license to digital transaction technology within the Notary Public's works in order to help citizens and residents complete their judicial transactions.
- Extending the validity of government services ending on March 1, 2020 for a period of 3 months.
- Directing factories to support the needs of the health sector in the country.
- Approving a number of procedures to support the stock market and bonds, namely extending the deadline of submitting financial statements for 2019.
- Approving the registration of vehicles without paying traffic fines or conducting technical examination of the vehicle.
- Reducing electricity and water consumption bills for customers in the tourism, hospitality and trade sectors by 20% for a period of 3 months with a total amount of AED 86 million.
- Postponing the collection of installments on service reconnection fees for shopping malls, retail shops, hotels and hotel apartments for a period of 6 months.

Local government stimulus packages to ensure stability of the national economy

Abu Dhabi Package



حكومة أبوظبي
GOVERNMENT OF ABU DHABI

The Abu Dhabi Government has approved a set of monetary incentives to support the community and the companies operating in the emirate as a part of the joint efforts between First Abu Dhabi Bank, Abu Dhabi Islamic Bank and Abu Dhabi Commercial Bank in cooperation with the Department of Finance and Department of Economic Development. The incentives aim to provide immediate support to individuals and small and medium enterprises by facilitating financial services and reducing financing costs while maintaining the agility of the local economy.

Banking facilities for individuals

- Deferring payment of outstanding installments and interests on loans and credit cards for a period of 3 months.
- Providing easy payment installments of water and electricity bills.
- Providing installment schemes for tuition fees without service fees or interest.

Corporate banking facilities

- Allocating AED 5 billion water and electricity subsidies.
- Allocating AED 3 billion to Credit Guarantee Scheme to stimulate financing small and medium enterprises.
- Allocating AED 1 billion to establish 'Market Maker Fund' in Abu Dhabi Securities Exchange.
- Reducing merchant service fees by 50% for SME customers with usage below AED 5 million per annum.
- Reducing the banking fees and charges on zero balance accounts by up to 50%.

Governmental financial facilities

- Postponing installments of existing loans for citizens for a period of 3 months
- Suspending all rental property eviction cases.
- Waiving fees on the renewal of commercial licences, business activity and data protection documents.
- Waiving fees on the issuance and renewal of temporary work permits until March 25, 2021.
- Waiving the annual fees paid by fund managers until the end of 2020 and refunding of paid fees.
- Refunding 50% of the supervision fees already paid by FSRA-regulated entities .
- Deferring the collection of rent payments and service fees for tenants.

Dubai Package



The Dubai Government announced AED 1.5 billion economic stimulus package for a period of 3 months to support both companies and individuals. The package seeks to enhance liquidity and reduce the impact of the current situation. The Dubai Government directed the main banks in the emirate to provide a range of procedures and benefits to support both their individual and corporate clients during this period.

Banking facilities for individuals

- Deferring loan payments for employees who were granted unpaid leave for a period of 3 months and with zero interests and fees.
- Increasing the property financing value by 5% for first-time home buyers, and refunding the application fees.
- Refunding airline ticket cancelation fees paid by credit or debit cards.
- Refunding charges on cash withdrawals done using debit cards on all ATMs.
- Offering credit card customers interest-free installment plans for all school fee payments as well as grocery purchases with no processing fees for up to 6 months .

Corporate banking facilities

- Reducing the monthly minimum balance required for companies to AED 10,000.
- Waiving the minimum balance charges for business accounts for a period of 3 months.
- Deferring installment payments for clients who received business financing facilities for a period of 3 months.
- Rescheduling or reducing payments to the most impacted business sectors.

Dubai Package



Additional governmental facilities

- Injecting fresh equity into Emirates Airlines to help it overcome the COVID-19 crisis.
- Reducing water and electricity bills by 10% for a period of 3 months, and reducing deposits by 50%.
- Launching economic stimulus package for companies operating in free zones. The package includes postponement of rent payments, facilitating installments and refunding security deposits and guarantees.
- Freezing the 2.5% market fees levied on all facilities operating in Dubai for a period of 3 months.
- Refunding 20% of the customs fee imposed on imported products sold in Dubai.
- Cancelling the AED 50,000 bank guarantee or cash required to undertake customs clearance activity, and refunding the paid bank guarantee.
- Reducing the fees imposed on submission of customs documents by 90%.
- Exempting traditional commercial vessels registered in the country from mooring and loading service fees at Dubai Harbour and Hamriyah Port.
- Cancelling the 25% down payment for requesting the installment of government fees for licensing and renewing licenses.
- Renewing commercial licenses without mandatory renewal of lease contracts.
- Exempting companies from permits for new sales and offers.
- Reducing the municipality fees imposed on sales at hotels by 50%.
- Exempting companies from fees charged for postponement and cancellation of tourism and sports events scheduled for the year 2020 and freezing fees for the rating of hotels.
- Freezing fees charged for the sale of tickets, issuance of permits and fees related to entertainment and business events.
- Suspending all rental property eviction cases.



Sharjah Package

The government of Sharjah launched a stimulus package to support both companies and individuals. The package reflects the government's commitment to enhance the continuity of development in various fields and mitigate the severity of economic and social impacts that the world is witnessing during this critical period.

Tourism sector advantages

- Exempting hotel establishment from the municipality's fees of 50% for a period of 3 months.
- Exemptions and reductions of exhibition fees scheduled during 2020.
- A 50% discount for shops and shopping malls taking part in the marketing campaigns for the year 2020.
- A 50% reduction in rent for a period of 3 months in Sharjah International Airport for restaurants, exchange shops, shops, banks, travel agencies, car rental companies, telecommunications companies and tourist promotion companies.

Fees Exemptions

- Exemptions for the investing sector dealing with the Department of Town Planning and Survey from the payment of contractual dues for a period of 3 months.
- Exempting economic establishments from renewing license fees for a period of 3 months during 2020.
- Exempting all shipping and customs clearance companies from the bank guarantees.
- Exempting all commercial companies from inspection fees, new license fees and municipality permits renewal fees for a period of 3 months.
- Exempting companies operating in the free zones from visa fees and fines for delaying renewal of licenses.
- Exempting all commercial and wooden vessels from mooring fees and loading fees in Sharjah Creek, Hamriyah Free Zone and Khorfakkan Creek.
- Exempting all bulk goods from storage fees for a period of 90 days.
- Certificates issued by the Sharjah Police General Command are free of charge for a period of 3 months.
- Revoking municipality's approval to renew licenses of contractors and consultants for a period of 3 months.
- Providing sanitation services for houses free of charge for a period of 3 months and 10% reduction in electricity bill.

Payment Flexibility

- Reducing the tariff for truck parking in Sharjah Ports by 50%.
- Reducing fees on port operations and marine fees by 20%.
- Postponing the payment of installments for new projects funded through banks for a period of 3 months.
- A 50% discount on corporate stock transfer fees.
- Postponing the payment of installments for projects funded by the Sharjah Foundation to support youth projects (pioneers) for a period of 3 months.
- Releasing approximately 100 prisoners imprisoned on rental issues and giving them 3 months to pay.

Ajman Package

The Ajman Government did not hesitate in directly implementing the economic support decisions taken by the federal government in the UAE. Additionally, the Ajman Government has adopted a package of its own initiatives to ease the burden on individuals and economic activities in the emirate. The majority of initiatives focus on the full exemption of fees for some government services and the reduction of others.

8 Economic Incentives

- A committee was established, with members from designated departments, to review a set of long-term and short-term economic stimulus initiatives.
- A 30% exemption from cleaning charges until the end of 2020.
- A 20% exemption from lease agreements ratification fees for a period of 3 extendable months.
- A 100% exemption from permits for practicing economic operations 24 hours for selected activities.
- A 100% exemption from fees of rating of hotels until the end of 2020.
- A 100% exemption from fees charged for postponement or cancellation of events until the end of 2020.
- A 50% exemption from permits fees for new sales and offers for a period of 3 extendable months.
- Exempting tourism establishments from one year license fees and cancel parking fees for a period of one extendable month.

5 Initiatives to Support Foreign Trade and Customs Sectors

- The possibility of paying customs duties with easy payments within 90 days.
- Reducing container insurance fees by 50% for each container until the end of June 2020.
- Extending the delivery period of original shipping documents from 2 to 4 extendable months.
- Extending the free period of storing containers from 10 days to 20 days.
- Revoking the collection of security deposits on the delivery of original shipping documents for a period of 2 extendable months.

Ajman Package

Decisions to support the real estate sector

- Cancelling administrative fines for:
 - Violations related to real estate registration renewals
 - Violations related to brokerage license renewal
 - Violations related to Owners Association renewal
 - Violations related to registration renewal of real estate developer
 - Violations related to registration renewal of real estate project
 - Violations related to the extension of real estate project period
- Extending the registration renewal period of specialised engineering consultant, accounts keeper, and financial auditor.
- Issuance of no objection certificate to change both the contractor and the real estate project consultant.
- Extension of the period of advertising permits.

Decisions to support tourism sector

- Exempting hotel and tourism establishments from registration fees until the end of the current year 2020
- Cancelling delay penalties for all hotel and tourism establishments
- Postponing the payment of outstanding fines until the end of the current year

Decisions to support tourism establishments

- Postponing the payment of outstanding fines for all establishments until the end 2020.
- Cancelling delay penalties for all establishments.

Administrative Decisions

- The government shall ensure periodic medical checkups are conducted for face-to-face and fieldwork employees.
- Establish a committee of stakeholders to rearrange the priorities of the budget and government projects under the current circumstances.

Ras Al Khaimah Package

In addition to implementing the support packages announced by the federal government, the government of Ras Al Khaimah launched a set of direct incentives, such as three-month rental relief and deferral of government fees for individuals and companies. The economic relief package also includes other incentives worth AED 50 million to be implemented through the Ras Al Khaimah Economic Zone Authority (RAKEZ) targeting more than 15,000 companies operating under its umbrella. A number of other initiatives from Ras Al Khaimah Tourism Development Authority aiming at ensuring the continuity of the businesses and reducing the burden on companies in light of the current exceptional global situation.

Ras Al Khaimah Economic Zone initiatives (RAKEZ)

For small and medium enterprises (SMEs):

1. A 15% discount on the total renewal package for SMEs operating in joint and private offices.
2. Flexible installment payment plans.
3. Exemption from the security deposit on new residence visa applications, and 25% discount on new visas issued for family members.
4. Exemption from cheque deferment fees, discount packages fees and business activity change fees.



Ras Al Khaimah Package

For industrial companies

1. A 50% discount on license cost with flexible installment payment plans.
2. Exemption from the security deposit on new residence visa applications, and 25% discount on new visas issued for family members.
3. Exemption from late renewal penalties and cheque deferment fees.
4. A 25% discount on new housing requests for workers.
5. Exemption from entry fees to Ras Al Khaimah Economic Zone Authority (RAKEZ) establishments.

Ras Al Khaimah Tourism Development Authority initiatives

Establishing a Steering Committee and a Stimulating Committee including senior executive members from hospitality, entertainment and development sectors

1. Waiving tourism license fees for a period of 6 months.
2. Exemption from the 'Tourism Dirham' fee from March until May.
3. Exemption from tourism license fees for the second and third quarters, and waiving tourism license fines until the end of September.
4. Allowing companies to participate in a group of exhibitions and promotional tours that will be launched in 2020 and 2021 without any fees.

Real estate initiatives

Major real estate companies in the emirate have undertaken initiatives to support society such as exempting tenants of shops, offices, shopping malls, investors, Mina Al Arab, and Julphar Tower projects, and many more from rents for a period of 3 months.

Incentive initiatives from the governments of Umm Al Quwain and Fujairah

Activating the packages launched by the federal government to mitigate the impact of the COVID-19 crisis. Additionally, launching a number of local exemption initiatives, such as license renewal fees, leasing agreements renewal fees, leasing agreement ratifying fees and other charges and penalties. The initiatives also include reducing many other governmental fees for a period between 3 months until the end of 2020. Also, reducing traffic violations and exempting shopping mall tenants from rents for a period of 3 months.

Exceptional initiatives to build a cohesive community in times of crisis

Strengthening the emirate's efforts to reduce the health, humanitarian, economic and social repercussions from the COVID-19 pandemic, and to reflect the true spirit of cohesiveness that prevails in the UAE - community foundations and governmental authorities have launched a variety of funds and programs in order to unify national efforts and address the crisis effectively. The response from the people of the UAE has been exceptional. Hundreds of millions of dirhams have been contributed to support the country in addressing the urgent challenges of the crisis.



'The Fund of the United Arab Emirates, Homeland of Humanity'



The fund has been launched in coordination with the National Emergency Crisis and Disasters Management Authority (NCEMA), the Emirates Red Crescent (ERC), and other humanitarian and charity organisations and societies in the country. It will receive financial and in-kind donations by individuals and organisations. Other contributions include facilities, essential utilities, vehicles, and different types of supply chain management tools aimed at unifying national efforts to combat the COVID-19 pandemic.

'Together We Are Good' Program



The Authority of Social Contribution (Ma'an), which means togetherness in Arabic, in coordination with the Department of Community Development in Abu Dhabi, has launched the 'Together We Are Good' Program. It aims to stimulate social responsibility by opening the door for financial and in-kind contributions from individuals and companies to support Abu Dhabi Government's efforts to address the current health and economic challenges. The program allocates contributions according to priorities, in particular medical, educational aid, and food supplies.

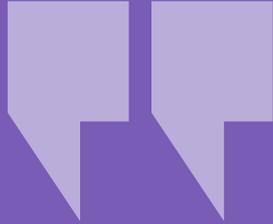
The Community Solidarity Fund



This fund has been set-up by the Islamic Affairs and Charitable Activities Department in Dubai in coordination with humanitarian and charity organisations and societies. The Community Solidarity Fund is a response to the growing societal demand to contribute towards addressing the crisis. This has been achieved in coordination with the Center for Disease Control and Prevention (CDC) to fight the COVID-19 pandemic by supporting treatment requirements and medical supplies, and by ensuring the highest levels of protection and prevention within the community.

The National Disinfection Program and Safe Distancing Rules





Safeguarding the health and wellbeing of our land, people, and all those who make the UAE their home is our responsibility. The UAE has taken early measures to limit the spread of the virus. Our precautions are regularly upgraded and we continuously monitor the experiences of other countries in combating the virus.

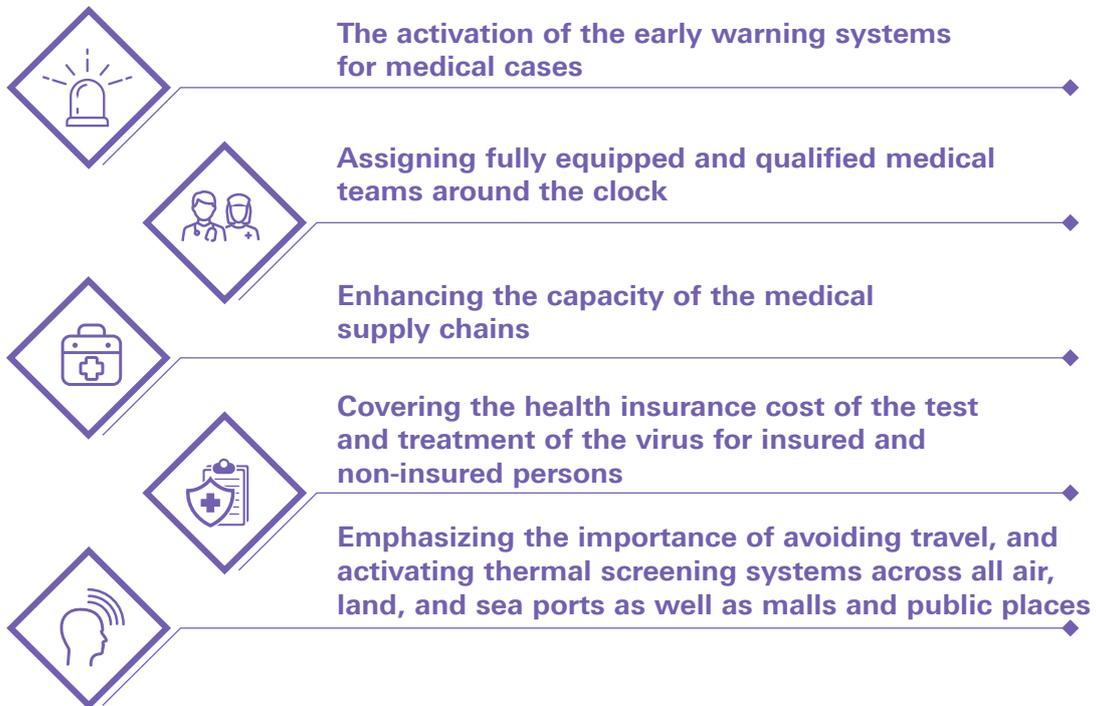
Sheikh Mohamed bin Zayed Al Nahyan
Crown Prince of Abu Dhabi
and Deputy Supreme Commander of the UAE Armed Forces

Comprehensive Support Plan by the Ministry of Health and Prevention

World Health Organisation

The World Health Organisation praised the healthcare system in the UAE and its timely and proficient response to the COVID-19 outbreak. The UAE has taken a series of preventive measures in order to manage the spread of the virus, detect cases early and implement social distancing protocols.

The Ministry of Health and Prevention approved 6 key measures which helped in preventing the spread of the virus and reducing its risk on public health:



- Setting-up a field hospital in Dubai with the capacity of 5,000 beds, as a precautionary measure for any future developments

Precautionary measures taken by different entities and sectors:

- **Conducting more than half a million COVID-19 tests across the country**
Entity: Ministry of Health and Prevention
- **Implementing self-isolation and quarantine programs for travelers coming from outside the country**
Entity: Ministry of Health and Prevention, in cooperation with relevant authorities
- **Placing a temporary travel ban on UAE citizens from March 18 until further notice**
Entity: Ministry of Foreign Affairs and International Cooperation
- **Temporarily suspending all national commercial flights until further notice**
Entity: General Civil Aviation Authority
- **Placing a temporary hold on travel using only the national identity cards for the citizens of the UAE and other GCC countries, and suspending the return of all residents holding valid UAE visas, and currently outside the country until further notice**
Entity: Federal Authority for Identity and Citizenship
- **Temporarily suspending the issuance of all types of work permits, including the domestic workers' category (for those coming from outside the country)**
Entity: Ministry of Human Resources and Emiratisation
- **Temporarily suspending operations of all commercial cruise ships arriving from local and international ports**
Entity: Abu Dhabi Ports / Dubai Ports / Federal Transport Authority Land & Maritime
- **Temporarily suspending the activity of all personal and commercial yachts and watercrafts**
Entity: Federal Transport Authority Land & Maritime
- **Setting-up the largest COVID-19 detection and testing laboratory in Masdar City, with significant processing and testing capabilities**
Entity: Group 42 and BGI
- **Setting-up 13 drive-through COVID-19 test centers across the country**
Entity: The UAE Government
- **Launching "We're Here for You" service for members of the UAE's diplomatic missions abroad which aims to preserve their health and safety by implementing precautionary and preventive measures**
Entity: Ministry of Foreign Affairs and International Cooperation

The UAE's measures to curb the spread of the virus and implement the Safe Distancing Rules:

- **Launching the National Disinfection Program to sanitise all public facilities, streets, public transportation, and metro services to ensure the highest level of protection and prevention**
Entity: Ministry of Health and Prevention
- **Restricting the movement of the public and allocation of fines for violations. Introducing electronic move permits for essential purposes**
Entity: Ministry of Health and Prevention in cooperation with the Ministry of Interior
- **Increasing the number of hygiene awareness campaigns and requiring all buildings to have necessary sanitisation equipment**
Entity: Ministry of Health and Prevention in cooperation with the municipalities
- **Launching 'Weqaya', an electronic platform specifically designed to raise the UAE's public health awareness about COVID-19**
Entity: National Emergency Crisis and Disasters Management Authority
- **Launching the 'National Campaign for Mental Support' with participation from more than 50 experts to help UAE residents overcome the psychological impact resulting from the spread of COVID-19**
Entity: National Program for Happiness and Wellbeing
- **Urging private sector establishments to adhere to the precautionary measures by making sure that labor buses carry a maximum of 25% of capacity and avoiding large gatherings during meal times**
Entity: Ministry of Human Resources and Emiratisation



- Launching the “We Are Your Remote Family” initiative which seeks to reach senior UAE citizens and check on their psychological and social health and provide them with the necessary homecare in case of an emergency**
Entity: Ministry of Community Development
- Launching the “Secure Together” service that offers unique and efficient services to senior citizens and residents**
Entity: Dubai Police, in cooperation with the Community Development Authority
- Limiting the circulation of newspapers, magazines and marketing publications until further notice**
Entity: National Media Council
- Temporarily suspending prayers at mosques and all other places of worship across the UAE**
Entity: General Authority of Islamic Affairs and Awqaf
- The closure all restaurants, cafes and food services establishments with the exemption of food delivery services**
Entity: Dubai Municipality
- The closure of all commercial centers, shopping malls, cinemas, public beaches, parks, and other entertainment and sports destinations, with the exception of food retail outlets and pharmacies**
Entity: Ministry of Health and Prevention, National Emergency Crisis and Disasters Management Authority, Departments of Economic Development across the UAE
- Placing a temporary ban on weddings and other social gatherings**
Entity: Department of Tourism and Commerce Marketing in Dubai, The Department of Culture and Tourism in Abu Dhabi and The National Emergency Crisis and Disasters Management Authority
- Providing medical aid, disinfection, and sanitation services to the elderly in their homes through the “Secure Together” initiative**
Entity: Community Development Authority and The Emirates Cooperative Society



Exceptional Rules and Regulations



For 10 years, we invested in smart learning... in electronic and smart services... and in upgrading our preparedness for emergencies and disasters ... Today we reap the fruits of our labor through witnessing the seamless continuation of our educational process and basic government services... and through adopting proactive measures in dealing with global health conditions.

His Highness Sheikh Mohammed bin Rashid Al Maktoum
Vice President and Prime Minister of UAE and Ruler of Dubai

Agility in Supporting Specific Sectors



Education Sector

- **Activating virtual learning for nearly 1.2 million students from various schools and universities**
- **Investing in training 25,000 school teachers and administrators remotely**
Entity: Ministry of Education
- **Launching an educational support program for children of health-care staff at Sheikh Khalifa Medical City**
Entity: Department of Education and Knowledge
- **Securing more than 600 computers for orphaned children for remote learning**
Entity: Sharjah Social Empowerment Foundation and Sharjah Police Headquarter
- **Launching the 'Hematak' initiative for school students, which includes remote interactive activities**
Entity: Sharjah Education Council
- **Providing 1191 computers for the Ministry of Education to support remote learning**
Entity: National Elections Committee



Labor Sector

- **Activating government work "remotely" in most government entities while remaining committed to pay employees' salaries**
Entity: The UAE Government
- **Granting paid leave in exceptional cases for government employees**
Entity: The UAE Government
- **Providing the opportunity for citizens and residents alike to conduct official government transaction via online outlets and smart applications**
Entity: The UAE Government
- **Issuing instructions to facilitate the recruitment of migrant workers through the creation of a 'virtual labor market' (under the Ministry of Human Resources and Emiratisation) to facilitate the provision of job opportunities for suspended employees**
Entity: Ministry of Human Resources and Emiratisation
- **Launching the provisional guide of 'Remote Working' for private enterprises**
Entity: Ministry of Human Resources and Emiratisation
- **Enrolling the products of productive families through e-platforms and training them to promote and market those products**
Entity: Ministry of Human Resources and Emiratisation



Health Sector

- **Adopting the Federal law on Mental Health**
Entity: The UAE Government
- **Approving the executive regulations for private health facilities aimed at enhancing the quality of their services**
Entity: The UAE Government
- **Approving the executive regulations for the use of information technology in health fields**
Entity: The UAE Government
- **Postponing the renewal of the occupational health card for facilities under the supervision of the municipality**
Entity: Sharjah Government
- **Launching an interactive health map that includes data for 13 drive-through COVID-19 testing centers in addition to hospitals, healthcare centers and clinics across the country**
Entity: Federal Competitiveness and Statistics Authority



Communications and Information Technology Sector

- **Free mobile internet data while using health sector platform apps**
Entity: Telecommunications Regulatory Authority and the Ministry of Health and Prevention
- **Securing free mobile internet connection for families without home internet services to help them access remote learning**
Entity: Telecommunications Regulatory Authority and Service Providers (Du/Etisalat)
- **Launching COVID-19 awareness IVR prompts service when making a phone call**
Entity: Telecommunications Regulatory Authority and Dubai Health Authority
- **Availing a wide range of applications to support remote learning and working from home**
Entity: Telecommunications Regulatory Authority and Service Providers (Du/Etisalat)
- **Providing a variety of services to enable government entities to operate remotely, including virtual collaboration and meeting tools via video calling and cloud services, as well as increasing infrastructure capabilities**
Entity: Telecommunications Regulatory Authority
- **Publishing a list of e-shopping applications in the UAE as an alternative for in-person shopping**
Entity: Telecommunications Regulatory Authority
- **Extending the validity of all wireless authorisation to hospitals and medical centers and providing a package of backup radio frequencies to support the wireless communication system in the health sector across the UAE**
Entity: Telecommunications Regulatory Authority



Communications and Information Technology Sector

- **Activate the emergency broadcast service to broadcast government messages to the public**
Entity: National Emergency, Crisis and Disaster Management Authority
- **Putting on-hold the suspension and disconnection of mobile phone services due to ID expiration to ensure continuity of service**
Entity: Telecommunications Regulatory Authority and Service Providers (Du/Etisalat)
- **Launching drones to monitor gatherings and disseminate warnings asking the public to stay home and avoid gatherings**
Entity: Dubai Police and Sharjah Police
- **Launching integrated self-service automated smart police stations that will enable community members to access the same police services available in traditional police stations**
Entity: Dubai Police and Sharjah Police
- **Launching disinfection robots to actively support the national sterilisation program**
Entity: General Administration of Civil Defense in Abu Dhabi and the Department of Civil Defense in Umm Al Quwain



The Youth Sector

- **Nine initiatives to raise the readiness of the UAE's young people to deal with the pandemic and reduce its societal impacts:**
 1. Organising the largest digital course of its kind on pandemic prevention for youth in the Arab world
 2. Introducing 'Fakhr' campaigns, which seek to celebrate UAE youth and highlight revered Emirati role models
 3. Introducing the 'Values for Generations' initiative which connects senior citizens with the youth to share valuable advice on methods of prevention
 4. Launching a guide for caring for senior citizens during pandemics
 5. Engaging the youth in creating educational content on the prevention of epidemics and viruses
 6. Developing a guide for the youth about Emirati customs and traditions in dealing with pandemics
 7. Launching a 'Digital Opportunity Platform' that allows youth to address pandemics – including the current situation
 8. Developing a manual on how best to invest one's time at home, to inspire young people find outlets for their time and energy
 9. Launching the 'Youth Waqf' initiative with the objective of engaging youth in allocating endowments to protect society from pandemics

Entity: Federal Youth Foundation



Tourism Sector

- **Converting shopping centers into virtual centers that allow customers to buy and receive products wherever they are**
Entity: The UAE Government
- **Harnessing human and logistical capabilities to support the precautionary measures taken by the country**
Entity: Emirates Palace Company - Abu Dhabi
- **Exempting all hotel owners from administration fees, and exempting tenants for the shops and restaurants in hotels from the rent for a period of 3 months**
Entity: National Corporation for Tourism and Hotels - Abu Dhabi
- **Exempting hotel establishments from the 5% Commerce and Tourism Development Authority fees for a period of 3 months, and from previous violations related to the authority and which were incurred during the year 2019**
Entity: Sharjah Government



Transport Sector

- **Exempting vehicles from the traffic tariff**
Entity: Abu Dhabi Government
- **Exempting users from public parking fees**
Entity: Abu Dhabi Government, Dubai Government, Sharjah Government, Ajman Government
- **Reducing traffic violations by 50% for a period of 3 months, and a 25% discount on rental fees for taxi vehicle numbers for a period of 3 months**
Entity: Sharjah Government
- **Extending the validity of marine and land licenses and certificates and expired operating licenses for a period of 3 months**
Entity: Federal Transport Authority Land & Maritime



Media, Arts and Culture Sector

- **Issuing judicial legislation criminalising the publication of rumors and the spread of false news during the crisis, as well as issuing the decisions of the updated regulations for violations and penalties to limit the spread of COVID-19**
Entity: Ministry of Justice
- **Suspending late rent fines and postponing the collection of due rental cheques for a period of 3 months, as well as extending rental leases for a period of 3 renewable months**
Entity: Dubai Culture
- **Postponing future events and filming activities of series and programs until the end of the current COVID-19 crisis**
Entity: National Media Council
- **Inviting all parties, including media platforms, to prepare and publish educational informative content in different languages in a manner that is suitable for the current circumstances**
Entity: National Media Council
- **Prohibiting the distribution of newspapers, magazines and publications in residential areas**
Entity: National Media Council

Strengthening the Food Security Strategy





I would like to reassure every citizen and resident of the UAE that our country is infinitely able to supply everyone with all the food and medicine they could ever need. We are well prepared to face any challenge that arises.

Sheikh Mohamed bin Zayed Al Nahyan
Crown Prince of Abu Dhabi
and Deputy Supreme Commander of the UAE Armed Forces

The UAE has a robust strategy to build a strategic stockpile of health and food supplies

The Emirates Food Security Council (the main reference for all food related matters)

The Mechanisms for monitoring global agricultural production systems

In light of the current crisis created by the COVID-19 pandemic, and in order to promote the UAE's role in the G20 meeting, the Emirates Food Security Council discussed the mechanisms for monitoring global agricultural production systems in coordination with the relevant international organisations. The council's team reviewed the global reports* which indicated that the pandemic will have little impact on the agriculture and food production sector, but the major challenge facing food security will be the regulation of food logistics and transportation, which in turn may lead to an increase in the prices of food products and commodities.

* Early tracking of agricultural production via the Agricultural Market Information System (AMIS)

* Global Food Balance Sheet, which tracks the amounts of food available for supply and export to international markets (focusing on grains).



- **The Council approved control systems to monitor food imports and track the movement of goods and basic food products along the supply chain which includes three stages: logistical movements on border crossings; Global Food Balance Sheet, which tracks the amounts of food available for supply and export to international markets; and early tracking of agricultural production via the Agricultural Market Information System.**
- **Providing a flexible framework for procedures relating to implementing complementary standards, clearing food shipments using electronic health certificates and completing pesticide residue tests in the country.**
- **Developing a plan to diversify sources of imported basic food items in order to ease food trade activities. The plan also tracks available logistical services in these new markets, and weighs the possibility of providing special flights, if necessary, in coordination with national air carriers to import certain goods.**
- **Exploring ways to upgrade the UAE's local production capacities and provide government supply contracts through Abu Dhabi Agriculture and Food Safety Authority.**
- **Coordinating with the Food Security Alliance to assess its readiness to support the national food security plans through its agricultural projects and available supplies. Coordinating with various diplomatic missions to facilitate food trade activities.**
- **Forming an Evaluation and Monitoring Team to follow up on any changes or developments and provide practical solutions and recommendations to the council. The team also addressed the logistical challenges on border crossings caused by to travel ban.**
- **Developing a media awareness campaign to urge the public not to be swayed by rumors calling for excessive buying of food products, and to follow the advised precautionary measures to ensure food safety.**

National Strategy for Food Security

The strategy aims to develop a comprehensive national system to enable sustainable food production. It defines the elements of the national food basket, which includes 18 main categories, based on three main criteria: 1. knowledge of the volume of domestic consumption of the most important products, 2. production capacity and processing, and 3. nutritional needs. The Strategy includes 38 short and long-term key initiatives and is guided by 5 strategic goals focusing on: facilitating the global food trade, diversifying food import sources, identifying alternative supply schemes, and covering three to five sources for each major food category.

Approving a law to regulate the Strategic Stock of Food Commodities in the UAE. The law aims to:

- Enhance cooperation and integration among relevant authorities to serve the strategic goals
 - Assist registered merchants to safely manage their strategic stock of food commodities, and supply the necessary commodities according to the distribution plans outlined by the relevant authority
 - Grant incentives and facilities to registered merchants who commit to the obligations outlined in this law
 - Direct registered merchants to maintain electronic connection with the competent authority to ensure the continuous follow-up of the status of the strategic stock
- Entity: Ministry of Economy

Law of Strategic Stock of Food Commodities

The Law is a strategic step that aims to reinforce the country's food security system on a legislative level and organise the food supplies in the event of crises, emergencies and disasters, as well as achieving food sustainability.

Strategic partnerships with global research institutions to promote sustainable agriculture and solar water technology.

Entity: Sharjah Research Technology and Innovation Park

Increasing the reserve of the Strategic Stock of Food Commodities

Increasing the total food inventory for long periods (worth more than AED 500 million) by 30%. The inventory includes more than 69,000 varieties of foods and non-food commodities.

Entity: Dubai Economy

A mixture of local production and diversifying food import sources

Implementing a 5 step National Food Security Strategy to promote self-sufficiency policies and provide the market with the necessary food commodities during the COVID-19 crisis. The strategy includes:

- **Diversifying the sources and markets of imported goods in order to meet local needs and maintain the reserve of the Strategic Stock of Food Commodities**
- **Increasing the number of future agricultural projects and creating a suitable infrastructure to implement them and elevate the country's food production**
- **Promoting new technologies, sustainable agriculture policies, and artificial intelligence tools to develop the food industry and increase its production capacity to reach 100,000 tons of food within 3 years**
- **Implementing awareness programs which focus on food consumption, in order to provide an abundance of goods and reduce waste**
- **Encouraging the banking sector towards financing the food sector's projects, and increasing the number of licenses granted for projects and activities that are aligned with the sustainable development goals**

Entity: Ministry of Economy

Instructing national airline carries to open air cargo routes to ensure the continuous flow of food and medical supplies.

Entity: Ministry of Economy

Directing all food commodity suppliers to work with local wholesale producers, and communicating with local farmers and meat and fish farm owners to develop a monthly procurement program to support local production

Entity: Department of Economic Development - Abu Dhabi

Exceptional Initiatives by the Government

An initiative of cooperation and coordination with companies that operate online shopping platforms to deliver orders to the public through Dubai Taxi vehicles and franchised taxis. The initiative responds to the growing demand from UAE consumers for online shopping during the COVID-19 crisis.

Entity: Dubai Roads and Transport Authority in coordination with the Union Coop and Emirates Post

An initiative to address the needs of Abu Dhabi community with regarding different commodities, especially food supplies. The initiative includes:

- **Increasing the number of operating outlets in all areas of the emirate to provide more shopping options for citizens**
- **Providing a smart application which presents available food products for consumers to select and pay**
- **Delivering consumer goods from sales outlets to consumer homes through the integrated transportation center at reasonable prices**

Entity: Abu Dhabi Department of Economic Development in cooperation with the Department of Municipalities and Transport, the Integrated Transport Center and Agthia Group

Monitoring and controlling the prices of food commodities and sterilisation supplies, and imposing fines on price manipulators.

Entity: Ministry of Economy

Launching Al Meer Initiative to provide essential food supplies to 12,000 vulnerable families and foreign workers.

Entity: Ministry of Community Development, Ministry of Economy

Major co-operatives and retail outlets in Dubai provide suppliers with free sales space for 2 months

Entity: Union Coop, Emirates Co-op, Carrefour UAE and LuLu Hypermarket UAE



The UAE's Humanitarian Initiatives



Our message to the international community: We are now stronger as a community, unified and cooperative. After this pandemic, the world needs new health, economic, and political cooperation systems. We must keep pace with events that can paralyze the world in weeks.

His Highness Sheikh Mohammed bin Rashid Al Maktoum
Vice President and Prime Minister of UAE and Ruler of Dubai

Extraordinary global efforts to contain the COVID-19 crisis

The World Health Organisation praises the UAE

The Director-General of the World Health Organisation expressed his thanks and appreciation to the UAE and to His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the Armed Forces, for the continuous support to the COVID-19 global response.

The Initiatives of the UAE's Government

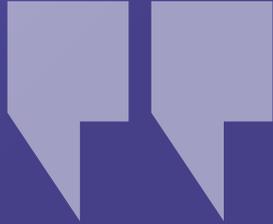
- Evacuating 215 people of various nationalities from Hubei, China to the UAE where they were hosted in the Humanitarian City in Abu Dhabi
- Sending critical medical supplies including more than 40 tonnes of medicines and test kits and 6 medical teams to Iran in coordination with the World Health Organization
- Providing 120 tonnes of food aid to 84,000 residents of the Yemeni West Coast
- Communicating with heads of state, leaders and world religious figures to assert the UAE's commitment to support their people in these exceptional times
- Contributing 20,000 COVID-19 test kits to Malaysia
- Sending an urgent medical aid shipment to Afghanistan which contained 20,000 testing units and equipment to examine thousands of people
- Dispatching 13 tonnes of medical supplies to Kazakhstan to benefit more than 10,000 health care professionals
- Dispatching an aid plane carrying 10 tonnes of medical supplies to Colombia, benefiting more than 10,000 health care workers. The aid plane also safely repatriated 63 Colombian citizens from the UAE to Colombia
- Dispatching an aid plane carrying 10 tonnes of medical supplies to Italy to provide urgent assistance to more than 10,000 health care professionals



United Arab Emirates

Initiatives by other entities

- **Accommodating 91 stranded airline passengers in airport hotels until their travel procedures are completed**
Entity: Dubai Airports
- **Repatriating the Emirati citizens stranded abroad to the UAE for free, and repatriating the non-citizens who wish to leave the UAE to go to their countries, provided that those countries allows them entry**
Entity: Emirates Airlines
- **Extending the “Tawajudi” service to include residents stranded abroad who hold valid UAE residence visa to facilitate their safe return to the country**
Entity: Ministry of Foreign Affairs and International Cooperation
- **Sending SMS alerts to UAE citizens staying abroad to inform them of the evacuation plans and the necessary precautions**
Entity: Ministry of Foreign Affairs and International Cooperation, The Telecommunications Regulatory Authority
- **Distributing face masks and food parcels to laborers**
Entity: Dubai Police
- **Turning ExCeL London, the largest venue for exhibitions and conferences in the British capital into a temporary field hospital to combat COVID-19 in London**
Entity: Abu Dhabi National Exhibitions Company (ADNEC)
- **Distributing 3 free meals to the residents of Dubai’s Naif area during The National Disinfection Program**
Entity: Watani Al Emarat Foundation



I ask you all to arm yourselves with positivity and optimism in the face of all challenges. Challenges are opportunities for success. Our fathers and forefathers faced many challenges with patience, hope, and optimism. Let us, today, take their lead and make their attitudes our example.

Sheikh Mohamed bin Zayed Al Nahyan

Crown Prince of Abu Dhabi

and Deputy Supreme Commander of the UAE Armed Forces



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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 1 March to 10 April 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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