



غرفة أبوظبي  
ABU DHABI CHAMBER

Abu Dhabi Chamber of Commerce & Industry

A.D.C. / 1R

1st Run - 2020

Publisher: Abu Dhabi Chamber of Commerce & Industry

Copyright © Abu Dhabi Chamber

### **Vision:**

Towards an active and effective private sector on the local, regional and international levels.

### **Mission:**

Contributing towards developing and organizing the commercial and industrial activities in the Emirate of Abu Dhabi, increasing the competitiveness capabilities of the private sector companies and expanding their opportunities through providing high world-class services which would contribute to realizing sustainable development in the emirate.



***Our goal is realizing your goals***

*Contributing to the creation of an ideal environment for  
doing business in the Emirate of Abu Dhabi.*

Since 1969, the Abu Dhabi Chamber of Commerce and Industry has been representing the interests of Abu Dhabi businesses and supporting them to play their role in leading the private sector in the emirate.

Through its specialized committees, and within its endeavor to develop the business sector, the Abu Dhabi Chamber conveys the voice of the private sector to authorities and works closely with decision-makers to give its members the opportunity to contribute to drafting policies related to their businesses.


The Chamber understands that data and information play a key role in the development and growth of the businesses; therefore, the constant and continuous update to the latest numbers and information is a centerpiece in its operations. The Chamber analysis such information and statistics, follows up the latest business trends and modifications in related legislations and their impact on the private sector.

Opening up new doors and extending new horizons for businesses is another key role for the Chamber. In addition to hosting and receiving investment missions and delegations from most countries, the Chamber regularly organizes economic conferences, exhibitions and seminars.

Furthermore, the Chamber sends economic delegations to different countries in all continents to promote for Abu Dhabi as an attractive investment destination for leading international companies.

# The Voice of the Private Sector in Abu Dhabi

*The Abu Dhabi Chamber of Commerce & Industry is the voice of the private sector in the Emirate of Abu Dhabi. It strives to streamline its members' businesses and activities by establishing communication and assisting them succeed within a pioneering business environment.*



Over the past five decades, the Chamber has assumed a leading position and obtained experience and knowledge in setting up and establishing businesses in Abu Dhabi and the UAE. The Chamber is looking after its members' interests and helping their businesses grow through providing services, facilitating procedures, enhancing the public-private partnership (PPP) in the emirate and focusing on the adoption and application of policies in order to materialize the interests of its members.

The Chamber is the destination for businesses since it offers high level services to help them grow and flourish, putting the needs and concerns of its members and partners at the top of its priorities.

Moreover, the Abu Dhabi Chamber is a major advocate of the private sector, paving the way for the creation of thousands of connections every year via a wide network of businesses. Its members are making use of a template of activities enabling them to network with each other, which would create opportunities for new businesses.

## Mandate and Terms of Reference

*The law has granted the Chamber broad terms of reference in order to support businesses and companies of the private sector and to facilitate their activities as well as to ensure their progress and active contribution to the sustainable economic development process in the Emirate of Abu Dhabi.*



## The Chamber has been granted the following powers of authority:

1. Registering tradesmen and commercial, industrial, professional and vocational companies in order to issue membership certificates authenticating their registration.
2. Issuing certificates of origin and attesting their invoices.
3. Representing commercial, industrial and economic entities at committees and councils in which their participation is required by law.
4. Acquiring, investing, selling and pledging property and movable funds, and purchasing all that is necessary to operate them.
5. Granting and accepting donations and gifts.
6. Authenticating its members' signatures and the deposited documents.
7. Issuing commercial certificates that are related to memberships.
8. Holding exhibitions and fairs inside and outside the Emirate, and participating in exhibitions and fairs held abroad in coordination with the concerned authorities.
9. Settling local and international commercial disputes through alternative methods such as conciliation and arbitration.
10. The Chamber may nominate experts and representatives according to a request from governmental departments, courts or other entities and examining the disputed goods.
11. Motivating and encouraging corporations and companies of the private sector in the Emirate to comply with the international standards of quality and excellence through providing the necessary pertaining mechanisms.
12. Encouraging e-commerce in the private sector of the Emirate.
13. Performing any other duties necessary to the achievement of its objectives and interests.

# Legal Services

with High level  
of Professionalism

*The Chamber provides highly professional legal services to its members and partners, including public & private organizations. The Legal Department also helps companies and merchants resolve their own disputes amicably by bringing their viewpoints closer in a manner that maintains their interests.*





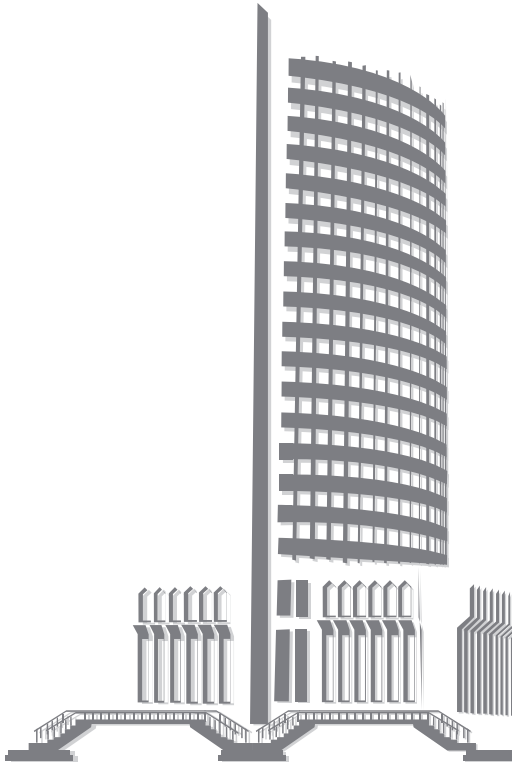
## Legal Services:

1. Providing immediate and urgent legal consultations to the Chamber's members, replying to the same and drafting the content of legal publications;
2. Receiving complaints and arbitration requests in order to solve them whether they are from the Chamber's affiliated members or from non-affiliated parties. The Chamber has in place a mechanism to solve disputes through neutral intermediary / amicable reconciliatory means according to the applicable laws in the UAE;
3. Expressing opinions on draft laws and regulations referred to it by official entities, along with following up laws and regulations related to businesses;
4. Drafting contracts and legal letters required by the Chamber's activities;
5. Conducting legal studies on economic projects referred to the Chamber, and introducing opinions and making suggestions to the Chamber's members and to concerned entities in all areas related to industrial, commercial and economic affairs;
6. Holding seminars and workshops to highlight legal aspects that are related to the businesses of the Chamber's members;
7. Organizing training courses on legal matters for Emirati law graduates within the initiatives of the Chamber's social responsibility; and
8. Reviewing commercial contracts.

# Local, Regional & International Relations

*Considering it one of its key roles, the Abu Dhabi Chamber works on connecting international businesses together to share their experiences as well as contributing to pushing the wheel of comprehensive and sustainable development wheel forward.*





## Connecting & Promoting Businesses

Representing the interests of local businesses and considering its strong relationship with national, regional and international chambers of commerce, the Abu Dhabi Chamber has established itself as a networking and business support organization that offers its members a wide range of practical and professional services, including:

- Signing trade agreements with key local and foreign chambers of commerce and industry.
- Organizing visiting and outbound trade missions in coordination with business-related public authorities.
- Organizing, hosting and participating in internal and external exhibitions and events as well as providing communication tools with the business sector and promoting for the Emirate of Abu Dhabi internationally.

## Representative Offices

Within the strategy of the Abu Dhabi Chamber to realize the objectives of its 2016-2030 Plan in attracting foreign investments, the Chamber has set up international representative offices with the purpose of promoting Abu Dhabi as a preferable investment destination for international businesses. These representative offices provide different services, including:

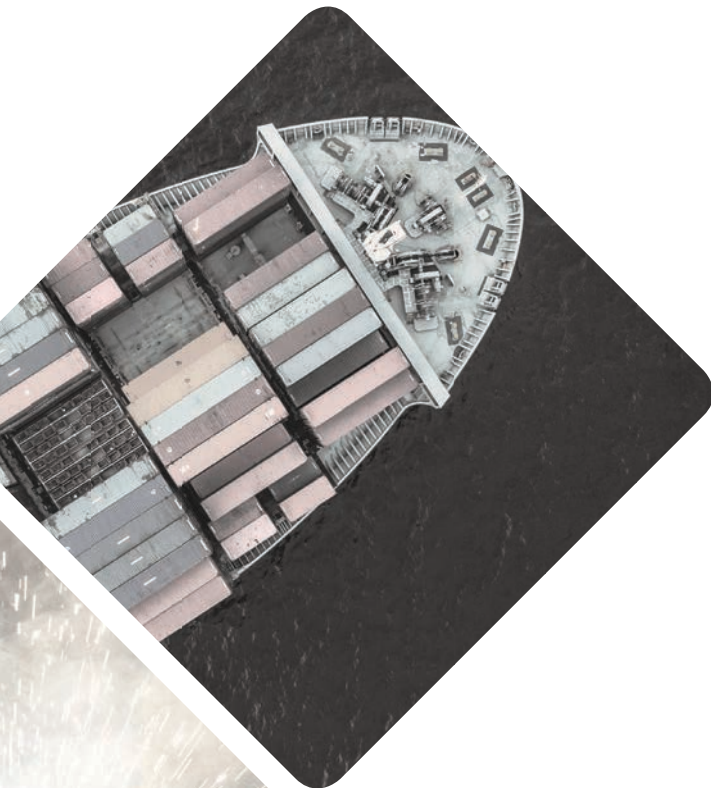
- Providing detailed guidance on how to establish a company in Abu Dhabi in addition to providing many facilitating services.
- Conducting economic researches.
- Offering legal consultation services in Abu Dhabi.
- Providing the Abu Dhabi Chamber Membership Manual in order to facilitate the communication process.
- Facilitating bilateral businesses, member-to-member marketing opportunities and B2B meetings with potential local partners.
- Organizing trade delegations.

# We help you overcome your challenges

*The Board of Directors' specialized committees help solve problems and remove obstacles facing the activities of private businesses in Abu Dhabi through cooperating with public and private entities. This will ensure that such companies are playing their part in supporting the socio-economic development process within the framework of the Abu Dhabi Economic Vision 2030.*







## Abu Dhabi Chamber Business Support Office

The Abu Dhabi Business Support Office works on overcoming the challenges and hurdles that stand in the face of the private sector in Abu Dhabi by cooperating with public and private entities to ensure these businesses play their roles completely in supporting the economic and social development process within the frame of Abu Dhabi Vision 2030. Amongst its key objectives:

- Pinpointing and overcoming business challenges and reporting the necessary recommendations to the competent authorities.
- Improving the performance of the private sector through organizing annual forums, seminars and workshops.
- Activating the partnership between the public and private sectors through the Abu Dhabi Chamber.
- Conducting researches, studies and reports, which would help develop trade and industry and enhance the business environment.



## Board of Directors' Committees

- Industrial Sector Committee
- Trade Sector Committee
- Services Sector Committee
- Professional Sector Committee
- Real Estate Sector Committee
- Workers' Cities Committee

*The five-year plan 2015 – 2019 of the Abu Dhabi Businesswomen Council had emphasized on having a distinguished role for women to play in the economic sector of Abu Dhabi and on employing her capabilities in a way that increases her contribution to the economy of the emirate.*



مجلس سيدات أعمال أبوظبي  
Abu Dhabi Businesswomen Council

**Key Services:**

1. **Mubdia'h License:** Aims at supporting and encouraging Emirati women to practice a specific number of business activities from the comfort of their home.
2. **Integrated & Innovative Business Incubator:** Aims at embracing small investors and entrepreneurs as well as providing an environment, which inspires businesses innovation and creativity.
3. **Innovative Entrepreneurship Club:** Aims at encouraging women to generate innovative ideas, which can be developed and executed through brainstorming sessions and innovation-incentive seminars.
4. Spreading the culture of business entrepreneurship according to best practices and organizing a number of activities including training and vocational training programs and developing the skills and capabilities of women in business entrepreneurship through workshops, meetings and exhibitions.







*Viewed as one of the first arbitration centres in the region, the Abu Dhabi Commercial Conciliation and Arbitration Centre (ADCCAC) was founded in 1992 to be the first centre specialized in resolving national and international business disputes in the Arabian Gulf region.*

## مركز أبوظبي للتوفيق والتحكيم التجاري

Abu Dhabi Commercial Conciliation & Arbitration Center



The ADCCAC is one of the Chamber's initiatives to provide all the possible facilities to its members in a manner that would develop their businesses, keep them stable and help solve problems arising from trade relations effectively and easily through commercial arbitration.

### Key Services:

1. Resolving disputes reported to the conciliation and arbitration bodies.
2. Providing legal consultations to the members of the Chamber concerning conciliation and arbitration.
3. Organizing conferences, seminars and training programs on arbitration to prepare and habilitate qualified arbitrators
4. Giving opinion on draft laws and regulations in respect to conciliation and arbitration.
5. Cooperating and exchanging experiences with prominent regional and international arbitration institutes.

*UAE Academy aims to promote continuous education through offering various technical and interpersonal knowledge and skill-developing training programs. It is renowned for its innovative and hands-on approach to training and skill development.*

## أكاديمية الإمارات UAE ACADEMY

### UAE Academy Offerings:

- **Career Development Programs**

Designed in partnership with public and private institutions to determine the training solutions that will best leverage their pool of talent. These programs are then conducted with globally recognized courseware and highly experienced instructors.

- **Specialized Training Courses**

A wide range of courses offered to public and private institutions developed in line with the rapidly evolving local and global business ecosystem. The Academy is keen on offering internationally recognized and certified courses; thus, providing an attractive value proposition with the opportunity to access world-leading expertise.

- **National Qualifications Program (NQP)**

Offers accredited vocational qualifications that provide a unique opportunity to those wishing to pursue further education and validate their prior practical experience. The program is accredited by the National Qualifications Authority (NQA) in accordance with the QFEmirates framework.





*ADSM aspires to become a center of entrepreneurship education in the Emirate of Abu Dhabi by preparing leaders in various disciplines of management equipped with knowledge and skills that enable them to transform their organizations to fit in an ever changing world.*

**adsm**  
كلية أبوظبي للإدارة  
ABU DHABI SCHOOL OF MANAGEMENT

#### ADSM Programs:

- **Master of Business Administration (MBA)**

Focuses on innovation and entrepreneurship with a practical and hands-on approach, based on case studies. The MBA program has an internationally benchmarked academic curriculum that was designed in collaboration with Imperial College Business School.

- **Master of Science in Quality & Business Excellence (MSQBE)**

Seeks to prepare business leaders with professional education in modern theory and practice of quality and business excellence.

- **Master of Science in Leadership & Organizational Development (MSLOD)**

Targets students wishing to develop their skills and understanding of the leadership and organizational developing activities undertaken within the context of the evolving and complex world of modern business environments.

- **Master of Science in Business Analytics (MSBA)**

Aims to develop students' analytical skills to solve business problems using machine learning theories and practice. The program enables professionals to develop their knowledge and skills in managing business matters in the context of large datasets.

## Entrepreneurs Services

Within its endeavor to offer distinguished services for entrepreneurs, SMEs and start-ups, the Entrepreneurs and SMEs Department works continuously to help them come up with new ideas, conduct feasibility studies, work plan, marketing strategy and developing mechanisms to apply them. The Department also organizes specialized quality training programs that would enable entrepreneurs keep up with the market needs and other business-related matters. The Department offers the following services:

- General and specialized consultation services on franchising.
- Quality training and specialized programs to support entrepreneurs and SME owners.
- Assistance on how to develop and prepare preliminary feasibility studies and SME plans.
- SME assessment.
- Assisting and supporting local brands through accredited developers.
- How to transform from a local trademark into a global one through franchising programs.





*The Future Entrepreneurs Award aims at spreading the culture of entrepreneurship as well as instilling the values of creativity, innovation, trade and investment within future generations. This would raise a promising generation of entrepreneurs who are able to create and innovate in a competitive environment.*



An Opportunity for entrepreneurs to prosper and grow as well as develop new ideas and concepts for a knowledge-based economy that is not reliant on oil. The award is also an opportunity for them to contribute actively to the sustainable economic development process by providing the following services:

**Key Services:**

- Awareness workshops on entrepreneurship for university and school students including: Business Model Canvas and Creativity and Innovation – (Success Stories of entrepreneurs for school students).
- Workshops for school students by organizing an exhibition to incubate their ideas and promote their projects.



*A comprehensive initiative to prepare a full-fledged program that aims to enable entrepreneurs to appropriately plan and prepare for their enterprises through the adoption of an internationally practiced model that have led to success and excellence. It helps participants to excel in businesses by transforming their creative ideas into integrated experiments and boosting competitiveness in a way that contributes to realizing the required sustainable development.*



جائزة غرفة أبوظبي  
للمنشات الصغيرة والمتوسطة  
Abu Dhabi Chamber SME Award

### 1. Training:

- Training Programs on how to initiate and develop businesses and value-added models.
- Assessor Training Program.

### 2. Consultations:

- Offering consultations to start-ups on how to enter into competition.
- Providing consultations to enterprises on how to improve performance to become more competitive.

### 3. Assessment

- Helping in carrying out self-assessment.
- Assessing companies participating in the Award.





*Launched by the Abu Dhabi Chamber in 1999, SKEA is an integrated program for enhancing organizational performance & competitiveness for existed institutions by adopting comprehensive quality principles and concepts. The program is based on the European Foundation for Quality Management (EFQM), an integrated framework that helps institutions to learn best practices, measure performance indicators and achieve the best results.*



#### SKEA Services:

1. **Training:** (SKEA) program offers specialized training programs in excellence and innovation with the aim of raising the level of individual and institutional efficiency. Such programs include: Qualified Assessors Training (QAT), EFQM Assessors Training (EAT), Lead your Excellence Journey (LEJ), Supporting your Excellence Journey (SEJ) and Internal Assessors Training (IAT), which are all accredited by EFQM. It also holds specialized training courses on innovation, which are accredited by the International Association of Innovation Professionals (IAOIP) and Trade-Benchmarking.
2. **Recognition Certificates:** In addition to assessing corporations, the program also provides recognition schemes such as Committed to Excellence (C2E) and Recognized for Excellence (R4E) both of which are approved by the EFQM.
2. **Sharing Best Practices:** SKEA program organizes periodic meetings, conferences and workshops locally, regionally and internationally in order to share best practices and experiences.

# Our Services... For Your Convenience

## Unrivalled Services

*The Chamber provides its members and stakeholders with an unrivalled variety of services, including membership certificates, certificates of origin, tenders, communication with members and other value-added services.*







*The Abu Dhabi Chamber has established the Members Services Centre in order to provide the best services for investors, businessmen and companies desirous of engaging in commercial, industrial and service businesses in the Emirate of Abu Dhabi. It was also founded as part of the Chamber's efforts in streamlining its services and rolling out new services and initiatives.*

## The Member Services Centre

The Members Services Center is a one-stop shop established by the Chamber to provide its members and customers with excellent and outstanding services.

The center offers a number of services for facilitating procedures of obtaining licenses and supporting the businesses of the private sector in the Emirate of Abu Dhabi. The center also provides consultation and guidance services on how to set up new projects and the necessary legal procedures to obtaining licenses.

The on-going upgrade of existing services and introducing new ones by the Chamber comes to cope with the economic developments and policies of Abu Dhabi, which aim at providing a competitive model investment environment for international investors and businesses.

The center provides a number of services and facilities including a queue management system and automated teller machines in addition to commercial and legal consultations on obtaining commercial licenses.

## Unlimited Privileges

*In cooperation with trade and services companies operating in the private sector, the Abu Dhabi Chamber offers a comprehensive discount program as an initiative for its members and their families.*

®  
ظبي  
Dhabi



Pursuant to the strategic approaches of the Abu Dhabi Chamber in activating trade movement in the emirate, the Chamber offers The Dhabi Program of Privileges and Services to provide a number of benefits for the two sides of trade activities: the consumer and the merchant. Such benefits can be summarized as the following:

- Strengthening the mutual trust between the consumer and the merchant.
- Supporting marketing operations in the private sector.
- Giving real opportunities to increase selling and purchasing processes.
- Offering services and privileges beyond discounts for consumer.
- Strengthening and spreading the culture and concept of the Chamber's social responsibility.



## Follow Us



Main Switchboard

☎: +971 2 621 4000

☎: +971 2 621 5867

✉: [contact.us@adcci.gov.ae](mailto:contact.us@adcci.gov.ae)



[www.abudhabichamber.ae](http://www.abudhabichamber.ae)