

# MOMENTS OF EXCELLENCE

## IN THE NEWS

### Abu Dhabi Award for Excellence in Government Performance honors distinguished winners

A ceremony to reward excellence in government performance brought an exciting end to the second edition of the Abu Dhabi Award for Excellence in Government Performance at the Emirates Palace Hotel on Wednesday 11<sup>th</sup> March, 2009.

Mohammed bin Khalifa Al Nahyan, Chairman of the Department of Finance. They were joined by the Members of the Executive Council, Senior Government Sector officials and other distinguished representatives from Government Departments.

The ceremony was graced by the august presence of His Highness Sheikh Hamed bin Zayed Al Nahyan, Chief of the Abu Dhabi Crown Prince's Court, Member of the Executive Council, His Highness Sheikh Sultan bin Tahnoon Al Nahyan, Chairman of the Abu Dhabi Tourism Authority, His Excellency Sheikh Nahyan bin Mubarak Al Nahyan, Minister of Higher Education and Scientific Research and His Highness Sheikh

His Excellency Mohamed Ahmed Al Bawardi, the General Secretary of the Executive Council and the Awards Chief, emphasized that the Abu Dhabi Award for Excellence in Government Performance promotes a fair and challenging field across all the prize categories, it is not about the winning or the losing for any department and the acceptance of the challenge signals the willingness to aim for change.



Winners of the Excellence Award 2009



Abu Dhabi Award for Excellence in Government Performance



# MOMENTS OF EXCELLENCE

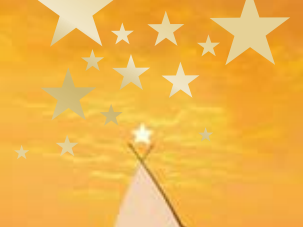
## IN THE NEWS

**The winners of the Abu Dhabi Award for Excellence in Government Performance are:**

Category	Winner
<b>Excellent Government Department</b>	
<b>Excellent Government Department</b>	<b>General Directorate of Abu Dhabi Police - Received by H.E. Major General (S) Obeid Al Hiri Salim Al Kitbi</b>
The Excellent Government Department for Customer Satisfaction	General Directorate of Abu Dhabi Police - Received by H.E. Major General Mohammed bin Al Awadi Al Menhali
The Excellent Government Department in People Development	General Directorate of Abu Dhabi Police - Received by Colonel Jasim AlMarzouqi
The Excellent Government Department in Institutional Capacity	Abu Dhabi Chamber of Commerce - Received by H.E. Mohamed Rashed Al Hameli
<b>Excellent Projects</b>	
The Excellent Technical Project	Digital Maintenance from Abu Dhabi Water and Electricity Authority - Received by H.E. Said Saif AlAmary
The Excellent Managerial Project	Strategic Storage of Water in Abu Dhabi from Environment Agency, Abu Dhabi - Received by Dr. Mohammed Dawood
<b>Excellent Government Employee</b>	
The Excellent Government Employee in the Professional Field	Rowda Saeed Al Saadi, Al Ain Municipality
The Excellent Government Employee in the Managerial Field	Major Hussein Ahmed Ali Al Harthy, Director of the Department of Traffic Engineering and Road Safety, General Directorate of Abu Dhabi Police
The Excellent Government Employee in the Technical Field	Thabit Zahran Al Abdessalaam, Environment Agency, Abu Dhabi
The Excellent Government Employee in the Emirate of Abu Dhabi	Rowda Saeed Al Saadi, Al Ain Municipality
<b>Certificates</b>	
The Big Government Department	Environment Agency, Abu Dhabi - Received by H.E. Majid Al Mansouri
The Medium/Small Government Department	Abu Dhabi Tourism Authority - Received by H.E. Mubarak Al Muhairi
The Initiator Government Department	Abu Dhabi Fund for Development - Received by H.E. Mohammed al-Suwaidi



# ABU DHABI AWARD FOR EXCELLENCE WINNERS 2009

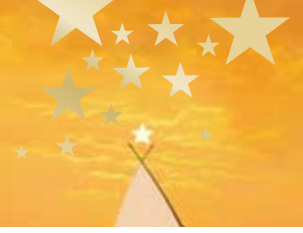


Winners & attendees from the General Directorate of AUH police



Winners & attendees from Environment Agency

# ABU DHABI AWARD FOR EXCELLENCE WINNERS 2009



H.E. Mohammad Al Bawardi with Takatof volunteers



H.E. Mohammad Al Bawardi with the organizing team from the Executive Council and the Award's office



Abu Dhabi Tourism Authority team with H.E. Sheikh Sultan Bin Tahnoun

# INTERVIEW OF THE WEEK



## H.E. MAJOR GENERAL MOHAMMED BIN AL AWADI AL MENHALI

**General Director of Human Resources  
Deputy General Director of Police Operations,  
Head of Quality and Excellence Team in the  
General Directorate of Abu Dhabi Police**

**H.E. Major General Mohammed bin Al Awadi Al Menhali** is the General Director of Human Resources, Deputy General Director of Police Operations, Head of Quality and Excellence Team in the General Directorate of Abu Dhabi Police. He has a Master in Information Systems.

### **What does winning the award mean to the Department that you represent and to the employees?**

The fact that we have won this award motivates us strongly to progress and achieve even more security and stability, and by Allah's will, it acts as an incentive to continue our efforts to work and sacrifice to achieve the glory for our nation. We are guided by the teaching of the Prophet (Peace be upon him) that God always appreciates the fact that if someone works on something, he should do it perfectly.

We are certainly happy to receive the award and proud of this achievement, which is the result of the continuous guidance of His Highness Lieutenant General Sheikh Saif bin Zayed Al Nahyan, Minister of Interior, along with the cooperation of all the members of the General Directorate of Abu Dhabi Police as one team, which was focused in its efforts towards achieving excellence. Certainly, the award represents a lot to the members of Abu Dhabi Police. It is the reward of their commitment and hard work.

### **What did you learn from the participation in the award program?**

We have learned to consider the standards of excellence and its deep interdependence. The effective application of the standards after taking into consideration the interdependence between each other, allows us to achieve satisfactory results. We should not focus on a specific standard without the other. The award urges us to continue to know and to acquire experience and to see the best practices as well as local and global experience.

The society expectations are changing and as a result the challenges never end.

The award taught us the evaluation method RADAR. This method, once applied, becomes linked to our vision and it greatly helps judging our own parameters in both personal and professional life.

We have also learned the importance of surveying the impression as well as satisfaction of the employees, people, and the community, in order to identify their wishes, expectations and to improve our services and evaluate ourselves.

### **What are your suggestions to those who are looking to participate in the award program in the future?**

Perhaps, one of the most important tips is that the officials in the departments and institutions should meet the instructions addressed at the launch of the award by His Highness General Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, and which consist of the effective and fruitful participation across all the programs and activities of the award, and benefit from the scientific criteria and outstanding practices.

We also stress on the importance of commitment from the organizational leaders who apply these standards of excellence, and also to take advantage of any opportunity that may arise - as an employee or client proposals - to improve and develop the work. Of course, we must not forget the participation and involvement of the staff in this process of change and the eventual application of the award criteria, and also to take advantage of successful partnerships.

I also recommend that the institutions work within the considered plans to achieve their objectives, taking into account the vision of Abu Dhabi Government to become one of the best five governments in the world.

I would advise all the institutions to participate, because the award represents a map, which any institution can take advantage of, regardless of how old they are in the business or their operations size. And they do not have to rush into finding the results, because every system has its own time.

### **How would you promote the award values at the place where you work and among those whom you are dealing with on a daily basis?**

The best way lies in the effective application of the award criteria, and through what Abu Dhabi police is currently extending to its people, members and the society at large as services. Also, to maintain the quality level attained by the Abu Dhabi Police, and to work towards more achievements it's important to emphasize on the technical report coming from the office of the award, because it reflects the real assessment on our institution done by a specialized team, and to consider it as a foundation of a sustainable excellence.

Finally, I would like to add that the award categories had included a system based on global best practices in the area of excellence. By adopting EFQM model, it has put the proper foundations to build institutions, where performances are compared with global institutions ones.

# INTERVIEW OF THE WEEK



## H.E. MOHAMED RASHED AL HAMELI

General Manager,  
Abu Dhabi Chamber of Commerce

“The Award enhances competitiveness, and ensures participation in the overall sustainable development process.”

### What does it mean to your organization and to the employees to win the award?

Winning the award is recognition of the role played by the Abu Dhabi Chamber of Commerce at the Emirate's level.

It is recognition of the commitment of the board of directors, upper management and employees to reinforcing and enhancing partnerships. The team manages the different resources in an intelligent manner to achieve best results and elevate the levels of performance throughout the department.

### What key learning did you take from the overall process?

The most important learning was promoting and strengthening the concept of excellence, innovation and quality in everything we do.

It highlighted the importance of implementing best practices to enhance performance, productivity and capacity to achieve both internal and external customer satisfaction.

### What tips do you have for other entities planning to participate in the award's programme in the future?

The Abu Dhabi Award for Excellence in Government Performance is considered a road map towards ingrained excellence, innovation and first-class performance. I think each and every government entity in Abu Dhabi should strive to win the award in order to embrace the continuous development. The award enhances competitiveness and ensures participation in the overall sustainable development process.

### How will you promote the values associated with excellence within your organization and others you will work with?

Promoting the values of the award is the responsibility of all participating entities, those who won this year and those who would strive to win it next year. At the Abu Dhabi Chamber of Commerce, we will promote the award through extending the excellence in our day-to-day business and also implement the nine key criteria and sub-criteria in all our work.

# INTERVIEW OF THE WEEK



## DR. MOHAMMED DAWOOD

**Excellent Managerial Project,  
Strategic Water Storage in Abu Dhabi,  
Environment Agency, Abu Dhabi**

“The award is a great motivation for excellence.”

### **What does it mean to your organization and to the employees to win the award?**

Winning the award is a significant honor for the team who worked on the project, as well as the entire team at the Environment Agency. It also encourages the continuous efforts towards enhancing performance. Reaching the top is a hard task and it is even harder to maintain this position. The team strongly believes in doubling our current effort and encouraging team work in order to achieve success and maintain what was accomplished – all of which reflects the wise vision of Abu Dhabi's leadership. I would also like to extend my gratitude to the award team.

### **What key learning did you take from the overall process?**

Our participation was a unique experience due to our determination to achieve success, creativity and innovation among the team members. The most important values we learned were:

- Determination to compete and face challenges
- Encourage team work to succeed
- Determination to improve and develop our work
- Clarity of vision and goals before starting any project
- Planning, creativity and innovation
- Learning ideal methods to achieve our overall goals
- Integrity and teamwork, whether within the entity or with partners
- Selecting the right qualified people for the job is key to our success

### **What tips do you have for other organizations planning to participate in the award's programme in the future?**

The award reflects the sincere desire of Abu Dhabi's wise and visionary leadership to position Abu Dhabi among the best five governments in excellence. Participating in the award requires a certain standard and all participating organizations should:

- Have a special project where vision and goals are clear and provide systematic planning, quality control and innovation. It should also impact employees and the community, and achieve measurable results.
- Learn from previous experiences to avoid weaknesses and benefit from strengths
- Ensure you have proof of your success
- Ensure team work during the overall process, while preparing the documents and competing for the award
- Don't feel de-motivated if you don't win and instead work harder to enhance your performance
- Believe strongly in what you do

### **How will you promote the values associated with excellence within your organization and also others you work with?**

The award is a great motivation for excellence, which the government strives to achieve so that improvement and development truly reflect on the whole community.

We will promote excellence through:

- Encouraging employees to participate in other projects
- Explaining excellence and its importance to the community as a whole
- Encouraging colleagues in other organizations to participate and compete
- Publishing and distributing award documents to all stakeholders/customers dealing with the Authority and helping them to participate in the award

# INTERVIEW OF THE WEEK



## ROWDA SAEED AL SAADI

**Infrastructure and Services  
Co-ordination Manager at the  
Municipal Infrastructure and  
Assets Sector, Al Ain Municipality**

*Engineer **Rowda Saeed Al Saadi** is the Infrastructure and Services Co-ordination Manager at the Municipal Infrastructure and Assets Sector at Al Ain Municipality.*

*She has a Masters in Matter Engineering from the UAE University. Rowda joined the Municipality in 2001 as an engineer.*

*She won the Best Government Employee in the Professional field and the Best Government Employee in the Emirate of Abu Dhabi.*

### **What does it mean to you, personally and professionally, to win this award?**

There is nothing like being honored by your own country. There are many excellent employees, and this award is the outcome of the support and effort of a group of people, namely His Excellency Awad bin Hassoum Al Darmaki, General Director of Al Ain Municipality, who provided the right working environment in order to help us to achieve excellence.

### **What tips do you have for other employees who are planning to participate in the award's programme in the future?**

I don't have tips to tell them how to win, but I encourage everybody to work hard for the glory of our country, as the best prize we can all have is to feel that we paid our debt to our country through excelling in what we do.

“ I have learned to promote the values of giving, and to appreciate the efforts of others. ”

### **What key learning did you take from the overall process?**

I have learned to promote the values of giving, and to appreciate the efforts of others.

### **How will you promote the values associated with excellence to your colleagues?**

Promoting excellence is everyone's responsibility. The new generation will benefit from these values and, like the leaders before us, we have to act as their role models.

Finally, I would like to thank His Excellency Awad bin Hassoum Al Darmaki, General Director of Al Ain Municipality and His Excellency Dr. Mattar Al Neimi, Executive Director of Municipal Infrastructure and Assets Sector, for supporting me as a woman in a managerial position.

# INTERVIEW OF THE WEEK



## MAJOR HUSSEIN AHMED ALI AL HARTHY

**Director of the Department of Traffic Engineering and Road Safety, Chairman of "Saed" Company**

*Major Hussein Ahmed Ali Al Harthy is the Director of the Department of Traffic Engineering and Road Safety & the Chairman of "Saed" Company. Qualified with a Master Degree in Civil Engineering (Specialization - Transportation and Traffic Engineering), Major Al Harthy has spent over a decade in his specialized field.*

### **What does the award mean to you at a professional and personal level?**

Winning the award means a world to me. It is my salutation and reverence towards my nation, to my leaders, His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE (May God be with him) and Their Highnesses, the Crown Prince of Abu Dhabi and the Minister of Interior. Today, I pledge myself to make more efforts to maintain the highest standards of excellence; and I respect this sincere recognition from the officials towards my humble efforts on several levels in order to provide better services to this country in the area of road safety. It is a tribute to my department, which never took a step back in supporting its staff to reach excellence and innovation in all areas. It is also a symbol of recognition for my family's commitment who have, time and again, understood my absence from a national and social duty point of view.

### **2. What is the advice you want to give to those who are looking to participate in the award in the future?**

My sincere advice would be to strengthen the ability of assuming responsibility and high performance at work, gain the confidence of their officials, as well as to devote their lives in order to get excellent results, and to have a distinct belief that the outcome of excellence and innovation is as important a value in life. Also, I would like advise them to carry out various initiatives powered by creativity and innovation, through which they can prove their competence and at the same time, reflect a great culture in management style.

Their ability to follow-up the modern systems that contribute towards improving the efficiency and performance at work. I also want to tell them to use time management strategy as well as control standards and performance indicators, and to achieve the smart goals of development plans, to raise their educational and cultural development and skills, and always make sure to provide a good example for their subordinates, especially in the area of job commitment and people service. They should like their work not simply as a position, but also as a noble mission and a great service.

### **3. What did you learn from your participation in the award program?**

In all honesty, I have learnt the importance of follow-up on duties in order to ensure success of the operational plan of the Department, in tune with the vision of Abu Dhabi Government and also the strategic plan in terms of my work. At the same time, not neglecting the importance of promoting the vision and the mission of my department to all my employees and be their guide in every possible way. In essence,

- To control measures and performance indicators and ensure the achievement of smart goals for management development plans (Smart)
- To prepare alternative plans in order to ensure the achievement of the strategic plan when there is a delay in the adoption of new initiatives
- To continue creating and developing a positive working environment among the staff

### **How would you be promoting the values of excellence among your colleagues?**

I will direct my efforts towards updating and modifying our work procedures to achieve excellence in all areas of our work, which I have successfully done in the past.

I will initiate periodic meetings to make them feel committed and dedicated to work, in order to achieve excellent results, and make them believe that excellence and innovation are so important values in life. I will also encourage them to carry out innovative renewable initiatives, which fit the rapid and diverse developments, and urge them to improve their learning and development skills and professional conduct, particularly in the area of people service, and put in them the commitment to their job and consider it as a noble mission.

### **Do you want to add any other ideas related to the award?**

There is no doubt that Abu Dhabi Award for Excellence in Government Performance has achieved significant results since its inception in developing the performance of institutions and government departments, and making a significant progress in staff skills, developing procedures and work systems, and highlighting the objective of all governmental departments and institutions which is meant for the wellbeing of the citizens of the country. I would want to heartily thank the award office of the General Secretariat of the Executive Council for their great efforts towards improving government performance in Abu Dhabi to the ranks of many developed countries, and also wish more success in the years to come. It would be great if they add more categories in the future, and also increase the number of winners in every category.

# INTERVIEW OF THE WEEK



## THABIT ZAHRAN AL ABDESSALAAM

**Director of Marine Biodiversity,  
Management Sector, Abu Dhabi  
Environment Agency**

*Thabit Zahran Al Abdessalaam is the Director of Marine Biodiversity for the Management Sector at the Abu Dhabi Environment Agency.*

*He joined the agency in 2000 and won the Best Government Employee in the Technical field from the Abu Dhabi Award for Excellence in Government Performance 2009.*

### **What does it mean to you, personally and professionally, to win this award?**

At the personal level, the award motivates me to work even harder, and I'm glad that I had the chance to repay part of my debt to this country, which has welcomed me with open arms. At the professional level, it is a sign that we are moving in the right direction towards achieving the agency and the government's environmental vision when it comes to the environment in general, specifically the marine environment.

### **What tips do you have for other employees who are planning to participate in the award's programme in the future?**

Loyalty and hard work is the key to success.

“ **Loyalty and hard work is the key to success.** ”

### **What key learning did you take from the overall process?**

The benefit from this experience is invaluable. I have learned how to excel in my work, and the points that I need to focus on in order to better myself.

### **How will you promote the values associated with excellence to your colleagues?**

I would like to focus on integrity, values and cooperation amongst government entities and employees. Linking the strategic vision to the working plan leads to focus in achieving these goals. I'd say that the award's goal aimed at improving performance of individuals has been successfully achieved.

# INTERVIEW OF THE WEEK



## H.E. MAJID AL MANSOURI

Secretary General,  
Environment Agency, Abu Dhabi

“ **Winning this award will undoubtedly boost the morale of everyone at EAD.** ”

### **What does it mean to your organization and to the employees to win the award?**

Personally, this means a lot to me, but it also means a lot to the entire team at EAD.

The award will inspire us to maintain and improve our excellent track record and this will make a difference to all employees, partners and members of the community who are in touch with EAD, in some way or the other.

### **What key learning did you take from the overall process?**

The process further highlighted the importance of teamwork and transparency.

As an organization, we constantly challenge each other to work efficiently and professionally. Entering and winning this award is further proof of the importance of these elements and we're looking forward to further developing them.

### **What tips do you have for other organizations planning to participate in the award's programme in the future?**

Everyone needs a road map that highlights the strengths and weaknesses. Transparency is key and this can only be achieved if organizations are honest about their weaknesses and address them accordingly.

### **How will you promote the values associated with excellence within your organization and others you work with?**

Winning this award will undoubtedly boost the morale of everyone at EAD. It demonstrates the importance of the values associated with Excellence. Team effort enabled us to win this award and as a team we will challenge each other to further develop Excellence throughout the entire Agency.

I would like to thank the Executive Council of Abu Dhabi Emirate for doing an excellent job and for challenging us to remain steadfast in our journey towards Excellence.

# INTERVIEW OF THE WEEK



## H.E. MUBARAK AL MUHAIRI

Director General of Abu Dhabi  
Tourism Authority

“ We must always focus on the big picture – the achievement of excellence - and not only the award itself. ”

*H.E. Mubarak Al Muhairi is the Director General of Abu Dhabi Tourism Authority since its establishment in 2004.*

**What does it mean to you, personally and professionally, to be recognized by the Abu Dhabi Award for Excellence in Government Performance through this certificate?**

The award plays a major role in encouraging government entities to participate and present significant projects. Honoring entities and employees helps to improve performance and exchange of expertise.

**What key learning did you take from the overall process?**

We decided to participate in the award program in order to benefit from the award's criteria at different levels, such as client servicing and human resources, amongst others. The dialogue with the assessors and the feedback reports also highlighted key areas that needed to be improved.

**What tips do you have for other entities planning to participate in the award's programme in the future?**

Work hard and you will reap the benefits. The award is fair and the jury is capable of objective assessment.

We must always focus on the big picture – the achievement of excellence – and not only the award itself.

**How will you promote the values associated with excellence within your entity and among other entities that you work with?**

The excellence team within the authority, which is comprised of members from several departments, promotes the values of excellence and encourages employees to excel in everything they do, both at work and in life.

Finally, I would like to extend my deep gratitude to His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander in Chief of the UAE Armed Forces, Chairman of the Executive Council, for this initiative which is aimed at developing the government. I would also like to thank His Excellency Mohammed Al Bowardi, Secretary General to the Executive Council, Chairman of the Award, the Award team, the assessors and the jury for their efforts.

# INTERVIEW OF THE WEEK



## H.E. MOHAMMED AL-SUWAIDI

Acting Director General of  
the Abu Dhabi Fund

### **What does it mean to your organization and to the employees to win the award?**

First of all, we would like to thank Allah for this achievement and I would like to hail His Highness Sheikh Mohammed bin Zayed Al Nahyan for his vision. This initiative will have a direct effect in the next few years on elevating the quality of work and helping us to enhance innovation and performance levels.

Winning the award means a lot to us and it indicates the high performance levels we have achieved. We have worked extremely hard for the past 37 years and it is not by chance that we have won this award.

### **What key learning did you take from the overall process?**

The award program motivated most government entities to abide by the excellence and quality criteria adopted by the award which matches international standards.

I believe that the award is an excellent initiative, which helps to support the Emirate's vision in adopting international excellence and quality concepts. It is

also an integrated project which helps to develop entities, promote competitiveness and creative initiatives, allowing them to compete effectively, and in accordance with international standards.

### **What tips do you have for other organizations planning to participate in the award's programme in the future?**

The award promotes sustainable development and encourages entities to be more creative. I would like to tell all the organizations that they can benefit from achieving high performance by looking at local and international best practices.

### **How will you promote the values associated with excellence within your organization and among other entities that you work with?**

The award's criteria encouraged us to participate and we will make sure to implement quality creativity and excellent performance in all our activities going forward. Finally, I would like to thank all parties who ensure that this initiative was so successful.

# QUOTE OF THE WEEK

*"The interest in man is the basis on which the UAE renaissance has been built, and this interest is not limited to the basic, material needs, but extends to a wider range that includes opening horizons of knowledge and means of creativity before him so as to be an effective contributor and player in finding successful solutions to the problems facing the world."*

His Highness Sheikh Mohammed bin Zayed Al Nahyan

# INTERVIEW OF THE WEEK

## TOUFIC ALLAF

**Technical Advisor, Business Planning  
& Performance Department,  
Abu Dhabi Water & Electricity  
Authority (ADWEA)**

### **What does it mean to your entity and to the employees to win the award?**

Winning the award is the result of ADWEA's efforts and its continuous improvement; this award will be an incentive to strive forward towards our mission and the most important goal of exceeding the expectations of our valuable customers. Above all, this award will be in line with our policy and strategy that all efforts should be directed to assure that ADWEA will be internationally recognized as a utility covering power and water generation, transmission & distribution in addition to the sewerage services, as well as positioning ADWEA among the top leading utilities complying with the highest standards and implementing the latest state-of-the-art technologies.

ADWEA's employees feel that this award is a payback for their commitment and continuous efforts in executing all the required duties and jobs as per the best business practice. This award is a proof to our employees that they are on the right track by following the management strategy in adopting the latest new technologies and techniques as well as complying with all international technical, managerial, health and safety standards. This award is a proof to the employees that the management is willing to adopt and take into consideration their employees' ideas and future views toward further improvement. As a result, higher performance and less cost.

### **What key learning did you take from the overall process?**

Contributing to this award by fulfilling all conditions, terms and international standards which were meticulously set, was a good enough reason for ADWEA to invest more efforts in the right direction for keeping the recognition of ADWEA as an internationally recognized utility in the generation, transmission and distribution as well as the sewerage business. Finally, we have opened to the employees the unlimited horizon of telling them that a small idea may become a huge success.

What tips do you have for other entities planning to participate in the award's program in the future?

To adopt any innovative development ideas whether it seems hard and faraway to achieve at the beginning; secondly, they should not forget that transparency and accuracy have to be set as a priority. Finally, all information presented should be strongly justified and supported which will help explaining and answering all required clarifications raised by the award assessors.

### **How will you promote the values associated with excellence within your entity and among other entities that you work with?**

This will be done through the regular meetings and workshops with different parties dealing with ADWEA as well as through meetings and working sessions within our group companies. Scheduled meetings are

held within our organization as well as stake holders to discuss and review all possible ideas and opportunities to boost our business. We will advise our partners and external parties to participate in this and similar awards which will increase the competency level and encourage all participants to get to the best possible performance and development of their companies.

On the other hand, we are planning to implement this award methodology among our group of companies through suitable framework that will be crystallized in the coming future as well as encouraging them to follow the same track.

Finally, we would like to thank all those who contributed in creating the innovative idea "ADAEP" which is a real opportunity and incentive to all entities to participate and to present their best. We would also like to thank ADWEA Management and in particular the ADWEA Chairman H.H. Sheikh Diab Bin Zayed Al Nahyan for encouraging all similar initiatives and also Al Ain Distribution Management for supporting their project team led by Eng. Samir Jurdak. We hope such awards would improve the work environment and induce a culture of business excellence. We propose to include a brief video clip for each winner whether an entity, an individual or a project during the next ceremony to allow other participants understand the concepts behind achieving success in excellence.