

DEWA is a strategic partner of third AccessAbilities Expo

AccessAbilities Expo is a global platform that provides a full range of smart solutions that makes the lives of people of determination easier, and contributes to their integration in society

Dubai: Dubai Electricity and Water Authority (DEWA) has announced its sponsorship of the third AccessAbilities Expo, which is held under the patronage of HH Sheikh Ahmed bin Saeed Al Maktoum, President of Dubai Civil Aviation Authority and Chairman of Dubai Airports, from 5-7 November 2019 at the Dubai International Convention and Exhibition Centre. As a socially-responsible government organisation, DEWA is a strategic partner to the Expo, which is the largest of its kind in the Middle East and Africa in terms of space and number of participants. AccessAbilities Expo is a global platform that provides a full range of smart solutions that makes the lives of people of determination easier, and contributes to their integration in society.

“In line with its corporate social responsibility, DEWA is committed to meeting the requirements of all in society, especially people of determination. This supports the National Policy to Empower People of Determination, which was launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to create an inclusive society that ensures empowerment and a decent life for people of determination and their families. It is also aligned with the ‘My Community... a City for Everyone’ initiative, which was launched by His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, to transform Dubai into a city that is friendly for people of determination by 2020. Sponsoring the AccessAbilities Expo is part of DEWA’s efforts to integrate and empower people of determination and provide them with opportunities to unleash their capabilities and potential, as well as help find new ways to involve them as capable and creative individuals,” said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

“DEWA’s top management attaches great importance to people of determination whether they are customers or employees by launching several initiatives and programmes that are aligned with the best global practices and standards. During its participation in the third AccessAbilities Expo, DEWA will highlight its technical solutions, smart services, and initiatives and

programmes that support people of determination. These include the Ash'ir service for video communication with DEWA's call centre staff in sign language. DEWA is the first government organisation in the UAE to launch this service. DEWA has also developed its website and smart app to be easily accessible by people of determination," said Dr Yousef Al Akraf, Executive Vice President of Business Support and Human Resources at DEWA.

Society's happiness about DEWA's role as an organisation that supports people of determination was 90.26% in 2018. DEWA has launched many programmes and initiatives that contribute to integrating people of determination in society and the workplace. It has redesigned its Customer Happiness Centres to be easily accessible for them according to the Dubai Universal Design Code and other international standards such as BSI8300. This ensures a seamless and integrating environment for all. DEWA's buildings have been equipped to be ready for all emergencies by placing audio and visual alarms, alarms in washrooms, and evacuation wheelchairs on all floors. All of DEWA's centres provide many services for people of determination. These include free valet parking, wheelchair service, dedicated parking spaces, directional tactile paving for the visually-impaired, staff trained in sign language, dedicated comprehensive service desks, and conservation-tip booklets, locations and working hours of DEWA's Customer Happiness Centres in Braille. A video about DEWA's key services in sign language is also played on screens at the Customer Happiness Centres. These are some of the facilities that DEWA provide to streamline transactions especially for people of determination.