



حُكُومَةُ الشَّارِجَةِ
دَائِرَةُ التَّنْمِيَةِ الْاِقْصَادِيَّةِ

Government of Sharjah
Economic Development Department

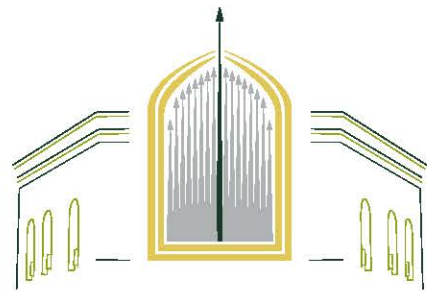
Annual Report

Continuous Giving

13th Edition - 2024

SharjahEconomic





ANNUAL REPORT 2023

Continuous Giving

2023



His Highness Sheikh
Dr. Sultan bin Mohammed Al Qasimi
Member of the Supreme Council
Ruler of Sharjah

2023



His Highness Sheikh
Sultan bin Mohammed bin Sultan Al Qasimi
Crown Prince Deputy Ruler of Sharjah
Chairman of Executive Council



Hamad Ali Abdallah Al Mahmoud
SEDD Chairman

4.1%

Growth of Business
Licenses in 2023

66,365

Operating Business in
Sharjah

19%

New Demand on
Electronic licensees

His Highness Sheikh Dr. Sultan bin Mohammed Al Qasimi, Supreme Council Member and Ruler of Sharjah, pays great attention to the sustainable development and plans for economic development in Sharjah at various levels whereby he laid firm foundations for a sustainable economic and developmental model to attain a diversified, competitive, and unique economy. These orientations and directives are intensively supervised by HH Sheikh Sultan bin Mohammed bin Sultan Al Qasimi, Crown Prince, Deputy Ruler of Sharjah, and Chairman of the Executive Council.

Additionally, Sharjah become a home

for investment as well as a global destination for investors, businessmen, entrepreneurs and major companies from all over the world, which made it an incubator for investment in innovation, education, culture and tourism. Also, the sustainable development efforts helped in announcing Sharjah the fifth among the list of the ten fastest growing cities in attracting foreign direct investment flows and attracting new quality projects in 2023. Such thing contributed in the growth of capital spending and the availability of job opportunities, supporting it with legislative and regulatory aspects

that keep pace with the improvement in economic development, and ensuring the commitment and compliance of business owners with these legislations and laws.

To carry on, SEDD results and statistics through this annual report highlights the Department's success in achieving exceptional growth in the goals of accelerating economic activities of all kinds. Thus, the volume of issued and renewed licenses increased by 4.1% in 2023, reaching to 66,365 licenses, of which issued licenses constituted 11.7%, while renewed licenses accounted for the largest share, at 88.3%. this shows that such

growth has positive effects in supporting the emirate's gross domestic product, which exceeded 145 billion dirhams at the end of 2023.

This positive growth, in varying proportions, was represented in business licenses issued, most notably in the commercial and industrial sectors, and in "Eitimid" domestic licenses. Likewise, the renewed licenses achieved similar growth in the commercial, professional and industrial sectors. Also, "Eitimid" issued licenses witnessed a high growth of 21%, while renewed E-commerce licenses recorded a growth of 34%, while it was 19%



for issued E- commerce licenses.

Furthermore, SEDD focuses on protecting consumers and pays great attention to the safety of markets which falls within its strategic plans and objectives to attain a leading comprehensive economic development in the emirate. Therefore, the Department is keen to ensure that all economic establishments operating in Sharjah adhere to all applicable laws and provisions, provide the best services to the consumer, and ensure that goods are not promoted and sold that do not meet the approved terms and conditions. It is worth mentioning that the number of inspection campaigns on economic establishments reached 216,184 ones during 2023, whereby special campaigns were organized to ensure the conformity of commercial and gold scales whereas 3,795 commercial and gold scales were approved for conformity. Also, SEDD teams dealt with 14,664

complaints professionally, bringing the rate of resolving and closing complaints to 97%, until the rate of completing transactions on the same day of receiving them reached 92.8%, with an average of 4 minutes for each transaction's completing time.

Among the successes achieved by the Department's teams was the 100% completion of the new licensing system project. Also, SEDD was ranked first among government institutions and agencies participating in the data governance evaluation project.

Moreover, SEDD carried on its achievements in the areas of governance, auditing, quality and safety, including an increase in the total number of certificates obtained in the field of quality whereas it has received 9 certificates after obtaining the ISO certificate for the standardization process management system specification in 2023. In this regard, 23 benchmarking visits were

conducted to several entities with the aim to reach the highest levels of performance. This led to an increase in customer satisfaction level toward the services they receive, reaching a rate of 95.93%, while their satisfaction with the Department's interaction with complaints reached a rate of 96.4%, and their satisfaction rate to consumer protection services hit 77.9%.

Also, SEDD worked to improve and strengthen local and global partnerships, whereas it held high-level meetings with 78 delegations, as well as receiving 29 entities and government companies. In addition, SEDD participated at 45 local and international economic events, including 6 events outside the country, 3 visits to international exhibitions in India, Russia and Turkey, with the aim of creating new partnership relations. Likely, 3 agreements were concluded with Sharjah Health Authority, Sharjah

Business Women Council and Sharjah Islamic Bank, while the Department organized 46 events and exhibitions, and implemented 21 promotional campaigns. The Department also participated in in several local events in terms of economic sustainability and food security, conducted periodic visits to a number of industrial facilities in Sharjah, organized targeted industrial and commercial forums and workshops, and issued specialized studies dealing with issued, renewed and cancelled licenses, and periodic reports on "Eitimad" domestic licenses.

Finally, our results are significant, our visions are promising, our objectives are planned well, our journey is continuous, our ambitions are limitless, and our efforts are fruitful, aiming towards a leading comprehensive and sustainable economic development in Sharjah.



Promising Indicators



6.5%
An Exponential GDP
Growth



Investments rates over
66,365
operational Licenses



A GDP over
145
Billion of Dirhams

The three fastest driving economic sectors



6.9%
Wholesale, Retail Trade and Re-
pair of Vehicles Sector



5.8%
Transportation and Storage
Sector



17.5%
Accommodation and Food
Service Sector



A Rate of Growth for the Fixed Capital
Creation in the Construction Sector

21%



Investor's Transactions on

136,306

Economic Activities at the SEDD in 2023

Sharjah is considered an attractive destination for companies, investors and entrepreneurs and has always remained an ideal model for economic and social balance. It is the model established by His Highness Sheikh Dr. Sultan bin Mohammad Al Qasimi, Supreme Council Member and Ruler of Sharjah, which is characterized by sustainable growth over the past years. Despite all global challenges and obstacles, Sharjah's economy maintained record growth rates, and strong performance of the driving activities in the emirate's economy appeared, and the volume of its merchandise trade increased and consumer activity recovered

through the emirate's indicators and SEDD reports as well as outputs. At the macroeconomic level, the emirate's economy achieved growth rates before the crisis of about 4% and 3%, then it started with greater recovery rates after the crisis, reaching 4.4% in 2021, then to 4.9% in 2022, and reaching 6.5% in 2023. Also, the result of the investment rates in about 66,000 active licenses in Sharjah affected the emirate's gross domestic product, which exceeded the barrier of 145 billion dirhams at the end of the year 2023, compared to a total of 136.4 billion dirhams in 2022, with a record growth rate of 6.5%.

An analysis of the economic sectors of Sharjah in 2023 indicates significant growth for the three fastest driving sectors in the economy, which are the wholesale and retail trade sectors, auto repair, transportation and storage sector, as well as accommodation and food services sector, which achieved growth of 6.9%, 5.8%, and 17.5%, respectively. In addition, there was a significant growth in the construction sector, which hit 7.7%, information and communications sector, which grew by 7.2%, financial and insurance activities sector, which raised by 12.3%, and then the education sector, which increased by 5.6%. This indicates the flow of in-

vestments in the various sectors of the emirate. Likely, the volume of capital investment and fixed capital formation in the emirate recorded a growth of 21% in the construction sector, an increase of 12.9% in the manufacturing sector, then a growth of about 8.1% in the wholesale and retail trade sector. Also, SEDD's procedures to deal with 136,306 main activities in 2023 which witnessed a significant increment that reflected at the growth of main sectors leading to attaining great outcomes and results. These sectors included wholesale and retail trade sector, which volume exceeded 34.8 billion dirhams in 2023, after it was 32.5 billion in



2022, and the manufacturing sector, which achieved an outcome of about 24.2 billion dirhams in 2023 comparing to 22.5 dirhams in 2022, representing 17% of the GDP, which is reflected in the overall growth of the emirate.

Also, SEDD has unique social environment that led in attracting many nationalities to it to work and invest, whereas HH Ruler of Sharjah called for improving future-based sectors such as information and communications sector, education sector, professional, scientific and technical activities sector, and also manufacturing sector, which grew by 7.6% during 2023, represents about 17% of Sharjah's GDP. It is a strong addition to the national economy and the emirate's economy, which has also been able to invest in two sectors that represent opportunities for the country and drive growth in it and increase investment as well, namely knowledge and innovation sector, with increased establishment of innovation-based businesses. In addition, Sharjah focuses on artificial intelligence sector, as well as it encourages investment and implements smart projects, especially in e-commerce and business applications to achieve sustainable economic growth based on advanced technology, capabilities, competencies and distinguished talents. The emirate also supports investment in new economic fields such as biotechnology and space science, as it has a special entity for it that is Sharjah Academy for Astronomy, Space Sciences and Technology. Also, the progress made in



the health care sector in Sharjah helped to support opportunities for growth and development, raise the level of income, and increase investment. This is in addition to investing in modern infrastructure and giant development projects in all parts of the emirate, and this was one of the reasons for investors' survival in the face of local and international competition.

Additionally, SEDD participated in a number of promising indicators in 2023, which have contributed to raising the emirate's domestic product. These indicators included the significant development of specific licenses by providing the appropriate environment for approximately 66,365 effective licenses, with licenses achieving a growth of 4% in 2023. In addition to the growth of industrial establishments by 10% and a growth of 2% for small and micro-entrepreneurial citizen business projects, and with the presence of commercial business establishments being the most commonly used type of licenses in the emirate in 2023, with an increase in commercial licenses by 4%, a 3% increase in new demand for professional establishments, and a 25% growth in e-commerce licenses in 2023. This led to an expansion of demand in various regions of the emirate and a growth in economic sectors and activities, as the city of Sharjah, for example, had the largest number of major activities, followed by industrial areas. Likely, Sharjah city owned the largest number of wholesale and retail trade and vehicle repair activities, followed by the construction sector in terms of trading volume,



and then manufacturing industries, with a growth of 4,904 activities in Khor Fakkan, a growth of 5%, and an increase in consumption activities in restaurants and selling snacks by 9% and 6%, respectively.

It is worth mentioning that SEDD recently contributes to the business development of more than 66,000 licenses, and is committed to enabling businesses and providing a sustainable investment environment. Likely, the Department is concerned about updating laws and procedures appropriate to investment, competitive requirements, and change in the global market, with continuous promotion and marketing, applying the investment map in industrial zones, encouraging commercial sectors, and focusing on the continuous improvement of the business climate. This is done through facilitating procedures and reducing costs, which are already the lowest in the emirate at the local and regional levels, while continuously overcoming any obstacles facing investors. It is a directive from the esteemed Sharjah Executive Council to develop procedures, facilitate the journey of customers, and improve government measures and services. Such thing helps to enhance investment and meet international requirements in implementing sustainable development and for Sharjah to achieve the highest rates of local and international economic excellence and acquire international merit and investor confidence that this emirate has a record of trust that attracts both foreign and domestic investments.



Continuous Giving:

Activating Government and National Partnerships



In 2023, SEDD focused on activating strategic relations with partners in the Government of Sharjah. The Department aimed at coordinating to achieve the best results and indicators of sustainable and human development in the emirate, as well as direct foreign investment. Thus, SEDD held many meetings to attain such results and outcomes including the following:

- Receiving a delegation from Sharjah Digital Office headed by Sheikh Saud bin Sultan Al Qasimi, Director of the Office. The meeting aimed at coordinating procedures related to data and numbers which contribute to achieving digital transformation and providing the best platforms for developing government services in Sharjah as well as obtaining the highest rates of quality of life, investment and human development. It should be noted that SEDD focuses on digital platform projects managed by Sharjah Digital Office, which contribute significantly to the promotion and marketing of the emirate and raising quality of life rates through digital disclosure.
- Receiving Sharjah Chamber of Commerce and Industry delegation headed by HE Mohammed Ahmed Amin Al Awadhi, Director General of the Chamber, to coordinate work between the two sides regarding outcomes of economic development, commercial development, advancing mutual projects, and coordinating in developing and enhancing the movement of foreign direct investment and mechanisms for attracting investors. This is due to the fact that SEDD considers Sharjah

Chamber as one of the most important partners in economic work in Sharjah and the interface for investment.

- SEDD top management was keen to conduct an inspection tour of the Department's branches in various cities in the emirate, with the aim of creating communication between senior management and branch employees. Such thing was done to achieve the best rates of administrative and planning performance, and also to encourage employees in the branches to achieve the maximum rates of sustainable development, continuous communication with investors, and overcoming all obstacles facing citizen entrepreneurs in the eastern and central regions. Also, it aimed at encouraging employees at the branches to refer to the headquarter for any requests or inquiries regarding the application of economic policies and to seek advice in order to achieve the Department's vision of achieving the maximum rates of sustainable development and internal and external investment.
- SEDD paid great attention to participating at intellectual property system, with the aim of protecting creativity and innovation, contributing to encouraging investment, research and development for innovators, and promoting healthy competition to ensure a market open to fair competition, protecting the rights of innovators and creators, and supporting the knowledge-based economy.
- SEDD was presented at the sessions of the International



Government Communication Forum in 2023 that is considered one of the most important intellectual, cultural and administrative events and forums in the Arab world with the aim of developing government work and benefiting from administrative thought in developing economic work mechanisms.

- SEDD attended Sharjah Police Partners Forum for 2023 alongside with other 88 entities which is organized annually to achieve sustainable development and quality of life in the emirate.
- SEDD received a delegation from the Ministry of Industry and Advanced Technology "MOIAT" aiming to support industrial growth in the emirate, creating a suitable and attractive business climate for industrial investment, and enhancing the competitiveness of the national sector, especially since Sharjah is qualified to establish and develop major industrial projects.
- SEDD focused on participating at the meetings of the National Committee for the National In-Country Value (ICV) Programme with the aim of contributing



to increasing demand for the products and services of national companies and promoting the potential of Emirati companies. This was done to attract more foreign investments to the productive sectors in the country, whereby Sharjah is distinguished by being the highest emirate in the country in terms of its industrial component, representing 17% of its GDP.

- SEDD attended the Competition Regulatory Committee meetings to contribute at creating a fair and equitable commercial environment for all, enabling companies to compete freely and impartially and enabling consumers to benefit from the diversity of options and fair prices. This was done through Preventing bias and monopoly, promoting fair market rules, and ensuring market transparency by providing sufficient information to consumers and competing companies, while at the same time protecting consumer rights from monopolies and exaggerated prices, stimulating innovation and economic development, and enhancing economic efficiency.

Exceptional Indicators

SEDD data revealed a significant growth in business licenses issued by 2%, which amounted to 7,738 issued licenses, while the total number of renewed licenses reached 58,627 ones, with an estimated growth of about 4.4%. This contributed to achieving a growth of 4.1% in the total number of licenses issued and renewed, with a number of 66,365 licenses.

Licensing Indicators (2022-2023)



Prominent Licensing Indicators (2022-2023)



The indicators released indicated that there was a qualitative increase in the issued commercial, industrial, "Eitimid", and e-commerce licenses, with rates reaching 6%, 15%, 21%, and 19%, respectively, in 2023 compared to 2022. In details, the number of commercial licenses issued reached 4,765 ones during 2023, compared to 4,493 ones in 2022. Likely, the number of professional licenses issued reached 2,113 licenses, compared to 2,391 ones in the same period. Also, the number of industrial licenses issued reached 397 ones in 2023,

compared to 346 licenses in 2022. On the other hand, "Eitimid" issued licenses increased to hit 256 ones for the year 2023, whereas it was only 212 ones in 2022. Moreover, the number of e-commerce licenses issued reached 207 licenses in 2023 from 174 ones in 2022. It is worth noting that the most important activities of business licenses issued included gas stations, money exchange shops, transportation of petroleum products, sale of gold and jewelry, clinics, medical centers, and schools.

National Leadership

"Eitimid" licenses issued reached 256 licenses in 2023, compared to 212 ones in 2022. Also, the number of the renewed licenses of such activity reached 598 licenses in 2023, compared to 627 ones in 2022. Such thing highlights the Department's concerns to attract the public to be active in the commercial field in order to rise the economic growth rates in Sharjah.

Also, the national licenses indicators in the emirate achieved a noticeable increase by 3% in 2023, and were distributed according to the legal form into various categories, as the



number of national licenses and the number of individual national licenses issued reached 1,606 ones in 2023.

Businesswomen

Studies and data of the year 2023 indicated a significant increase in businesswomen licenses with a rate of 11% compared to 2022. Thus, the number of licenses that were issued reached approximately

1,027 ones, in addition to the number of 3,439 licenses that were renewed, bringing the total number of issued and renewed licenses to 4,466 licenses in 2023.



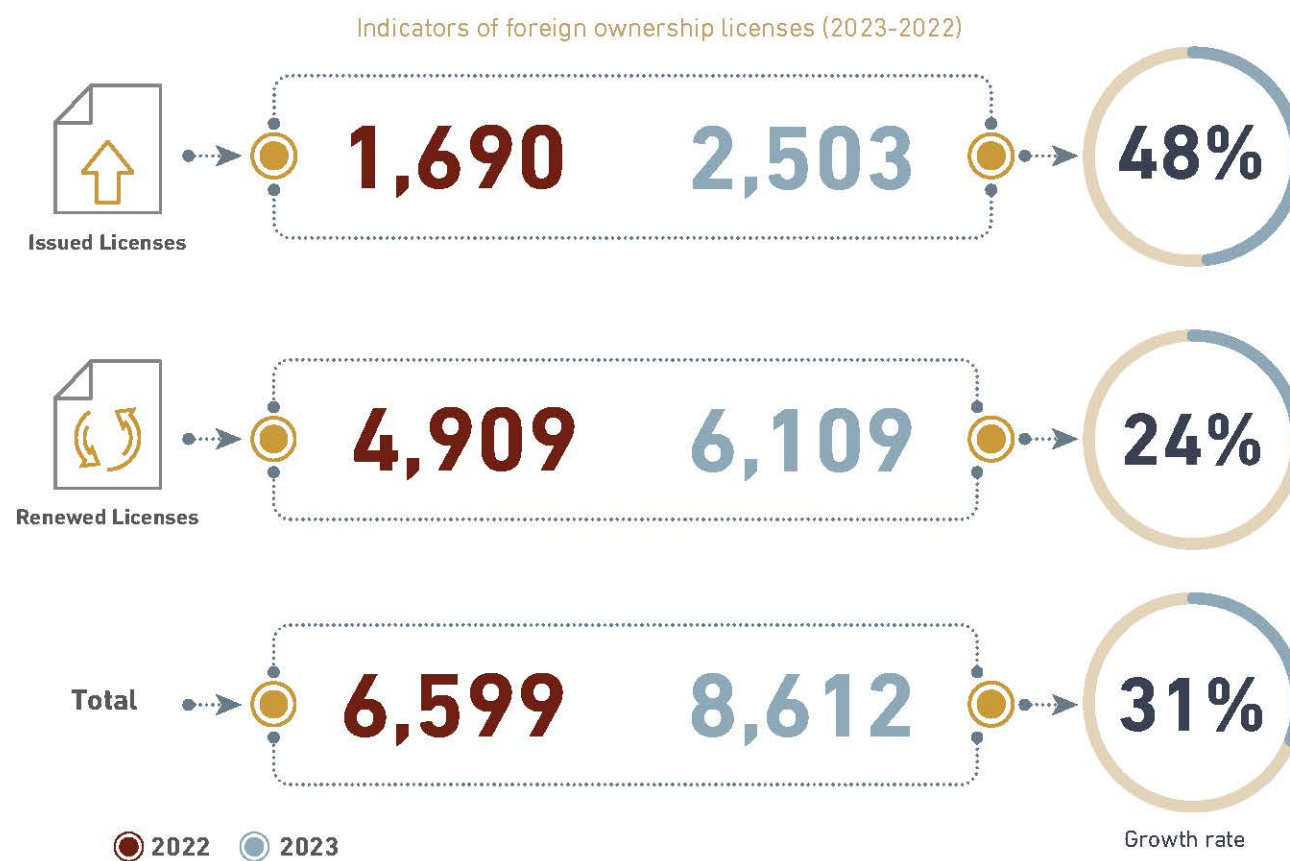
Regarding the distribution of businesswomen licenses by nationality, Emirati businesswomen ranked first in 2023, with 3,742 investors of Emirati nationality. This was followed by the Indian nationality with a rate of 731 female investors, then 194 Pakistani female investors.

The rest of the licenses varied across different nationalities, such as Egyptian, Jordanian, Moroccan, and others. This confirms the interest of businesswomen to participate and take part at the local market leading to improving the economic sector of the emirate.

Foreign Ownership

SEDD applies 100% foreign ownership of most economic activities, except for activities with a strategic impact. This falls within the provisions of Federal Decree Law No. 32 of 2021 regarding commercial companies and the decisions regulating it. Such thing has led to an increase in foreign ownership rates in Sharjah whereby SEDD indicators in such area shows that there is an increase in the growth rate of foreign ownership licenses in

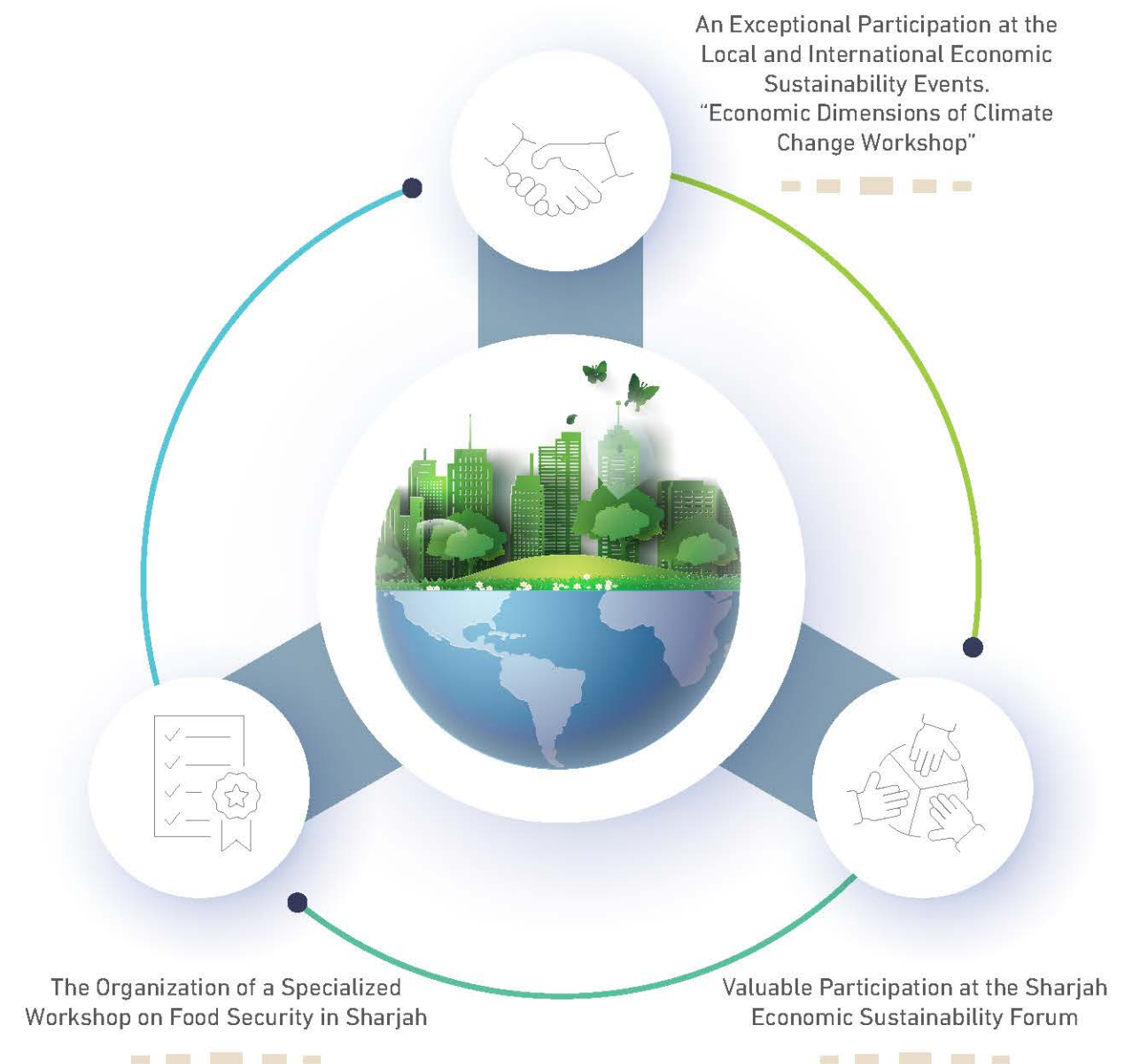
2023 compared to 2022. To carry on, foreign ownership licenses constituted 13% of the total business licenses in the same year, and the value of foreign ownership capital reached 3.23 billion dirhams. When these licenses were classified according to the procedure, 2,503 licenses were issued in 2023, in addition to 6,109 licenses being amended, bringing the total number of foreign ownership licenses to 8,612 ones during 2023.



Economic Sustainability

The Economic Development Department adopts a number of initiatives and achievements that emerge from the sound visions of the wise leadership in creating an economic and investment environment that contributes to achieving sustainable economic development. Therefore, the Department participated in several local and international economic workshops, such as the "Economic Dimensions of Climate Change" workshop organized by the Ministry of Economy in cooperation with the General Secretariat of Gulf Cooperation Council and the participation of more than

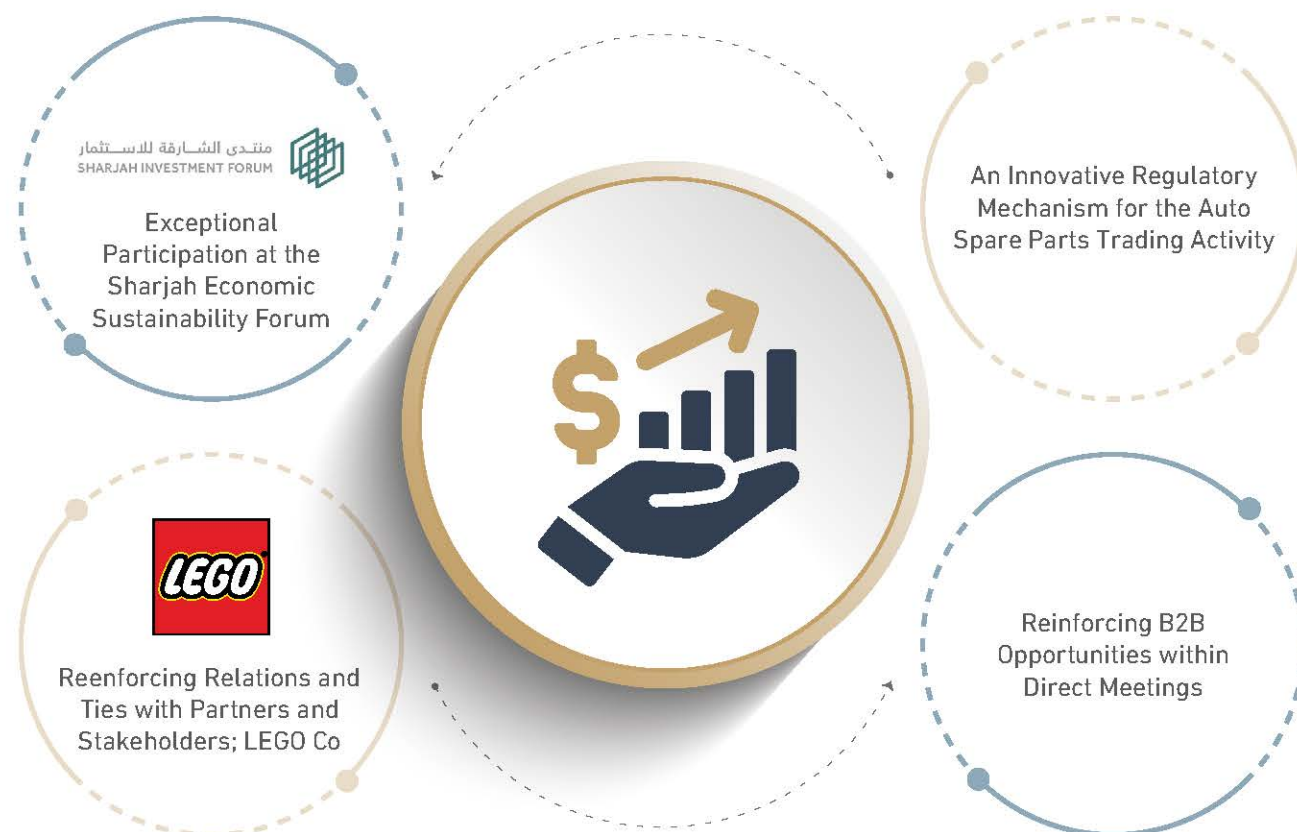
20 researchers and officials in the economic field. This workshop included an important set of policies, which dealt with the policy of economic diversification, focusing on the green economy, the policy of diversifying energy sources by focusing on renewable and clean energy, enhancing energy efficiency, sustainable transportation policy, sustainable urban planning, and others. It is worth mentioning that the Department participated in this economic event to exchange the necessary knowledge and expertise about best economic practices and experiences locally and internationally.



Investment Attraction

The Department works to attract investors through its participation in various economic forums concerned with investment. Thus, it participated at Sharjah Investment Forum (SIF) sixth edition that was held under the theme "Redefining Economies: Making Significant Strides for a Better Future" that was held at Al Jawaher Reception and Convention Centre by Sharjah FDI Office (Invest in Sharjah). The Forum hosted a number of panel discussions and interactive work-

shops with the participation of elite decision-makers, senior government officials, executives, investors and businessmen locally and globally. The Department participated in the panel discussion entitled "The Investment Environment in Sharjah", and also presented through its platform all the services and facilities that the Department provides to investors in order to attract them to invest in the emirate and stimulate the economy there.



Business Incentives

SEDD is concerned with stimulating the commercial aspect in Sharjah by advancing the commercial process in it and stimulating investment and investors and attracting them to its markets. It organized and prepared a number of awareness programs for in-

vestors, in addition to exhibitions and specialized meetings, to introduce them to the latest procedures and laws in the scope of commercial regulation to advance the economic and investment process in Sharjah.

Comprehensive Monitoring

Inspecting commercial establishments is considered one of the Department's most important priorities, which emerges from its strategic plans to provide a safe marketing environment free of wrong and negative practices and goods that are not defective and suitable for use. Therefore, SEDD works through its

teams composed of experienced and qualified commercial officers to monitor markets in all cities in Sharjah whereas it carried out 216,184 inspection campaigns to ensure the safety of commercial establishments and the extent of their application of approved regulations and laws.



Quick Response

SEDD seeks to spread consumer culture about the rights and duties of consumers and investors by educating them about buying and selling procedures and the importance of returning to the Department when exposed to any improper practice. This is done in order to provide an ideal commercial environment with a high culture of awareness and neutrality by following the highest international standards and practices.

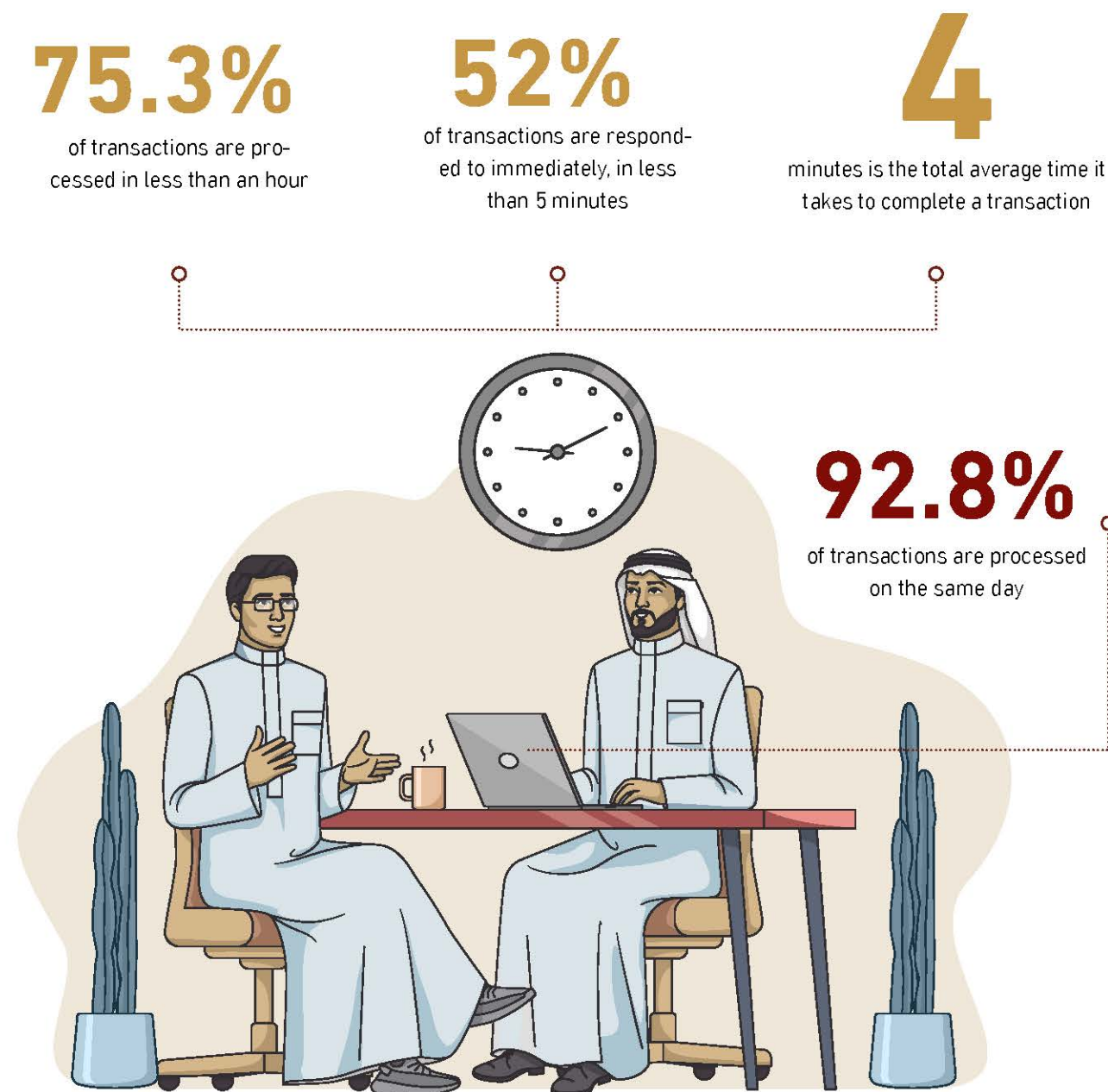
Accordingly, the Department is interested in receiving various comments from residents of the emirate and addressing them in an interactive and rapid manner, as SEDD handled 14,664 commercial protection complaints that it received during the year 2023, while the rate of resolving and closing complaints in the Department reached 97%, with a growth rate of 24% compared to last year.

Technical Readiness

SEDD is distinguished by its digital readiness, which is considered the highest of its kind, as the digital and technological aspect is one of the most important aspects and factors for improving the level of services provided to customers. The technical team works at the Department to modernize services and practices in accordance with approved international technological standards to provide an effective technological environment for workers and customers. Consequently, technical indicators specify the existence of an exceptional digital environment in

the Department that is always ready to provide the latest and best, which has contributed to providing the following:

- 52% of transactions are responded to immediately, in less than 5 minutes.
- 75.3% of transactions are processed in less than an hour.
- 92.8% of transactions are processed on the same day.
- 4 minutes is the total average time it takes to complete a transaction.



Smart Services

The Department is working to create and develop the smart services it provides within a carefully studied plan, which has resulted in detailed and pivotal implications and results for the emirate's economy. In 2023, SEDD able to complete the new licensing system project by 100%, so that it appears in a new and advanced form and keeps pace with technical changes in order to facilitate the mechanism of work of employees in licensing procedures,

such as issuing, renewing, amending, and others related to processing the transaction. Moreover, in the same year, the Department launched "WhatsApp Business" service in its first version, which provides six different services to save time and effort for customers to complete their transactions without the need to visit the Department's buildings in its various branches.



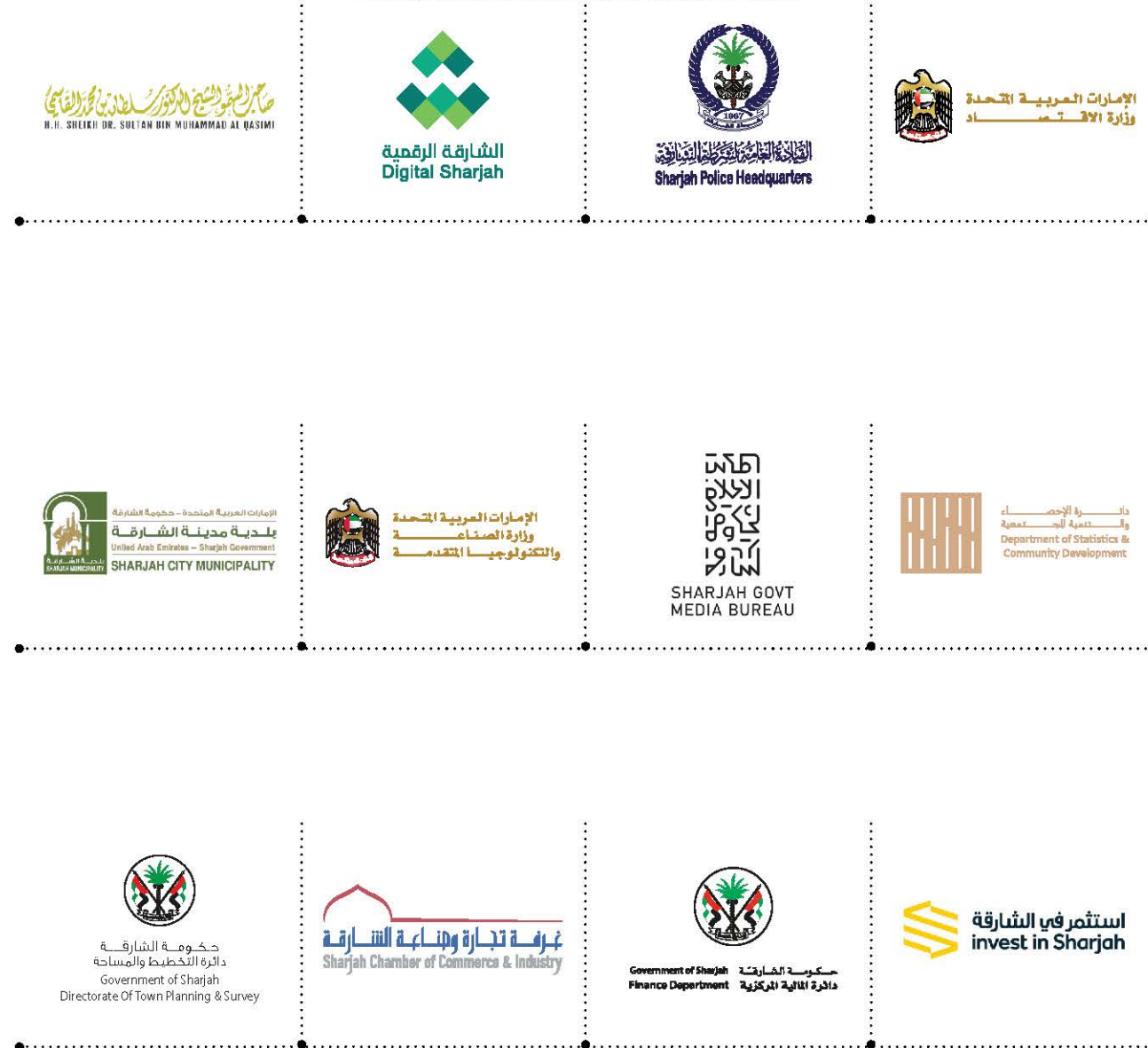
Close Relationships

The Department works to strengthen and strengthen its local, regional and global relations by receiving delegations from various entities and institutions and visiting them periodically, in addition to organizing foreign visits to a number of countries in cooperation with the competent authorities, within well-studied strategic plans concerned with promoting the Department in an integrated and comprehensive manner. Thus, it held meetings with 78 delegations during 2023 to discuss ways of cooperation and exchange of knowledge and experiences. Also, the number of participations in local and international economic forums reached 45 in order

to achieve the desired goals adopted by the wise government in consolidating the bonds of communication and cooperation.

In addition, SEDD cooperated with relevant authorities such as the Ministry of Economy and Sharjah FDI Office "Invest in Sharjah" to participate in global events that reached three visits during 2023. These events included visiting cities of Bangalore and Hyderabad in India. Also, they included taking part in UAE's delegation to Petersburg International Economic Forum of 2023, in addition to participating at UAE-Turkey Business Forum.

Entities that the SEDD has Received in 2023



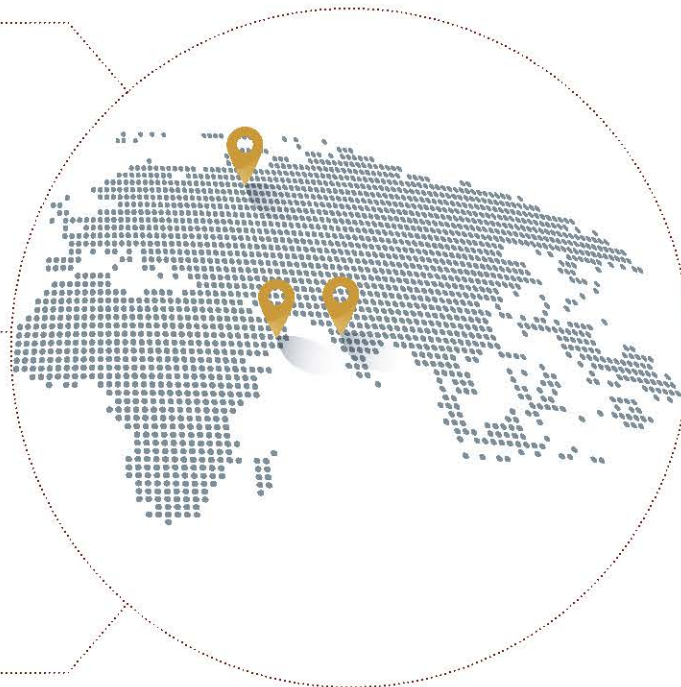


Global Participation

Participating at UAE's delegation to Petersburg International Economic Forum of 2023

Visiting cities of Bangalore and Hyderabad in India

Participating at UAE-Turkey Business Forum



- High-level meetings with 78 delegations.
- Creative and unique participation in 45 local and international economic events.
- Opening new investment horizons and an exceptional participation in 3 international exhibitions mainly in the cities of Bangalore and Hyderabad in India.
- Effective international participation at the St. Petersburg International Economic Forum 2023 and the UAE-Turkish Business Forum.



Strategic Planning

The Department has gained quality certificates in various fields, as in 2023 it obtained the PAS 7070:2016 benchmarking certificate. Likely, it has passed the periodic audits of the procedures related to a number of certificates it already owns, such as renewing the standard specification for the quality management system

9001:2015, in addition to renewing the ISO specification for the customer service system 10001:2018, the complaints management system specification 10002:2018, and the customer satisfaction measurement and monitoring system specification 10004: 2018. This contributed to its acquisition of nine ISO certificates over the years.

SEDD Achievements in fields of Strategy and Quality

ISO Certification for Benchmarking Management (PAS 7070:2016)

2023

ISO Certification for Occupational Health and Safety Management System (45001:2018)

2018

ISO Certification for Customer Satisfaction (10001:2018)

2015

ISO Certification for Complaints Handling (10002:2018)

2015

ISO Certification for Customer Satisfaction Measurement and Monitoring System (10004:2018)

2015

ISO Certification for Information Security Management Systems ((27001:2013)

2013

ISO Certification for Business Continuity Management Systems (22301:2012)

2012

ISO Certification for Information Technology Service Management (20000-1:2018)

2011

ISO Certification for Quality Management System (9001:2015)

2003





Furthermore, the Department was honored for institutional excellence in providing services in various frameworks and practices. Accordingly, it was honored by HH Sheikh Sultan bin Ahmed Al Qasimi, Deputy Ruler of Sharjah, for being one of the partners of the Sharjah International Tourism and Travel Forum in its tenth edition. In addition, the department was honored by Sharjah Finance Depart-

ment for obtaining the Financial Performance Excellence Award during 2023. Likely, it has been honored by the Ministry of Justice as one of its strategic partners, in addition to being honored by the organizing committee of the 52nd Union Day celebrations for its cooperation to make this important event a success one. Moreover, SEDD was also honored by Sharjah Police at the Fifth Partners Forum.

Countless Publications

The Department provides a number of publications electronically through the official website in order to achieve

its orientations to reduce the use of paper in order to preserve nature and the environment.

Sharjah Industrial Investment Booklet
Promoting the most important industrial sectors in the emirate that contribute to improving the economic and investment process in Sharjah

SEDD Annual Report (2022)
Highlighting SEDD's achievements throughout the year

Investor Guide
Providing a reference for investors with all of SEDD's services and transactions and the mechanism for accessing them, in addition to the requirements and conditions necessary for each service separately

Central and Eastern Regions Report
Highlighting the commercial, industrial and economic privileges available in the Central and Eastern Regions

Annual Report - Sharjah Foundation to Support Entrepreneurs "RUWAD"
Highlighting RUWAD's achievements throughout the year

Business Licenses Report (2022)
Providing a statistical and economic reference for data and indicators related to business licenses in Sharjah

"Made in Sharjah with Pride" magazine
Promoting the most important industries in Sharjah, in addition to the factories operating in them



Human Qualification

SEDD organized 347 training programs, including 134 one in cooperation with Sharjah Directorate of Human Resources. These programs were attended by 2,504 applicants from the Department resulting in reaching (94%) satisfaction rate towards the training services

offered. Also, the Department adopted the concept of the internal lecturer from the Department's employees who hold a certified trainer certificate, as the number of internal lecturers reached 37 lecturers, and the number of beneficiaries of the programs hit 722 employees.

347

Inhouse training program at the SEDD

94%

Satisfaction Rates regarding training services

Staff Development and Career Growth Through the "Coaching" Programs

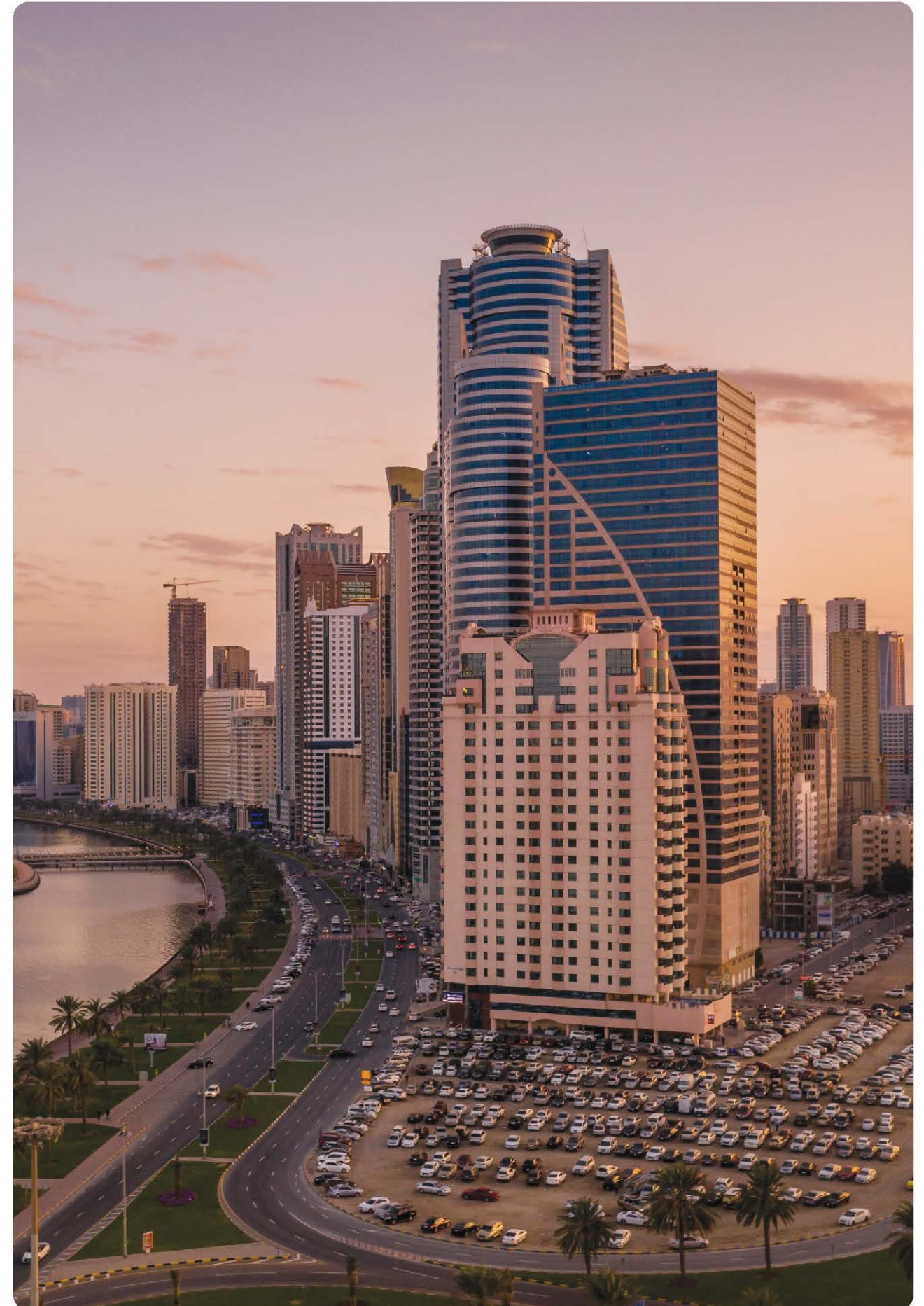
134

Training Program with the Sharjah Human Resources Department

2,504

Effective Participation within Inhouse Training Programs

Developing employees' talents throughout the participating in both the Fifth Shooting and the Chess Championships



Our Aspirations

We are pleased to present to the readers our economic achievements during 2023. Also, we pledge to continue our journey of giving and progress to attain our aspirations of:

- Improving indicators for issuing and renewing licenses in Sharjah.
- Intensifying promotional and marketing campaigns of our services.
- Seeking excellence in providing various services to customers through expanding outlets and channels.
- Looking for investment and commercial expansion of the emirate through intensifying participation in global economic forums.
- Working to raise job satisfaction rates by providing a stimulating and creative environment for employees.
- Developing employee's potential and talents by adopting modern and advanced courses and sessions.
- Cooperating with strategic partners in various economic sectors.
- Adopting efficient and effective global institutional systems and policies.
- Adhering to provide a strong and integrated economic information base that is considered one of the most reliable sources and references for information and statistical data in Sharjah.

