

DEWA Inclusive Journey People Of Determination Best Practices



Date : 20-11-2019





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Dubai Electricity & Water Authority

“Disability is in fact the inability to make progress and achievements. The achievements that people of determination have made in various spheres over the past years are proof that determination and strong will can do the impossible and encourage people to counter challenges and difficult circumstances while firmly achieving their goals”

**HH Sheikh Mohammed Bin Rashid Al Maktoum
Vice President, Prime Minister & Ruler of Dubai**

Disability ; local & global perspective



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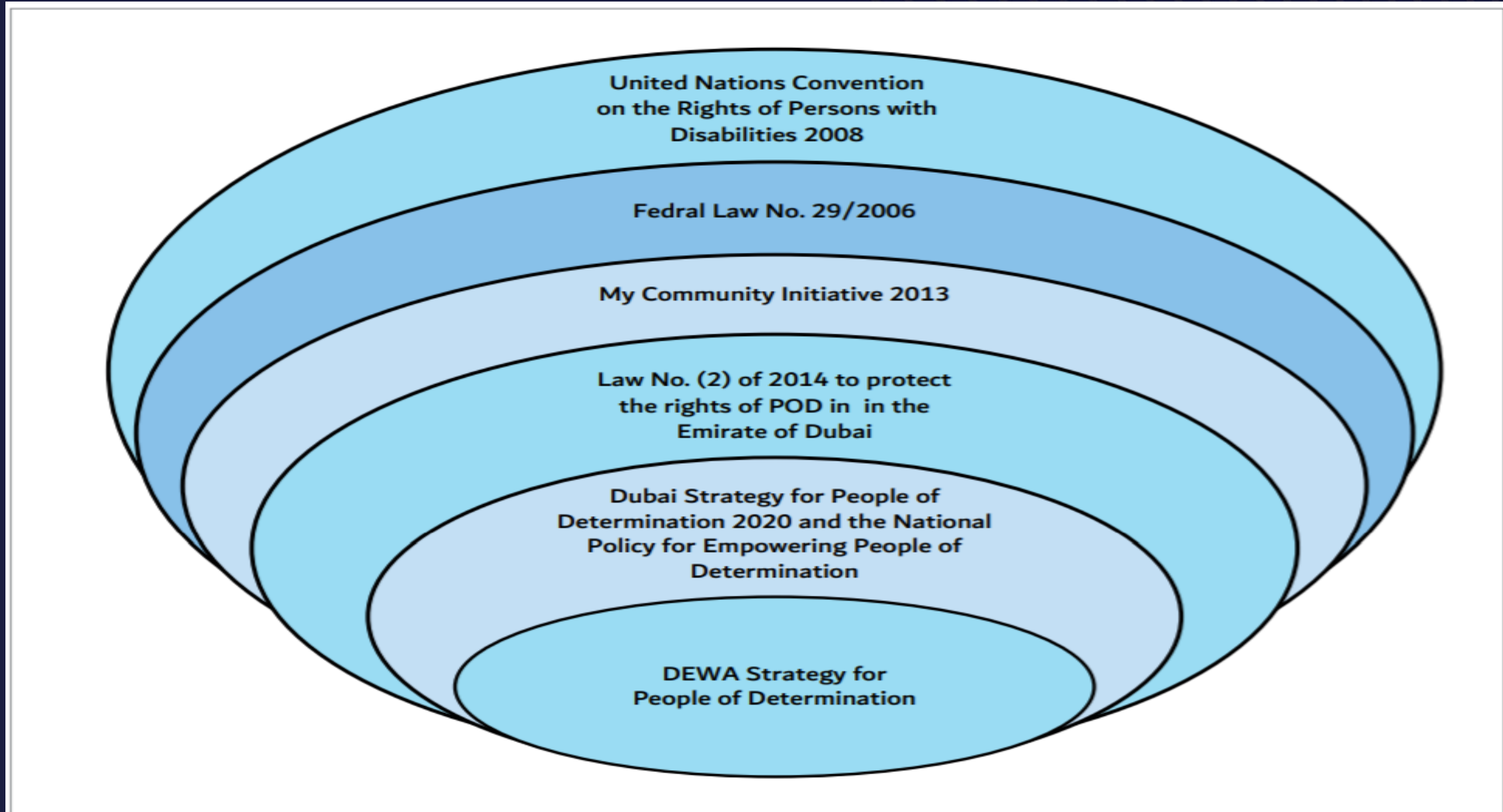
- According to the World Health Organization, 15% of the world's population have some form of disability.
- Globally, there is a major transformation with regard to POD inclusion and empowerment from charitable and medical models to social and human rights models.
- Internationally, there are evident differences in the percentages of unemployed POD and others in society.
- In 2006, The International Convention on the Rights of Persons with Disabilities was launched.
- The UAE was one of the first countries to sign the International Convention on the Rights of Persons with Disabilities in 2008.
- The UAE supported its commitment to the rights of the People of Determination for inclusion and empowerment through enacting Federal Law No. 29 of 2006 and amended by Law No. 14 of 2009.
- In 2014, the Government of Dubai issued Law No. 2 of 2014 Concerning the Protection of the Rights of Persons With Disabilities in the Emirate of Dubai.
- According to Dubai Disability Social Survey 2017, there are 64,060 People of Determination in the Emirate of Dubai, including 8,952 UAE nationals.



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POD Legislative framework in UAE & DEWA





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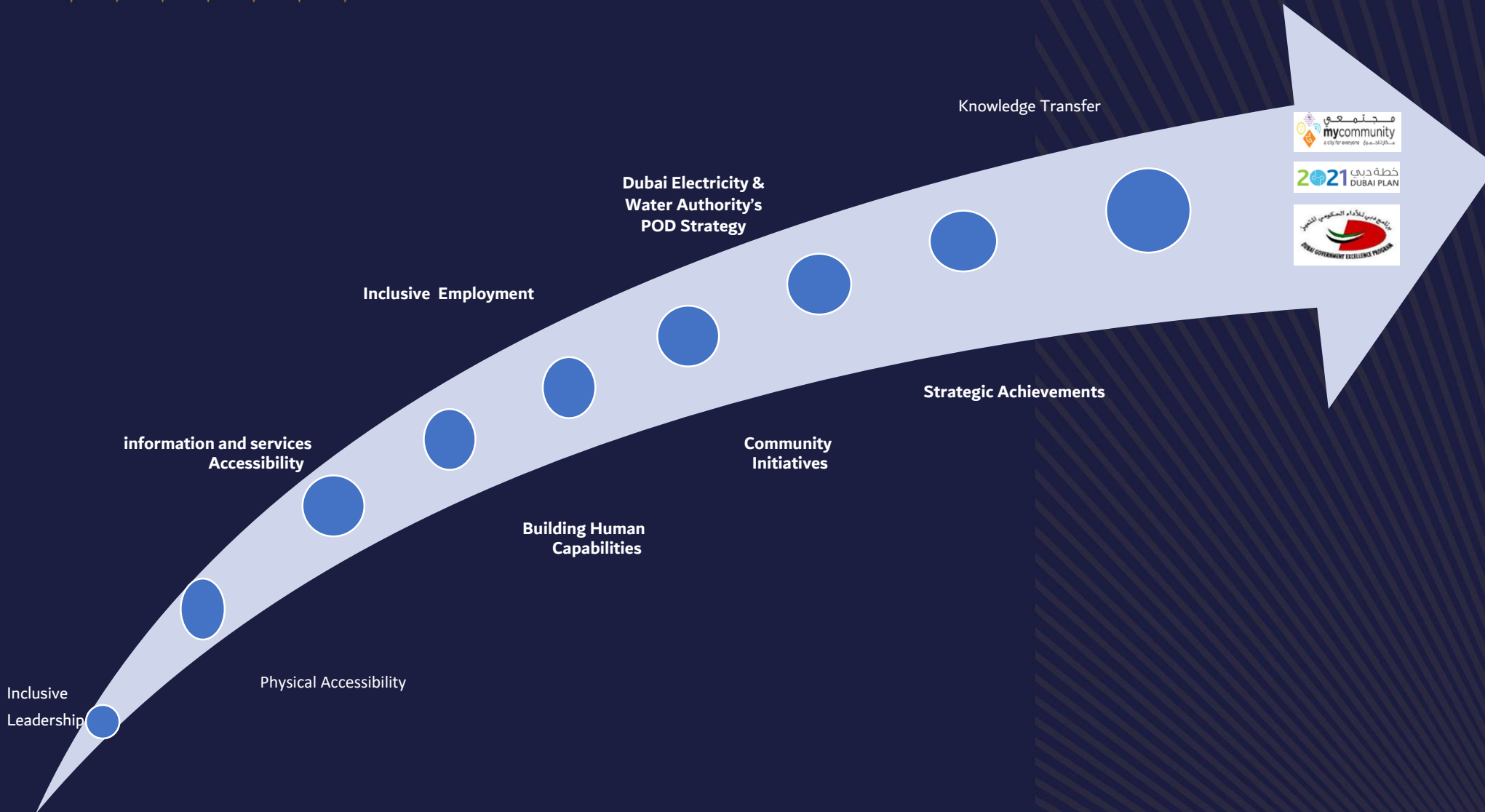
أفضل الممارسات العالمية في مجال دمج وتمكين أصحاب الهمم في بيئة العمل



DEWA's Journey of POD Inclusion and Empowerment as per international best practices



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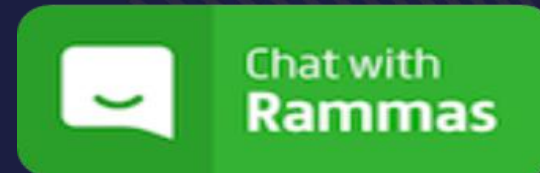
Dubai Electricity & Water Authority..
A continuous success story
for generations to come.



Absher Office



Sadiqi initiative



Achievements & Results



- DEWA's Advisory Council for People of Determination.
- More than 2600 of our employees are trained on disability etiquette
- More than 22 employees with certified diploma in sign language
- 100% is the accessibility rate of our buildings, facilities in accordance of Dubai Code
- 100% inclusive customers' experience
- 100% inclusive human resources policies and procedures
- There are 27 employees of determination
- 100% happiness rate of our POD employees
- Hiring a specialist for People of Determination.
- Accessible information and services via our happiness centres & digital services (Website & mobile App)
- 90.2 % is the happiness rate of POD customers
- 90,3 % is the happiness rate of Community of DEWA role as a disability friendly authority



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