



غرفة عجمان  
AJMAN CHAMBER

# Annual Report

التقرير السنوي  
2023

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## word The President

Ajman Chamber of Commerce and Industry continues its success and leadership story deriving its inspiring vision from the directives of our wise leadership, which has been able to transform the Emirate of Ajman into a powerful economic center, a home for international companies, and an exceptional destination for thousands of startups.

Today, we celebrate the achievements of a full year, during which Ajman Chamber was able to continue achieving its goals of strengthening the business sector system and contributing effectively to achieving economic growth.

During 2023, Ajman Chamber has established a distinctive imprint and remarkable presence at the local and global levels, as it has strengthened its relations with all federal and local government agencies and private sector institutions. It has also participated in local and international conferences, and developed a network of global economic relations that supports opportunities for expansion and business development and promotes the emirate as an ideal destination for investment.

In conclusion, I can only extend my thanks and appreciation to our partners in the process of success, and to all members of Ajman Chamber of Commerce and Industry; we promise to continue our efforts to support the business community in the emirate, improve the services we provide, and build a distinguished, sustainable, and exceptional business environment.



**His Excellency Abdullah Al Muwaiji**  
Chairman of the Board of Directors of Ajman  
Chamber of Commerce and Industry:



## word General Manager

Last year, 2023, was an exceptional year, during which Ajman Chamber of Commerce and Industry proceeded to achieve its strategic goals, which reflect the efforts of its sectors, management and employees, as it worked to enhance the system of digital services provided to members, while ensuring that they keep pace with the highest local and international standards.

Ajman Chamber believed that creating a stimulating business environment for institutions of all types, and activating their community participation would enhance their contribution to the economic development process in the Emirate of Ajman. Hence, it launched many innovative initiatives and new workshops; it played a pivotal role in representing the interests of members and leading their participation in the development process.

We still believe that success stories are built by teamwork under the umbrella of our wise leadership and our dear Emirate. Thus, we are pleased to place in your hands this report, which reflects flashes of the Chamber's efforts over the past year entitled Excellence.



**His Excellency Salem Al Suwaidi**  
Director General of Ajman Chamber of  
Commerce and Industry:

# Success leaders

## Leaders, thinkers, and visionaries

◆ His Excellency Abdullah bin Mohammed Al Muwaiji	Chairman of Board of Directors
◆ His Excellency Hamad bin Rashid Al Nuaimi	First Vice Chairman of the Board of Directors
◆ His Excellency Sheikh Sultan bin Saqr Al Nuaimi	Second Vice Chairman of the Board of Directors
◆ His Excellency Mohammed bin Abdullah Al-Hamrani	Member of the Board of Directors
◆ His Excellency Abdullah bin Saeed bin Humaid Al Nuaimi	Member of the Board of Directors
◆ Her Excellency Dr. Amna Khalifa Al Ali	Member of the Board of Directors
◆ His Excellency Mohammed bin Khalifa bin Salmeen Al-Eryani	Member of the Board of Directors
◆ His Excellency Yousef Muhammad Ali Al Nuaimi	Member of the Board of Directors
◆ His Excellency Maher Tarish Al-Alayl	Member of the Board of Directors
◆ His Excellency Marwan Hussein Muhammad Al-Shaali	Member of the Board of Directors
◆ Her Excellency Maryam Khalifa Al Nuaimi	Member of the Board of Directors
◆ His Excellency Mahmoud Othman Abu Al-Shawareb	Member of the Board of Directors







# STRATEGIC Goals

## Mission

Contribution to achieving the vision of Ajman in cooperation with our partners by supporting and caring for the interests of members and ensuring their success, creating a positive business environment to develop investment in trade and industry, and building a socially responsible business sector.

## Our strategic goals

- Supporting the continuity of the business sector in the Emirate of Ajman.
- Promoting investment opportunities and supporting members of the business community.
- Promoting social responsibility practices in the business sector.

## Our vision

A growing and sustainable society that keeps pace with the future.



# Economy in the Emirate of Ajman

The economy of the Emirate of Ajman is considered a strong economy, which has made the emirate a destination for investors and entrepreneurs from all over the world; it an icon for success stories in various fields.

In this report, we have allocated a window to introduce the most important products that the emirate exported last year, and the most prominent exporting countries from the Emirate of Ajman.

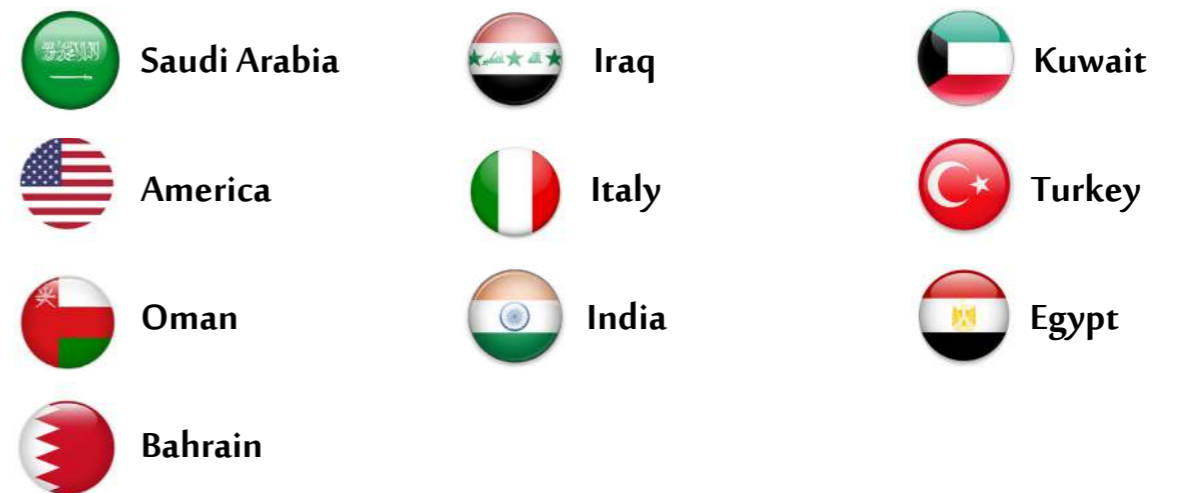
• **The most important products exported by the emirate in 2023:**

There are 10 main products and materials exported by the emirate in 2023, accounting for 79% of the total export products. Mineral fuels ranked first with 24%, then ships, boats and floating facilities with 15%, and tobacco and its substitutes ranked third with 11%.

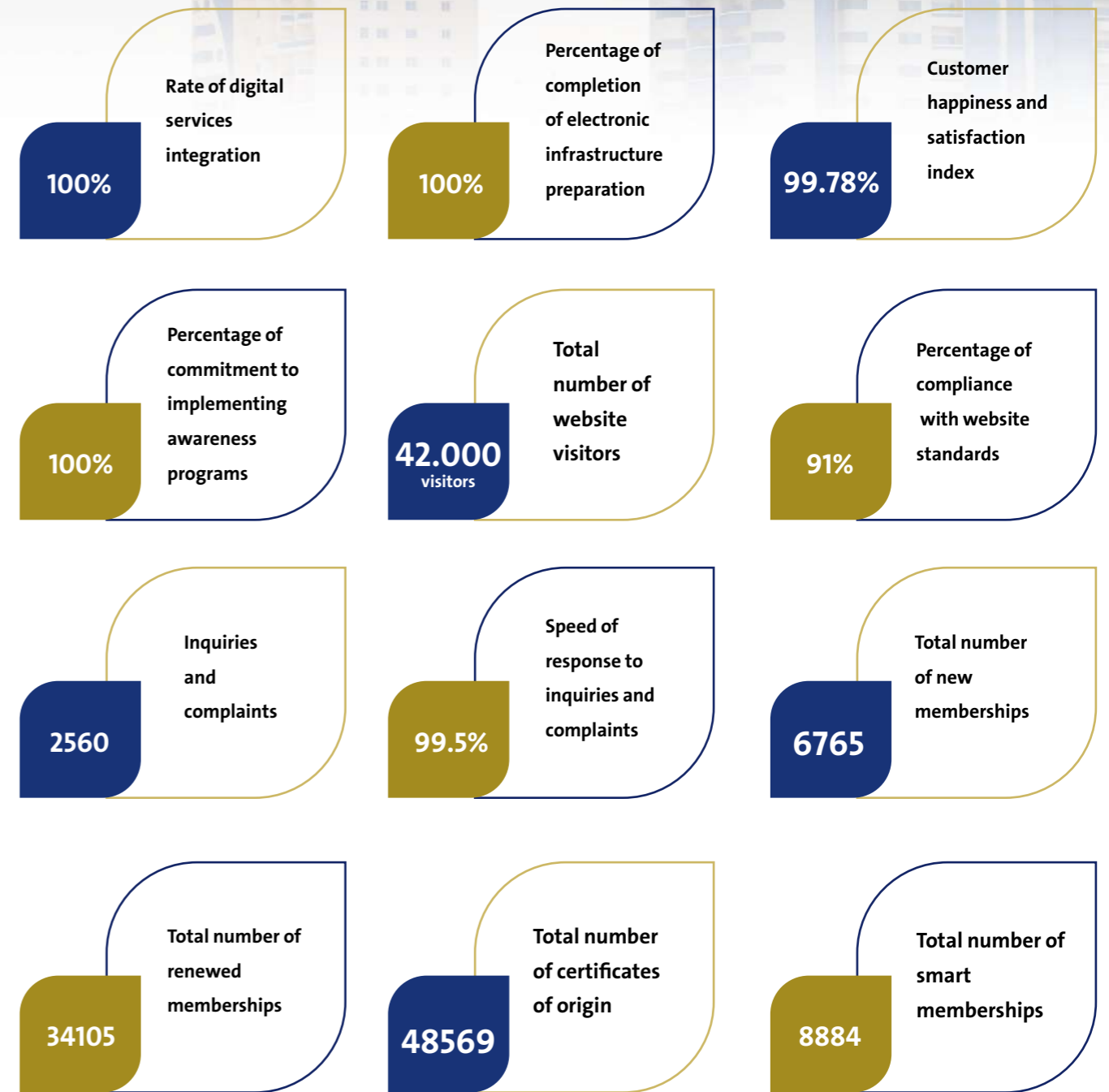
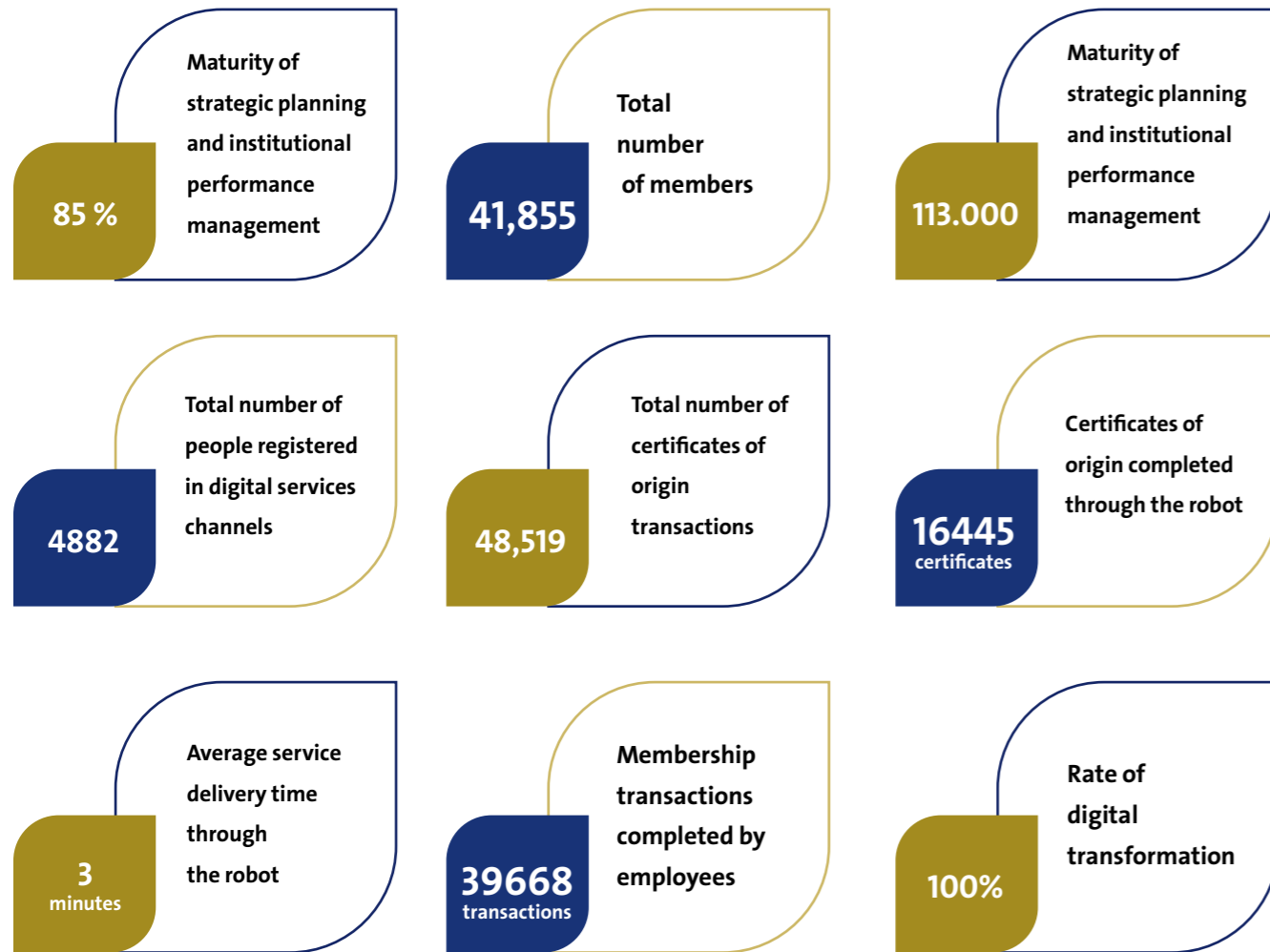


• **The most prominent exporting countries from the Emirate of Ajman during 2023:**

Ten countries were at the forefront of exporting countries, accounting for 57% of the total exporting countries, where Saudi Arabia ranked first with 14%, followed by Iraq with 11%, then Kuwait with 6%.



# Strategic numbers and statistics





# New Smart Services and Platforms



## Our Main Digital Services

Ajman Chamber continued to provide a package of integrated services to its members, characterized by ease, flexibility, efficiency and effectiveness; this helps in shortening the response time, and makes use of the technological development in its website and digital platforms, which are supervised by highly experienced employees.

Membership services for economic establishments

Certificates of origin and certifications

Legal services

Ajman Businesswomen Council services

Conciliation and arbitration services

### “Smart Market Researcher” service:

A distinguished service that aims to provide a comprehensive and documented database on commercial and industrial activities in the local market in support of business development, increasing productivity, and monitoring available investment opportunities.



### “Business Advisor” platform:

A platform based on artificial intelligence technologies, which helps business owners and investors develop their businesses, discover new foreign markets, and know a wide range of trade exchange statistics between UAE and countries of the world, in addition to providing a comprehensive database on private sector establishments by country.



### “Legal Advisor” service using artificial intelligence techniques:

A legal chatbot in Arabic that works as a comprehensive legal resource capable of providing comprehensive answers to users’ legal inquiries, relying on a huge database of laws and legislation with the aim of providing accurate answers.





## Constructive Agreements and Partnerships

Ajman Chamber of Commerce and Industry has enhanced its chances of success through a group of strategic agreements and partnerships, which have had a great impact in supporting members, enhancing the quality of services, in addition to benefiting from the benefits provided by government agencies, and enhancing the participation of companies and institutions in social responsibility initiatives.



Cooperation agreement with Ajman Markets Cooperative Society



A strategic partnership agreement with Ajman Finance during "GITEX 2023"

Signing a memorandum of understanding with Al-Ittihad Energy Services Company



Signing a cooperation agreement with "Ajman Customs" regarding the level of service



# International Awards and Certificates

The Chamber was keen to develop the institutional work system in accordance with the best international practices; thus during 2023, it obtained a number of international certificates in various fields, which had an important role in developing policies and procedures, and enhancing the success system, which are:

**Governance of organizations**  
**ISO 37000:2021**

**Procurement Sustainability”**  
**ISO 20400**

**Enterprise Risk Management”**  
**ISO 31000:2018**

# International Awards



Obtaining the International Award for Continuous Improvement within the Dubai Quality Group Awards for the “Future Makers” project, which aims to qualify young industrial entrepreneurs.



## Organizing Distinguished Events and Activities



The Ajman Chamber of Commerce and Industry did not neglect creating distinctive economic events and organizing events that formed a destination for local and international companies and institutions, contributed to supporting male and female entrepreneurs.



Organizing Ajman International Education and Training Exhibition with the

participation of more than 40 universities and higher education institutions





Organizing “Opportunities to Support the Industrial Sector” forum in cooperation with the Emirates Development Bank



Hosting the “Fingles of Gold” exhibition at Ajman Entrepreneurship Center



Organizing “Ajman Turkish Business Forum”



A joint meeting was held for the food working group with the participation of fish factories



Hosting the “Brazilian Coffee Week” forum



Organizing the “Al Freej Kiosks” exhibition





# Fruitful Local and International Contributions

During 2023, Ajman Chamber of Commerce and Industry participated in the most important local, Gulf, and international economic forums. It played an important role in presenting its research and studies in international forums. It was also known for the emirate's achievements in the economic field.



**Participation in the first Gulf-Egyptian Business Forum in Cairo**



**Participation in the Arab-German Economic Forum in Berlin**



**Participation in the International Chambers of Commerce conference in Geneva**





Participation within the official state delegation to visit France



Participation within the state delegation to visit Turkey



Participation in the activities of the “Saudi Food Show” exhibition in Riyadh



Participation in the first Gulf-Egyptian Business Forum in Cairo





Participation in the “Made in the Emirates” forum



Participation in the “Bridges of Charity” campaign



Participation in the activities of Ajman Real Estate Investment Exhibition



Participation in the 104th meeting of the Board of Directors of the Federation of Chambers of Commerce and Industry in the country



Participation in the Emirates Family Wealth and Global Investment Forum in Abu Dhabi







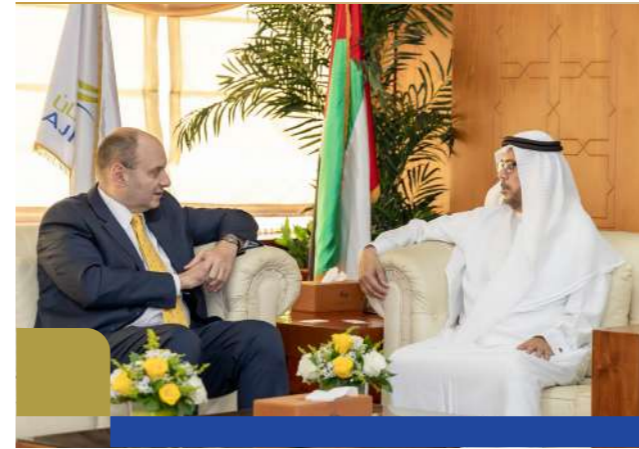
# Prospects For Cooperation and Future Opportunities



Discussing ways to facilitate the customer's journey with Ajman Port and Customs



Receiving a Chinese market delegation in Ajman to attract Chinese technology companies



Discussing ways of trade and investment cooperation with the delegation of the Bulgarian Embassy



Discussing ways to develop the emirate's economy with the Ajman Executive Council



Receiving a delegation from Fujairah Chamber and reviewing the most important initiatives and services



Exploring ways to link education to the economy in cooperation with Al-Madinah University



Receiving a delegation from the Italian-Czech Chamber of Commerce



Receiving a Russian delegation to discuss the participation of universities in Ajman Education and Training Exhibition



# Prospects For Cooperation and Future Opportunities



Receiving Etisalat Services Holding and discussing prospects for cooperation



Visit the Union for Water and Electricity and discuss opportunities to support members



Discussing opportunities for financing solutions for entrepreneurs with the local Al Mariah Bank



Strengthening trade and economic cooperation with the delegation of the Embassy of Pakistan



Receiving a Thai delegation to discuss opportunities for growth in medical tourism investments in Ajman



Discussing cooperation with Ajman Police in the field of social responsibility



Consolidating ways of cooperation with the Department of Economic Development to provide an economic and investment climate



Discussing ways of cooperation with Etihad Credit Insurance



Discussing private sector business growth opportunities with Ajman Bank



# Awareness Seminars and Workshops

Ajman Chamber of Commerce and Industry considered awareness to be part of success, so it worked to chart the path for hundreds of companies and institutions, through the workshops it provided,

which constituted a milestone in its success story during 2023, relying in providing these workshops and seminars on an elite group of experts with the competencies and skills.



“Steps to Building a Personal Brand” Workshop



A panel discussion entitled “Artificial Intelligence and its impact on the economy”



A legal workshop entitled “Corporate Tax” in cooperation with Al Tamimi and Associates



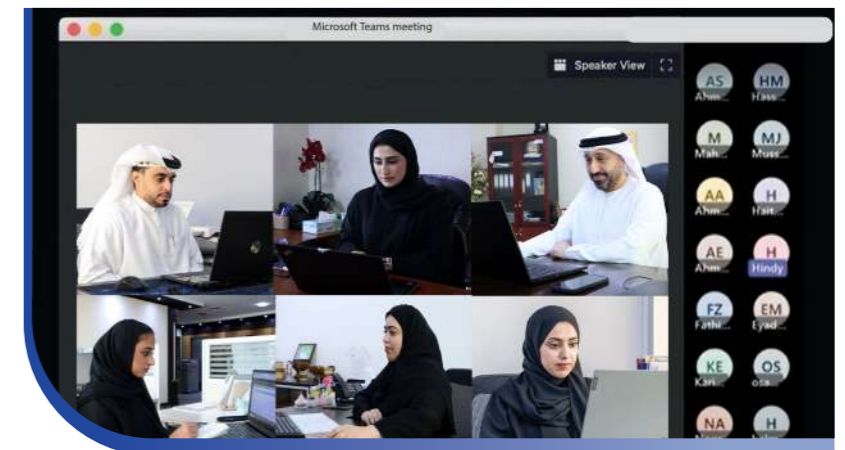
Organizing a “Digital Marketing” workshop in cooperation with Ajman Creative Center



Organizing a legal symposium to raise awareness of the provisions of work organization relations



Organizing a workshop on “Corporate Tax and Business” in cooperation with Ajman Finance







## Social Responsibility Initiatives

A clear community imprint, which reflected the bright image of Ajman Chamber and its full belief in the importance of community participation, through a series of workshops that benefited members and various segments of society, in addition to important initiatives and contributions worth more than AED 840 thousand.



“Medical examinations for workers” initiative



“Distribution of Iftar Meals for Fasting People” initiative for taxi drivers



Supporting the “Bridges of Charity” campaign to provide relief to the Syrian people



Supporting the Compassion for Gaza campaign to provide relief to the Palestinian people

# Legal Affairs Harvest



Efforts continued to assist members of Ajman Chamber of Commerce and Industry in all legal fields. The Legal Affairs Department provided a package of integrated services to its members, through a highly qualified and experienced teamwork, and also provided legal seminars and workshops to its members.

## The most important workshops and seminars:

### Commercial arbitration:

10	Total number of cases
3	Cases in progress
2	Cases under consideration before the authorities
5	Closed cases in which all procedures have been issued
2	Cases closed due to lack of jurisdiction

- “Corporate and business tax” workshop.
- “Legal frameworks for the use of artificial intelligence” session.
- “Laws regulating labor relations” seminar.
- “Branding” seminar.
- “Family business” seminar

### Commercial mediation:

84	Total number of cases
38	Total number of cases in which a solution that satisfies both parties was reached
17	Total number of cases in which a solution that satisfies both parties was not reached
2	Total number of cases in which membership was suspended
7	Cases closed due to lack of review by the plaintiff
2	Cases closed due to lack of jurisdiction
1	Cases closed for non-completion of fees
17	Total number of ongoing cases

### Commercial arbitration:

25	Contracts Reviewed
29	Providing Legal Opinions on Local and Federal Legislation
21	Reviewed Agreements Requests
2	Bylaws Updating





# Ajman Business Women Council

Ajman Business women Council continued to encourage and support women with the aim of entering the labor market, supporting their initiatives, investments, and projects, and adopting their ideas and motivating them to enter the fields of self-employment inside and outside the country. Thus, the Council issued 91 start-up licenses during the past year.

The Council organized a number of initiatives, workshops and training courses, and also signed a number of agreements that contributed to achieving these visions and goals.



## Number of members during 2023:



## The most important initiatives during 2023 :

- Rufoof Initiative
- Ryuki Initiative
- Sports platform
- Business clinic
- Beneficiaries: 141**

## Activities and events of 2023:

- Red Fort Crafts Festival
- Ramadan Council
- “The economic role of the family” Session
- “Entrepreneurs’ Aspirations for Projects in the Emirate of Ajman” Session
- Emirati Women’s Day celebration event titled “Sharing for Tomorrow”
- Pink October Event
- Red Fort Crafts Festival



# Conclusion

The Ajman Chamber of Commerce and Industry continues to support and protect the interests of the business community in the Emirate of Ajman.

It will make every effort to support the development process, and strengthen its strategic partnerships with chambers of commerce and various governmental and private entities and institutions, inside and outside the country, in order to achieve its goals.

We hope that we have succeeded in completing this report, and that it will be an important reference for decision-makers in our dear emirate.





