

# Global Emergency & Crisis Management Summit

## Abu Dhabi 2025

## Guest Guide



القمة العالمية لإدارة الطوارئ والأزمات  
World Crisis & Emergency Management Summit  
أبوظبي 2025



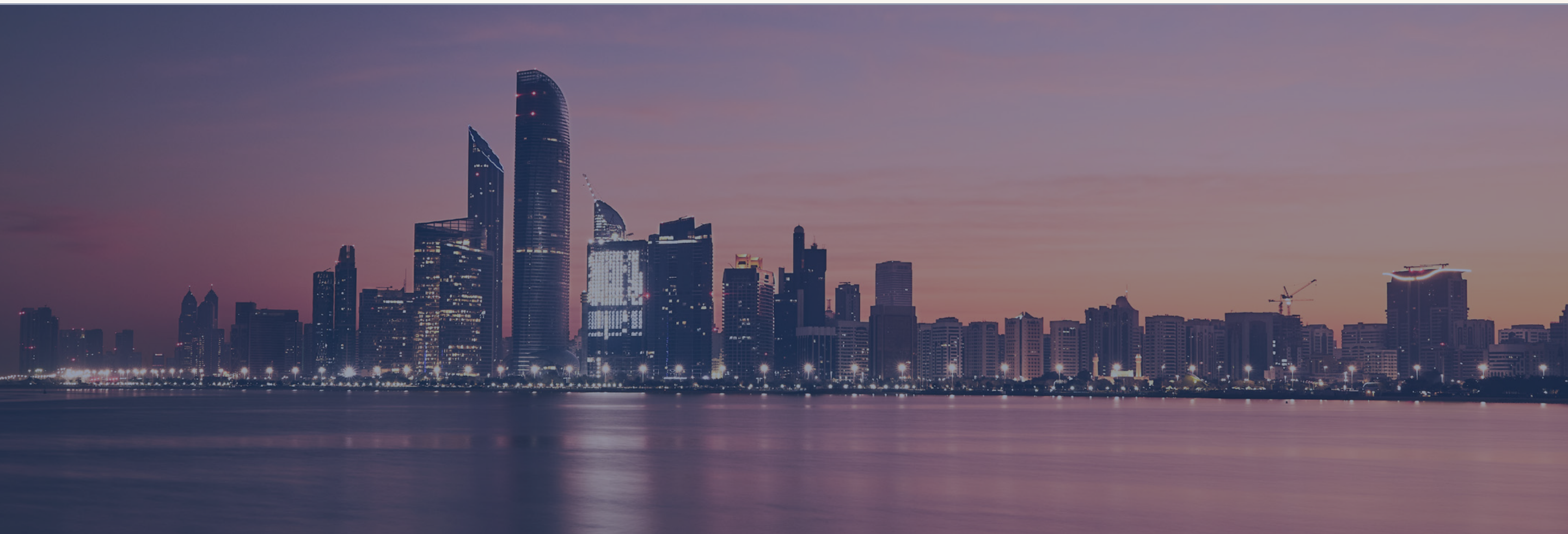
الإمارات العربية المتحدة  
UNITED ARAB EMIRATES  
المجلس الأعلى للأمن الوطني  
THE SUPREME COUNCIL FOR NATIONAL SECURITY  
المهينة الوطنية لإدارة الطوارئ والأزمات والكوارث  
National Emergency Crisis and Disaster Management Authority

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# Introduction

We welcome you to the United Arab Emirates and are honored by your participation in the World Summit on Emergency, Crisis and Disaster Management in the United Arab Emirates, which will be held in the Emirate of Abu Dhabi. To ensure your comfort and to ensure the provision of all necessary information, a guest guide has been prepared. It includes important information about the UAE, an overview of the Emirate of Abu Dhabi, and key information related to the summit. It also includes an overview of the most important Emirati customs and traditions, as well as the most important laws that visitors should be aware of.





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## About **the National Emergency** Crisis, & Disaster Management Authority (NCEMA)

The establishment of the National Emergency, Crisis and Disaster Management Authority (NCEMA) was announced on May 2007 ,14, within the organizational structure of the Supreme Council for National Security, pursuant to Federal Decree-Law No. (2) of 2011. This announcement was made in response to the wise leadership's commitment to ensuring the safety of the lives of citizens and residents of the country and to preserving its assets and property.

The NCEMA operates under the umbrella and oversight of the Supreme Council for National Security, aiming to achieve the state's policy regarding the necessary procedures for managing emergencies, crises, and disasters. The NCEMA is the primary national entity responsible for coordinating and establishing standards, regulations, and bylaws related to emergency, crisis, and disaster management, and for developing a unified national plan for responding to emergencies. It is also responsible for developing and standardizing the maintenance

of laws, policies, and procedures related to emergency, crisis, and disaster management at the national level. The Authority oversees the development of response capabilities by proposing, coordinating, and periodically updating programs among relevant authorities at the local and national levels. It also participates in preparing and periodically updating the national and local risk and threat register in cooperation and coordination with relevant authorities.

The Authority also coordinates the roles of relevant government agencies in the event of emergencies, crises, or disasters. It participates in preparing and coordinating the necessary emergency plans for vital facilities and infrastructure in the country and follows up on their implementation in cooperation and coordination with relevant government agencies.

The Authority is working to prepare the necessary scientific studies and research by establishing an information and resources center related to emergencies, crises, and disasters, predicting their occurrence and how to deal with them, in coordination with relevant authorities. It also prepares, coordinates, and implements emergency, crisis, and disaster management exercises in coordination with relevant authorities and follows up on their implementation.



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## About **The Global Emergency** & Crisis Management Summit

Under the generous patronage of His Highness Sheikh Tahnoun bin Zayed Al Nahyan, Deputy Ruler of Abu Dhabi and National Security Advisor, the Authority is organizing the eighth edition of the World Emergency and Crisis Management Summit 2025 under the theme «Together Towards Building Global Resilience.» The summit will be held from April 8 to 2025 ,9, at the Abu Dhabi National Exhibition Centre (ADNEC) in Abu Dhabi.

The World Emergency and Crisis Management Summit 2025 is the pioneering initiative of its kind in the Middle East in the field of emergency, crisis, and disaster management and one of the most important specialized summits globally. This underscores the role played by the United Arab Emirates, as one of the most advanced countries in enhancing preparedness and response to all types of emergencies and crises.

The summit aims to:

1. Create a global platform to enhance partnerships and international cooperation, exchange expertise in the field of emergency, crisis, and disaster management, and discuss key global challenges and trends.
2. Establish the concept of resilience by showcasing global best practices in emergency, crisis, and disaster management.
3. Anticipating and predicting future risks and developments with the aim of enhancing the global response to cross-border crises and emergencies through a harmonious international collaborative approach.
4. Enhancing the country's reputation and highlighting national capabilities, specialized personnel, and the unique Emirati model of emergency, crisis, and disaster management.

The summit also seeks to advance the status of emergency, crisis, and disaster management in the UAE in particular and globally in general. The primary purpose of holding it is to enable participants to gain in-depth insights and experiences, particularly regarding coordination of work and crisis management, on the one hand, and to raise awareness and knowledge about the need for a coordinated approach to all aspects of emergency, crisis, and disaster management, on the other. It also contributes to providing an opportunity for local and national institutions to benefit from the experiences and expertise coming from the rest of the world, while also providing these institutions with the opportunity to present and discuss their ideas with international experts.

The summit provides an opportunity to meet local and international emergency management experts and specialists, representatives from government agencies, international organizations, and the armed forces, as well as ambassadors, consuls, and representatives of major companies in this field.

## **NCEMA Leadership Team**



**H.E. Ali Saeed Al Neyadi**  
Chairman of NCEMA.



**H.E. Ali Rashid Al Neyadi**  
Director-General of NCEMA.



**H.E Saif Mohammed Arhama Al Shamsi**  
Deputy Director-General of NCEMA.

# Agenda

**of the World Summit  
on Emergency & Crisis  
Management**



Click on the link to download



**[www.wcems.ae](http://www.wcems.ae)**

# Guest Reception at the Airport

To ensure a seamless and distinguished arrival experience, NCEMA has arranged for a dedicated team to receive and assist guests upon arrival at UAE airports. This team will facilitate all immigration and entry procedures for summit attendees.

## **Airport Reception Procedures:**

### **1. Official Welcome:**

NCEMA's protocol team will be present at UAE airports to receive guests upon arrival.

### **2. Expedited Immigration & Customs Clearance:**

Guests will benefit from fast-track entry lanes to facilitate smooth arrival procedures.

### **3. VIP Lounge Access:**

Attendees will have access to an exclusive VIP lounge while necessary arrival procedures are completed.

### **4. Guidance & Assistance:**

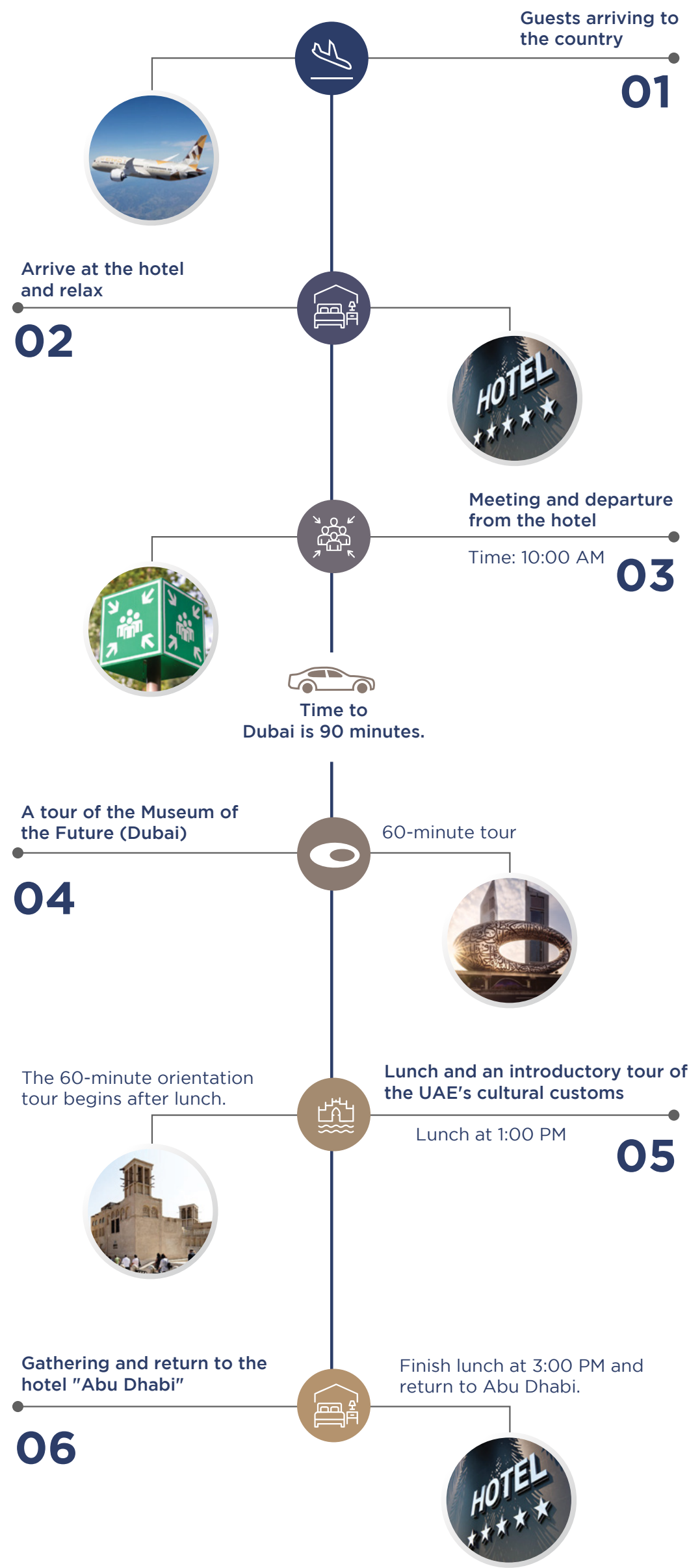
The protocol team will be available to provide any necessary information or assistance.

## Guest Journey Overview

- April 2025 ,7: Cultural Tour (Confirmation required)
- April 2025 ,8: Summit Opening & Main Events
- April 2025 ,8: Gala Dinner
- April 2025 ,9: Summit Day 2 & Final Sessions

**Note:** A detailed itinerary will be provided, outlining the complete schedule and logistical arrangements.

Guest Journey - First Day of Arrival  
06-07 April 2025



Day One  
Activities

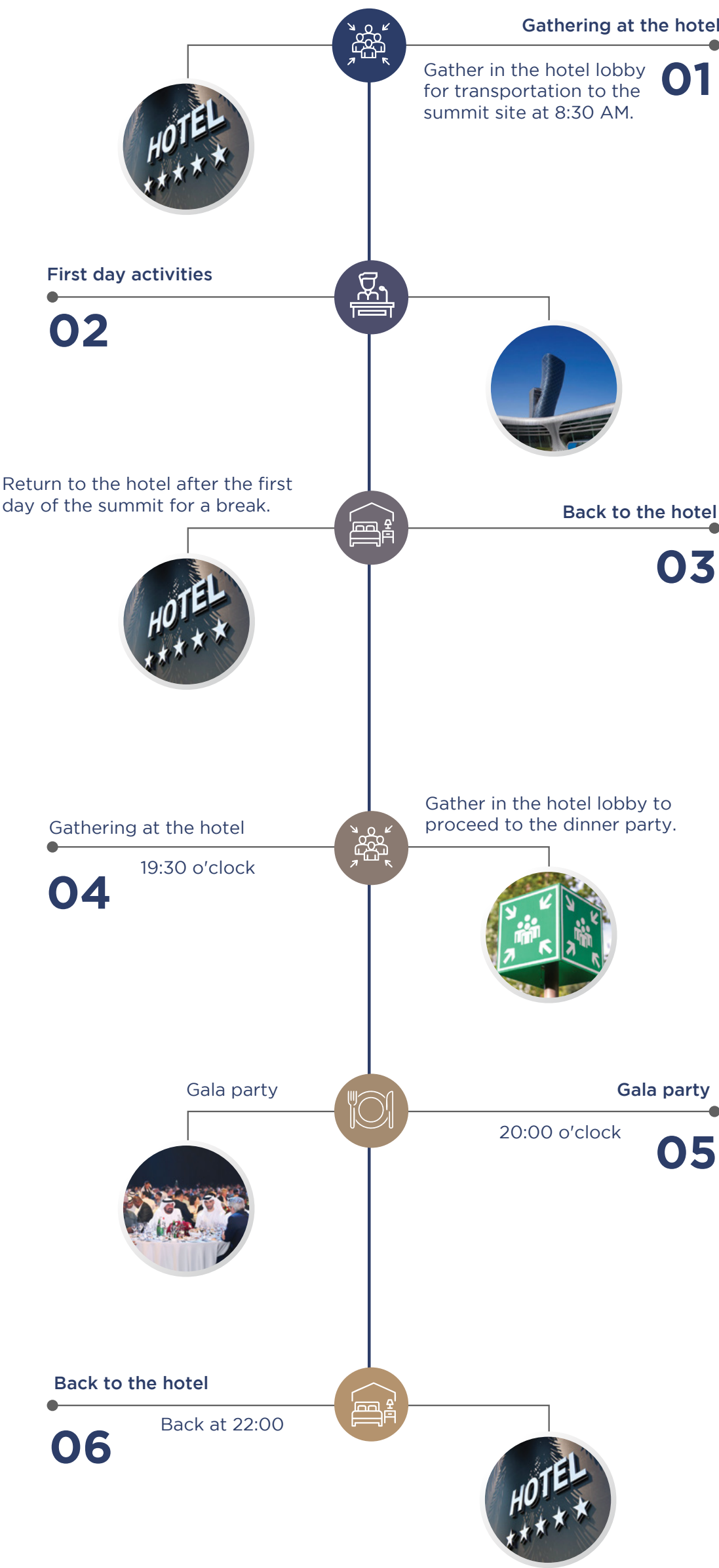
**01** Museum of the Future, (Dubai)



**02** Mohammed bin Rashid Al Maktoum  
Centre for Cultural Diversity (Dubai)



Guest Journey - Second Day  
08 April 2025



Day two  
Activities

**01** National Exhibition Centre - ADNEC



**02** Gala Dinner



# Guest Journey - Third Day

## 09-10 April 2025



Day three  
Activities

**01** National Exhibition Centre - ADNEC



**02** Airport for departure



# Accompanying Exhibitions

## at the Summit

During the summit, a series of specialized exhibitions will be held, showcasing the latest advancements and solutions in crisis management and emergency response.

### Crisis Management Technology Exhibition



**Location:** Abu Dhabi National Exhibition Centre ADNEC



**Time:** 09:00 AM – 02:00 PM

The Crisis Management Technology Exhibition will be held alongside the World Summit on Emergency and Crisis Management 2025, aiming to strengthen collaboration between government and private sectors while displaying the most advanced crisis management solutions.

The exhibition will serve as a platform for knowledge exchange, raising awareness about emergency preparedness and encouraging innovation by highlighting groundbreaking projects. Additionally, it will offer investment opportunities that contribute to developing the crisis management sector and enhancing response efficiency. The exhibition also reinforces the reputation of the UAE as a global leader in this critical field.

#### Targeted Participants for the Crisis Management Technology Exhibition:

- UAE-based private sector companies
- International crisis management companies
- Government agencies involved in emergency and crisis management
- Research institutions and academic centers
- Companies specializing in emergency response technologies

## Awareness & Preparedness Exhibition

 **Location:** Abu Dhabi National Exhibition Centre (ADNEC)

 **Time:** 09:00 AM – 02:00 PM

 **Target Audience:** Foundation and middle school students

Under the theme «Prepared Generation, Safer Future». This exhibition is dedicated to equipping the next generation with the skills necessary to respond effectively to crises and emergencies. The event focuses on enhancing students' preparedness for future challenges through interactive educational experiences.

The exhibition will feature various engaging activities, including interactive workshops and training sessions designed to foster critical thinking and decision-making skills in times of crisis. Additionally, live simulations will provide students with a deeper understanding of emergency response principles.



## **Gala Dinner**

A dinner will be held alongside the summit activities on the evening of April 2025 ,8, at 20:00, at Erth Hotel. The agenda will be shared later, and guest coordination will be arranged accordingly.

### **Key Information:**

- **Transportation:** The National Emergency, Crisis, and Disaster Management Authority (NCEMA) will provide round-trip transportation for attendees.
- **Special Meal Requests:** Guests with dietary preferences should inform the event coordinator in advance.





## Tourist Journey

As part of the summit's accompanying events, a tour will be organized for guests and speakers on April 2025 ,7. Through this trip, we seek to introduce guests to the most important cultural sites in the United Arab Emirates. This trip represents a unique opportunity for summit guests to discover the cultural and innovative aspects of the UAE, as it combines human values and tolerance, future vision and innovation, and the national identity of the United Arab Emirates. We look forward to providing our esteemed guests with an unforgettable experience during their visit to the most prominent key stations, which are:



## **Museum of the Future – Dubai**

One of the most innovative landmarks globally, showcasing advancements in AI, space exploration, and sustainability. Participants will have an immersive experience discovering futuristic global innovations.



## **Mohammed Bin Rashid Center for Cultural Understanding – Dubai**

A hub dedicated to fostering cultural understanding and interaction with the local community. Visitors will explore Emirati traditions, participate in cultural discussions, and experience authentic Arabian hospitality.

### **Additional Information:**

- **Transportation:** NCEMA will provide dedicated shuttle services for guests.
- **Meals:** Lunch will be arranged for all participants.
- **Special Meal Requests:** Guests with dietary preferences should notify the event coordinator in advance.
- **Arrival Time:** Guests are expected to arrive at the designated meeting point 15 minutes prior to departure. A protocol team member will be available in the hotel lobby to assist.



## **Official Attire** for Attending the Summit and Associated Events

The formal attire for guests attending summits and conferences depends on the nature of the event and the protocol followed, whether they are from the military or civilian sectors. The following are general recommendations for formal attire when attending the Global Summit for Emergency and Crisis Management and its accompanying events, categorized as follows:

Formal attire for the main event during the summit sessions:

### **Military and Security Corps:**

It is preferable for representatives of military and security agencies to attend in the official military uniform of their country, in accordance with established protocols.

### **Diplomatic Corps and Government Officials:**

Representatives of countries and government officials may wear their country's traditional national attire if it is customary for formal occasions.

**Formal Business Attire:** A dark formal suit with a tie is recommended, especially for participants from countries that do not follow traditional formal attire.

### **Representatives of international bodies and organizations:**

It is preferable to wear the formal attire followed by their institutions, whether a formal suit or a uniform representing their organization.

### **Dinner Attire:**

The official or traditional national dress of the guest's country.

### **Sightseeing Attire:**

According to the guest's discretion, keeping in mind modesty, as the tour includes formal and public places.

### **Note:**

**Women:** Formal dress or a modest business suit that matches the formal nature of the event.

**It is important to respect local culture by choosing formal and modest clothing when attending events in the country.**

# General Information for Guests about the United Arab Emirates

## 1. Overview of the United Arab Emirates



**Geographical Location:** The UAE is located in the Arabian Gulf and consists of seven emirates: (Abu Dhabi, Dubai, Sharjah, Ajman, Umm Al Quwain, Ras Al Khaimah, and Fujairah).

- **Capital:** Abu Dhabi.
- **Official Language:** Arabic (English is widely used).
- **Government System:** A federal system composed of seven emirates, each governed by its own ruler.

## Additional Information about the UAE:



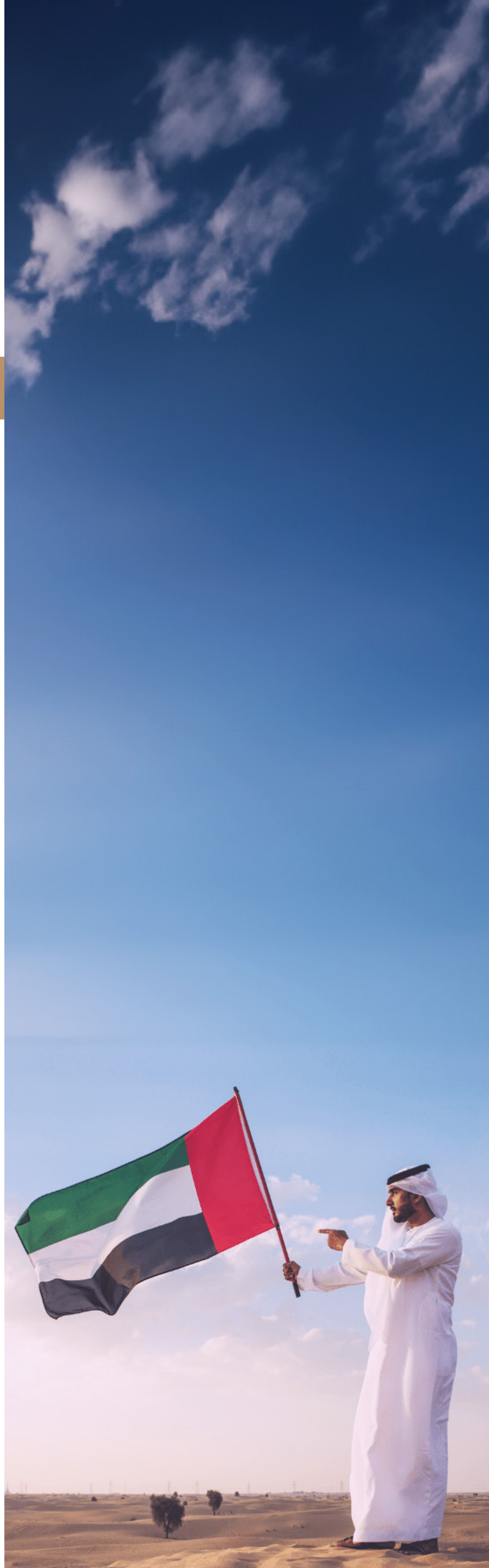
### Emergency Numbers:

- Police: 999
- Ambulance: 998
- Civil Defense: 997



### Climate and Weather

- The climate is desert, with hot summers and mild winters.
- Average temperatures:  
Summer (May–September): °45–38C.  
Winter (October–April): °28–18C.



### **Time Zone:**

- Gulf Time (GMT 4+)
- Weekend: Saturday and Sunday

### **Opening Hours:**

- Government agencies: Monday to Thursday, 7:30 AM to 3:30 PM / Friday, 8:00 AM to 12:00 PM
- Private sector: Monday to Friday, 9:00 AM to 6:00 PM
- Shopping malls, shopping centers, and retail outlets: Generally open daily, 10:00 AM to 10:00 PM on weekdays, and 10:00 AM to 12:00 AM on weekends

### **Currency and Exchange:**

- Currency: UAE Dirham (AED).
- Exchange rate: 3.67 AED = 1 USD (fixed).
- Exchange services: Available at airports, hotels, malls, and various locations.
- ATMs accept international cards, but it is advisable to carry some local cash for smaller locations.

### **Tipping System:**

- It's entirely up to the individual to offer a tip for any service provided, as there are no specific rules or laws regarding tipping in the UAE.

### **Value Added Tax and the Tourist Tax Refund Scheme:**

- The UAE implemented VAT on January 2018 ,1. It is an indirect tax at a rate of %5. Tourists and visitors to the UAE are required to pay VAT on their purchases while in the country. However, tourists can claim it back upon leaving the country through an integrated electronic system that connects all UAE ports of entry and exit with all retail outlets and shops registered in the VAT Refund Scheme for Tourists.

- The Federal Tax Authority in the UAE provides an electronic VAT refund service to enable tourists to claim VAT upon leaving the country. This service is available in partnership with Planet. Note: Tourists receive %85 of the total VAT they pay, with a deduction of AED 4.80 for each «Tax Free» tag.



### **Transportation:**

- Taxis, public buses, and ride-hailing apps (Uber, Careem) are available.



### **Communication:**

- Local SIM cards are available at airports, call centers, and retail stores.



### **Healthcare:**

- World-class hospitals and medical centers operate 7/24 throughout the country.



## 2. Abu Dhabi – The Capital of the UAE

### Overview of Abu Dhabi

Abu Dhabi is the capital and largest emirate of the United Arab Emirates. It is the political and economic capital of the UAE, comprising approximately %87 of the country's total area. The emirate is distinguished by its political, economic, and cultural standing, housing the headquarters of the federal government, the Presidential Palace, and many global economic institutions. It boasts a sophisticated infrastructure, unique landmarks, and is a major business and cultural center in the region.

The capital of the UAE, Abu Dhabi, was named after a small gazelle who led a lost tribe to fresh water on an island with no more than 300 palm frond huts (barasti), a few coral buildings, and the ruler's fort. This simple island has transformed and developed over time, becoming the modern, cosmopolitan city of Abu Dhabi and the high-rise capital of the UAE. This magnificent archipelago blends ancient history, rich culture, a rich heritage, stunning nature, beautiful beaches, sophisticated luxury, amazing wildlife, family adventures, world-class shopping, renowned golf courses, and a uniquely welcoming atmosphere.



## **Additional Information about Abu Dhabi:**

- The emirate consists of the main city of Abu Dhabi and its surrounding islands, as well as Al Ain and the western region of Al Dhafra.
- Abu Dhabi is one of the richest cities in the world due to its vast oil and gas reserves, holding approximately 9% of global oil reserves.
- Beyond oil, the emirate focuses on economic diversification, investing in sectors such as tourism, renewable energy, and financial services.
- Abu Dhabi is home to the Abu Dhabi Global Market (ADGM) and Masdar City, one of the most sustainable cities in the world.
- Located on the Arabian Gulf, Abu Dhabi is the largest of the seven emirates, covering an area of approximately 67,340 square kilometers.
- The emirate has a diverse population, representing various nationalities that contribute to a culture of tolerance and coexistence.



## Major Shopping Centers in Abu Dhabi

Abu Dhabi boasts a variety of luxurious shopping centers, offering an exclusive retail experience with international brands, fine dining, and entertainment facilities suitable for all visitors. These malls provide a comprehensive shopping experience, allowing guests to enjoy retail therapy, gourmet dining, and leisure activities throughout the year.

### Yas Mall

- **Location:** Yas Island
- **Highlights:** The largest shopping mall in Abu Dhabi, featuring over 400 stores, world-class dining, a massive cinema complex, and direct access to Ferrari World Abu Dhabi.

### Marina Mall

- **Location:** Near Abu Dhabi Corniche
- **Highlights:** A popular shopping destination with a diverse range of retail stores, cinemas, entertainment zones, and restaurants offering stunning sea views.

### The Galleria Mall – Al Maryah Island

- **Location:** Al Maryah Island
- **Highlights:** A luxury shopping destination featuring high-end brands such as Louis Vuitton and Chanel, along with fine dining restaurants and scenic waterfront views.



### **Reem Mall**

- **Location:** Reem Island
- **Highlights:** Featuring the largest indoor entertainment city in the Middle East, along with a wide selection of retail outlets and dining options.

### **Deerfields Mall**

- **Location:** Al Bahia, Abu Dhabi
- **Highlights:** A family-friendly shopping hub offering a wide range of retail stores, restaurants, and dedicated entertainment areas for children.

### **Al Wahda Mall**

- **Location:** Hazza Bin Zayed Street, Central Abu Dhabi
- **Features:** A comprehensive shopping destination featuring local and international stores, diverse dining options, and family-friendly entertainment facilities.

### **Abu Dhabi Mall**

- **Location:** Al Zahiyah area (near Beach Rotana Hotel)
- **Features:** One of Abu Dhabi's oldest and most renowned malls, offering over 200 stores, a variety of restaurants, and a cinema complex.

## Key Tourist and Cultural Attractions in Abu Dhabi

**Qasr Al Watan:** The Presidential Palace and a symbol of the UAE's heritage and governance. Visitors can explore the library, exhibitions, and palace gardens.

**Ferrari World:** A Ferrari-branded theme park located on Yas Island, home to the world's fastest roller coaster and the world's tallest non-inverting loop.

Features over 40 rides and attractions, offering thrilling experiences inspired by Ferrari's legacy.

**Manarat Al Saadiyat:** Opened in 2009, this venue has hosted diverse art exhibitions and cultural programs, making it a major hub for the arts.

**Louvre Abu Dhabi:** showcasing a vast collection of masterpieces and temporary exhibitions from different civilizations.





**Sheikh Zayed Grand Mosque:** An architectural masterpiece and one of the largest mosques in the world, featuring intricate designs and a tranquil atmosphere.

**Abrahamic Family House:** A unique interfaith complex housing a mosque, church, and synagogue, providing a space for dialogue, learning, and religious practices.

Includes Imam Al-Tayeb Mosque, St. Francis Church, and Moses Ben Maimon Synagogue, fostering a culture of religious coexistence.

**Yas Marina Circuit:** Home to the Formula 1 Etihad Airways Abu Dhabi Grand Prix, offering exclusive tours, driving experiences, and waterfront dining.

**Saadiyat Island Beaches:** Pristine white sand beaches with exclusive beach clubs and luxurious resorts, ideal for relaxation and leisure.

**Emirates Palace Hotel:** A luxurious landmark, renowned for its opulent architecture, fine dining experiences, and private beach.

**Jubail Mangrove Park:** A tranquil nature reserve, perfect for kayaking and walking along wooden pathways through lush mangroves.

**Sir Bani Yas Island:** A wildlife sanctuary, offering luxury retreats, safari experiences, and outdoor activities such as kayaking and historical site visits.

# Cultural Considerations & Practices in the United Arab Emirates

Visitors to the UAE are encouraged to be aware of local customs and traditions to ensure a respectful and enjoyable experience. Below are key cultural aspects to keep in mind:

## 1. Greetings:

- Handshaking with the right hand is the customary way to greet men. The traditional greeting is “As-salamu alaykum” with the response “Wa alaykum as-salam”.
- Wait for women to extend their hand first before offering a handshake.
- Using formal titles such as “Your Excellency,” “Your Highness,” or “Sheikh” is recommended when addressing officials.
- Emirati men often greet each other with “Mulfaha” (nose-to-nose greeting).
- Avoid excessive physical gestures, touching someone’s head, or prolonged physical contact.

## 2. Respect for Elders:

- Standing when greeting elders and high-ranking officials is a sign of respect.

## 3. Communication Style:

- Maintain a polite and formal tone.
- Avoid heated debates, loud arguments, or excessive public displays of affection.

#### **4. Dining Etiquette & Hospitality:**

- Serving Arabic coffee and dates is a traditional Emirati gesture of hospitality, often offered at meetings and social gatherings.
- Accepting coffee or tea with the right hand is a sign of respect.
- It is customary to wait for the host to begin eating before starting a meal.
- When eating in a traditional Majlis setting, use the right hand for food.
- If sharing a communal dish, avoid using the left hand for eating.

#### **5. Prayer Times:**

- Be mindful of interruptions during the call to prayer (Adhan).

#### **6. Modest and Appropriate Dress Code:**

- It is advisable to wear modest clothing in public spaces.
- Men should avoid overly short shorts, and women should refrain from wearing revealing clothing.

#### **7. Gifts and Social Etiquette:**

- Offering gifts is a welcomed tradition, but they should not contain alcohol or pork products.
- Avoid personal gift exchanges between men and women, unless in a formal setting.
- Luxury gifts are a sign of respect and appreciation, especially when given to high-ranking individuals.

#### **Team Contact Information:**

1. Mr. Yousef Al Mansoori: + 971508114131
2. Mr. Mansour Al Shehhi: + 971505300231
3. Mr. Hassan Al Yamahi: + 971509659969

**Thank You**  
for your time and attention