

## Media Message

### Infrastructure

The department aims to develop comprehensive infrastructure, achieve connectivity between infrastructure elements and residential communities, and realize balanced urban development in the construction and building sector.

### Health & Environment

Preserving the health of citizens and residents is a priority, and efforts are intensified to protect the environment, maintain its precious resources, enhance water and air quality, increase green spaces, and provide a clean and sustainable urban environment.

### Comprehensive Digital Transformation

The department has prepared its plan to proceed in the path of full digital transformation and convert services to smart services accessible to customers anywhere and anytime, in line with the state's directions and strategic objectives. Updating services and streamlining procedures.

### Strengthening Relationships with Entities and Partners:

The department strives to enhance its network of relationships with all local and federal entities and partners from various sectors.

### Quality of Life and Community Happiness

- A cohesive community and interconnected families.
- Creating a happy community enjoying a comfortable life and all elements of well-being. Initiating vital projects that impact everyone.
- Empowering local entrepreneurs, small and medium enterprises, and the local community.
- Preserving the heritage in the Emirate of Ajman.

### National Values and Keeping Up with Global Agenda Events

We pride ourselves on our national principles and values, and we leave our mark in all occasions and events.

### Government Excellence

Adopting a culture of quality and excellence in institutional performance and government work efficiency, improving services and procedures, adopting the development of government policies, and designing services based on community needs and expectations, embracing values and principles of community responsibility, and developing flexible work systems and policies.

### Enhancing Institutional Reputation

- Maintaining the perfect image and aesthetic appearance of the emirate.
- Ensuring participation in all local, regional, and global exhibitions that highlight the ideal image of the department and showcase its achievements in various fields.
- Comprehensive communication with all community categories, taking their opinions and suggestions.
- Committing to community responsibility and sustainability in the department's operations to serve stakeholders.

### Towards Achieving Sustainable Development

Enhancing sustainability across all sectors, achieving sustainability for the UAE towards a better future and sustainable life, according to the Sustainable Development Goals.

## Strategic indicators

## The Strategy & Customer Happiness Sector

The **general happiness index** exceeded the target to reach

100%

100%

The happiness index achieved **Service providers 100%**

100%

The **service happiness index** reached **100%**

100%

The happiness index of the **service center environment** rose to **100%** over the past year

## Strategic indicators

## Infrastructure Development Sector

Paved roads in 2024

With a length of **1,160,060** linear meters

▶ The increase rate is **4.90%** compared to **2023**

Urban Growth Rate as a Percentage of the Total Area of Ajman

59.26%

▶ The increase rate is **4.61%** compared to **2023**

**49 building contracting offices** received a rating of **3 stars or above**

**28 engineering consulting offices** received a rating of **3 stars or above**

The per capita share of community facilities in Ajman **10.75%** square meters per capita

▶ The increase rate is **2.58%** compared to **2023**

Number of building permits issued **7,794**

Construction contracts value **9,655,024,426 AED**

▶ The increase rate is **62.66%** compared to **2023**

Number of building new permits issued **4,228**

Rental contract value **4,929,663,198 AED**

▶ The increase rate is **50.13%** compared to **2022**

## Strategic indicators

## Public Health and Environment Sector

100%

**Percentage of recycled liquid waste**

The total green area today is **2,349,480** square meters

▶ The increase rate is **3.72%** compared to **2023**

99.02%

Percentage of **food samples** that comply with food safety laws

93.13%

Percentage of days with a good **air quality reading**

The total number of samples examined in the food and environment laboratories is **10,229**.

## The Most Significant Projects 2024

- His Highness Sheikh Humaid Al Nuaimi inaugurated the heritage trail in Ajman, which extends **1.5 km**.
- The inauguration of the Ajman Corniche project, costing **150 million dirhams**, extended the beach to **2.3 km**.
- The Seventh Ajman International Environment Conference was organized, attended by **32 leadership and diplomatic figures**, with over **1.5K attendees**.
- Completion of the internal roads project in Al Mowaihat and Al Rawdah, totaling **10 km**.
- Launch of the first self-driving cleaning vehicle in the Middle East, capable of operating for up to **8 hours** on a single charge.
- Launch of the warehouse contract authentication service, further facilitating business operations in the emirate.
- Completion of the first phase of the Beiban Awal initiative, maintaining **75 doors** along the heritage trail.
- Inauguration of the Poetesses Track along the heritage trail, celebrating Emirati Women's Day.
- Launch of the "Turn Off the Engine" initiative.
- In collaboration with Al Serkal Group, the launch of the "Enverol" station for receiving waste from oil and grease traps.
- Launch of **1971 Street** in Mohammed bin Zayed City.
- Inauguration of the Ghaith vehicle fleet.

## The Most Significant Communal Activities 2024

- We organized **8 events** under the "Plant Emirates" initiative with participation from over **800 participants and volunteers**.
- We planted more than **8,300 trees** under the "Plant Emirates" initiative.
- Over **65,000 individuals** benefited from community events and initiatives.
- We organized **9 charitable events**.
- Over **48,000 individuals** benefited from the charitable events.
- Participated in the "Our Summer is Happiness 2024" program, organizing **9 training programs** that benefited over **224 individuals**.
- We signed **9 memorandums of understanding** with public benefit organizations.
- Organized the 8th "Windows" exhibition under the theme "Your Window to the Future."
- We organized **5 community councils** which benefited over **220 community members**.

## The Most Significant Awards 2024

- We won the British Ideas Award for the design category for the "Heritage Trail" project.
- We received the MSI 20000 financial quality certificate as the first governmental entity in the emirate.
- We won the best category in communication for the year 2024 at the Best Business Awards.
- We received the Green Flag Award for Al Elm Park, Al Ezz Avenue, and Al Raqayib Forest in Ajman.
- We won the best governance award for financial reporting at the GLOBAL BRAANS Awards in the United Kingdom.
- We received the certificate for an innovative governmental organization.
- We won the best media coverage award in the "Our Summer is Happiness" program.
- We won the best scientific program award for "Minor Cyber Security" in the "Our Summer is Happiness" program.
- We won the innovation excellence award in asset management from the Global Council for Excellence in New York, becoming the first entity at the Ajman government level.
- We won the gold category from MIKE in knowledge management, becoming the first entity at the Ajman government level.