Dubai International Arbitration Centre
مركز دبي للتحكيم الدولي

Annual Report

2022



www.diac.com

Dubai International Arbitration Centre

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About DIAC

The Dubai International Arbitration Centre (DIAC) is the region's largest and most renowned alternative dispute resolution (ADR) centre, providing exceptional commercial dispute resolution services to parties from all nationalities and jurisdictions outside the judicial courts. Established in 1994 as the Dubai Chamber of Commerce & Industry's Commercial Conciliation and Arbitration Centre, DIAC evolved under Decree No. (10) of 2004 and has since developed extensive expertise in arbitration case management.

In September 2021, Decree No. (34) of 2021 was issued, rendering DIAC an independent entity, modernising its corporate governance framework and reinforcing DIAC's position as the leading arbitration centre in Dubai.

Today, DIAC is committed to promoting ADR, supporting the arbitration community, and ensuring efficient and effective dispute resolution. By fostering a collaborative environment and maintaining the highest standards, DIAC continually strengthens its position as a prominent and innovative force in arbitration.

Board of Directors



Dr. Tariq Al Tayer
Chairman of the Board



Abdulaziz Bin Shafar
Member



Ahmad Belyouha
Member



Ahmed Al Rasheed
Member



Graham Lovett
Member



Jehad Kazim
Member

> The Dubai International Arbitration Centre (DIAC) story is one of vision, strategic importance, and unwavering commitment to excellence.



Dr. Tariq Humaid Al Tayer

Chairman, Dubai International Arbitration Centre

A Word from the Chairman

As we unveil our first annual report, I wish to take a moment to emphasise the pivotal role of dispute resolution in today's world and the well-being of the global economy. In the ever-more interconnected and intricate global market, arbitration has become essential for resolving disputes justly, effectively, and transparently. Our growth is evident in the AED 11.2 billion (Approximately USD 3.1 billion) handled in 340 newly registered cases from diverse sectors and multiple parts of the world, reflecting DIAC's international identity and capabilities. This success serves a critical function in cultivating a stable business environment that supports international trade and investment, fostering economic growth and prosperity.

The Dubai International Arbitration Centre (DIAC) story is one of vision, strategic significance, and unwavering commitment to excellence. Founded in 1994, DIAC has matured over the years into the region's premier international arbitration centre. Guided and backed by Dubai's visionary leadership, we have evolved from a local institution to a globally recognised dispute resolution centre, managing an impressive caseload from various economic sectors and countries.

One of our most notable accomplishments in the past year has been formulating and executing a forward-thinking strategy to broaden our capabilities, embrace diversity, harness technology, and maintain our commitment to advancements in alternative dispute resolution. This strategy will empower us to serve our stakeholders better and persist in upholding the highest standards of fairness, transparency, and efficiency in our work.

In 2022, we introduced new Arbitration Rules devised to optimise and augment the efficiency of arbitration procedures by incorporating top international practices, ultimately offering a more effective and streamlined arbitration process for all parties involved.

Moreover, our dedication to organisational excellence is evidenced by the development of our corporate governance policies and practices, ensuring the maintenance of the utmost standards of fairness, transparency, and efficiency across all our operations.

As a component of our renewed vision, we have also unveiled a new visual identity and website, mirroring the contemporary face of DIAC and our ambition to be the preeminent global destination for dispute resolution. This user-friendly platform enables our stakeholders to access information about our services effortlessly and remain informed on the latest developments in arbitration.

Looking forward, our unwavering commitment to continual progress and pioneering spirit will propel the array of initiatives and achievements we have envisioned for the future. We take pride in our dedication to innovation and adaptability to meet the ever-changing needs of our partners, stakeholders, and the business community.

As we embark on this new phase, we stand resolute in our pledge to maintain the highest standards of fairness, transparency, and efficiency. Together, we will persist in shaping the future of alternative dispute resolution and contributing to the well-being of the global economy.

Launching DIAC's New Strategy

DIAC has consistently established itself as the leading ADR centre in the Middle East, managing an increasing number of high-value cases across diverse sectors. Our primary objective is to provide parties with impartial, neutral ADR support, leveraging modern rules, a skilled case management team, and streamlined policies and procedures.

As part of our commitment to excellence and innovation, we have devised a strategic plan focused on enhancing our services and fostering the growth of the arbitration community in the UAE. Our holistic approach involves collaboration with various stakeholders, investing in cutting-edge technology, and continually refining our processes to maintain our position at the forefront of the arbitration landscape.

In order to support the development of the arbitration community in the UAE, we will engage in several key initiatives. These include offering high-quality training programs, hosting thought-provoking events, and forging strategic partnerships to strengthen Dubai's reputation as an international hub for dispute resolution. By pursuing these goals, we aim to ensure that DIAC remains the premier choice for parties seeking efficient, effective, and reliable arbitration services.



The New Strategy

Our revitalised strategy is centred around our unwavering commitment to excellence, innovation, and fostering strong communication channels with our stakeholders. By prioritising understanding and addressing their needs, challenges, and requirements, we leverage the latest research and technology to ensure the highest accessibility and efficiency in our services. We continuously develop our capabilities and capacity to adapt to the evolving needs of various sectors, regions, and stakeholders.

Our strategic objectives and programs emphasise reinforcing Dubai's position as a reliable international centre for ADR, elevating DIAC's reputation as the top choice for dispute resolution, promoting the use of ADR methods best to serve the interests of the finance and business community and enhancing the effectiveness and efficiency of DIAC's services and resources.

As we move forward, we remain committed to excellence, ensuring that our arbitration services are optimised for maximum efficiency and effectiveness. With our updated strategy, we are confident that DIAC will continue to play a vital role in developing Dubai as a regional and international hub for alternative dispute resolution.

Vision

To be the ultimate global destination for dispute resolution.

Mission

To provide unmatched ADR services by embracing Excellence as a Standard, Integrity as a Compass, and Equity as a Principle.

Core Values

Equity | Integrity | Diversity | Collaboration
Pioneering | Sustainability

Caseload:
Navigating the Arbitration Landscape

Caseload Statistics

In 2022, DIAC registered

340

new cases



with a combined value of
AED 11.2 billion (approximately USD 3.1 billion).
These cases highlight the Centre's international identity and capabilities, as

44% involved international disputes.

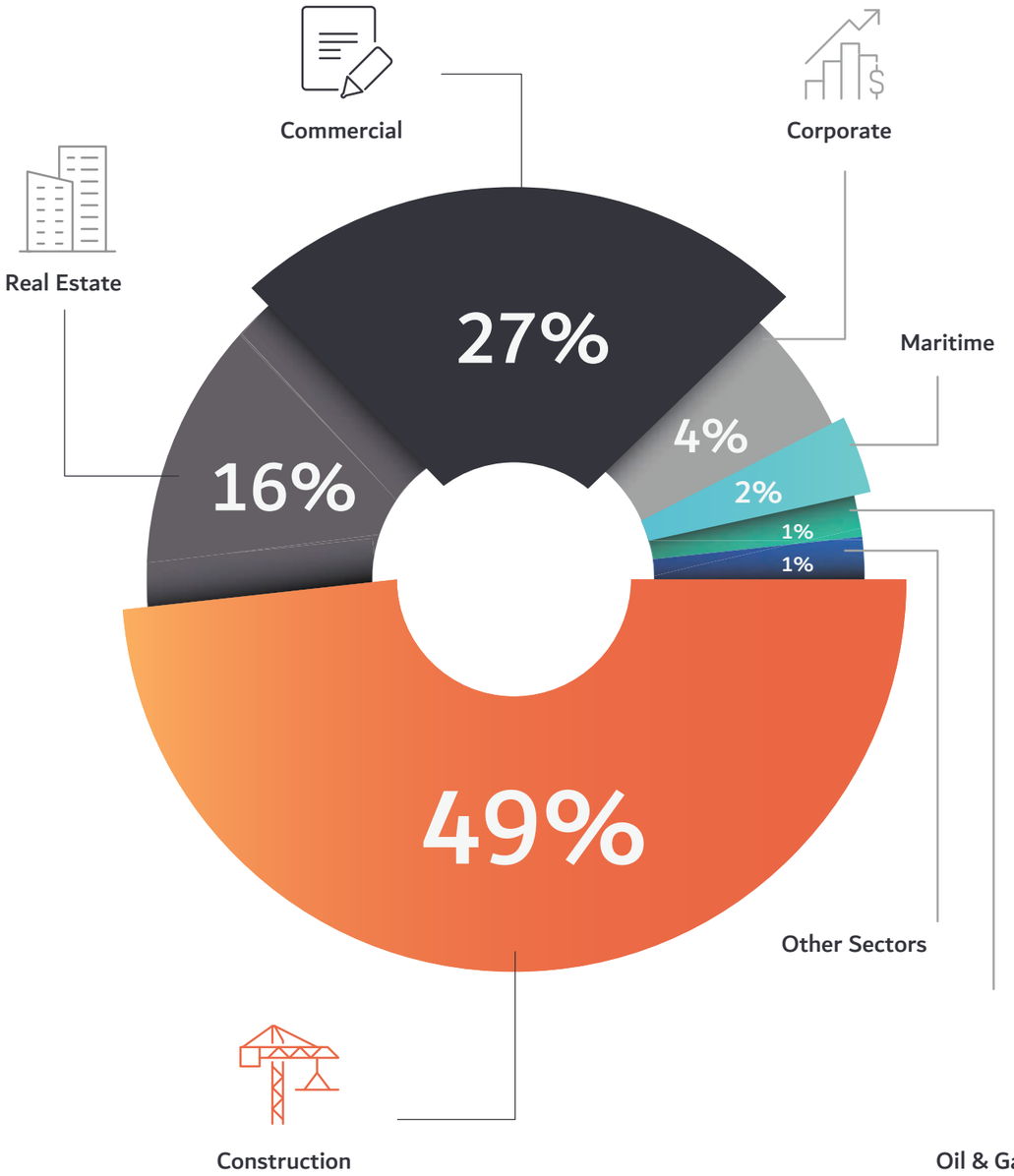
The smallest case was valued at **AED 17,300,** while the largest case reached **AED 1.5 billion.**

The range of dispute amounts showcases the diversity of cases that DIAC handles:



Sectors Represented

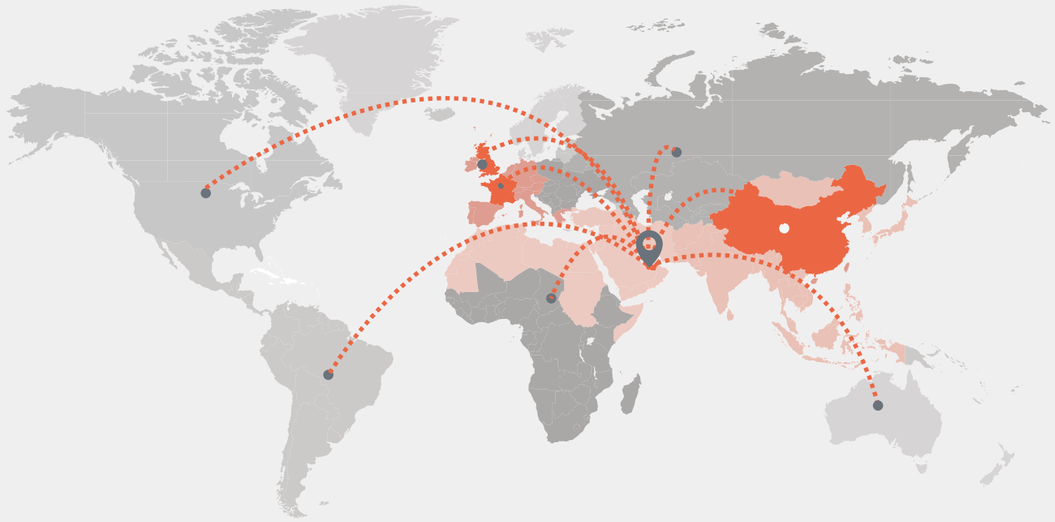
DIAC's caseload covered a broad range of sectors, with the majority of disputes originating from



Nationalities of Involved Parties

The international nature of DIAC's caseload is evident in the diverse nationalities of the involved parties, which spanned 48 countries across all continents.

This diverse representation highlights DIAC's global appeal and reinforces its position as a leading arbitration centre.



48 countries
across all continents

Launching DIAC's 2022 Arbitration Rules

In 2022, DIAC achieved a significant milestone by introducing new Arbitration Rules designed to enhance the efficiency and flexibility of arbitration procedures by incorporating best international practices. These rules further enhance Dubai's position as a leading global hub for arbitration.

The new Arbitration Rules modernise DIAC and align it with procedural best practices in leading institutions worldwide. The Rules were published following the Decree No. 34 of 2021 and its appended statute on DIAC that has brought several key advancements, including establishing the DIAC Arbitration Court, which ensures proper regulation of proceedings and awards and shifting the default seat for DIAC arbitrations to the Dubai International Financial Centre (DIFC).

The rules also introduce numerous procedural innovations, addressing time, cost, and environmental concerns. Electronic filing and exchange of requests for arbitration, answers, and pleadings are now permitted. Greater flexibility for tribunals, parties, and witnesses has been implemented, including remote hearings and virtual witness testimony options. Additionally, arbitrators can now sign awards electronically.

For the first time, third-party funding in arbitration is now recognised, with proper disclosure requirements, in addition to provisions for consolidation of multiple claims, joinder, expedited proceedings, and emergency arbitration.

DIAC's new Arbitration Rules mark a significant shift for arbitration in Dubai, strengthening Dubai's position as a leading hub for arbitration and serving as a notable achievement for DIAC in 2022, contributing to its continued growth and success.



Empowering Stakeholders: **Events, Education, and Outreach**

In 2022, DIAC actively participated in and organised a series of events in collaboration with CIArb to promote the Centre's expertise, share knowledge, and foster collaboration within the arbitration community. These events included hybrid events like "How to Get Your First Appointment as an Arbitrator," the 5th Arab Lawyer Forum, a three-day virtual seminar series by BRACEWELL, and the Dubai Arbitration Week. DIAC showcased its commitment to thought leadership and stakeholder engagement through these events.



Dubai Arbitration Week, in particular, was a significant success, hosting over 81 events organised by local and international arbitration centres and law firms, and attracting more than 500 local and international participants. The event received international recognition and covered the latest trends and developments in arbitration.













Upholding Fairness, Transparency, and Efficiency

DIAC undertook various initiatives and achievements in 2022, focusing on sustainability, inclusion, diversity, and technology investment.

Sustainability, Inclusion, and Diversity

DIAC continues to advocate for these values in its operations and the wider arbitration community. The Centre has implemented initiatives to promote environmental sustainability, gender balance, and inclusivity, ensuring all stakeholders benefit from its services and expertise. DIAC signed two pledges around sustainability and diversity and sponsored an event centred on inclusion and diversity.





Technology Investment

DIAC is investing in technology to provide accessible, neutral, and sustainable arbitration services. The Centre is exploring innovative technologies to enhance efficiency, transparency, and security in arbitration, ensuring users have a seamless experience throughout the dispute resolution process.

These initiatives and investments reflect DIAC's commitment to providing all stakeholders with a fair, transparent, and efficient arbitration experience. By actively participating in and organising events, promoting sustainability, inclusion, and diversity, and investing in technology, DIAC continues to uphold its reputation as a leading international arbitration centre.

Future Strategies

To ensure continued growth and effectiveness in managing our caseload, DIAC will implement the following strategies:

Enhancing Arbitrator Selection and Onboarding for Quality Services:

Optimising and improving the arbitrators' selection and onboarding process will ensure that we engage the most qualified and experienced arbitrators, strengthening the quality of our services.

Streamlining Arbitration with an E-Case Management System and Portal:

Developing an e-case management system and portal: This platform will be used by the case management team, arbitrators, and parties and their representatives, streamlining communication and enhancing the overall arbitration experience.

Empowering the Case Management Team through Continuous Training and Specialized Talent Acquisition:

Expanding the case management team's capacity and capabilities: By providing continuous training and encouraging education, we will attract specialised talents from different sectors and geographies, further enhancing our ability to handle complex cases.

Embracing Emerging Technologies for Arbitration Innovation and Leadership:

Experimenting with the latest technologies: DIAC will explore the potential of virtual reality, the metaverse, artificial intelligence, and other emerging technologies to improve our services and remain at the forefront of the arbitration landscape.



Through these strategies, DIAC aims to enhance its reputation as a premier international arbitration centre, ensuring it remains the go-to destination for dispute resolution.

A Thank You Message to Our Valued Stakeholders

As we reflect on the successes and achievements of 2022, we would like to express our heartfelt gratitude to all our stakeholders for their support and commitment to DIAC. Your contributions have played an instrumental role in driving our progress and elevating our position as a leading international arbitration centre.

As we move forward, we are confident that our collaborative efforts will continue to strengthen DIAC's position and reinforce our shared vision of creating a world-class arbitration centre that serves the needs of all stakeholders. Together, we will forge ahead on the path of success, innovation, and excellence.

Sincerely,

The Dubai International Arbitration Centre Team

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