

# One-Stop Shop Services





Windtower at the Masdar Institute in Masdar City

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Every aspect of licensing and operating from Masdar City – the global centre of future energy – has been refined, and reengineered where necessary, to ensure organisations operating in the city can focus all their resources and efforts on their core activities.

Nearly everything else is handled by Masdar City's One-Stop Shop, a best-in-class service for companies operating in this special economic zone.

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# Masdar City

## Introduction

Masdar City is an emerging global hub for renewable energy and clean technologies that positions companies located in the city at the heart of this international industry.

A special economic zone in Abu Dhabi where businesses can thrive and innovation can flourish, Masdar City offers full foreign ownership, exemption from personal and corporate taxes and a community of likeminded professionals.

It is a model for sustainable urban development regionally and globally, seeking to be a commercially viable development that delivers the highest quality living and working environment with the lowest possible environmental footprint.

## The One-Stop Shop Reengineered

Our goal at One-Stop Shop is to make it as easy as possible for you to operate from Masdar City. Your work is too important and your time too valuable to be spent on anything but your business. That's why we at Masdar City have taken our expertise in maximising resource efficiency and minimising waste – across systems, processes and technologies – and applied it to a comprehensive re-engineering of what a special economic zone "One-Stop Shop" can be.

## Easy

We have built One-Stop Shop to be your easy, single point of contact for dealing with the various local government authorities and Masdar City departments. One-Stop Shop handles all aspects of registration, licensing and leasing related to Masdar City, as well as government services, such as visas, customs clearance and driving licenses.

## Enhanced

Beyond helping companies deal with local government and Masdar City departments, One-Stop Shop also provides a range of business and office support services for all types of organisations. These include office fit-out and facilities management services to travel and translation facilities, IT support, reception services, and onsite access to utilities and banking services.

## Efficient

To further enhance the efficiency of the already streamlined licensing, registration and set-up process in the Masdar City Special Economic Zone, One-Stop Shop assigns a dedicated business associate to assist each company through the process. The result: registration takes as little as three days and generally not more than five days, and no more than five steps – mostly done through One-Stop Shop.



## One Window, Countless Services: Registration, Licensing and Leasing

- Incorporation and registration of companies and branch offices
- Licensing of businesses
- Office Lease agreements

## Government Services

- Visas (employment, visit, dependent, etc.)
- Family sponsorship
- Airport visa drop services
- Emirates Identity Card processing
- Abu Dhabi Chamber of Commerce membership
- Department of Economic Development – company name registration, consultant registration and pre-registration approvals
- Customs Administration – Secure Import Code; assistance with customs clearance
- Document authentication – notary public
- Driving license and car registration
- Post office box set up

## Permitting and Facilities Management

- Approval of fit-out / retrofit activities
- Effective facilities and property management

## Secretarial Services

## Travel Services

- Schengen Visa
- UK Visa
- UAE Tourist Visa
- Air ticket bookings
- Hotel bookings
- Car rental

## Translation Services

## Insurance Services

- Health Insurance
- Car Insurance

## Utility bill payments

- Etisalat/Du
- Abu Dhabi Distribution Company (ADDC)

## e-Services at your fingertips

The One-Stop Shop e-Services platform ensure that accessing its services is no further than your computer. The number of services available on this platform is continually expanding, and range from visa processing and online payments to municipal services, permitting and fit-out approvals.

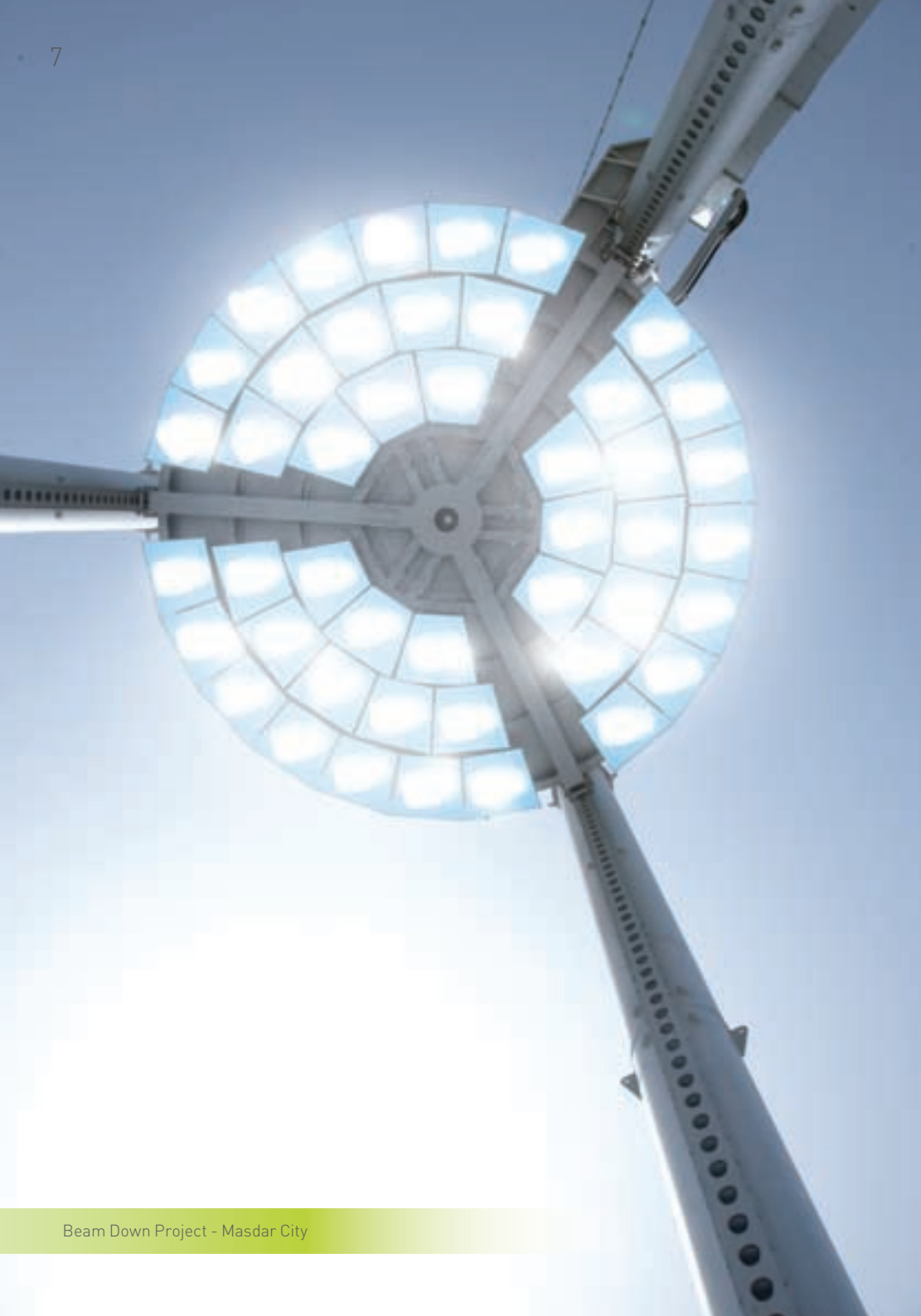
Already available through the One-Stop Shop e-Services platform:

- Employment visa processing
- Visit visa processing
- Online payment and SMS notification

Some of the additional services to be added to the One-Stop Shop e-Services:

- Visa renewals, visa cancellation and dependent visas
- Registration and licensing services
- Municipal services
- Permitting and fit-out services





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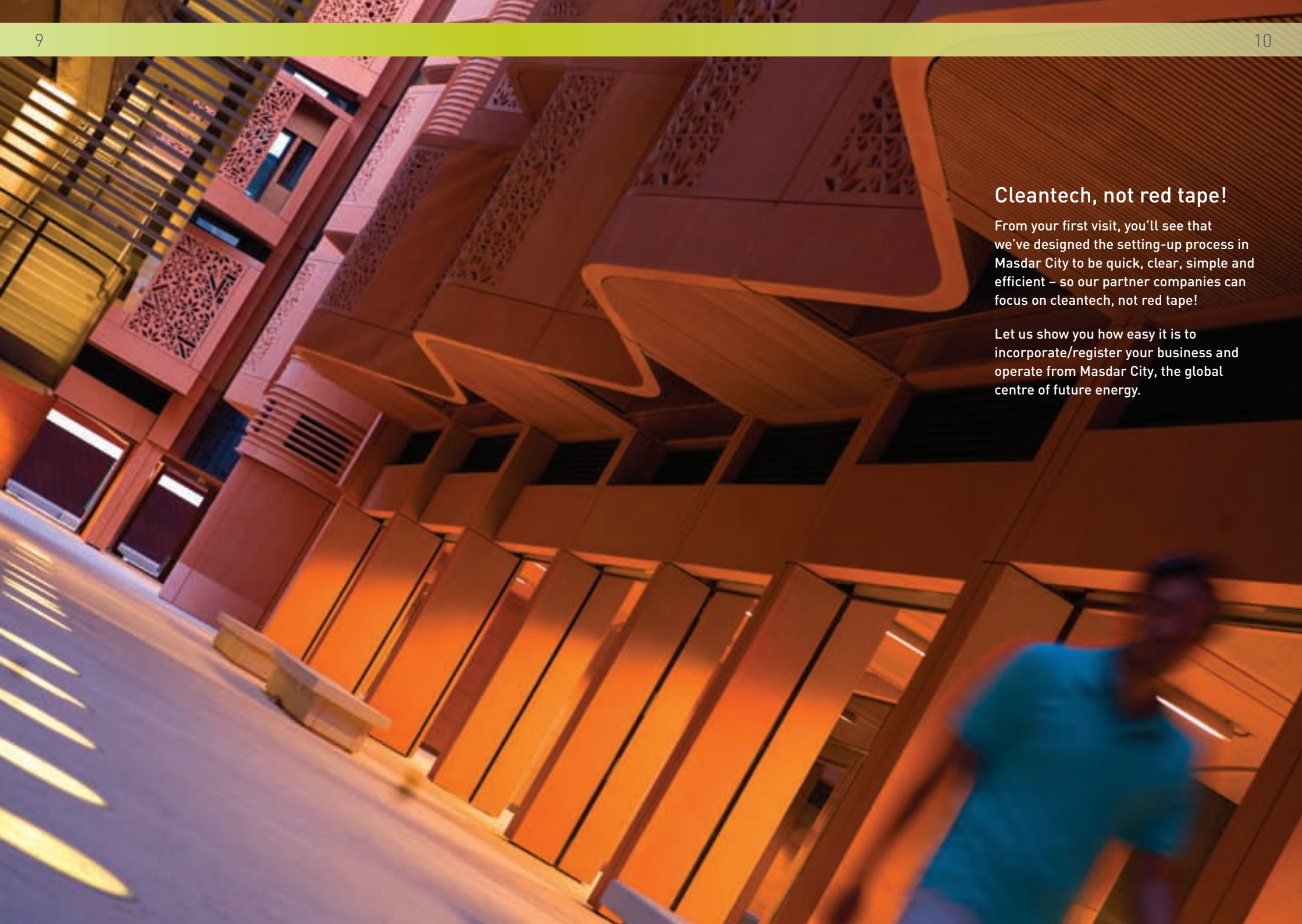
The Masdar City Special Economic Zone has been developed to provide a supportive environment for organisations operating in six activity areas within the renewable energy and sustainable technology field: research and development, light industry, finance, retail, business and education.

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## Cleantech, not red tape!

From your first visit, you'll see that we've designed the setting-up process in Masdar City to be quick, clear, simple and efficient – so our partner companies can focus on cleantech, not red tape!

Let us show you how easy it is to incorporate/register your business and operate from Masdar City, the global centre of future energy.



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