

AL'AMMAL

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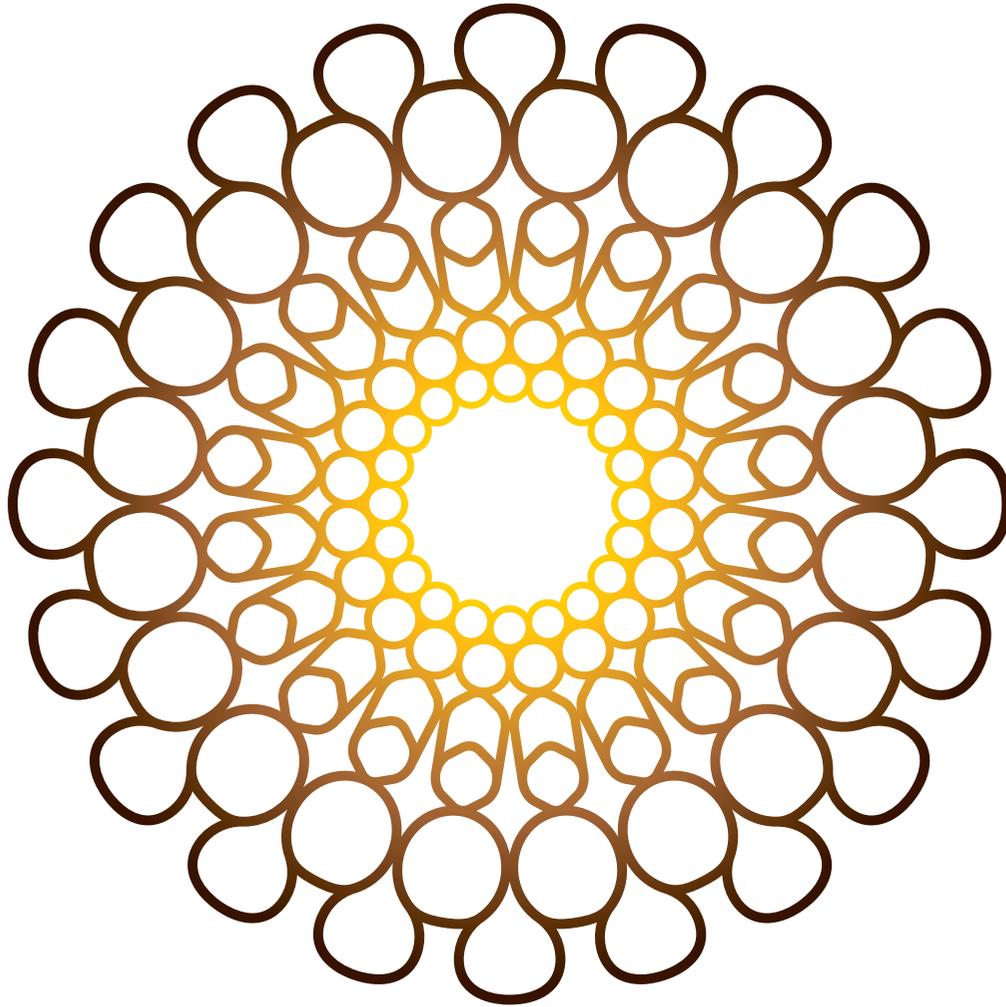
**Majority
employers opt
for unlimited
contracts**

**Union Co-op,
enabling citizens to
enjoy stimulating and
stable jobs**

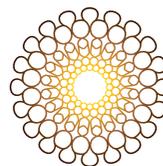
**Ministry of Human
Resources and Emiratisation
bags 6 local, regional and
international awards**



'Know Your Rights' in 11 languages



CONNECTING
MINDS,
CREATING
THE FUTURE



إكسبو 2020 EXPO 2020
دبي، الإمارات العربية المتحدة
DUBAI, UNITED ARAB EMIRATES

Human Resources and Emiratisation

As it embarks on its expanded mandate and assumes its additional tasks, the Ministry of Human Resources and Emiratisation (MOHRE) prepares for a new phase in the administration of the UAE labour market, one that is guided by the vision of the Government of the Future that was articulated by the UAE leadership upon announcing the new Cabinet. This vision is predicated on ambitious goals that we must strive to achieve.

Emiratisation is a key goal and a persistent challenge. Meeting this challenge is the common aspiration of those of us who are in government positions and, naturally, all UAE nationals who seek productive and rewarding employment opportunities. For this reason, the UAE leadership has in the past lent and continues today to lend its utmost support to achieving this goal, as its realisation is once again entrusted to our ministry. The fact that Emiratisation is part of the very name of our ministry is a testament to the Leadership's commitment in this regard; it indicates that the empowerment of UAE nationals to assume and sustain key employment positions continues to be a key national objective.

We in MOHRE are intent to meet our responsibility. We have quickly moved to take stock of the accomplishments to date and are preparing to build on these accomplishments by way of strengthening partnerships with all stakeholders, notably the private sector, on the basis of shared responsibility and the need to create new synergy towards the realisation of our common goal.



The broader labour market must continue to attract and retain talent and feature equitable and balanced labour relations. For this reason, we must sustain our efforts to further develop our labour market and to improve its outcomes, including higher productivity, thus empowering UAE nationals to compete for productive employment. This is imperative if our labour market is to contribute to the knowledge economy that is articulated in our vision, and must be supported by well thought out and implemented policies and tools.

We are fully aware that we will face a number of challenges, but we are determined to realize our objectives in accordance with our new mandate and we will continue to develop our institutional capabilities by relying on the competencies and commitment of our own tested and committed cadres and human resources.

Saqr Ghobash
Minister of Human Resources
and Emiratisation

Quarterly magazine issued by
Ministry of Human Resources
and Emiratization

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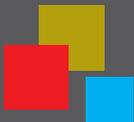
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Al Ain: Infinity Service Documents - Al Ain Branch - AlReaya Services center Al Shamil Businessmen Services

Dubai: On Time Business Solution - Itqan Businessmen Services - Twasol Businessmen Services LLC - AlReaya Service LLC - Tas'heel Service LLC - Mu'amala Businessman Services Center LLC - Al Nukhba Businessmen Services LLC DXB Businessmen Services

Sharjah: Al Saqir Businessmen Center

Estemarat Services - Al Thiqa Multi Services Center

Al Malomat Tasheel Center - Ejraat Businessmen Services LLC

Al Dhaid: Tasareeh Businessmen Services LLC - Al Shamil Businessmen Services

Khor Fakkan: Al Shamaliya Businessmen services

Kalba: Al Ettihad Businessmen services

Ajman: Estemarat Services LLC

Ajman E Business Services Company LLC - Mustanadat Trading Information Services

Umm Al Quwain: Muamalat Clearing Documents Center

Ras Al Khaimah: Al Taleb Services - Muamalat for Documents Clearing - Bayanat Al Emarat

Fujairah: Al Mustanad Businessmen Services VIP (Tasheel) - AL Mustaqbal Services

Dibba Fujairah: Tasheel Businessmen Services

Vision

Create a stable labour market and a productive workforce to promote a competitive knowledge-based economy that revolves around UAE citizens.

Mission

Regulate the labour market to boost UAE citizens' participation, to achieve general protection, flexibility, and to attract talented cadres through an integrated system of standards, policies and regulatory tools, institutional partnership and outstanding services.

Values

- Professionalism (Completion of business according to the best standards)
- Respect Human Dignity (Honouring and dignifying mankind)
- Integrity and Honesty (Application of systems honestly and with integrity)
- Trust and Respect (Mutual trust and respect in dealing with users)
- Initiative and Creativity (Creation of creative ideas)

Strategic Objectives

- Promote the participation of UAE citizens in the private sector, achieve flexibility, attract suitable talents and boost productivity
- Maintain labour market stability through balancing interests of both production parties in conformity with UAE national legislation
- Contribute to enhance the UAE's reputation and image in international forums
- Support institutional competency to deliver high-quality governmental services
- Ensure that all the administrative services comply with the highest standards of quality, efficiency and transparency
- Entrench a culture of innovation in an institutional work environment

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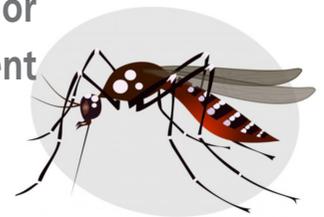
Work environment adaptation



Dr. Saeed Mazloun

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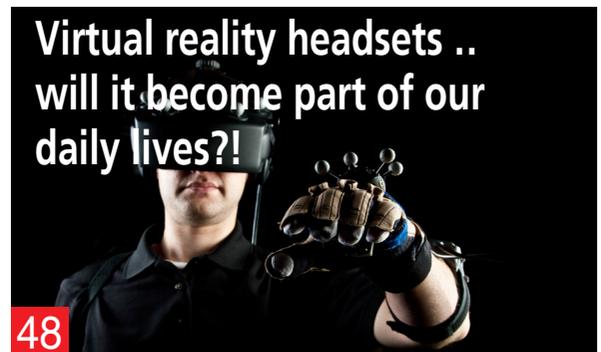
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Strategic plan for the Human Resources and Emiratisation Ministry for 2017 - 2021

Saqr Ghobash: We aim to empower citizens in the labour market and attract talents

The Ministry of Human Resources and Emiratisation reviewed a host of proposed initiatives which had been prepared for the period from 2017-2021 as per the directives of His Highness Shaikh Mohammad Bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai.

The initiatives were discussed during a two-day retreat in Ras Al Khaimah in the presence of His Excellency Saqr Ghobash, Minister of Human Resources and Emiratisation, assistant undersec-



The vision of our leadership inspires us to intensify our efforts

retaries, department managers and advisors. Saqr Ghobash, Minister of Human Resources and Emiratisation, said that initiatives, pro-

grammes and plans will be discussed and evaluated to choose the best ones that will serve the job market better.

He added that the Ministry's strategic plan for the coming phase aims to empower Emiratis to join the job market, and attract and maintain competencies and expertise in order to boost the UAE's market productivity, which is in



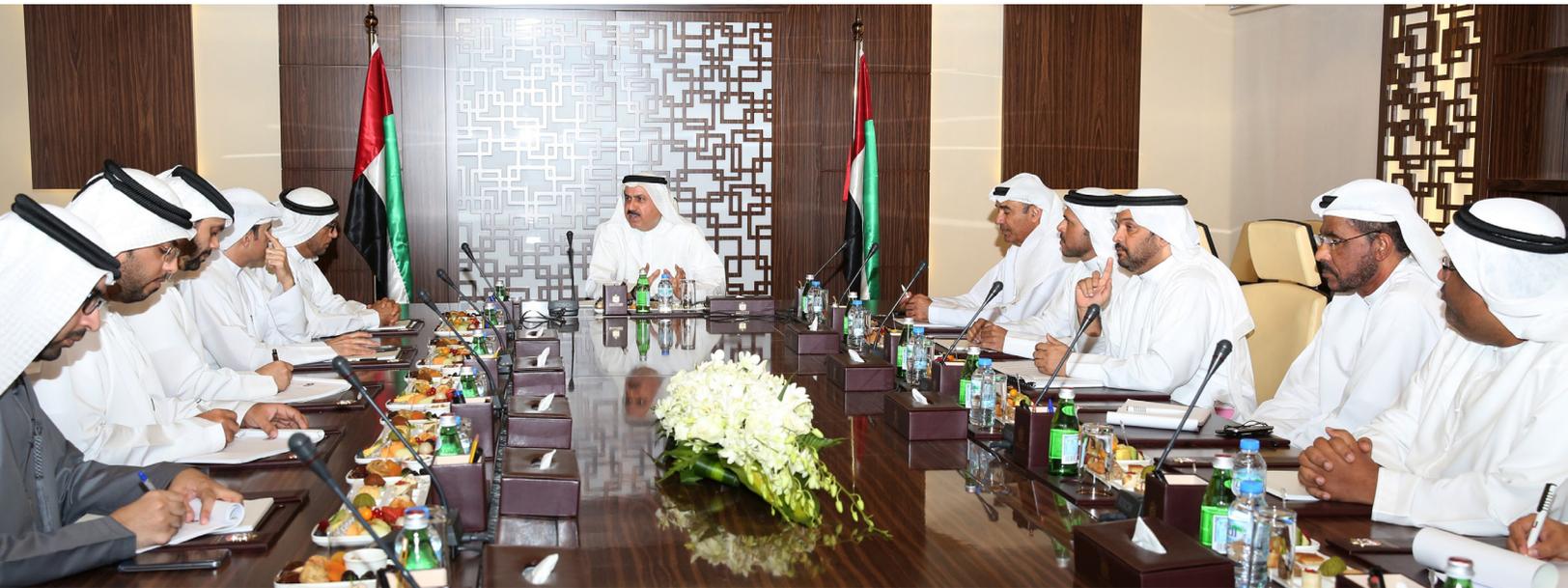
line with the UAE vision 2021, and strengthen its stability.

Over the coming period, the ministry will implement a number of policies and impose regulatory tools in the job market to provide state-of-art services in a bid to realise the Ministry's strategic plan, Ghobash pointed out Organising such retreats, which witnessed the participation of first and sec-

ond-line leaders, reflects the Ministry's keenness to encourage in-house dialogue and consultation as well as to listen to others' opinions.

It is worth mentioning that the final draft of the ministry's strategic plan for 2017-2021 is set to be charted out by the ministry's Policy Council at the next meeting.

Enhancing the labour market productivity and stability is in line with the UAE vision 2021



Representatives from the Human Resources and Emiratization Ministry and a number of government entities

Permanent committee to review workers wellbeing at labour accommodation in Dubai

Saqr Ghobash, Minister of Human Resources and Emiratization, has expressed keenness to provide adequate housing for workers, compatible with the international labour standards and requirements.

Ghobash said: “The Ministry is moving ahead with implementing its policies, which include not granting new work permits to facilities that fail to provide proper housing to employees as per the specified standards.”

He said this during a meeting held at the Ministry in Dubai, in the presence of Mubarak Al Dhahiri, MOHRE Undersecretary, alongside Major General Mohammed Ahmed Al Marri, Director General of Residen-

cy and Foreigners Affairs in Dubai, Sami Al Qamzi, Director General of Department of Economic Development, Hussein Lootah, Director General of Dubai Municipality, Major General Obaid Muhair Bin Suroor, Chairman of the Permanent Committee of Labour Affairs in Dubai, Humaid bin Deemas Al Suwaidi, Assistant Undersecretary for Labour Affairs and Maher Al Obed Assistant Undersecretary for inspection and a number of officials from the participating parties.

“The meeting comes as part of continuous coordination between the concerned authorities to review and adapt housing criteria across the UAE which is approved by the Cabinet,” said Ghobash.

Ghobash appreciated the efforts made by the concerned authorities in Dubai, toward providing workers’ with appropriate housing, according to international standards that meets their comfort and safety and are in line with the guidelines put forth by His Highness Sheikh Mohammed bin Rashid Al Maktoum Vice President and Prime Minister and Ruler of Dubai.

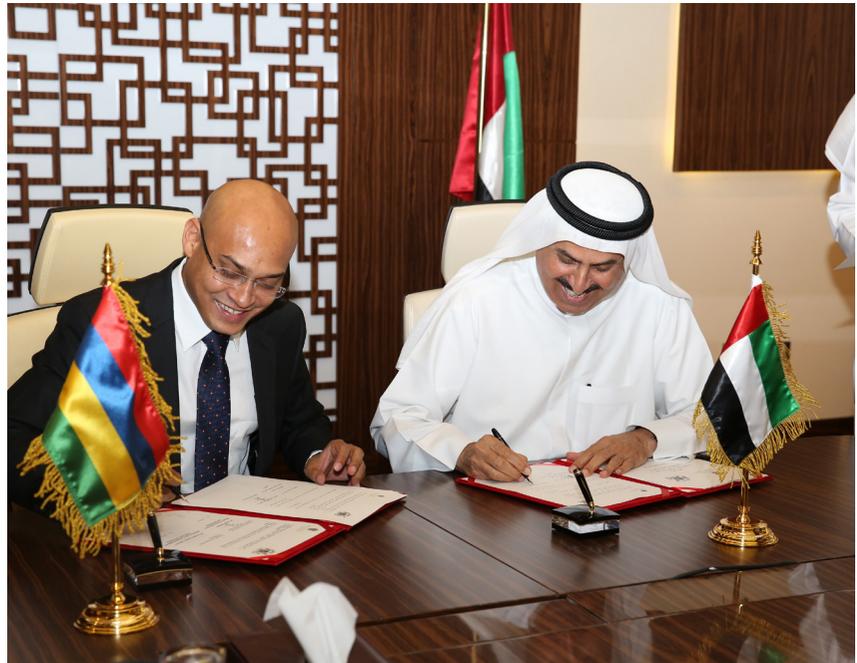
A permanent joint committee is requested, through special representatives from the Ministry of Human Resources and Emiratization and a number of government entities in Dubai, to develop action plans, programs and proposals which aims to permanently follow-up on workers’ housing, including the formation of a joint inspections team.

UAE and Mauritius sign MoU

The United Arab Emirates, represented by the Ministry of Human Resources and Emiratisation, and the Republic of Mauritius, represented by the Ministry of Labour, Industrial Relations, Employment and Training, have signed a Memorandum of Understanding to enhance cooperation in the area of manpower.

Saqr Ghobash, Minister of Human Resources and Emiratisation, said after signing the MoU, “We have joined hands with the goal of making efforts in areas of mutual interest.”

“The memorandum covers best practices in the field of temporary work permits, particularly through the implementation of joint programs and activities that strengthen private recruitment agencies system management, which aims to achieve fair and transparent practices to employ Mauritian citizens in the UAE according to national legislations,



that ensure the protection of labour rights and maintain employers’ interests.”

Soodesh Satkam, Minister of Labour, Industrial Relations, Employment and Training in the Republic of Mauritius, said, “I’m quite impressed by the level of

the organisational legislations applied within the UAE labour market and would like to have such practices back home.

The UAE is a successful model when it comes to preserving rights in the region, especially in light of launching new decrees.”

Saqr Ghobash reviews co-operation opportunities with International Labour Organisation official

His Excellency Saqr Ghobash, Minister of Human Resources and Emiratisation, had a meeting with Dr. Ruba Jaradat, Assistant Director-General and Regional Director for Arab States of the International Labour Organisation, ILO, to promote co-operation between the UAE and the organisation.

During a meeting, which was held at the Ministry in Abu Dhabi, developing bilateral technical co-operation in many areas, including strengthening inspection capacities and labour market information, as well as ways of benefiting from the technical support the ILO provides to member states,

was discussed. The meeting reviewed new decisions issued by Ghobash which went into effect in early January, including ministry-approved contracts, cases of work termination, and issuing an employee transfer from one facility to another following end of service.

MOHRE signs agreement with du

The Ministry of Human Resources and Emiratisation has signed a memorandum of understanding with the Emirates Integrated Telecommunications Company “du” in order to strengthen cooperation between both sides in improving the quality of related services.

Mubarak Al Dhahiri signed the MoU with Ahmed Ali Bu Rahima, senior vice president for government relations at du, at a conference held at the ministry in Dubai in the presence of a number of officials from both sides. “This comes within the framework of the ministry’s keenness in developing prospects of strategic partnership



between the public and private sector and strengthening cooperation to achieve the strategic objectives of the government and will reflect positively on the services provided in the labour market,” Al Dhahiri said.

Bu Rahima, said, “The MoU reflects our strong commitment towards supporting the labourers in the United

Arab Emirates, as they significantly contribute to our national economic growth we shall always be part of any kind of support to them.”

“As part of our commitment towards labourers, we will launch specialised services and move forward to ease communicational process through offers and special bundles.”

MOHRE reviews best practices during Tas’heel annual meeting

The Ministry of Human Resources and Emiratisation held an annual meeting with Tas’heel service center representatives to view best practices applied in service delivery quality and efficiency. Fatima Mulla, Deputy Director – Tas’heel service centers, said during the forum, attended by 200 participants from different government and private entities, “The ministry is keen on developing service delivery across Tas’heel service centers as per the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai,

who insisted on assuring quality across all government services parallel to international standards.”

Al Mulla highlighted during the forum all the successful and distinctive practices in promoting services quality and efficiency granting them a seven-star level, through the implementation of the UAE Government Program for Service Excellence, which was launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, in March 2011, in order to achieve a major leap in providing services with top quality, through multiple channels and within a timely manner.

Salem Balaouhh, president of the Global Star Rating System for Services, said, “The program contains standards and regulations that aim at enabling all Tas’heel service centers reach high performance rates according to best practices and achieve great customer remarks.”

Nasser Al Abdooli, Director of Registration Centres Operational Support at the Emirates Identity Authority, confirmed the need to strengthen service providing government entities’ link with the federal government’s strategy which includes specific focus on customer satisfaction and efficiency.

UAE Ministry of Human Resources and Emiratisation bags multiple ISO certificates

The Ministry of Human Resources and Emiratisation has recently bagged a number of ISO certificates for excellence in services provision, quality management and occupational safety and health following an evaluation by Lloyd's Register Quality Assurance Limited.

H.E Mubarak Al Dhahiri, Ministry of Human Resources and Emiratisation Undersecretary, said the certificates confirm the ministry's commitment towards applying highest international standards in service delivery to customers, quality management and occupational safety and health.

"The ministry's aims to carry out a number of initiatives to improve its operational plans upon various sectors enforced by quality and excellence and obtaining the ISO certificates reinforces these plans," he said.

1 The ministry received an ISO certificate (9001/2015) in the field of Quality Management for its outstanding services in issuing permits and labour cards, service centers management and licensing employment agencies, Absher initiative, the WPS, and organising awareness campaigns.

2 The ministry has also bagged ISO certification for adopting Occupational Safety and Health requirements, for superior WPS monitoring standards, and resolving labour related disputes through the labour relations office, formulating labour laws to regulate the labour market, in addition to policy revisions and updating procedures

3 The ministry has also received ISO certification (10001) for excellence in customer service policies and service after measuring and comparing the extent of practices applied by the Ministry to international standard requirements.

4 The ministry was awarded the ISO 10002 for excellence in handling complaints process which increases the customer satisfaction levels, thanks to the call center capabilities in dealing with all situations on time.

5 In the area of guidance resolving disputes outside the ministry, the Ministry got ISO (10003) and the ISO (10004) for applying monitoring systems and customer satisfaction measurement.

6 The Ministry also received the ISO "18001" certificate for excellence in applying occupational safety and health standards.

Smart services delivery and innovative solutions

Human Resources and Emiratisation Ministry bags 6 local, regional and international awards



The Ministry of Human Resources and Emiratisation has bagged four awards at the local, regional and international level for providing smart services with innovative solutions.

At the forefront of these awards, comes the best mServices Smartphone Award, which topped the Trade & Economy category for the second consecutive year.

The Ministry bagged another award for the best app in the Education category at the national level during the World Government Summit which was held last February in Dubai.

H.E Saqr Ghobash, Minister of Human Resources and Emiratisation, said, “Bagging two major awards confirms our commitment towards

continuous development in the smart services division, in accordance with to the directives and aspirations of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, who urged us all to innovate and progress in providing the best government services to everyone.”

“Wajjehni App, one of the five apps available at the MOHRE store, won best Education app during the Summit, which confirms our keenness to unite roles between concerned parties to achieve superior strategic partnerships as well as share responsibilities towards students.

The app aims to fill gaps between educational output and labour market needs. It provides services in locating training programs, search

training opportunities, economic growth indicators to choose educational fields according to labour market needs, manage educational institute training programs, view vacancies, attract teachers registered within the labour market, and much more,” Ghobash said.

The Ministry also won the best Ministerial smartphone application in the Arab world during the Smart Government Shield Awards which was held in Kuwait under the patronage of H.E Sheikh Mohammad Abdullah Al-Mubarak Al-Sabah, Minister of State for Cabinet Affairs.

Saif Al Suwaidi, Assistant Undersecretary for Support and Services at the Ministry of Human Resources and Emiratisation, said, “The ministry bagged the award follow-

ing the large number of reviews it received in areas of services delivery by all the customers”

“We always work hard to come up with innovative solutions to form services beyond imaginable, using the latest modern technologies and according to the best relevant international standards and most importantly, the directives and guidance of H.E the minister,” he said.

Ahmed Al Nasser Director of Information Technology Department that the ministry, said, “We continuously focus on improving the quality of services provided by the ministry to all customers, to provide an interactive service that allows them to complete transactions smoothly and easily via smartphone anytime, anywhere and without having to go to the customer services centers, in addition to opening a new communication channel”.

Zamzam Al-Hammadi, Director of Organisational Excellence department, said the Ministry has launched eservices and smartphones applications award as part of the mGovernment initiatives that aim to motivate and encourage all staff, customers, and partners to provide creative and innovative ideas in the field of services and smartphone apps, so as to ensure that the government services run easily, more efficiently, and with complete transparency to reach the customer satisfaction. The award aims to promote and market e-services to all concerned categories, encourage innovation aimed at mobile applications. In addition, the Ministry’s webpage bagged the “Leader Award” in the government web-

sites category for getting first place amongst 1,300 other pages from 11 countries worldwide, after competing at the Summit International Awards.

Ahmed Al Nasser, Director of Information Technology Department at the Ministry, and head of the website Development team, said: “This achievement reflects the Ministry’s excellence in the provision of services, especially since the website is one of the main channels to provide labour services that the Ministry is keen to promote to meet the needs and expectations of customers.”

Hussain Al Alili, Deputy Director of the Government Communications Department, said, “Winning the award was the result of concerted efforts by the Ministry to develop its content and applying international standards in developing the structure of websites and providing better services as per the directives of His Excellency Saqr Ghobash, and the need to promote the smart government initiative in various sectors, especially in areas of services.”

MOHRE bags 2 awards

The Ministry of Human Resources and Emiratization has bagged two awards from the second session of the "Emirates Award for Human Resources in the Federal Government," which was launched two years ago under the patronage of His Highness Sheikh Mansour bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Presidential Affairs.

The first prize went to ‘Al-Momakena’ category, for positively assigning human resources to reliable training programs and completing the required training hours with positive outcomes. The second award, services category, was claimed for adopting Performance Management and Training & Development electronic systems within the Human Resources Management Information System "Bayanati"; as well as adherence to HR systems and policies and the quest for automation of HR systems.



Bin Deemas: UAE is committed towards enhancing labour transparency and reaching balanced contractual relations



The UAE continues to provide protection to labourers residing on its land as per their labour rights and especially in accordance with the newly launched decrees, which came into effect earlier this year, with an aim of enhancing transparency and forming a balanced contractual labour relationship.

Humaid bin Deemas Al Suwaidi, Assistant Undersecretary of Labour Affairs, said during the ministry's participation at the ILO summit, that the UAE will continue to adopt practices and initiatives that embody the partnership between labour sending and receiving countries around areas of employment naming it a joint responsibility for both ends.

This came during several meetings held by the Board of Directors in

Geneva with the participation of the Ministry of Human Resources and Emiratisation headed by the Al Suwaidi, Dr. Omar Al Nuaimi, Assistant Undersecretary for Policy and Strategy, Alex Zalmay, Minister's International Relations Advisor and Abdul Rahman Al Marzouki, Director of the Office of International Relations.

The ministry represents governments of the Asia-Pacific Group until 2017.

"The UAE Ministry of Human Resources and Emiratisation has launched several initiatives to ensure a transparent contractual relation between both production parties. We believe transparency is an important prerequisite and an essential foundation to reaching a fair employment relation," Al Suwaidi said.

The initiative, which was implemented at the beginning of the current year, enables workers to view contracts' terms, privileges and conditions with a language they understand. Such prerequisites are mandatory to be sent and reviewed by workers prior to entering the UAE, whom shall upon their arrival to the United Arab Emirates sign the labour contract that matches the work offer sent to them overseas.

This action promotes a balanced and productive working relationship between both ends, which is based on a compromised and transparent contract in order to preserve rights of both parties and prevent all forms of malfunction.

"We are all fully aware that employment involves multiple responsibilities and multiple parties such as recruitment agencies, brokers, government authorities and others. It requires cooperation between labour sending and receiving countries in order to ensure a transparent relation between workers and employers," Al Suwaidi added.

He pointed out that all the experiences presented in the meeting are a clear proof of the inevitability of cooperation between related countries to ensure a fair and transparent recruitment process.

Ministry settles AED 42.3 million of bank guarantees to repay workers

The Ministry of Human Resources and Emiratisation announced settling AED 42.3 million from bank guarantees to 43 companies to repay dues to 13,616 workers since 2010 till 2015.

Maher Al Obed, Assistant Undersecretary for inspectional Affairs, said, "The ministry approached guarantees due to the lack of commitment by many companies in paying workers' wages for more than two months, after approaching the owners who agreed to use the bank guarantees which they had handed the ministry before recruiting workers in implementation of the Cabinet decisions issued in 2010 regarding the facility classification system and bank guarantees."

The resolution stipulates that companies must hand bank guarantees worth

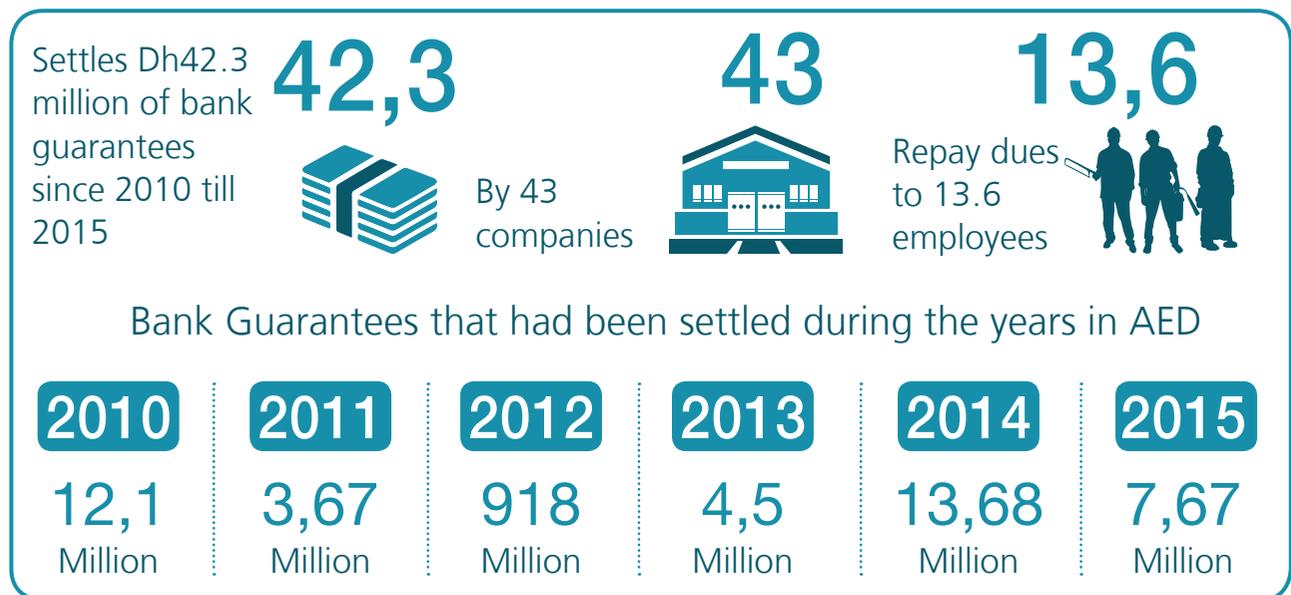
AED 3000 for each worker, according to the classification registered in the Ministry of Human Resources and Emiratisation. Guarantees required of facilities classified in the second category (A) AED 1.5 million and AED 3 million for those classified in the second category (B) and 5 million dirhams for second category (C) and 10 million dirhams for third category, while establishments classified in the first category are exempted from providing any bank guarantees.

"As many as 8,493 workers, who benefited from bank guarantees settlement in the last six years, preferred to return to their home countries after being given the financial dues while the 5,123 wanted to move to other facilities after receiving their dues. The ministry issued them new work permits for this purpose," Al Obed said.

He noted "settling bank guarantees helped the ministry during the past six years to solve group complaints made by a number of workers who suffered late wages, as well as enabled the ministry to end work stoppage situations for the same reason".

The value of the bank guarantees that have been settled during the past year reached more than AED 7.671 million in favor of 1714 workers working at nine facilities, while the value of the guarantees that have been settled during 2014 reached AED 13.684 million from three facilities benefiting about 6067 workers.

Bank guarantee settlements in 2013 reached AED 4.519 million, benefiting about 1,053 workers belonging to three facilities.



4.7 million workers in the labour market, 6 p.c increase in registered workers

The Ministry of Human Resources and Emiratisation announced that there has been a 6 per cent rise in the number of registered workers with the ministry in 2015 compared to previous year and health sector tops the chart for the second consecutive year amongst all economic sectors in terms of highest growth in employment rates.

Humaid bin Deemas Al Suwaidi, Undersecretary of labour affairs, said: “The labour market statistics show an increase in employment numbers last year as well as an increase in the proportion of skilled talents. Employment in knowledge based economy sectors has shown great results, which reflects and confirms the strength and diversity of the national economy and government policies.”

“The number of registered employees at the Ministry of Human Resources

and Emiratisation reached 4.7 million last year, compared with 4.417 million workers in 2014, and the rate of employment growth in the private sector are high compared to the rates registered worldwide, which ranges from 1 to 2 per cent, which indicates that the labour market in the country is one of the most attractive markets.”

“The registered ratio of workers at the ministry with fourth and fifth skill levels are around 79 per cent of the total employment while the number of workers enjoying first, second and third levels reached about one million.” He said, “The increase in numbers of skilled talents in the past year recorded an overall growth of about 12 per cent.”

“Around 68,000 workers are employed in the health sector recording an employment increase of about 18 per cent last year, followed by

the financial sector with 57,000 employees, recording an employment growth rate of 13 per cent, while the education sector saw a growth rate of about 7 per cent.”

He noted “Construction, trade and industry sectors are the top three sectors with highest employment rates in the labour market in terms of numbers of about 67 per cent of the total private sector employment numbers registered with the Ministry.”

Al Suwaidi said, “The number of establishments registered with the ministry saw an increase of about 12,000 since 2014. Last year, 325,000 facilities across the UAE, including 9,500 facilities with large and medium employment numbers, were registered.

accounting to 51 per cent of the total employment numbers in the UAE by 2.4 million workers.



New decrees create positive impact

Majority employers opt for unlimited contracts

The Ministry of Human Resources and Emiratisation announced that a wide majority of 75.53 percent of the total number of newly issued and renewed contracts during the month of January and February were unlimited contracts. A recent study issued by the Ministry to follow-up on the three new decrees issues by H.E Saqr Ghobash, Minister of Human Resources and Emiratisation, which had been launched starting 2016, revealed this.

Humaid bin Deemas Al Suwaidi, Assistant Undersecretary for Labour Affairs said, “The number of the job offers printed during the last month confirms clarity and ease to issue a working relation between employers and workers in accordance with the newly launched decrees, which aim to establish and promote a balanced and productive work relationship between both employers and workers, based on cooperation and transparency in order to preserve and maintain legal rights”. Al Suwaidi said, “If a party wishes to end a limited contract prior to renewal, a notification letter must be issued and sent to the other party before the contract expiry date, after which the notice period which was agreed between both sides (one month and not exceeding three months period) needs to be completed”.

“Selecting more unlimited contracts indicates that employers have identified the benefits of selecting such contracts following the launch of the new decrees, something contrary to what prevailed in the labour market earlier, as limited term contracts were commonly used by employers back then,” he said. “The total number of new employment (unlimited) contracts issued by the ministry during the past two months reached 1,51,056 and the number of limited ones was 60,153. The total number of unlimited contracts renewed during the same period reached 233,403 contracts and limited ones reached 65,050”.

Al Suwaidi said that UAE implements two types of contracts to serve different interests in the labour market according to professions, job tasks and activities carried out by the facilities, “Picking limited term contracts applies mostly to labourers as it may seem that the nature of their occupations



requires that type of contract, which requires both parties to fulfil legal responsibilities especially in the event of a party decides to violate the terms of the contract or wishes to end it without the consent of the other party,” he said. Yet, when the labour market records a shift towards unlimited contracts, according to the recently launched statistics, Al Suwaidi said it a developmental impact in the UAE labour market, especially as this type of contract allows the parties more freedom in ending the contractual relationship when compared to the other type, something which effectively contributes to raising the productivity and performance of the labor market and improve working conditions and wages. “Unlimited contracts have positively reduced labour disputes, as our data shows a large proportion of disputes arise between employers and workers abiding to limited term contracts, due to ending procedures and the subsequent legal obligations,” he said.

“Workers must look into job offers and annexes in their preferred languages before signing the contracts to reach a healthy work relationship between both ends; annexes must be reviewed as they hold a number of labour laws and amendments. They’re also urged to go through expired contracts if they wish to renew and presume working with the same employer and conceivably upturn their benefits if both ends agree prior to signature,” he added.

City Builders Race Orange team comes up with dynamic initiatives



As part of the ‘City Builders Race Initiative’, which was launched by H.H. Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of Dubai Executive Council, in December 2014, the “Orange team” has recently held a group meeting to discuss most prominent initiatives related to lawsuits within Labour Courts.

The Orange team is one of the teams participating in the race, which aims to improve government services.

The meeting was headed by Maher Al Obed, Assistant Undersecretary for inspection at the ministry, along with Jamal Al-Jabri, Chairman of the Labour Courts - Dubai Courts and a number of participants from the MOHRE, Dubai Police, Dubai Courts and the Standing Committee for Labour Affairs in Dubai.

“City Builders race, represented in its second edition, promotes a qualitative shift in the level of joint government services, which meets the directives and aspirations of our wise leadership to encourage and support government departments to launch new creative and innovative services that can surpass customers’ expect-

tations,” Al Obed said. During the meeting all parties reviewed implementation processes of the initiatives, as specified for each group according to timeline, reviewed workflow procedures in implementing the initiatives and services provided to target groups, as well as noted the expected results from each initiative, in addition to discussing the most important challenges that could face implementation.

His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council, announced the launch of the City Builders Race initiative in December 2014.

The race, organised by Dubai The Model Centre of the General Secretariat of Dubai Executive Council, offered the government entities the opportunity to compete as work as teams and not as individual entities, thus highlighting the importance of integration among governmental entities in order to achieving the best results.

Four teams have been formed to overcome the challenge; the Grey team for services related to Airports

which includes the General Directorate of Residency and Foreigners Affairs in Dubai, Dubai Airports, and the General Command of Dubai Police, the Emirates Identity Authority; The Violet team, which services the Business sector managed by the Department of Economic Development, Dubai Municipality, the Department of Land and Property, the General Directorate of Residency and Foreigners Affairs in Dubai, and the Ministry of Human Resources and Emiratisation.

The Orange team serves the lawsuits within Labour Courts managed by the Dubai Courts, the General Command of Dubai Police, the Permanent Committee for Labour Affairs in Dubai, the Ministry of Human Resources and Emiratisation.

The Blue team serves children’s health which is managed by the Dubai Health Authority, Dubai Municipality, Knowledge and Human Development Authority in addition to the Dubai educational zone. The winning team will be announced during the annual ceremony of the Hamdan bin Mohammed smart government awards within the City Builders race category.

23 initiatives to enhance employee productivity and skills

The Ministry of Human Resources and Emiratization implemented 23 initiatives to enhance human resources contentment and improve their productivity through supporting opportunities for career excellence and innovation as per the directives issued by H.E Saqr Ghobash, Minister of Human Resources and Emiratization on this regard. Saif Al Suwaidi, Assistant

Undersecretary for Institutional and Supporting Services, said: “After studying the requirements of the employees, listening to their suggestions and comments, the team came up with development initiatives and then submitted a report to the Executive Affairs Council for approval, following which the operational plan to effectively implement the initiatives was prepared.”

“These initiatives fall under eight main themes which focus on leadership and management, compensation and financial benefits, performance evaluation, assessment and career development opportunities and the performance of the stability and internal communication and finally focus on working conditions and the working environment,” he said.





Mobile library and cultural events

Human Resources and Emiratisation Ministry hosts events marking the 'Year of Reading'

The Ministry of Human Resources and Emiratisation conducted an array of activities in line with the directives of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, declaring 2016 as the Year of Reading.

Dr. Omar Al Nuaimi, Assistant Undersecretary for policy and strategy at the Ministry, emphasised on the importance of implementing several initiatives as per the directives of the wise leadership.

He said declaring 2016 as the year of reading is a long term investment that will contribute to establishing a promising upcoming generation.

Al Nuaimi had launched the mobile library, launched by the Government Communication Department as part the of the Ministry's 2016 internal communications plans, in order to enhance reading among the staff members and further enhancing their knowledge and creativity.

As part of the initiative, the ministry also launched an internal competition for the best initiatives proposed by the staff to promote the habit of reading, wherein 54 ideas were presented with the aim to promote a culture of knowledge and establishing an intelligent generation armed with knowledge. The financial department at the ministry launched the "Mobile Book" initiative, open-

ing a library in the office which contains a variety of books with content in leadership and strategy.

A "Readers electronic club" an on-line webpage created for all the staff working at the ministry, "Bawabaty", was also launched.

The guidance department launched the "Book Cafe" where they discussed highlights and lessons learnt by each participant after reading books.

Al Ain Human Resources and Emiratisation office has launched an internal library hosting around 65 students from three schools by holding an educational workshop to read

books and summarise each story. Around 80 customers, while waiting in-line to complete transactions, enjoyed reading several books and novels available at the library.

The Dubai Human Resources Office Launched “My Culture my Hospitality” initiative the goal of welcoming all visitors and customers to the office and distributing them a variety of books to read.

In the Sharjah office, “A Culture Without Borders” initiative was launched, which saw a mobile cart that contains a variety of books for all.

The Kalba office, in collaboration with the Culture Without Borders program, launched an initiative titled “An hour of reading”.

Fujairah Office launched a ‘Reading Award’ for the employees to award to those who read and send email to the concerned party with a

clear summary about the book. Employee Badr Karam Al Raesi won the first prize during the first quarter of 2016.

In community initiatives, the Inspections Department organised ‘A generation reads and flourishes’ initiative, coinciding with the events and community activities launched by the Ministry of Human Resources and Emiratisation, and an educational bag was distributed to school students in order to enrich their knowledge and enhance skills.

The Ministry of Human Resources Office and resettlement in Abu Dhabi organised a community effectiveness of knowledge in collaboration with a publishing house. The Ministry of Human Resources Office and Emiratisation in Fujairah, in cooperation with Culture Without Borders initiative, organised a community initiative titled



Al Nuaimi:
The year of reading is a long term investment that will contribute to establishing a promising upcoming generation

“Read with me” which saw the establishment of a library containing educational books that were picked by many customers waiting to complete transactions.



Connect to the Ministry's through:

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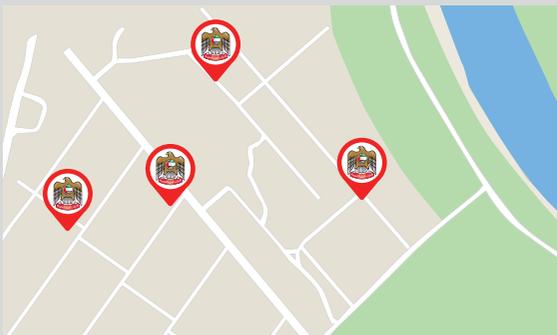


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The Ministry's offices' locations across the UAE



The Ministry's Smartphone Application



Evidence of over time necessary to claim dues

An employee, after his contract was terminated, approached the Ministry of Human Resources and Emiratisation, seeking financial compensation of over AED half a million that had accumulated due to overtime and working during official holidays in the 16 years of his service.

The worker went ahead to claim the said amount after consulting a friend.

The employee said in his complaint that he served as a waiter in a restaurant under unlimited contract. He started with a basic salary of AED 500 dirhams, which increased over time to AED 4,000.

He claimed that his financial dues were AED 550,100 for overtime and working on Fridays and public holidays over a period of 16 years that he worked with the restaurant.

The employer, on the other hand, told the Ministry, that he faced some financial distresses lately due to which he had to terminate a number of employees, including the complainant.

The employer said he was willing to pay all legal dues in addition to the special bonuses and grant the complainant an experience

certificate to help him find another job. After several meetings with both the parties, the Legal Scholar in the Ministry, calculated that the amount due was around AED 41,000.

The employer agreed to the settlement and added AED 4000, taking the total amount up to AED 45,000. However, the employee refused to agree on the compensation and the legal scholar referred the complaint to labour court, which said the worker was entitled to AED 39,619 only.

The employee appealed the verdict but the court rejected the request and pushed the first ruling, stating that in case of claims of overtime or extra time, there should be proper reference from both parties. The employee needs to give details of all the ex-

tra work done on a sheet which shall be presented to the judges.

The court said in its ruling that the worker's claims of staying-in during the afternoon resting periods (estimated to four hours daily) is not a sufficient evidence of extra working hours to serve the employer during that period.

The Ministry of Human Resource and Emiratisation said both employers and employees should properly follow the Labour Law, especially articles 67-69, which relate to labour complaints clarifications in order to avoid disputes. The ministry said employers or workers can submit any queries on the toll-free number 800 665 and the Ministry's website www.mohre.gov.ae includes detailed clarifications on laws.





Ministry of Human Resources and Emiratization launches campaign to educate workers about labour market policies

'Know Your Rights' in 11 languages

The Ministry of Human Resources and Emiratization, has launched a 'Know your Rights' campaign to educate workers about their rights upon arrival through Dubai airports as a first step to educate foreign workers about their rights and duties in the UAE labour market.

This campaign, launched in February, reached thousands of labourers arriving at the Dubai International Airport. The second phase of the cam-

paign, launched on April 6, educated labourers residing in the country specifically at the ICAD Labour City in Abu Dhabi.

His Excellency Saqr Ghobash, Minister of Human Resources and Emiratization, said: "This campaign comes in the framework of the ministry's keen-



ness to raise awareness among foreign workers, who enter the labour market for the first time. We are particularly focusing on the newly adapted decrees, which started this year, and are related to labour contracts approved by the Ministry, cases of employment termination and granting workers new work permits to move from one facility to another after ending the employment relationship with the owner”.

He pointed out that there has been proper communication with concerned authorities to direct workers coming from other countries about the new decrees and educating them prior to arrival.

The Ministry is keen on raising the level of awareness of both employers and employees about labour market policies and laws through a series of programs that will be conducted at their workplace and housing camps in different languages to ensure proper understanding.

Ghobash said: “The UAE is committed towards protecting labourers rights

through all means as well as keeping the interests of employers, something which confirms our national legislation towards the newly launched decrees that witnessed a remarkable implementation and adaptation; these decrees aim to promote a balanced and productive relationship between both parties.”

Booklets and digital screens at airports to generate awareness

He said the success of the campaign has been possible only due to guidance and support of His Highness Sheikh Ahmed bin Saeed Al Maktoum, President of the Dubai Civil Aviation Authority, Chairman of Dubai Airports, Chairman and Chief Executive of Emirates Airline and Group, and also of the Dubai International Airport, as it confirms a great team work between various entities to strengthen the country’s position globally.

Similarly, Ghobash recognized efforts made by the “ICAD” Labour City management to launch the second phase of the campaign, praising all the services provided to the workers residing at the city.

The Minister met over 400 labourers during his visit to the ICAD Labour City’s sports hall. The workers were split into four groups, and each group’s queries were dealt with separately to ensure clarity.

During the visit, Ghobash was also briefed about a smart kiosk, assembled by the MOHRE guidance department. The device reads labourer’s data via his ID card, sends them a welcoming message and then takes them to an introductory journey about UAE labour laws and regulations, ending the 20 minutes short film, the attendant receives an acknowledgement certificate. The campaign was attended by Mubarak Saeed Al Dhahiri Ministry Undersecretary, alongwith Dr. Ruba Jaradat, Regional Director for the Arab States at the International Labour Organisation (ILO), Jamal Al



Hai, Member, Federal National Council, Deputy CEO of Dubai Airports, and Major General Obaid Muhair Bin Suroor, Deputy Director General of General Directorate of Residency and Foreigners Affairs (GDRFA) in Dubai and Chairman of the Permanent Committee of Labour Affairs (PCLA) in Dubai.

Humaid bin Deemas Al Suwaidi, Assistant Undersecretary for Labour Affairs, also attended the meeting along with Maher Al Obed, Assistant Undersecretary for inspections, Saif Al Suwaidi, Assistant Undersecretary for services and support, and Dr. Omar Al Nuaimi, Assistant Undersecretary for policy and strategy.

Jamal Al Hai, Member, Federal Na-

Field visits to work sites and labour accommodations, workshops and seminars

tional Council - Deputy CEO of Dubai Airports, appreciated the campaign and said launching the campaign at the Dubai International Airport, which was visited by more than 78 million passengers last year, is a step in the right direction towards protecting rights.

During both the campaigns, booklets in 11 different languages-Arabic,

English, Bengali, Hindi, Malayalam, Chinese, Dari, Nepalese, Sri Lankan, Tamil and Urdu, were distributed among the labourers.

Maher Al Obed, Assistant Undersecretary for inspections, said, “We will continue our endeavors toward educating new workers who arrive in the country about their rights and obligations while on duty and how to approach labour disputes, as well as specific instructions to move to a new employer.”

“The inspection team implements the strategy aimed at education both workers and employers about their duties toward each other, through frequent field visits to work sites, labour camps and seminars.”

Tips covering the contractual labour relation

The booklets distributed to generate awareness cover different aspects of information to educate labourers who come to the UAE to work.

To begin with, the UAE law requires the employer to pay the costs of the labourers recruitment and deployment.

These include any fees paid to a private recruitment agency, accredited by the government of your country, the costs of the issuance of an entry visa and travel to the UAE, and the costs of processing requirements such as medical tests in the UAE and the issuance of residency permit after arrival.

The recruitment agent or employer are required to make the terms

and conditions of employment clear to the worker at the time of giving the written job offer, prior to traveling to the UAE.

If the labourer's documents are still being processed for travel to the UAE, it should be ensured that he fully understands the terms and conditions of the job offer, including the job title and responsibilities, salary and allowances, and the detailed conditions of work, prior to signing.

The labourer must ask the recruiter for a copy of the job offer and keep it safely with him. If he has already reported to the employer in the UAE, the employment contract which he is asked to sign must contain the exact same terms and conditions as in the original job offer.

The employer must enable the worker to perform employment tasks upon arrival. If the worker is not presented with a work contract within one week of arrival or if not enabled to start work immediately, they must report to the nearest Labour Office.

The booklet asks labourers to carry out assigned tasks as specified in the employment contract and, at the same time, gives information about the actions to take in the event of termination or during a dispute with the employer.

The handbook also includes specific instructions related to moving from one employer to the other, according to the newly adopted decrees which have been launched by H.E Saqr Ghobash, Minister of Human Resources and Emiratisation.

10 IMPORTANT THINGS FOR YOU TO KNOW



Your employer must pay for your recruitment costs and travel to the UAE



Your employer must pay for your Residency Permit



Keep the receipts for anything you are asked to pay for



You're entitled to keep your personal identification documents with you at all times



No work upon arrival? You are not receiving your wages on time and in full? Report to the Labour Office



You have the right to leave your job at any time but be aware of your contractual obligations



Keep a copy of your signed job offer



Your contract must match your job offer



Keep a copy of your signed contract in a safe place

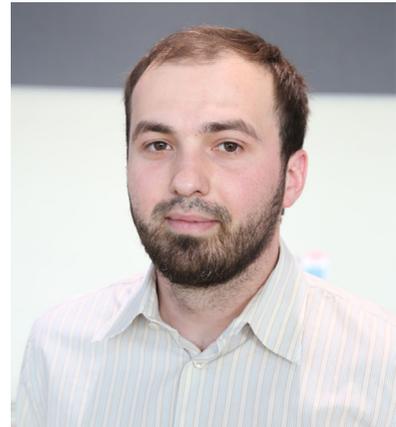


If you need help, you always have a friend in the Ministry of Human Resources and Emiratisation. **We're here to support you!**

Workers praise efforts put forth by Ministry



Loranz



Gysen Aliaskhabov

Al'Amal magazine spoke to a number of workers upon their arrival at the Dubai International Airport.

The workers appreciated the awareness campaign by the Ministry of Human Resources and Emiratisation.

Ram Swaroop, an Indian national, said the initiative is highly useful for workers, especially those who do not have any prior experience of working outside their home

countries. The booklet has detailed information about their rights, duties and procedures to be followed in the event an employer misses his obligations.

Peshwa Nath, Indian, said, "This is my first trip to the UAE, and I have got an opportunity to work in a private company in construction sector. It is the first time I am working outside my homeland and a new

experience for me. I came with a lot of doubts but these booklets, which have been distributed by the Ministry, have a lot of information and will help newcomers like myself overcome fear and obstacles."

Saeed Rehman from Pakistan said he was surprised by the care offered by the staff working at the Ministry of Human Resources and Emiratisation kiosk. "They greeted





Peshwa Nath



Ram Swaroop



Saeed Rehman

me and handed me a booklet which contains texts on labour rights and duties in the UAE and the language that I can understand, I believe this campaign deserves a lot of praise and appreciation.”

Loranz, a Filipino, said the awareness campaign will enhance the relationship between employers and

workers. “It will have a significant role in reducing disputes between both ends as the brochures, which are distributed in 11 different languages, include detailed material about my rights and duties during my employment in the UAE,” he said.

Gysen Aliaskhabov, Russian, add-

ed, “Launching the campaign at the Dubai International Airport is major step towards educating new comers, plus, printing such laws and regulations in many different languages, will develop awareness among all. I hope it will have a significant impact on the stability of the working relationship between all parties.”



Completed university education while working in the private sector

Masouma Al Mazmi: **18 successful years** **in the private sector**

Masouma Abdul Razak Al Mazmi, an Emirati national, who decided to face challenges of pursuing a career and a professional ambition and chose the path that many consider difficult and stressful especially for women, has achieved remarkable success in 18 years of her career in the private sector.

The presence of Emirati women in all sectors and the successes they achieve is possible due to the support and encouragement provided by the UAE government to all women

Masouma, who serves as the Director of Government Relations at Green Coast Group, says Emirati women are sparing no efforts to actively participate in the nation's development process.

“If women were able to obtain a job opportunity that offers a friendly and stable environment, the family and social responsibilities will not hinder achievement of any career dreams. Women from the UAE are capable of fulfilling responsibilities, whether back home or at work,” she said.

She said: “Eighteen years ago, I decided to join the private sector, and despite the lack of position I was seeking back then, I did not stop from continuing my search of obtaining a job opportunity, which ticked-off my ambitions and dreams list.”

Speaking to Al'Amal Magazine, Masouma added that after a journey of search she finally got the position she was looking for with “Green Coast” which she considers her “second home”, where she has been able to enhance her skills and complete her higher education program and receive a Bachelor's degree in business. “This has been possible only with the support and encouragement I received from the company and its management.”

She explained that she has gained several achievements, for example, after serving the first seven years as an administrative employee she passed with flying remarks, then was promoted as the deputy director of human resources, where she devoted her time to create the appropriate environment to develop the entity.

Masouma said after serving as deputy director of human resources for five years, she was promoted as the Director of Government Relations for the group and attributed her success to the continuous support by the company and her family. She said: “The presence of Emirati women in all sectors and the successes they achieve is possible due to the support and encouragement provided by the UAE government to all women.

It is an honor for all of us Emirati women to be part of the development process of our beloved nation, and I hope my success story will encourage more women to join the private sector and push them towards self-development.

No doubt women face loads of challenges yet they are able to achieve a lot, and through determination she will overcome any challenges that might stand in her way of achieving career dream.

Emirati Women have proven their ability to lead and excel

“The role an Emirati woman enjoys today has been greatly enhanced, she has gained new dimensions in the nation development process, thanks to all the encouragement and support and empowerment offered by His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE and His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE's Vice President and Prime Minister and Ruler of Dubai, and his Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme commander of the Armed Forces and Their Highnesses Supreme Council Members and rulers of the Emirates, pointing to the words stated by late Sheikh Zayed Al Nahyan upon the Union declaration ceremony,” she said.

“Nothing makes me happier than seeing Emirati women take their role in building the society in a rightful place, nothing should stand in their way towards progress, women have equal rights as men to reach senior and higher positions, appropriate to their abilities and qualifications.”



408 citizens serve at the Union Co-op

Union Co-op, enabling citizens to enjoy stimulating and stable jobs

The Emiratisation process is among the most important strategic goals of the Union Co-op with the senior management paying great attention to attracting young citizens to fill various positions according to their skills, abilities and specialties under a stimulating and stable work environment.



**Al Falasi:
We implement
plans and
programs
to achieve
Emiratization and
meet aspirations
of the wise
leadership**

The management believes that using national expertise is vital factor in development, and hence, focuses on increasing their participation within the private sector, which is highly active and plays an important role in contributing to growth and prosperity in the UAE alongside federal government entities.

In this regard, Khalid Al Falasi, Director General of the Union Co-op, said in an interview with 'Al'Amal' magazine that Emiratization is considered one of the important initiatives launched by the UAE. He said the Union Co-op has been implementing

several plans and programs to meet Emiratization plans, something which contributes to the vision of His Highness Sheikh Khalifa bin Zayed Al Nahyan President of the United Arab Emirates, and His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai.

"We are keen to recruit citizens in the Union Co-op because Emiratization is a main strategic objective, we have the highest proportion of locals compared to other companies in the private sector, due to the wide selection of job opportunities offered to our employees and new comers," he said.

He explained, "The Union Co-op believes in the importance of investing in national human resources and their empowerment to support their development at various administrative and technical levels, enabling them to become future leaders whom enjoy a high level of efficiency."

Ahmad Bin Kenaid, Human Resources Department Manager at Union Co-op, said, "The Union Co-op supports recruitment plans of national human cadres, we always attract and retain local talent to serve in various jobs available. The Co-op seeks to rehabilitate and train national cadres to enable them to effectively contribute to support the construction and development process of our nation, especially in the retail sector, which is one of the most vital sectors."

Sharing further details, Bin Kenaid said the Coop has 408 male and female employees, which is considered the highest number of citizens employed in the private sector. "The per centage of national employees is 81 per cent in senior leadership positions, 42 per cent in mid jobs and 31 per cent in minor jobs. The management aims to increase the number of national employees by 2016 to more than 432 and increasing the proportion of Emirati employees to more than 35 per cent."



Suhail Al Bastaki: Advanced training programs, Unit to increase happiness

Bin Kenaid said, “Last year, we organised a nine-day open recruitment day which saw over 248 job interviews with UAE citizens, which resulted in the employment of 163 citizens in various co-op departments. We periodically organize recruitment days to attract locals to join our workforce.”

He pointed out that the management trains and develops human resources and acknowledges their achievements, in addition to providing them with top services and ensuring them an ideal working environment to ensure their involvement as a team with the highest productivity and effectiveness, which is clearly reflected in the Union Co-op’s success over the years.

“Supporting the UAE’s policy towards Emiratisation, Union Co-

op has continuously communicated and coordinated with the National HR Development & Employment Authority (Tanmia), which has been recently merged with the Ministry of Human Resources and Emiratisation to access a database filled with different professions and capabilities ready to join the Union Co-op,” he said.

Bin Kenaid pointed out that Tanmia honored the Union Co-op during the closing ceremony of the eighth edition “Tamaiaz Award”, which was held under the patronage of His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, for contribution towards the success of the award’s program, and keenness to develop skills of UAE nationals and employing them during 2015.

Suhail Al Bastaki, Director of Marketing and Communication, said, “In order to invest in young Emiratis, developing their skills and training them to becoming future leaders within the private



Ahmed bin Kaned: Seeking a 35 p.c. Emiratisation by end of 2016

sector, particularly in retailing, the Union Co-op has launched a leadership development program the ‘Young Leaders Program (CYL)’ to achieve the above and benefit UAE nationals, not only by providing jobs, but by enabling them to sustain their careers and advance on the long-run.”





He explained that the management had spent over AED 3.8 million in 2014 to support the ‘Young Leaders Program (CYL)’ to enroll students into a specialised course for a year and qualify them to become leaders in the desired areas.

“Union Co-op is one of the best private establishments in the country, of course in terms of work environment and provide all the support and facilities required to reach superior innovation and excellence. The management takes many initiatives, programs and activities which contribute towards developing the fact that Union Co-op is not just a company but a family to all.

He added that Union Coop offers many advantages to the employees, parallel to the advantages enjoyed

within the public sector, including high salaries, attractive benefits and working hours appropriate to all, in addition to the training process associated with the career path that qualifies employees to better career opportunities within the organisation.

“Based on the directives of the Union Co-op senior management, 2015 was decided to be ‘Staff Happiness Year’.

The management approved organising events and various activities such as recreational tours for the staff and honor outstanding performances, visiting patients at hospitals, sport leagues and other initiatives.

In addition, 975 employees were honoured for their outstanding

performance in various fields, all of which shows that the relationship between the Union Co-op management and its staff is correlated like a big family,” Al Bastaki said.

With the aim of attracting citizens and keeping them part of Union Co-op, the management launched “Tawasul” initiative to establish an interactive approach between the management and staff. This benefits both and most notably increases the happiness levels of the employees, further contributing to enhancing level of services for customers.

Cultural and recreational events were also organised including a special ceremony for 200 employees from different departments last year.

Employees appreciate supportive work environment



Al'Amal magazine spoke to a number of Union Co-op staff about their experiences and their perception of the internal policies and regulations adopted by the corporation to reach high happiness levels and develop staff performance in the private sector.

Tareq Al Hossani, Head of Recruitment Department, said, "I did not have any hesitation to engage in the private sector, it's such a new experience. I've served for more than 10 years in the private sector and everything seems to be running well."

"Serving in the private sector, I've come to realize that self-development occurs without a doubt, it encourages competition amongst all staff, not forgetting all the support we enjoy from the Union Co-op to improve our career level," he said.

He acknowledges all the development of skills and abilities that Union Co-op has encouraged over the year for its entire staff, as well as practical experiences, and the development of innovation and create a healthy working environment and overcome all

the barriers and obstacles of its employees.

"I would advise all the youngsters seeking to promote responsibility, learn, and increase self-confidence, simply, join the private sector," Al Hossani added.

Shuaib Al Hammadi, Director of Marketing, said the private sector, is a real opportunity and a perfect platform to achieve extraordinary ambitions that any young citizen seeks, considering it a main reason to seek a job in one of the major institutions in the private sector.



Tariq Al Hossani |



Shoalb Al Hammadi |



Mohammed Abbas |

He started in 2013 as an Assistant Director in the Department of Information and Loyalty Programs and said he has got numerous opportunities to develop his functional skills through specialised training programs and workshops, which were periodically organised for the employees.

It accelerated his progress and by 2015, he got a leading position at the company.

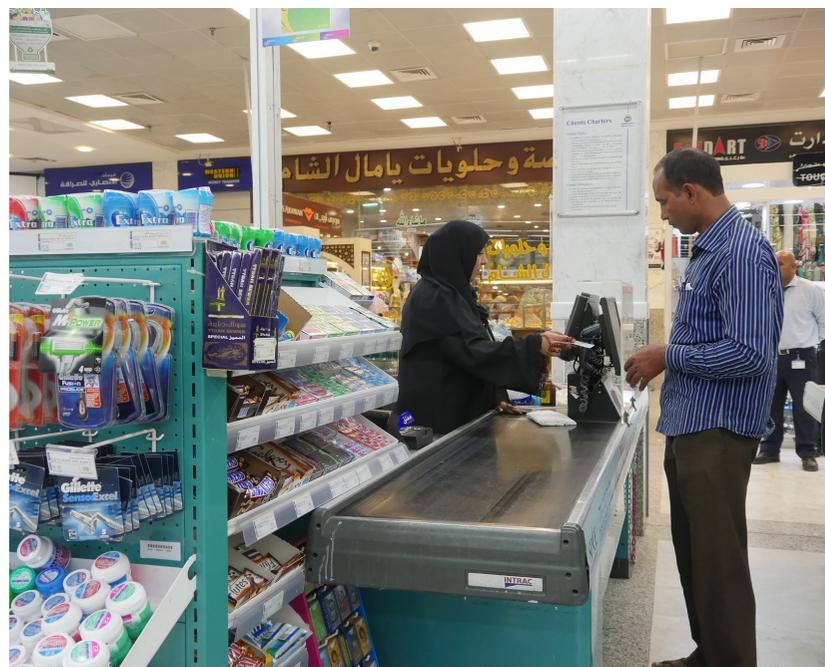
Mohammed Abbas, Director of Umm Suqeim branch, (the first smart branch in the Middle East), said during the interview, “My successful and distinctive journey with Union Co-op began in 2004, about 12 years ago, and thanks to God I managed to functionally develop and reach higher positions to where I am today.”

“This did not come out of nowhere, but through my continuous hard work in addition

to the motivation I received from the Union Co-op management,” he said.

He explained, “I started my journey with Union Co-op as a supervisor, I was the second UAE citizen to hold such a position since the group started operating.

Through training and rehabilitation programs offered by the management I was able to develop my skills and abilities, and upon the opening of Umm Suqeim branch I was assigned to direct the new branch to be the first citizen and the first Arab in the Middle East to serve as a director of the smart branch.”



Here you can get details of the services provided by the Ministry of Human Resources and Emiratisation for its clients, including the procedures, required documentation and conditions to be fulfilled.

For more information, visit the website of the Ministry of Human Resources and Emiratisation www.mohre.gov.ae

Labour complaints search request

It is a service provided by the Ministry to employers and labourers to receive complaints and communicate with both the parties to resolve disputes.

Service requirements

The existence of a labour complaint from one end of the production party at the Ministry.

Measures and steps for the applications

1. The complainant shall apply through one of many Tas'heel centers and fill a labour complaint form, take a reference number (i.e. mb0000000000ae) after which a text message will be send to both parties. Both must try to solve the issue amicably within 48 hours, failure to do so will lead to registering it in the Ministry's database for further action.
2. In case the two parties reach a settlement before 48 hours, the complainant can clear the case at Tas'heel service center without the need to complete the procedures within the Ministry.
3. If the complaint crosses the 48 hours deadline, it will be directly transferred to the Ministry's system and both sides will receive a text message, officially informing them that the complaint has entered into the Ministry's system and both parties will be contacted within 3 working days by the Ministry.
4. The employee shall connect with both ends over the phone and try to resolve the complaint amicably through a telephone conversation. If the parties reach a settlement, the employee shall announce closure. Else, if an end requests meeting a legal researcher to further discuss, the employee shall then send a text message

to both parties clarifying date and time of the next meeting.

5. Upon arrival at the labour office, both parties must show the text message to the receptionist, who will issue a waiting ticket for entry to legal researcher's office to discuss the complaint. If the parties reached a settlement, the legal researcher will issue an outcome report stating the case settlement. If not, the researcher then schedules a new date by sending a text message with the new appointment.
6. When attending the second meeting, both parties will show the text message to the receptionist who in turn issues waiting ticket to enter the legal researcher's office. Following-up on the complaint, the researcher either reaches a settlement between or forwards the results to court.
7. If the second party doesn't comply to attending the labour dispute meeting with the legal researcher, both parties will be assigned to a new and final meeting schedule, if the second party did not abide the second time, the case will be automatically referred to the court to avoid wasting of time.
8. In case the complainant did not attend to the scheduling, the case will standby for a maximum period of 10 days.

If the complainant follows up, a message will be send to both parties about the new schedule. If 10 days pass and the first party fails to attend, the complaint will

reach an automatic closure and saved in the system.

9. If both parties reach an agreement, a written settlement shall be issued and signed by both and saved in the system.
10. If both parties refuse to reach a settlement, the matter shall be referred to the court on the basis of Article 6 of the Labour Law. Minutes will be issued recording each side's statements and claims, and both the parties are asked to attend to the judge's office at the Office of Labour Relations in either Abu Dhabi or Dubai, as for the other Emirates, both parties will be assigned to a date to receive the referral letter then go to the labour court to register it.

Service Providing Channels

- Labour relations offices in Abu Dhabi and Dubai and the labour disputes offices.
- Labour disputes offices in other labor offices across the UAE.

Average time to resolve the dispute

10 working days

Time to apply for the service

- Registering the complaint:

Across all Tas'heel service centers in the UAE - Saturday to Thursday from 8:00 hrs to 19:00 hrs

Complaint Search Services:

Labour relations offices and labour disputes offices - from Sunday to Thursday - 8:00 hrs to 14:00 hrs

This column allows the readers to submit their questions related to employment issues and they will be answered by legal specialists at the ministry.

You can communicate with us
:through e-mail
magazine@mohre.gov.ae

Answering the inquiries -Mohammed Ahmed Mubarak, Director of Labour Relations Office, Ministry of Human Resources and Emiratisation, Dubai

Question 1:

An employee in my company has been issued several warning letters for reporting late at work. Even after the warnings, he continues to repeat the mistake.

The employee is clearly not serious toward work but he does not want to resign either as it is a limited contract and if he does so, he may have to compensate the employer.

My question is what is the step that the employer can take in this case. Can the employee be terminated with immediate effect? If his services are terminated before the completion



of the limited contract period, is the employer is liable to pay to the employee? Is the employee eligible for gratuity pay in this case?

J. S. M.

Answer

According to Section VI of the Labour Relations Law, there is a set of discipline rules which grant employers the right to outline irregularities and include penalties.

For example, in case of work hours, the list includes 10 different penalties. An employer can issue the list and then mandate all staff to comply, however, after authorizing the list through a committee formed by the ministry.

Regarding the termination of employee's services, article 120 of the labour laws mentions specific cases wherein a work relationship can be ended. In this case the employee has shown repeatedly been late for work inspite of the employer's warnings.

If the worker continues to come late, the employer must start deducting the employee's wages gradually. If there is no improvement, the employer can issue a final warning letter to the worker who might face termination and the dismissal is considered justified in this case.

As for compensation, in cases like this where the employer has tried to correct the worker several times but the latter has not shown any improvement, even though the contract is limited, the worker does not deserve any compensation allowance for such dismissal.

Gratuity is a payment made as an appreciation to workers who positively contributed to the workplace. Being dismissed for lack of commitment and delays does not entitle a worker to gratuity.

Nonetheless, legal scholars or judging committee can look upon the matter and decide whether to reward the employee or not, after looking into the length of service, job type, the duration of interruptions and delays, the impact of irregularities caused by the worker.

Swedish doctor hails Dubai for opportunities provided in the medical field

Hiad Ali: UAE is the place to realise your dreams

Hiad Ali, Swedish, a Senior Podiatrist at the Dubai Diabetes Center for the past three years, says moving to the UAE has been strongly positive career move in her life and has not only enriched her experience but also opened numerous opportunities.

After completing her bachelors in Podiatric Medicine from the University of East London, Hiad decided she wanted to work in the UAE.

Having visited Dubai earlier, the 28-year-old said she was familiar with the place and felt it was safe, clean and a destination of opportunities.

The decision has been one of the best she made, said Hiad.

“The UAE has a multicultural environment and a healthy labour market. It is safe, clean and offers tremendous growth opportunities,” she said while talking to Al’Amal Magazine. Hiad said the friendly



work environment in the UAE has helped her realize her aspirations.

From the time she joined, she has been diligently performing duties and the friendly and encouraging work atmosphere has greatly

contributed to her success, she added.

“I am very happy working here, the Dubai Diabetes Center is a center of excellence in diabetic health care. We follow the principle of patient



centered care. It is a privilege to work with such a dedicated multidisciplinary team,” she said.

“As a Senior Podiatrist at the Dubai Diabetes Center I serve an important role in the multidisciplinary team in diabetic limb salvage.

Podiatry is a specialty that is licensed in the diagnoses and treatment of pathologies of the foot and ankle. Our job is to prevent ulcers/wounds from developing by regular monitoring, routine care of any foot complications and continuous podiatric management.

All together these strategies can

prevent ulcer recurrence along with offloading strategies and diabetic foot education,” she said.

She said there are a lot of opportunities in the field of diabetic limb salvage and “I would like to continue in this field and fully dedicate my work to improve the management of diabetic foot disease thus reducing the potential risk of amputation among people with diabetes.”

Ali said working in the UAE has helped her enhance her skills and knowledge in the area of work as well as in terms of dealing and communicating with patients

and colleagues from different nationalities Expressing her gratitude for the support by the UAE government to empower women in the labour market, she said it is a huge motivation to participate actively in the national development process across various fields.

“The UAE offers opportunities like nowhere else, there is massive development in all spheres, the kind of work we do is the best internationally and quality of life is very good. The UAE, undoubtedly, is a destination to achieve ones dreams without any obstacles,” she said.

10,000 expatriates from 25 countries participate in study

Poll: Emirates top country for career-oriented women



A recent study by HSBC has placed the UAE and Qatar among the best countries for career-oriented women.

Around 10,000 expat women from over 25 countries participated in the HSBC Expat Explorer 2015, which said the Middle Eastern countries top the rankings due to the financial rewards they offer.

Financial incentives, savings and careers are top reasons that attract women into labour market



According to the survey, career-orientated women thrive in Qatar, which was chosen as the best country for both, increased earnings (57 per cent) and a greater ability to save money (73 per cent). The UAE is also recognised under these categories as 40 per cent women said that they earn more here than in their home country, well above the global average of 31 per cent. Around 54 per cent said they are able to put aside more money here. The financial benefits of living in the region are also apparent as expat women rank Qatar (88 per cent) and the UAE (87 per cent) as the best globally for the benefits they are provided by their employers.

Asian countries rank the highest in terms of career development

prospects for women. Nearly two thirds (63 per cent) of female expats said Hong Kong is a good place for expats to progress their career, followed by China (59 per cent) and Singapore (56 per cent). Almost half of expat women in the UAE associate with this view, far above the global average of 38 per cent.

“It is extremely encouraging to see the UAE highlighted by women as a top destination for the financial incentives and career opportunities it offers, further showing why the country remains one of the most popular destinations globally,” Gifford Nakajima, head of Wealth Development, UAE and Mena, Retail Banking and Wealth Management, HSBC Bank Middle East Limited, said in a statement.

54 per cent of women workers said they are saving more

Nakajima added: “The annual Expat Explorer survey provides us with these unique insights and it also serves as a comprehensive resource for all current and prospective expats looking to leave their home countries. Not only can expats find out how the country they live in performs compared to other destinations, but they can also share the real life experiences of their peers.”

UNITED ARAB EMIRATES
MINISTRY OF HUMAN RESOURCES
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Work environment adaptation

“I was in my manager’s good books only some time back, but something seems to have gone wrong and he doesn’t like me anymore!” If similar thoughts have been coming to your mind, you need to take a re-look at your approach to work.

Many employees complain of not having cordial relationship with their manager or deterioration in the relationship. Experts advise to watch out for the following if you want to enjoy friendly work relationships.

Soon as your manager arrives in office, you rush to him and start praising your own work and your achievements. Add to it, you talk about against your colleagues, pinpoint their mistakes and think it would get you their assignments.

Getting excessively passionate about a subject during a meeting and starting to debate and raise your voice on your colleagues, or even your boss.

Never miss a chance to gossip, spread rumours, blame your colleagues, report top managers about unnecessary details.

Send an SMS to the manager that you have received a better job offer, or push the manager to increase your allowance to avoid your letter of resignation.

Unhappy that you were not promoted, you demand a promotion due to seniority instead of highlighting your achievements and contribution to your work.

Faced with a challenging situation at work and you approach your manager with complaints and negativity instead of solution.



Dr. Saeed Mazloum

Starting highlighting your manager’s mistakes

Demand to be shifted to another department due to workplace discomfort, although the cause might be your miserable attitude, not the actual work.

Act without consulting your senior, even if the decision causes negative impact on others.

Create bigger problem as you request for a raise has been ignored!

madhloom@hotmail.com
@ Saeed_AISuwaidi

Distracted a lot at work? You could be a genius!

Those who find themselves easily distracted at work could be intellectually superior to their colleagues, according to a new research. Intelligent workers may have difficulty concentrating due to the vast number of clever ideas popping into their gifted brains, said a report in the Independent.



The most intelligent people have difficulty prioritising tasks at work

Bostjan Ljubic, vice president of Steelcase, a workplace solutions company that analysed the findings of neuroscientists and cognitive researchers, said: “Employers are always on the lookout for the brightest people available, however the difficulty to withstand multiple tasks and distractions in the office affects smart people in the same way as everyone else, if not more.”

The smartest individuals may find it more difficult to decide which ideas to prioritise with distraction leading to, what psychiatrist Dr Ned Hallowell cites as, “a feeling of inadequacy and inability to deal with the workload as a whole,” says the Telegraph.

He added, the smartest brains can ultimately fall short of their own expected potential, as well as failing to live up to their employer’s hopes.

Nearly half of more than 10,000 workers, surveyed in 17 countries, said they struggled to concentrate in the office, according to a wellbeing study by Steelcase.

Increased access to technology has been cited as a possible reason for this lack of focus.

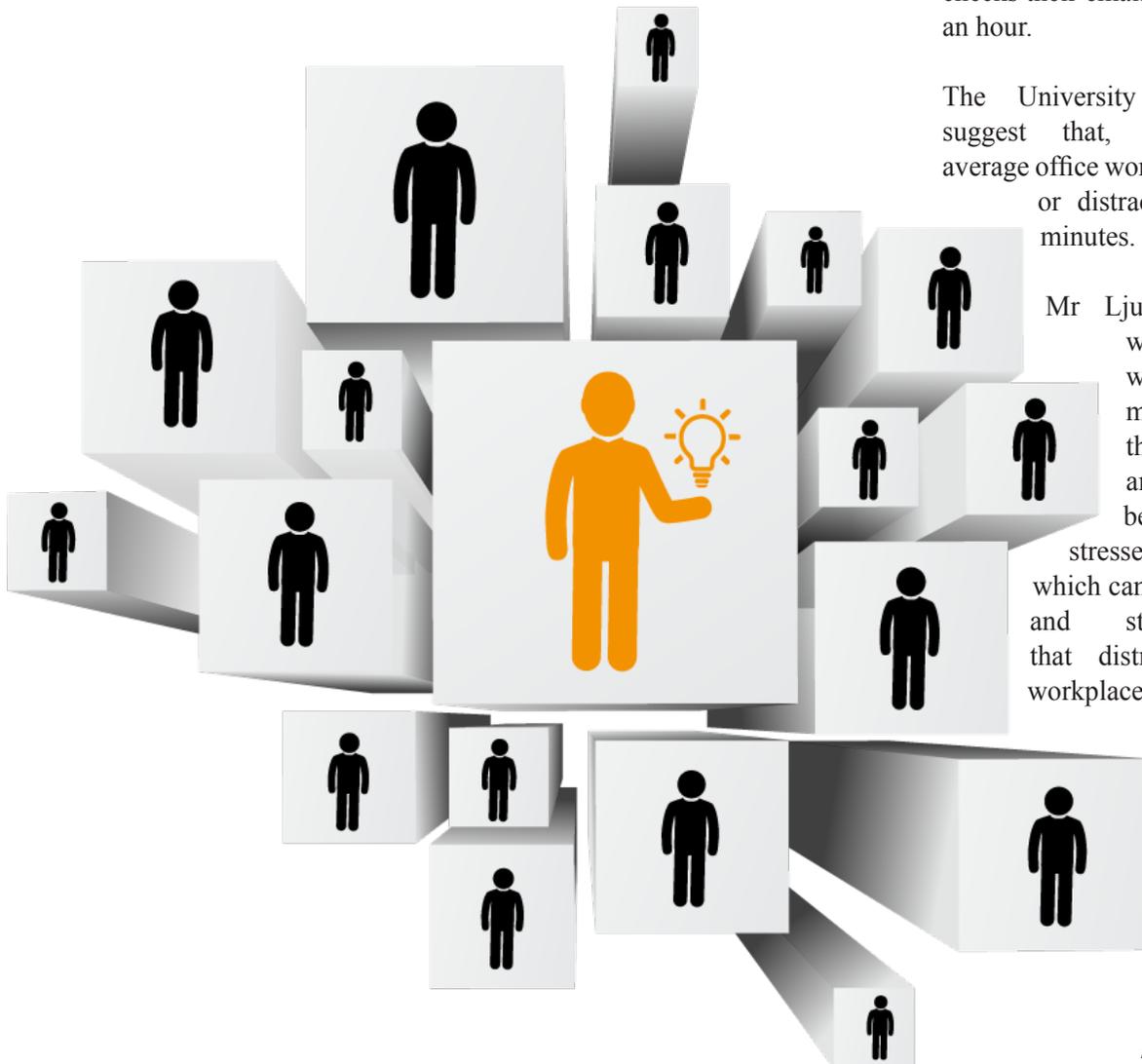
Research from GlobalWebIndex, cited by Steelcase, says the average time spent on mobile devices has increased by 200 per cent

Employees check their email 30 times per hour

since 2012; while the average smartphone user in the UK checks their phone 221 times every day and the average office worker checks their email around 30 times an hour.

The University of California suggest that, ultimately, the average office worker is interrupted or distracted every three minutes.

Mr Ljubic said: “The ways in which we work are changing more rapidly than ever before and the brain is being subjected to stresses and distractions which can lead to overload and statistics show that distractions in the workplace are on the rise.”



Virtual reality headsets .. will it become part of our daily lives?!

The ground shakes, there's smoke rising on the horizon, police sirens wail and explosions echo through the streets. The view swings frantically to the right, tracking a sudden movement.

As if the urban chaos wasn't bad enough, now Godzilla stomps around the corner. The giant lizard with its razor-sharp teeth is on you in a second and the two small screens in front of your eyes go black.

Viewers are pretty familiar with monster and disaster movies in

the cinema or on TV, but as this demonstration of the Oculus Rift Virtual Reality (VR) headset shows, tomorrow's movie viewer could be right there in the action, rather than just observing it. More and more manufacturers are bringing VR headsets and the multi-lens cameras needed to record 360-degree video

to the market. As well as the Oculus Rift, there's Samsung's Gear VR and Nokia's Ozo which will have eight cameras for panoramic shots.

Will VR headsets soon supersede television?

"I would argue the television as such will continue," says Timm Lutter of Bitkom, a German technology industry association. At the very least, TV will probably survive for the sake of companionship, because you would hardly sit side by side on the couch with someone when you're wearing a VR headset.





But the interest in the new technology is definitely there. A Bitkom survey found that in Germany, one in five people could see themselves using VR to play games or view 360-degree videos.

Besides gaming, Lutter sees potential for viewing sporting events and live concerts via VR. Other non-game applications for VR include real-estate virtual tours and previewing new furnishing ideas or lighting arrangements for your home.

The cinema too is likely to undergo big changes. "VR has the potential to change movies radically," says Lutter. Because the headsets put the viewer in the thick of the action, new ways will be opened up to tell stories and to change the way events are experienced. An entirely new cinematic experience Brian Blau from IT analyst Gartner predicts the first VR movies will appear in 2016 and says the viewer will experience

more interactivity and an entirely new cinematic experience. In theory two people could even see the same movie, yet experience the action from completely different perspectives. He expects "fundamental changes" in TV and film production: "The first visible changes will be live events and sports events."

But what does all this mean in the long run for TV? Roland Stehle from Germany's Association for Consumer Electronics GFU believes that the heyday of VR in the living room won't arrive for a while yet.

"This year at the IFA (consumer-electronics fair in Berlin) we are mainly seeing Ultra HD," he says. In his view, only when ultra-high definition television is standard in the home will we see the potential for large-scale VR applications. Whoever wants to test out the VR world right now can use their smartphone. Apps such as Google's Cardboard, the

Zeiss VR One and Samsung's Gear VR allow virtual reality, immersive games and 360-degree video to be experienced on a smartphone.

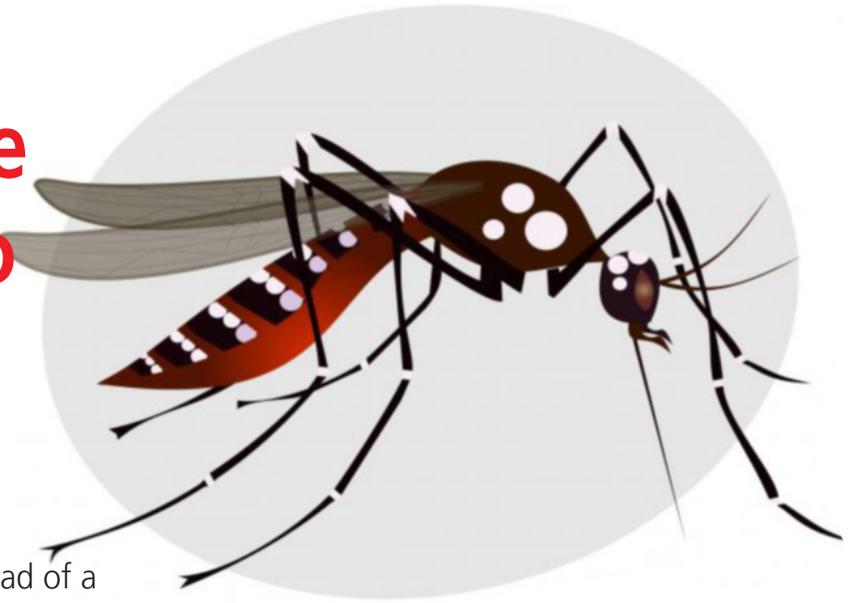
"We're seeing already in this particular spectrum a lot of enthusiasm for VR content," says Blau. YouTube has also started supporting 360-degree videos.

However, the technology coming out of its niche and entering everyday life is likely to take some time yet. Stehle reckons on around five years, Blau five to ten - not least because TVs are generally used for a long time and also because of the cost of a new device.

"The TV will stay around but will become less and less important," Blau predicts. He says that in future, more and more types of displays will be competing for consumer attention. And in 20 years time, current TVs will be looked on the same way as people with smartphones today look on mobile phones from the 1990s.

Preventing Zika

Zika has no cure nor a vaccine to prevent its infection



We've frequently heard the spread of a new virus name (Zika) recently across major headlines and media agencies, so what is the Zika virus and what are its symptoms? And how is it transmitted.

Zika virus originates from a group of viruses, Flaviviridae. The term “flavi” translated from Latin means “yellow,” as the disease most commonly associated with this group of viruses is yellow fever, which causes jaundice in its victims.

Flaviviridae viruses are RNA viruses which possess traits that allow efficient disease replication inside the host. Flaviviridae mostly circulate amongst ticks and mosquitoes which can then transmit the viruses to humans.

Zika is mainly transmitted by Aedes mosquitoes—which are also responsible for spreading diseases such as dengue fever and chikungunya (refer here for more on chikungunya).

Zika was first discovered in rhesus monkeys in Uganda in 1947, and subsequently in humans in 1952. Since then, it has been documented in 46 countries, mainly in the tropical regions, and continues to expand (click here for timeline progression).

Infection by the Zika virus can only be confirmed with laboratory testing of bodily fluids.

Symptoms

Symptoms of the Zika virus are similar to those of other mosquito-transmitted diseases, such as fever, joint pains, and headache. Symptoms are generally mild and resolve within a week, although time between virus exposure and the appearance of symptoms is uncertain.

Possible complications of the Zika virus, as discussed above, include GBS and microcephaly, though there is no scientific evidence that establishes a causation between these conditions and the Zika virus. The correlations of increased incidence of GBS and microcephaly in conjunction with the Zika virus occur in Brazil, French Polynesia, El Salvador, Venezuela, Colombia, and Suriname. In Puerto Rico and Martinique, correlation is observed without increased incidence of GBS and microcephaly.

Treatment

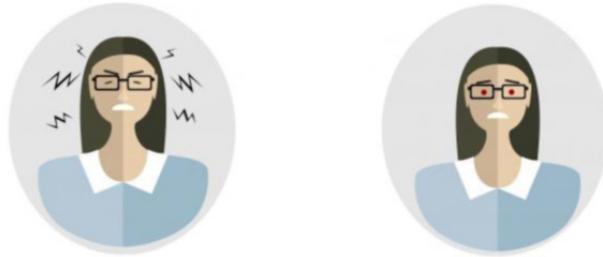
Most treatments for Zika virus include bed rest and drinking plenty of fluids. Currently, there are no vaccines available as Zika was previously not thought to be a global threat (though many are in the works now).

Prevention

Benjamin Franklin once said, “An ounce of prevention is worth a pound of cure.” Since the Zika virus is transmitted by mosquitos, the best way to protect yourself is by preventing mosquito bites through the following:



 1. Wear long-sleeved shirts and pants (especially during the day, when most Zika-carrying mosquitoes will bite)



 2. Stay in air-conditioned rooms or places that use window and door screens to keep mosquitoes out

 3. Remove sources of standing water—they are mosquito breeding grounds

or in a room without screened doors and windows

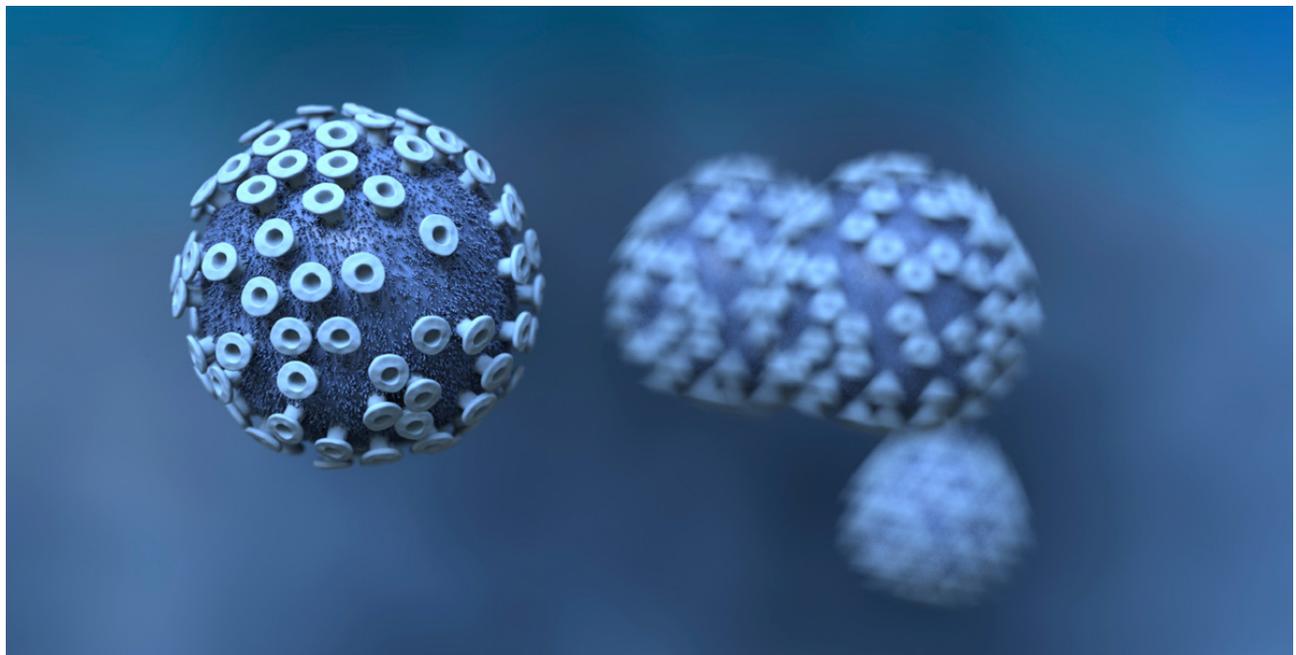
 7. When sitting outdoors, up your protection with natural mosquito-repelling citronella candles (still wear that EPA-registered repellent though!)

 4. Avoid the use of scented skin products

 6. Use EPA-registered insect repellents on your clothes (these products are proven most effective, so when dealing with a mosquito-borne virus, it’s safer to use them than any alternative bug sprays)

 8. If indoors with an open window that has no screen or outdoors on an open-air porch, turn on a fan

 5. Sleep under a mosquito bed net if overseas, outdoors,



Mauritius... ethereal beaches and nature's bounty



Located in the mystical turquoise waters of the Indian Ocean, the island which has a territory of only 2040 square kilometres is a sun, Mauritius is a sea and sand lover's dreamland.

With stretches of magnificent white sandy beaches, turquoise blue lagoons and breath-taking mountains, words cannot describe the experience of visiting this place that is rich in natural beauty.

The capital, Port Louis, blends foreign influences and offers sites such as the Champs de Mars horse track, colonial Eureka plantation and 18th-century botanical garden. The island was officially discovered and documented by the Portuguese at the beginning of the 16th century and was then occupied by the Dutch, the French and the British successively. Mauritius achieved independence in 1968 and now has a population of 1.3million, most of whom are of African, Indian and Chinese descent, with a small European community as well. The mix of cultures, faiths and races has



made Mauritius a very exciting, diverse and yet peaceful place to be, where there is always something new happening and something even more exciting to be discovered.

Located in the southwest Indian Ocean, Mauritius enjoys a tropical climate that is greatly affected by south east trade winds. In general, the western and northern regions are warmer and drier than those in the east and south.



The best time to visit Mauritius is during its winter months, the temperature is much cooler and on most days you will not even have to use the room air conditioning, also it rains less and even when it does rain it's mainly in the evening or just a passing shower during the day. Mauritius is one of the most developed of the Mascarene Islands located in the

south west Indian Ocean, and is developing rapidly even more-so year after year. Its 330 kilometre coastline of sandy beaches is almost entirely surrounded by one of the largest unbroken coral reefs in the world, playing home to more than one thousand species of fish.

This certainly magnifies the majesty of the island and makes underwater

activities even more magical. Often, the traditional sounds of Sega music, the local folklore, can be heard far and wide, inspiring dancing, singing and laughing on the beach well into the night. Traditional Mauritian cuisine is just out of this world with its fusion of Chinese, Indian and creole food, resulting in dishes which are full of rich flavour and colour leaving you wanting more.



On which day does the annual International Labour Day fall?

- a) April 1st b) May 1st c) June 1st

Please send your answer to: Magazine@mohre.gov.ae

Winner of the Contest in the 5th issue

We received a number of correct answers and using draw of lots, we are pleased to announce that the winner for the contest in the fifth issue is

This issue's question

The winner will be announced in the next issue

Azhar Aldeen