

## Six new decrees for Emiratisation and Labour Protection

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## Six new decrees by MOHRE

**H**.E Saqr Ghobash, Minister of Human Resources and Emiratisation, has issued six new decrees this year, in line with the ministry's efforts towards enhancing certain policies and strategies aimed at empowering human resources with better skills to meet the UAE's "Future Government" vision.

The decrees focus on three areas, the first of which is investing in young Emiratis to prepare the new generation for jobs within the private sector to increase market overall productivity. The decree allows students to train or work in the private sector.

Secondly, the Ministry of Human Resources and Emiratisation is eager to promote Emirati presence in the private sector, and the decrees, titled 'Emiratis for data entry positions in huge firms' and 'Health & safety inspector positions to be filled by Emiratis,' scheduled to commence early 2017, shall open numerous opportunities for the UAE nationals to take up jobs in the private sector.

The ministry is now committed, following those decrees, to ensure availability of high-end training programs and assistance to enable national human resources to excel at work.

Following the same route, exempting SMEs from bank guarantees and minimizing service charge as per certain conditions, will encourage local enterprises, promote further business development and thus improve the market's productivity.

The Ministry is also dedicated to protecting labourers' rights through enhancing a bundle of policies to ensure a well maintained relation between both parties. In this direction, the MOHRE has issued two decrees with direct aims to protect wages and ensure its delivery on time, as well as committing companies employing over 50 workers to provide housing to those earning less than Dh2,000 monthly.

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and Emiratization

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## Ministry offices

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## Service Centers



**Abu Dhabi:** Muamalat LLC - Enjazat Services - Joud General Services LLC - Creative Transaction LLC - Al Ittihad Al Alameya Printing and Monitoring Transactions - Infinity Services - Time Management Services Center LLC - Irada Projects Center Branch 1

**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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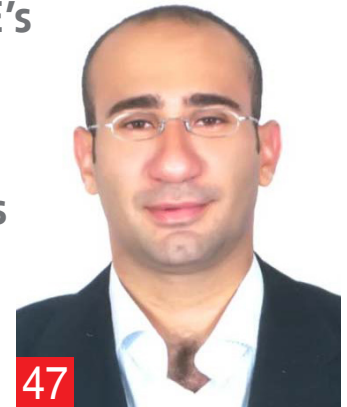
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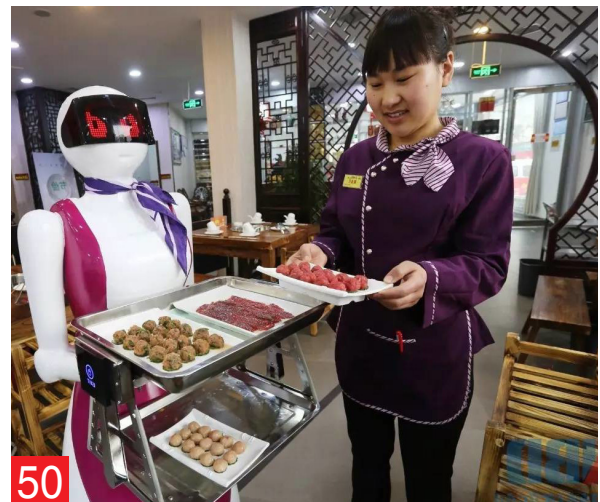
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# Al Hamli and Al Suwaidi new Under-Secretaries of Ministry of Human Resources and Emiratisation

President His Highness Sheikh Khalifa bin Zayed Al Nahyan, has issued Federal Decree No. 113 of 2016 appointing Nasser Thani Juma Mohammed Al Hamili as Under-Secretary of the Ministry of Human Resources and Emiratisation for Emiratisation Affairs. The decree will be effective from the date of issuance on 13th July, 2016.

The decree will be effective from the date of issuance on 13th July, 2016.

Prior to his appointment, Nasser Al Hamli served as Assistant Under-Secretary for Government Co-ordination at the Ministry of Presidential Affairs since 2012.

President His Highness Sheikh Khalifa has also issued Federal Decree No.112 of 2016 appointing promoting Saif Ahmed Musabah Al Suwaidi to the post of Under-Secretary of the Ministry of Human Resources and Emiratisation for Human Resources Affairs.

Prior to his appointment, Saif Al Suwaidi served as Director of the Ajman Office since 2006 and in 2010 he served as Director of the Tas'heel Service Centres in the ministry. He also oversaw the establishment of the first model federal service centre.



Nasser Al Hamli



Saif Al Suwaidi

**Nasser Al Hamli, prior to his appointment, served as Assistant Under-Secretary for Government Co-ordination at the Ministry of Presidential Affairs since 2012**

**Saif Al Suwaidi served as Assistant Under-Secretary for Institutional and Supporting Services in the Ministry of Human Resources and Emiratisation**

He has been Assistant Under-Secretary for Institutional and Supporting Services in the Ministry of Human Resources and Emiratisation since 2012 and has presided over a number of

committees. He also was a member of a number of committees and task forces at the level of the federal government. He holds a Master's degree in Business Administration.





## 53 inspectors sworn in before minister

**F**ifty-three new inspectors took the oath before H.E Saqr Ghobash, Minister of Human Resources and Emiratisation, at the ministry. The inspectors swore allegiance to respect the law and perform their duties faithfully as well as not to disclose confidential information even after completing their terms in office. Ghobash welcomed the newly appointed inspectors and wished

them every success in their duties.

He urged them to adhere to the values of transparency, integrity, and impartiality. Ghobash expressed confidence in their ability to carry out their duties perfectly to reach a well-maintained labour market, especially after enrolling them in special training courses aimed at refining their skills and abilities.

**Ghobash welcomed the newly appointed inspectors and wished them every success in their duties**



# MOHRE holds seminar to discuss National Happiness and Positivity Programme



The Ministry of Human Resources and Emiratisation held a seminar to review the adoption of clear methods to achieve happiness and promote a positive working environment across government entities.

The meeting was attended by H.E Saqr Ghobash, Minister of Human Resources and Emiratisation, H.E

Ohood bint Khalfan Al Roumi, Minister of State for Happiness, and other officials from the two entities.

Appreciating Al Roumi's participation in the ministry's first 'Majlis' meeting, which was held in Abu Dhabi, Ghobash said she is making positive efforts to establish and promote happiness and positivity across several government entities in line with the vision of the wise leadership.

Ghobash highlighted the importance of enhancing an attractive work environment, which is characterised by happiness and positive thinking within the MOHRE to motivate all employees to pursue excellence and innovation and enhance the quality of services provided.

Al Roumi said: "The UAE, led by President His Highness Sheikh Khalifa bin Zayed Al Nahyan, and followed by Vice President and Prime Minister and Ruler of Dubai His Highness Sheikh Mohammed bin Rashid Al Maktoum, has adopted a strategy that leads to happiness through a number of initiatives and policies, some of which were outlined by the founding fathers of the Union."

"The UAE government is working endlessly to consolidate the principles of happiness and positivity across all government entities, with the keenness of adapting new measurements towards generating policies, programs, and services across all government entities in order to establish a happy society," she said.

Al Roumi appreciated the launch of the seminar initiative by MOHRE to promote a happy working environment. She thanked and appreciated H.E Ghobash's efforts in supporting such a positive initiative and wished him and his team progress and success.

She reviewed features of the National Happiness and Positivity Programme, that aims to educate public sector employees about the importance of such meetings and its goal of establishing a happy society in the UAE.

"The next phase will see the development of specialised indicators that generally measure the level of happiness in the UAE and indicators to measure customer happiness within service centers," she added.

Al Roumi pointed out that the UAE government has moved from the customer satisfaction to the customers happiness phase, and this requires intensive efforts in terms of developing services and enhancing competencies working in the field of customer service.

She also stressed on the role of the private sector as an essential partner for the program and the importance of promoting the notion of happiness across its institutions.

The National Happiness and Positivity Programme revolves around three main pillars: Happiness and Positivity in Government Work, Happiness, and Positivity as a Lifestyle, and Measuring Happiness and Positivity.



## Huge international participation

# National Productivity Forum discusses enhancing productivity in UAE labour market

The National Productivity Forum discussed priorities, actions and policies required to enhance productivity on the macroeconomic and economic levels, as well as facilities and employment activities in the UAE labour market.

The platform sought to establish a new norms across the business

sector to consolidate innovation and employ new technologies to promote UAE's global economic position, it also reviewed the best international practices in the field of productivity.

The forum was organised by the Ministry of Human Resources and Emiratization and in partnership with the Dubai Economic

Council under the patronage of H.E Saqr Ghobash, Minister of Human Resources and Emiratization.

Ghobash said, "Convening the National Productivity Forum coincides with the launch of a new phase of a national action in pursuit of the UAE 2021 vision, and to approach the future govern-

## Strategic recommendations to enhance productivity

ment initiative, which is based on the foundations of developing human resources and create high-level educational systems, which supports our vision of reaching a competitive knowledge-based economy, whose core is the UAE citizen."

He pointed out during his opening speech the clear vision of the UAE leadership to implement the future government initiative, which leads the UAE towards the post-oil era, through the development of the economic sectors characterised with high added service value and a high level of productivity to ensure and sustain stable economic growth pace, diversify sources of income and enhance social welfare.

"Restructuring the Ministry of Labour to become the Ministry of Human Resources and Emiratisation came to focus on workforce development in the labour market and qualify them to achieve our competitive knowledge-based economy vision on the one hand, and enable citizens to actively participate in the private sector and lead the transition towards an economy that had been diversified and sustainable, on the other hand," Ghobash said.



He stressed that the Ministry of Human Resources and Emiratisation seeks to enhance the productivity of the labour market by achieving higher economic benefits through less labour dependency in term of quantity but focus on quality by functioning more efficiently and using the latest tools and techniques to increase productivity, which is parallel to the strengthening of the ministry partnerships with other government entities and private institutions."

Proper planning, he added, has great effect on developing the labour productivity in the UAE which requires a clear approach to the current situation to absorb the challenges that must be handled with transparency and professionalism in order to enhance productivity levels at various

levels, whether on an individual perspective or a firm or general economic activities, or in terms macroeconomic productivity.

Hani Rashid Al Hamli, Secretary-General of the Dubai Economic Council said during his speech, "Productivity is the main objective in the thriving of all nations, as prompt ones were able to achieve breakthroughs in production quality, exports, and growth and maintain its position in the global market via productivity and their continuous efforts to raise workers' productivity."

"Productivity is the key to any development process and would be determined by critical variables in the process of economic growth, such as the future economic efficiency parameters, economic diversification,



and raising the level of people's livelihood," he said. "The UAE, under the directives of President His Highness Sheikh Khalifa bin Zayed Al Nahyan and His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister and Ruler of Dubai, is witnessing an economic boom, thanks to the

strong vision and clear strategies put forth to reach the UAE 2021 vision, which aims to create a suitable environment to enhance the competitiveness."

Al Hamli said that the event contributes towards establishing a quantum leap in productivity in general and increase production

levels to reach new consistent measures with international standards, to be able to consolidate innovation and engage new technology to raise UAE's economic position globally. The session was chaired by Dr. Faris Abdul Razak, Assistant Secretary-General for the Economic Affairs at the Dubai Economic Council,



and Prof. Catherine Mann, Chief Economist at OECD.

The first session, which was chaired by Dr. Omar Al Nuaimi, Assistant Undersecretary for Communication and International Relations, Acting Assistant Undersecretary for Policies and Strategy at the MOHRE, and presented by Dr. Ibrahim El Badawi – Director at

the Economic Policy & Research centre – Dubai Economic Council, and Dr. Wifag Adnan, Assistant Professor – College of Business at Zayed University, discussed labour productivity in the UAE.

The second session discussed labour productivity, innovation, and the transition to a knowledge-based economy and was

chaired by Trevor McFarlane, Founder & Chief Executive, Emerging Markets Intelligence & Research. Dr. Hum Sin Hoon, Deputy Dean of Business School at the National University of Singapore, and Dr. Raimundo Soto, Associate Prof. InstitutoEconomiaPontificia, gave presentations during the session.

# Improving labour market governance

“This new project will equip the ministry with modern and state-of-the-art tools to govern the labour market, show the ministry’s leadership role in ensuring decent work, and set an example for other countries in the region to follow,” said ILO Regional Director for Arab States Ruba Jaradat in her address at the event, which was attended by MOHRE and ILO officials and members of the national and regional press.

“Such collaboration between the UAE and the ILO is a first of its kind in the GCC region, and that other countries in the region have expressed interest in following suit. And here I wish to applaud H.E Minister Saqr Ghobash for his leadership towards improving working conditions for temporary expatriate workers through taking a number of initiatives, including the Three Ministerial Decrees, which came into force earlier this year,” she added.

She said strengthening labour market governance will help the UAE meet labour market needs and foster inclusive economic growth and development.

Jaradat and Ghobash also discussed further ways for further collabora-





tion between the ILO and the UAE to address future challenges in the region.

Kinan Bahnassi, the ILO Chief Technical Advisor in charge of managing the project, explained that the project will work on providing policy makers with the tools and analysis capac-

ity to orient labour market and labour migration policies; strengthening the labour inspection system towards preventing abuse of workers and addressing occupational safety and health issues; and developing individual labour dispute prevention and settlement mechanisms to improve justice for workers.

The project will contribute to the UAE's long-term policy framework, Vision 2021, and to its overall national development agenda. The Gulf state is host to the Abu Dhabi Dialogue, a regional consultation process launched in 2008 and aimed at improving temporary contractual labour mobility in Asia.



الإمارات العربية المتحدة  
وزارة الموارد البشرية  
والتوظيف



International  
Labour  
Organization

## اطلاق برنامج الابتكار في حوكمة Labour Market Governance Program Launch





## UAE participates in 105th Session of the International Labour Conference

# Ghobash: "Protecting labour rights is the core of our national legislations and moral values"

A high-level UAE delegation, headed by Saqr Ghobash, Minister of Human Resources and Emiratisation, participated in the 105th session of the International Labour Conference, which was held from May 30th to 10th June in Geneva, under the banner, "Building a future with decent work".

The event saw the participation of government, employers' and workers' representatives from 187 member states, who discussed a series of work issues including global supply chains, decent work for peace, security and disaster resilience, as well as the impact of the ILO Declaration on Social Justice for a

Fair Globalisation. During the meeting, Ghobash said: "The UAE's commitment to protecting labour rights is in implementation of national laws and ethical values and obligations towards workers by providing them decent work and living conditions that preserve their dignity under temporary

contractual work relationship based on mutual consent and transparency.”

"Towards this end, the ministry is implementing a package of policies, laws and monitoring mechanisms to strike a balance and stability in work relations with the aim of protecting workers' rights and interest of employers. The ministry is also conducting a series of campaigns to educate both contracting parties about their legal obligations," he said.

The minister affirmed that the UAE is working with labour-sending countries under the Abu Dhabi Dialogue to address negative aspects the workers are experiencing due to malpractices of unscrupulous employment agencies.

The UAE delegation to the ILO conference, which includes representatives from the public, sector, employers and workers, participated separately in the meetings of the GCC and Arab labour groups to co-ordinate the stance in regards to the agenda of the ILO conference which serves their interests.

International employers' and workers' representatives from 187 member states discussed a series of work issues including global supply chains, decent work for peace, security and disaster resilience, as well as the impact of the ILO Declaration on Social Justice for a Fair Globalisation.



## UAE minister, ILO director discuss cooperation

UAE Minister of Human Resources and Emiratisation, Saqr bin Ghobash Saeed Ghobash, and Director-General of the International Labour Organisation, Guy Ryder, had a meeting to discuss issues on the agenda of the 105th Session of the International Labour Conference.

The parties discussed the UAE's new labour laws, which took effect on 1st January and include standard labour contracts. They also discussed

cooperation between the UAE and the ILO in technical fields including innovation in the governance of labour market.

They stressed that the new rules are aimed at ensuring a transparent, balanced and productive contract-based relationship between employees and employers.

Ryder praised the new rules and said they reflect the UAE's regional stature in terms of preserving labour rights.

## UAE continues to protect workers' rights through effective policies

Humaid bin Deemas Al Suwaidi, Assistant Undersecretary for Labour Affairs at the Ministry of Human Resources and Emiratisation, said the UAE continues to protect workers' rights through effective policies and by promoting transparency in the employer/worker contractual relationship. He was speaking at the meeting of the board of directors of the ILO in Geneva.

The official said the ILO should adopt practices and initiatives that reflect the partnerships between labour-exporting and labour recipient countries. The establishment of a transparent contractual relationship between these countries is a collective responsibility, he said. "Employment is a complicated cross-border

process and involves several responsibilities and parties such as employment agencies, brokers, and government authorities. This requires labour exporting and labour recipient countries to play integral roles to ensure that the process is transparent," Al Suwaidi said.

He also called upon the international organisation to move from identifying challenges facing employment to developing practical solutions and initiatives to establish just and transparent contractual relations.

Al Suwaidi gave a presentation about the new labour rules which came into effect in the UAE at the beginning of this year. The rules are aimed at forging stronger relationship be-

tween employers and workers and enhancing the labour market across the country by ensuring transparency and encouraging more flexible labour mobility for workers.

In September 2015, the Ministry of Labour (renamed Ministry of Human Resources and Emiratisation) issued Ministerial Decrees 764, 765 and 766 to pave way for improved labour relations by securing more stable practices, governed by regulations that protect workers who are legally sponsored to enter the UAE. The new rules will also bring greater transparency, clarity and tighter monitoring of labour contract conditions and ensure that both employer and employee enter into fully voluntary relationships.

## UAE elected to chair ILO Finance Committee in Geneva

The United Arab Emirates (UAE) has been elected to chair the Finance Committee of the International Labour Organization (ILO) during their 105th conference that was held in Geneva. Participating states of the committee voted for the UAE, making it the leading representative.

The Finance Committee comes with great responsibilities and was formed by the organization to study, discuss, adopt programs



and allocate budgets of the ILO, record members contributions and other relevant matters. Abdulrahman Al Marzouki, Director of the International Relations Department at the Ministry of Human Resources and Emiratisation, said, "Chairing such a committee reflects UAE's glob-

al position under the wise leadership and its leading and active role at the International Labour Organization, especially as the UAE highly participated at the Board of Directors meeting sessions 2014-2017 and positively represented members of the Asia-Pacific Group."

## Abu Dhabi Dialogue path to be included in ILO official papers

The International Labour Organisation (ILO) has included Abu Dhabi Dialogue's path in its official papers for playing an important role in the bilateral cooperation and coordination procedures between Asian labour-sending and labour recipient countries.

Following a survey, conducted by the ILO legal experts on temporary contractual relations, discussions took place to promote the path as an example before the Standards Committee during the 105th session of the International Labour Conference in Geneva.

Abu Dhabi Dialogue, which was launched back in 2008, includes in its path a number of Asian labour sending and receiving countries, including the UAE, Saudi Arabia, Qatar, Bahrain, Kuwait, Oman, Yemen, Afghanistan, Bangladesh, India, Indonesia, Nepal, Pakistan, Philippines, Sri Lanka, Thailand and Vietnam and Malaysia, along with the Swiss government, which participates as an eyewitness.

The Standards Committee of the ILO looked upon several bilateral agreements between GCC countries with a number of labour-sending countries, stressing the importance of these agreements to protect workers' rights, via policies and national integrated legislations in this field.



## Federation of UAE Chambers of Commerce and Industry supports labour market policy in UAE

The Federation of UAE Chambers of Commerce and Industry has confirmed its support for the policies of the labour market to provide guarantees to temporary labour, especially as these focus on improving the conditions of the contract and movement within the labour market.

The federation noted that the strength of the national structure helped provide enormous investment opportunities in various economic sectors, which led to the availability of millions of job opportunities that are operated by the national human resources and expatriates, citing that the UAE is home to more than 25

percent of 500 major companies worldwide.

This remark was made during a speech by Khalifa Khamis Mattar Al Kaabi, a member of the Board of Directors of ILO and a Chairman of the UAE delegation to the ILO Conference, participating in the 105th session of the ILO Conference.

Al Kaabi said the commitment of employers in the UAE to provide decent work opportunities in all sectors, in partnership with the government, will further accelerate development and promote investment through a fair, diverse and high productivity competitive economy.

# Ministry of Human Resources & Emiratisation issues first annual Worker Welfare Report

The Ministry of Human Resources and Emiratisation has published the first annual 'Worker Welfare Report' 2015.

The report focuses on measures being taken to ensure that all workers who come to the UAE are recruited and employed equitably, are safe in their place of work, and are free to advance professionally and personally.

The publication of the report is part of a drive to increase transparency around labour issues, improve data reporting and ensure that discussions around transnational labour mobility and economic development are frank and fair.

H.E. Saqr Ghobash, Minister of Human Resources and Emiratisation, remarked: "The UAE's workforce is our greatest asset: the driver of growth that enables economic diversification and secures the future for tomorrow's generation."

"The Ministry of Human Resources and Emiratisation is committed to ensuring our workforce is protected and that its dynamism is harnessed for the good of all. Therefore the ministry has launched a series of initiatives and decrees to promote workers' welfare in the country, most notably, standardising labour contracts in order to promote clarity and transparency for workers and employers," he added. He further elaborated that the ministry launched new decrees that "enable workers to move freely

between employers, as well as evaluating and reviewing every aspect of working in the Emirates from recruitment to housing and making significant reforms designed to ensure all workers are treated respectfully at all times, and are able to report instances of maltreatment easily."

The minister said that MOHRE has appointed 63 legal professionals to help resolve labour disputes, and trained 100 members of staff to facilitate the process of dispute resolution.

The ministry has also implemented a new, dynamic smart inspection system to enable the Inspectors to focus their efforts on higher risk business establishments.

The report highlights the UAE's exponential growth in recent decades as a global centre of commerce and tourism which has been achieved thanks to the hard work of millions of people from all over the world.

People from all corners of the planet travel to UAE to contribute to its growth, putting their skills to use to build and operate the institutions and infrastructure that are now the lifeblood of the national economy. "The United Arab Emirates is proud to host such a diverse, eclectic population. Proud, too, that at a time of economic slowdown in many parts of the world, the United Arab Emirates continued to create jobs and offer opportunities for people to better themselves, and better the prospects of their families

and home nations, which directly benefits some of the world's poorest communities, enabling access to health and education, created sustainable societies, and raised standards of living in recipient countries".

The report goes on to say that UAE remains a young country undergoing dramatic change and huge economic growth. That brings significant challenges in terms of the management of the labour market.

It is vital, however, that all workers in the UAE enjoy employment protections that conform to the highest standards of international best practice and law, which is why the UAE Ministry of Human Resources and Emiratisation is at the forefront of driving reform to protect workers. Only by upholding the reputation of the nation as an equitable provider of employment and continue attracting the brightest and most skilled workers from around the world.

The protection of workers is fundamental to the ongoing work of the Ministry of Human Resource and Emiratisation, the report reads. During 2015, the Ministry undertook significant steps to ensure worker protection, including reviewing legislation and regulatory oversight, improving dispute resolution systems and increasing transparency.

We can't deny that many non-national workers have faced in the past many malpractices by recruitment

agents. Consequently, the Ministry of Human Resources and Emiratization has been cooperating with countries of origin to improve practices within the recruitment industry as a priority issue.

The ministry continues to closely monitor the practices of recruitment companies and takes immediate actions when violations take place. In 2015 the Ministry suspended the licenses of recruitment agencies that violated recruitment practices.

Moving on to describe measures that enhance contract transparency, the report remarks that no employer in the UAE can engage workers against their will or on terms that do not meet UAE labour standards. All employment contracts in the UAE must be consensual by nature and both parties have the right to terminate an employment contract at any time, in accordance with the terms and provisions of the contract.

Under new standards, the Ministry holds employers responsible for attesting in the standard contract to the fact that workers have not been charged any recruitment fees.

In 2015, the Ministry took steps to ensure the contracts workers are asked to sign are standardised, to prevent contract substitution and to promote clarity and transparency.

The Ministry launched a package of reforms designed to promote transparency regarding fixed-term and unlimited contracts. Henceforth, no non-national worker can be recruited from overseas for employment in the UAE until he or she has been present-



ed with a standard job offer that conforms to the UAE Standard Employment Contract (SEC).

The standard job offer is available in 11 languages and must be signed in the employee's country of origin before his or her work permit can be processed. The Ministry also works to ensure that all workers obtain a copy of UAE employment law without charge so that they know their rights.

The Report adds that the UAE has cultivated partnerships with international organisations, and works closely with the governments of labour-sending countries to ensure that their citizens are protected while in the UAE.

The report elaborates that the Ministry of Human Resources and Emiratization recognises that "A vital step in ensuring worker welfare is making

sure workers are aware of their labour rights."

The Ministry ensures that workers throughout the country have easy access to government representatives at conveniently located Labour offices. Workers are encouraged to visit a Labour office at any time to report concerns or to ask for guidance on any issue.

Additionally, ministry representatives carry out frequent site visits to promote awareness of worker rights. In the summer of 2015, the Ministry's Guidance department made thousands of site outreach visits to stress to workers and employers the importance of the midday break for worker welfare. The meetings were also a useful occasion at which to listen to worker concerns regarding heat exhaustion and employment conditions.



## 16 countries participate in meetings

# Abu Dhabi Dialogue stresses cooperation on labour recruitment transparency

Senior officials participating in the Abu Dhabi Dialogue met in Dubai to discuss transparency in labour recruitment and ensuring legal, fair and transparent applications in job markets in labour-receiving countries.

Organised by the permanent headquarters of the Abu Dhabi Dialogue in the UAE, the meetings were attended by the representatives from Bangladesh, Bahrain, India, Indonesia, Kuwait, Malaysia, Nepal, Oman, Pakistan, the Philippines, Qatar, Saudi Arabia, Sri Lanka, Thailand, UAE, Vietnam and observers from the Swiss

government, International Organisation for Migration, International Labour Organisation, Economic Social Commission for Western Asia (ESCWA) and research centres, as well as a number of CEOs of private firms.

The participants reviewed the labour recruitment model and discussed the need to ensure transparency and protect workers from exploitative practices, as well as harmonising of standards and skills of recruited workers.

The Abu Dhabi Dialogue is a collaborative government voluntary ap-

proach to address the development in temporary labour mobility in Asia. It was initiated to broaden the base for a common understanding of issues and to influence practices and policies in the area of contractual labour for the region.

The dialogue focusses on developing four key, action-oriented partnerships between countries of origin and destination for development around the subject of temporary contractual labour, based on a notion of partnership and shared responsibility.



# Two Tas'heel service centers obtain 4-star Global Star Ratings



Two Tas'heel service centers have obtained '4-star Global Star Ratings', the Ministry of Human Resources and Emiratisation announced.

The ratings match services delivery of the Federal Government standards.

The Global Star Ratings system was launched as per the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE's Vice-President and Prime Minister and Ruler of Dubai, to encourage government entities to be more competitive and give customers a role in the development of government services, as part

of government's efforts to achieve the objectives of the UAE Vision 2021.

Humaid bin Deemas Al Suwaidi, Assistant Undersecretary for Labour Affairs at the Ministry of Human Resources and Emiratisation, said, "Enrolling service centers to the classifications system aims to achieve customer satisfaction as well as develop staff abilities to reach a 7-star rating across all centers."

"Two centers receiving a 4-star rating confirms our commitment to reach excellence in service delivery and continuity to improve the services of all 44 centers across the nation," he said.

In addition to the services provided at the ministry, A'mal service center in Dubai provides other government services, such as Department of Economic Development services, Dubai Courts services Department of Dubai Land services, and many more, with estimated number of over 1,000 customers serviced daily, employing over 60 UAE nationals.

Tas'heel Investments Services Center in Sharjah offers Residency Department and Foreigners Affairs services, Municipality services and other government services; the center employs 45 UAE nationals, serving up to 800 customers daily.

## 18 Inspection teams from the Ministry of Human Resources and Emiratisation closely monitored the compliance to the midday break rule this year

The adherence to the midday break rule confirms the private sector's awareness on the importance of a safe work environment for labourers' welfare.

A high level of compliance to the midday break rule, which puts a halt on all work under direct sunlight between 12.30 pm to 3pm from June 15 to September 15, was registered this year, said the Ministry of Human Resources and Emiratisation.

Maher Al Obed, Assistant Undersecretary for Inspectional Affairs, said, "The adherence to the midday break rule confirms the private sector's awareness on the importance of a safe work environment for labourers' welfare."

"Eighteen teams from the ministry monitored the level of compliance throughout the three-month period. Three teams were in Abu Dhabi, two in Al Ain, four teams in Dubai, two in Sharjah, two in Ajman, two teams in Ras Al Khaimah, two in Fujairah and one team in Um Al Quwain. Ministry inspectors, for the first time, used the smart inspections system, a new mechanism that made it easier to monitor and document such violations," added Al Obed.

H.E Saqr Ghobash, Minister of Human Resources and Emiratisation, declared the decree, which entered its 12th consecutive year based on general safety and health procedures adapted by the UAE, to prevent any sort of work-related injuries, in accordance with international standards.

Ghobash pointed out that working hours shall be divided into two-morning and evening shifts, eight hours daily, if labourers face overtime, then they must be compensated according to the law.

The ruling also inquires employers to place a clear scheduling sign informing workers of the daily working hours during the midday break period, plus provide shelter to them during the resting periods.

Employers are urged to provide all necessary health kits to cure workers exposed to hazards and dangerous tools, regularly, in addition to following safety instructions and distributing awareness leaflets to both employers and labourers to promote such awareness.

They must also provide all facilities that cater to the health of workers,



including first aid, air-conditioners, sunshades and cold water.

Violators are fined Dh5,000 per worker found working during the announced break hours, to a maximum Dh50,000 if the case involved a huge number of workers, the company will be degraded with considerations



of temporarily stopping its functioning, in accordance with the rules.

For exceptional cases, which require work continuation during those periods for technical reasons, HE Humaid bin Deemas, Labour Affairs Assistant Undersecretary, launched a decree stating that employers must

supply workers with salt and lemon, a practice which is by health authorities in the country.

Works excluded from working hours ban include work on mix asphalt poured concretes if it is impossible to implement or supplement the necessary work in

one day or doing work to prevent expected danger or reparation or damage or malfunction or loss and also emergency work, including cutting lines, water supply, sewerage, electricity and cutting off traffic or blocking public roads, in addition to cut gas pipelines or petroleum flow.

# Innovation Award launch by Ministry of Human Resources and Emiratisation



Noura Almarzouqi |

Following the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai, and completing UAE's 2021 vision, the Ministry of Human Resources and Emiratisation launched the Innovation Award 2016.

Noura Mohammed Almarzouqi, Acting Assistant Undersecretary of HR Development, Chief Executive Officer of Innovation at the MoHRE, said: "The award was launched to stimulate a creative and innovative environment to reach pioneering projects within different sectors related to the ministry's services, the award adds to the ministry's strategy towards encouraging targeted categories to pursue innovation in general."

The judging panel looks into the amount and quality of what the candidates of the first four categories provided through their innovative ideas, studies, methods, efforts and projects and also the extent of ap-

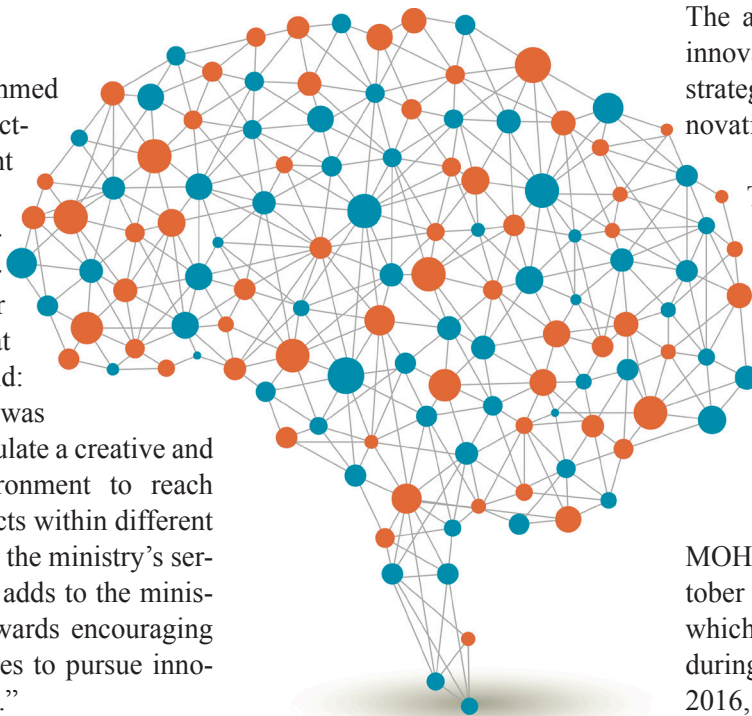
plication to what had been suggested from innovative ideas and creative initiatives.

The panel looks upon main results and impacts expected from each idea.

The award targets five categories; innovative employees, customers, strategic partners, students and innovative projects.

The evaluation criteria runs through a special panel which has set the 'innovative employee criteria' that had been listed in the Prime Ministers Categories as a standard criteria to evaluate the rest of the categories.

MOHRE has set a deadline of October 27 to receive applications, which then goes for evaluation during the month of November 2016, then announce the winners by the 22 – 28th of November 2016.



Innovation | ابتكار

# Designed to unfold employees' creativity

## MOHRE ministry launches happiest work environment award

The Ministry of Human Resources and Emiratisation has launched 'Happiest Work Environment' Award, aimed at motivating its staff to be more active and creative on duty.

Saif Al Suwaidi, Assistant Undersecretary for Institutional and Support Services at the ministry, said: "The launch of the award follows the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE's Vice President and Prime Minister and Ruler of Dubai, which emphasises

on enhancing excellence among employees." He explained that the ministry seeks in the current phase, under the direct supervision of H.E Saqr Ghobash, Minister of Human Resources and Emiratisation, to increase innovation ratio, loyalty, and productivity.

"Internal happiness measures at 30 percent, improved working environment rates at about 20 percent, while the productivity of organizational units is estimated at 30 percent and is divided into two sub - one the amount of sick leaves per



employee following a department and the extent of compliance with official working hours estimated 15 percent each. Recognition and motivation are the fourth measurements with the estimate of 20 percent," Al Suwaidi said.



# MOHRE organises 52 activities



The Ministry of Human Resources and Emiratisation launched 52 activities during the first half of the current year.

Hussein Al-Alili Deputy Director of the Government Communication Department at the ministry said that organizing such events and initiatives comes from the ministry's keenness to consolidate its role in the field of social responsibility and in line with the vision of strengthening societal values and promote knowledge upon the society.

He pointed out the ministry's social community responsibility plans which included the organising 82 cultural and health-related, educational and charity activities that had been scheduled to commence throughout the year.

So far, 52 activities have been completed during the first half of this year, 2016, which included 18 social activities, 8 awareness-raising activities, 4 events to support

the environment and sustainability, 4 educational and heritage activities, in addition to several initiatives in cooperation with various government entities.



# Fake firm unearthed

The Ministry of Human Resources and Emiratization (MOHRE) has unearthed a fake firm that was found using expired work permits.

A manager of the firm applied for cancellation of a work permit cancellation in order to start a new job at another facility, following which the labour disputes department at the Ministry referred the complaint to the inspections sector to prepare a report about the firm before granting him the requested cancellation.

**The report pointed out that the mentioned manager was authorised to sign on behalf of the owner**

According to the report, the complainant, the manager, took charge of the firm 10 years ago with a monthly income of around AED20,000 dirhams.

The report also found no salary transfer through the WPS (wage protection system) for the past three years.

The report pointed out that the mentioned manager was authorised to sign on behalf of the owner, which enabled him throughout these years to carry out all procedures and transactions on behalf of the concerned owner, such as applying for or renewing work permits.

The investigation also found three expired work permits in addition to the complainant's permit.

According to the inspectors report, the fake firm employed a number of workers who were engaged in different activities such as buying and selling automobiles, transportation and shipment, which is a clear violation of labour laws.

Going through the details and facts, the ministry decided to cancel the manager's work permit and restrict his ability to issue a new one only after completing one year ban, also demanding him to pay fines imposed for the non-renewal of permits of employees, since he was an authorised party to carry out the owner's duties.

The complainant did not accept the decisions, he demanded normal cancellation procedures and avoid fine payments on the expense of not renewing the firm's license.

**The manager took charge of the firm 10 years ago with a monthly income of around AED20,000 dirhams**

The ministry declared in this regard that the complainant is responsible for the above-mentioned offenses since he ran the business on behalf of the owner, naming it a clear breach of his assigned responsibilities.

The ministry noted that such cases occurring between owners and managers are referred to the court which will take the appropriate sentence, according to the facts presented before the jury.

The Ministry of Human Resources and Emiratization urges employers and owners to regularly monitor their facilities, especially when it comes to legal functionalities, administration processes, and government transactions.

The owner must observe managers and follow-up on their performance carefully and avoid blind trusting them.

**New decrees undertaken to raise Emiratisation levels in the labour market promoting productivity and ensure rights protection**

## **Ghobash issues six new decrees**

His Excellency Saqr Ghobash, Minister of Human Resources and Emiratisation has issued six new decrees aimed at encouraging Emiratis to join the private sector as employees as well as business owners, protecting labourers rights and guaranteeing timely payment of their salaries alongwith suitable labour accommodation as per prescribed standards.

These new decrees have been appreciated across all sectors by different entities, especially as the decrees are aimed at promoting the participation of UAE nationals in the labour market, enhancing productivity and ensuring balanced relationship between employers and employees. The following is a detailed description of the newly launched decrees:



### **Ministerial Decree No. (591) of 2016**

**Concerning the Commitment of Establishments to Provide Accommodation to their Workers**

### **Ministerial Decree No. (739) of 2016**

**Concerning the protection of wages**

### **Ministerial Decree No. (710) of 2016**

**Concerning Data Entry Clerks**

### **Ministerial Decree No. (711) of 2016**

**Concerning Occupational Health and Safety Officers at the Construction and Industrial Sector**

### **Ministerial Decree No. (713) of 2016**

**Concerning the Employment and Training of Students**

### **Ministerial Decree No. (712) of 2016**

**Concerning the Incentives of Small- and Medium-Size Enterprises Members to Entrepreneurship Supporting Corporations**



## Students allowed to train or work in private sector in UAE

Students will be able to get work permits for training and work purposes in the private sector, according to a new decree announced by the Ministry of Human Resources and Emiratisation.

The new decree allows students aged between 12 and 18 years to obtain a work for training purposes, while 15- to 18-year-old can apply for permits to work in the private sector. All students under the age of 18 require a written consent from a guardian to apply for work permits.

The decree will grant all students the same benefits and advantages as those in regular employment in the same position. It also orders companies to comply with all procedures and qualities of the permitted



### eTraining form

The Ministry of Human Resources and Emiratisation has launched an online e-training form for students, which will enable them to enrol in the private sector for training purposes. The form is available on the ministry's website [www.mohre.gov.ae](http://www.mohre.gov.ae) and its smartphone app "Wajjehni" which is available on the Apple Store, Play Store, and BlackBerry Store."

The training program is for three months from the starting date and the contract shall be

submitted to the ministry for approval. Prior to the signature from both ends, the e-signature card is considered obligatory to process the company's request to enroll the students.

To apply for the training form, students must attach their passport copy (for locals), passport and residency copy for (non-locals), applicants must also attach a no objection letter from their parents or guardians, personal photos, in addition to the signed agreement between the students and the company.

work during the training periods or jobs. Saqr Ghobash, Minister of Human Resources and Emiratisation, said, "The decree comes in the framework of carrying out tasks assigned to the ministry in terms of labour market management in accordance with the vision of the future government to develop human resources and invest their capabilities so as to enhance productivity and participation in the labour market.

"The decree complements previous ones that were issued in 2011, with regards to issuing temporary work permits for juveniles so that students follow such categories that may be enrolled in private sector enterprises under those permits," he added.

## Health & safety inspector positions to be filled by

The third Ministry of Human Resources and Emiratisation decree focuses on localising ‘occupational health and safety inspector’ profession among enterprises that employ over 500 workers, starting 2017.

The ministry will stop granting facilities employing 500 plus workers any further work permits if found to be not hiring at least one Emirati health and safety inspector.

“The decision came following a strategic plan to promote employment opportunities for locals in the private sector, to promote Emiratisation, which is the focus of our visionary leadership,” H.E Saqr Ghobash, Human Resources and Emiratisation Minister said.

He explained, “The focus is on localising the health and safety inspector position, following a careful consid-

eration of the reality of the sectors of construction, industry and major industrial enterprises, which have a high potential when it comes to offering attractive and stable job opportunities for Emirati job seekers.”

“I firmly believe employers are committed to adhere to our decisions, especially since such decree, which emphasises on employing qualified Emirati citizens, is a joint and shared national responsibility between the government and the private sector,” Ghobash said.

H.E called upon citizens to seek job opportunities that will be available to them within targeted companies, and to prove themselves and their abilities to perform the required tasks efficiently, particularly as several rehabilitation programs will be organized by their ministry to prepare them well to handle the challenging positions.



## Companies with over 1,000 workers must employ Emiratis for data entry positions from 2017

The second decree requires companies that employ over 1,000 workers and are registered with Tas’heel’s online services. These companies should hire Emiratis for data entry positions from 2017, failing which they will not be provided additional work permits. “This decree aims to provide

job opportunities to our citizens, something which aids the ongoing private sector Emiratisation process; hence the ministry’s recent name change,” said Saqr Ghobash, Minister of Human Resources and Emiratisation. Ghobash added, “The success of Emiratis in different fields have been noticed over

the past years. Therefore, we’ve decided to localise Data Entry positions across major companies, a step we believe will have many positive outcomes.”

According to the ministry’s database there are 375 major companies that employ over 1,000 workers.

## Emiratis in construction sector starting 2017



Around 1,000 citizens are filling positions across 44 Tas'heel service centres across the UAE. The centres are considered part of the private sector but are supervised by the Ministry of Human Resources and Emiratisation.

Ghobash explained the ministry's readiness to provide a list of qualified Emirati cadres to filling data entry positions across major companies.

### Specialised training program for the rehabilitation of citizens to fill the profession

Maher Al Obed, Assistant Undersecretary of the Inspectional Affairs at the Ministry of Human Resources and Emiratisation, said, "The Ministry has collaborated with Abu Dhabi Vocational Education Training Institute." "There will be two training programs, theoretical and practical lessons, for a duration of three

weeks during which participants familiarise with the nature of the profession.

The program also includes actual job training (internship) to ensure that the employees are well trained and are equipped with the skills required to perform the tasks," he said.

## SMEs excused from bank guarantees starting October 2016

# Decision aims to support the initiation of new SME projects

The fourth decree exempts Small and Medium-sized Enterprises (SMEs) from bank guarantees starting October 2016 onwards, the Ministry of Human Resources and Emiratisation announced. The new decree aims to encourage new projects.

“Following our partnership with the SME Board, the ministry has decided to support SMEs, which play a vital role in our national economy.

The decision is a major step towards reaching a competitive knowledge-based economy that revolves around young Emirati talent,” said Saqr Ghobash, Minister of Human Resources and Emiratisation.

The Minister explained that bank guarantees had initially been imposed on enterprises registered with the Ministry in order to safeguard worker rights. The exemption decree was issued after a study of SMEs’ strong level of commitment.

Ghobash called upon Emiratis wishing to enter the SME sector

مؤسسة محمد بن راشد للتنمية  
المشاريع الصغيرة والمتوسطة  
**DUBAI SME**



إحدى مؤسسات دائرة التنمية الاقتصادية - حكومة دبي  
An Agency of the Department of Economic Development - Government of Dubai

to come up with value-added projects, which contribute towards innovation in the economy.

Certain guidelines and conditions are however applicable for SMEs to qualify for the exemption and be classified in category 1, which allows companies to pay lower Ministry service fees.

For example, the decree applies to two companies held by the same owner. The owner and all partners must be Emirati, and the compa-

ny must also be a member at the Youth Project Development Organisation.

Additionally, the firm must be owned by an Emirati or employ an Emirati director, and the owner and partner can only run a maximum of five companies.

The companies must also not fall under any constraints imposed by the ministry for upholding irregularities.

Additionally, if the company seeks to be classified in category 1, its first license issuance date must not exceed three years

The decree allows small enterprises to enjoy the proposed benefits by employing a maximum of 15 workers, while medium compa-





qualify for the bank guarantee exemption. In addition, companies shall be downgraded if they use workers registered under other



nies can have up to 50 workers. If a company wishes to increase the number of workers over the proposed limitations, a degrade reclassification shall follow and the bank guarantee exemption will continue to apply until it employs over 100 workers.

However, SMEs that fail to pay workers' wages for more than two consecutive months will not



برنامج سعود بن راشد المعلا  
لرعاية مشاريع الشباب  
Saud Bin Rashid Al Mualla  
Program for youth Projects support

companies without a written permission from the Ministry, provide other facilities to their own workers without permission, or form a fake working relationship between both parties. Also, if the owner sells the company without notifying the Youth Project Development Organization, or if there is clear proof showing that the firm is not managed by the owner or directed by an expatriate, the above benefits shall cease to apply.



# UAE decree to ensure workers paid on time

## Employers who fail to pay within 10 days will face severe penalties



The fifth decree includes the assurance of employees' wages are fully paid within a period not exceeding 10 days from the due date registered in the WPS (wage protection system). The decree shall commence October 2016.

Saqr Ghobash, Minister of Human Resources and Emiratisation, pointed out that companies employing over 100 workers must pay wages within a period not exceeding 10 days.

If they fail, the ministry will stop granting them any additional work permits starting from the 16th day from the date of delay.

“Two main things should be considered in this matter. Firstly, salary delays occur usually if the company fails to pay wages a month from the due date, the second, which refers to completely refraining wages, starts after entering into the second month, however, the decree shall refer to each case in a different matter,” he said.

The decree states that if a company delays wages for a month from the due date, which means the company has entered into the refrainment phase, the

ministry shall inform the judicial authorities and other related parties to take all necessary punitive measures against it, causing a complete strike against the other companies owned by the same employer, plus prohibiting the employer from registering any new companies.

Furthermore, if a company continues to refrain from paying wages, the ministry shall take necessary measures to use the bank guarantee, in addition to downgrading the company into the third category and enable the workers to move to another company.

“If the company fails to pay wages for 60 days from the due date, then administrative fines shall follow, not forgetting the punishments that had been already slapped for failing to pay wages a month from the due date,” Ghobash added.

Administrative fines in such case are: Dh5, 000 per workers delayed wage, reaching a maximum of Dh50, 000 in cases where multiple workers complain about delayed wages for over 60 days. The ministry also said that it will lift the ban from violating companies, granting them the ability to apply for

new work permits, if they immediately pay delayed wages during the first delay month, while the ban lasts for 60 days for companies that failed to pay wages for more than two months and then pay.

The decree reiterates that if the company often refrains from paying salaries, the ban duration doubles after paying the wages.

Additionally, if the ministry came across any sort of salary delays or refrains by companies that employ less than 100 workers, the current regulations shall apply, from work permits bans to fines and then public trial referral if the company fails to pay the money within 60 days, however, if the company has such violations more than once in one year, then, in this case, the ministry shall apply penalties stated for companies that employ over 100 workers.

The decree clearly states the ministry shall not proceed with any transactions with companies that did not register in the WPS, or deal with the owners of these companies until they register with the system, so as to ensure workers' rights have been met.

## Low-income workers must get free housing

The sixth ministerial decree requires companies with more than 50 workers to provide housing to those earning less than Dh2,000 a month.

Companies across the nation must comply with the ruling, says Saqr Ghobash, UAE Minister for Human Resources and Emiratisation, as he warned that regular inspections visits would be undertaken by the ministry to ensure compliance, and that legal action will be pursued against firms that fail to adhere to the regulation.

The decree confirms that labour accommodations with less than 500 tenants must meet general criteria and services standards as stipulated

in the ministerial decree issued in 2014. The above applies for areas that house over 500 tenants according to the decree issued by the Cabinet in the year 2009.

The Minister of Human Resources and Emiratisation grants local authorities the ability set rules and regulations that benefit the workers' well-being through facilities that employ less than 50 workers who earn more than Dh2,000 per month to enjoy proper accommodation as well. However, by optionally doing so, facilities shall expect regular inspectional visit to ensure housing standards are met.

The decrees shall take all the measures against facilities that

violate suggested terms and regulations. "The decree, which demands facilities that employ over 50 workers earning AED 2,000 or less per month, to provide a proper accommodation to those workers, came after recent studies related to the labour market," Ghobash said.

He added, "Experts spent several months studying the living conditions of those workers, who have been listed in the ministry's classifications system as low-skilled labourers".

He stressed, "The ministry follows up on the workers' housing via inspectional visits and takes legal action against violating facilities."





Amna Al-Azizi

Taking on a surprising career path

## Baking at Carrefour Fujairah seems to be the right choice for two Emirati women

The success of Emirati women Amna Juma Al-Azizi and Aisha Abdullah Khamis is an inspiration to many.

Working in a bakery and confectionary store in Carrefour City Centre branch in Fujairah, their hard work and expertise in baking are being widely appreciated.

Talking to Al'Amal magazine, Amna and Aisha said many of their friends and relatives express surprise when they learn that they have chosen to work in private sector. "But our decision is well thought over and is a

sure step toward a bright career and future," they said.

"Working in the private sector enabled me to pursue this career and offered me a perfect environment





Aisha Khamis |

which provided a possibility to achieve my ambitions in that field without any restrictions or limitations,” Al-Azizi said.

She applied to work with the branch after it opened in February 2012. Her skills in baking landed her the position and she has constantly delivered remarkable results.

Al-Azizi said the friendly and supportive work environment helped her hone her skills and encouraged her to give her best. She said she got the opportunity to go for training, which was organised by the company and further improved her performance.

She said she is happy to have chosen this profession as it helps her do what she likes to do. “Why not be happy at work, this job makes me happy,

therefore, I chose it as a career,” she added. She also works hard to develop her knowledge and skills to commensurate future ambitions.

On opting for private sector, she said: “The national economy highly depends on the private sector, therefore, joining it as Emiratis helps us contribute to the development process.”

“There are no significant differences between the public and private sectors in terms of practicality, financial bonuses and other features, besides, significant concessions are offered to Emirati citizens.”

Aisha Khamis explained that family obligations, being a wife and a mother of two did not prevent her from taking up a job in the private sector, “I came across numerous

adverse views since my decision back in 2012 to work in a bakery, naming it a downgraded job, a harsh environment and difficult compared to other easy office jobs that attract UAE citizens to the private sector,” she said.

Serving at a bakery with great success, Al-Khamis proved the ability and will of Emiratis, UAE women in particular, to take on challenges and achieve their objectives.

Al-Khamis said stereotyping young Emiratis as laidback employees is unfair, and many young locals are quite active serving within private enterprises and regardless of their position or tasks, they work hard to actively participate in the nation’s development process without limitations.

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](http://www.mohre.gov.ae)

## Temporary/ Part-time work permit issuance

It is a service provided by the Ministry to recruit a national or expatriate worker residing in the UAE to carry out a certain work within a period not exceeding 6 months

### Required documents

- 1- A copy of both establishments' trade licenses (the current establishment and the application applying establishment)
- 2- A color photograph with a white background of the worker
- 3- A copy of the worker's passport
- 4- If academic qualification is required (post-secondary diploma, university degree or equivalent), a copy thereof which should be authenticated by the Ministry of Foreign Affairs shall be attached
- 5- A letter of approval issued by the competent authority shall be attached if so required (doctor, pharmacist, nurse, and teacher)
- 6- A copy of the contract
- 7- No objection certificate from the old sponsor
- 8- A copy of the worker's visa that includes (the sponsor or establishment name) that is valid for more than 6 month

### Terms and conditions

Workers registered in the Ministry, under following conditions:

- The permit and residency visa shall be valid for more than 6 month
  - The permit's period shall not exceed 6 month or the current permit expiry date, whichever is earlier.
  - Approval of those authorised signatory of the current and applying establishments shall be submitted.
- workers not registered at the Ministry:
- Government employees
  - Students of both genders (from the age of 18 years) who are under the sponsorship of their relatives, schools, or universities. In condition that the visa profession is (stu-

dent)

- Females (from the age of 18 years) who are under the sponsorship of their relatives
  - Husbands of national females
  - Children of national females Under the following condition:
    - The worker and his/her non-national relatives shall have a valid residence visa stamped in the passport
    - The guardian approval
    - This permit shall be valid for six months
- Submitting approval of the profession related authority (Ministry of Affairs – Ministry of Health – Ministry of Education – Sports, Youth, Community Development Authority)

### Other cases:

The Ministry may approve to grant a temporary work permit, without satisfying the condition related to the former employer's approval and the validity of the card and residence visa, in the following cases:

- A labour complaint that is referred by the Ministry to a court of law
- If it is confirmed that the employer failed to pay wages for a period exceeding two months according to the wages protection office report or the labour relation offices report

• General conditions for the above:

- The applying establishment trade license should be valid
  - The new labour profession should be suitable with the establishment activity
- The labour should not be below 18 years old

### Service procedures

- Applications shall be printed at the service centers "Tas'heel" or through establish-

ments participating in the Ministry's e-forms program.

- The application will be transferred electronically to the Ministry and fulfilling the conditions contained herein shall be checked and verified
- If there is something missing, the customer shall be notified thereof to complete them through the service center "Tas'heel"

In case of fulfilling the conditions and documents, the customer can print the approval notice by visiting the Ministry's website [www.mohre.gov.ae](http://www.mohre.gov.ae)

### Where to apply

The applications shall be submitted to the service centers "Tas'heel" or through establishments participating in the Ministry's e-forms program

### Service fees

1. Request for Temporary/ Part-time work permit issuance: The first category AED 100, the second category (A) AED 100, the second category (B) AED100, second category (C) AED 100, the third category- AED 100

2. Request for Temporary/ Part-time work permit issuance for 6 months: first category AED 500, second category (A) 500 dirhams, second category (B) 500 dirhams, second category (C) AED 500, the third category AED 500

### Working hours

Across "Tas'heel" Service centers  
From Saturday till Thursday  
From 8:00 a.m. to 8:00 p.m.

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:

I worked for four months with a private sector company and during that period, my employer asked me to work extra hours than what we had agreed on.

I worked extra hours but did not receive any compensation due to which I had an argument with my employer, that led me to hand in my resignation letter before the completion of the 6 months' probation period.

My question is the following: I signed a fixed-term contract.

According to the Labour Law can the employer in my case apply to ban me from work in the UAE?

### Answer

Dealing with labour ban issues inquires the ministry to pursue a full audit and check the details and circumstances of each case, not every request applied by an employer to ban a worker is granted. There are several steps an applicant must follow prior to submitting the application, which shall be studied by a legal researcher at the Department of Disputes or eNetwasal dept. at the ministry; the ministry shall not go forward with any case without

referring it to the other party and listen to their side of the story.

Both testimonies shall be recorded, as well as the briefings presented by the legal researcher at the ministry who made his remarks on the situation before him.

Moreover, the employee shall accept or refuse the case against him, and for accuracy purposes added, all parties before the researcher shall sign the

final outputs of case, additionally, the labour office manager in charge pays final remarks to accept or reject the ban completely, therefore, the matter is not up to the employer at all.

Nonetheless, following the situation before us, we see that the worker is not entitled to a ban due to a clear breach enforced by the employer against the employee, consequently, the later shall not be penalised a 6 months' ban and can resume work elsewhere.

### Question 2:

I have been working in a private sector company for almost 2 years now. However, the company has not provided me or any of my colleagues a

health insurance. Despite the repeated requests we've placed in this regard the employer refused to apply, while our friends who serve similar jobs at different companies have obtained a

health insurance, and in some cases, they've included family members too. Now, according to the law, are we entitled to a health insurance from the company?

### Answer

According to Labour Laws, the employer is committed prior to enrolling staff members to his company, to apply for their medical check-up to ensure their complete medical fitness to work in the UAE. Post examinations, a

government medical care card is granted to the employees which enable them to receive treatment, at any government hospital, employers must note that they're committed and demanded to do so as per the law. However, there are some emirates have committed, in its own domestic system, all citizens and

residents to obtain a health insurance card. Accordingly, a health insurance is optional in some emirates, while keeping in mind that many employers have applied for health insurance to their employees a long time ago, at a time when there was no legal obligation for them to doing so in this matter.

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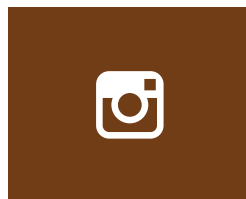
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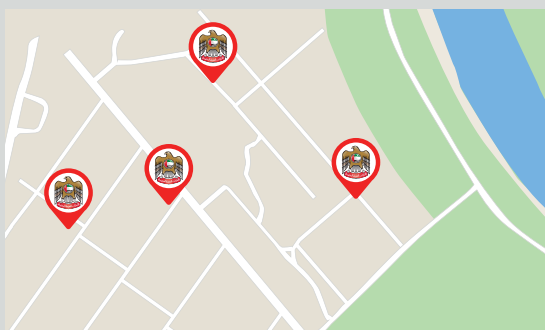


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and emiratization

## Customer Happiness Centers in the UAE



## The Ministry's Smartphone Application



Kashif: UAE enjoys an attractive labour market that motivates one to excel

## “Flexible job mobility and diversity boosts our experiences”

During his visits to be with his family, who had been residing in UAE since 2004, Ali Kashif, 36, from Sudan, came across several attractive career opportunities in the labour market.



Kashif who obtained a Business Management degree from Leicester University, UK, decided to take up a job in the UAE in 2009, after working for a few years in Saudi Arabia.

In the UAE, he served at a consultancy company that specialised in the performance measurement of services provided by UAE ministries and authorities. Later, he joined a private company specialising in PR and media for auto sports.

Moving up the career ladder, Kashif told Al'amal magazine that he currently works at a media production house where he handles the production of sports news videos, along with directing live show analysis, in addition to script writing & production of short films, and advertisements.

“The UAE is one of the safest and most stable countries in the world, the opportunities are tremendous and the diversity of the population makes it even easier to find new chances and pursue a career development. I have goals and aims that I will achieve throughout the coming years over here,” he said.

Kashif adds, “Working in the UAE has advanced my career as it presented an opportunity to use my talents as well as learn in an international environment. The age of believing you are as good as the degree or certificates you own or if that what makes you capable is over. Knowledge and information are available to us around the clock all year. So it is all our choice to decide what to do with our personal talents and skills, develop them or just keep them hidden?”

“As I mentioned earlier the diversity of nationalities in UAE is amazing and the stories, success stories I have heard from people about how this country gave them their chance to achieve their dreams is what pushed me to grab every chance I got and try to always be the best.”

He said the UAE not only offers tremendous job opportunities but also numerous growth avenues for young entrepreneurs. “If you wish to build a career or a business then develop yourself personally because once an opportunity presents itself for you in UAE you should be ready to take it and grow even more with it and this country will do the rest.” Something I always believed in and it summarises what I’m trying to say is “chance favors the prepared mind”.



Annual leave for employees varies between 12 days and 30 days worldwide

## Employees clock an average of 40 working hours a week

**A**verage annual days an employee is granted leave could be as less as 12 and go upto 30, depending on the country they are working in. A recent ranking put together by online B2B marketplace Expert Market reveals how work hours and leave vary across different geographical locations.



**1** Santiago, Chile — 40.03 hours per week: Workers in Chile's capital have the third longest hours compared to any other place in Latin America. That may not sound like much but when you consider that they only take an average of 16.6 days off each year it's not hard to see why they clock an impressive 2081.6 hours worked per annum.

**2** Cairo, Egypt — 40.03 hours: Cairo has a reputation as a busy, bustling metropolis, and its workers are suitably busy, clocking the same number of hours as people in Santiago.

**3** Bogota, Colombia — 40.3 hours: Beating out their South American rivals, workers in the Colombian capital clock 2,096.3 hours per year, with just 15 days holiday.

**4** Jakarta, Indonesia — 40.4 hours: The metro area of Indonesia's capital is home to 30 million people, and those people put in the hours, and taking only 12 days holiday per year.

**5** Taipei, Taiwan — Workers on the island nation off the Chinese

mainland clock in for 41.2 hours a week, or 2,140 per year.

**6** Nairobi, Kenya — 42 hours: As one of Africa's most important capital cities, Nairobi has a strong working culture, which translates into relatively long hours for workers, who clock 2,184 per year.

**7** Dubai, United Arab Emirates — Average working hours per week reach 42.04 hours in the city of Dubai, with an average of 30 vacation days per year.

**8** Bangkok, Thailand — 42.1 hours per week with fewer than 9 days holiday a year, the second lowest number in any global city.

**9** New Delhi, India — people serve around 42.6 working hours per week.

**10** Mexico City, Mexico — 43.5 hours: The hardest working employees in the western world are in Mexico City, where people take an average of 17.3 days holiday a year.

**11** Mumbai, India — 43.8 hours: Mumbai is pretty busy and its residents are the second hardest-working on the planet, clocking an average of 2,276.6 hours a year in the office.

**12** Hong Kong, — 50.1 hours: Far in the lead, the hardest, or at least, longest-working people in any major city in the world call Hong Kong home.

UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION



الإمارات العربية المتحدة  
وزارة الموارد البشرية  
والتوظيف

## Innovative Apps .. Smart Services



Now you can download and Ministry of Human Resources and Emiratisation smartphone applications which had been specifically designed to meet labour market needs.



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## Praising UAE's efforts for protecting labour rights

Appreciation, when comes, from third parties, holds a high value. Many Asian ambassadors had words of praise for UAE's midday break, which prohibits work under direct sunlight during summer months between 12:30 and 15:00. The UAE is the first country in the region to have implemented such break aimed at protecting lives and general health of its workers, and it has been in place for 12 years now.

Constancio Vingno Jr, Philippines ambassador to the UAE, said, "The midday break decision issued by the Ministry of Human Resources and Emiratization (MOHRE) for the 12th consecutive year has greatly help the outdoor workers, as it is laudable and a strong affirmation of the UAE's commitment to protect against the hazards of occupational work".

Following an article issued in Etihad newspaper back in June 26th 2016, the Ambassador of the Philippines said that the UAE is improving labor regulations in accordance with the UN human rights and international labor standards, such as the midday break that benefited the workers who were fasting in Ramadan month and allowed the workers to be ready for the second shift of the day.

He also said the new labor laws pertaining job contracts, comprehensive range of protection measures covering both pre- and post-departure needs of workers, mandatory medical health insurance for workers, and other developments including the UAE's fight against human trafficking, clearly show UAE's commitment not only towards protecting workers' rights but are also aimed at retaining talents and enhancing flexibility and freedom of movement in the labor market.

Asif Durrani, Pakistan's ambassador to the UAE, said, "The UAE hosts millions of foreign workers from various countries around the world, including Pakistan, and over the years we have seen the UAE government has taken a number of measures that really protect workers, and promote their well-being. Such decisions, similar to the midday break decision, is a shield that protects workers from the scorching sun heat in the summers, and we appreciate this important humanitarian decision."



Ahmed Abdel Aziz  
Journalist / Ittihad newspaper

Durrani believes that the UAE is one most attractive labour recipient countries, all thanks to its policies and laws towards protecting citizens and foreigners, not forgetting the security levels and the rule of law and government frameworks that rely on innovation. Durrani conveyed his government's appreciation to the UAE for hosting Pakistani citizens, and the on-going relations between both ends to support and promote the well-being of Pakistani people in the UAE.

Remarkably, the Ambassador of the largest foreign community in the UAE, T. P. Seetharam, Indian Ambassador to the UAE, also expressed his country's gratitude towards reinitiating the midday break decision annually, which, he said, is a confirmation that the workers are protected from any health issues that could arise due to intense heat.

The Indian ambassador praised UAE's role in implementing the decision, especially for being the first country in the region to take such a vital step, which provides more safety and protection for workers, which reduces serious injuries, which in turn, leads to increasing productivity.

These positive views are a result of several years of consistent efforts by the UAE government toward constantly improving labour market and we expect to see many more efforts in this direction as the government is committed to providing a healthy and positive environment for both organisations and workers.

# Are you being offered the right salary?

Salary is the most important factor determining the decision to accept a job offer, according to human resource experts.





We bring to you tips from experts to help you understand how much you should settle for.

**Salary comparison tools:**

Using online salary comparison tools, you can learn about salary range in your industry and for your level of expertise.

You can start by searching for job titles, by country or area, and can also detect better salaries offered in other companies, and compare the salary with salaries in other companies.

**Location:**

Job location is an important factor determining salary and pay

range could be different for two different locations even within the same country. Experts also advise to do a comparison check for salary being offered for the same position in your home country and overseas prior to relocating.

**Skill assessment:**

There are several types of skill assessment tests you can take online to identify your skills, strengths and weaknesses, and can help you get an idea of salary you deserve.

**Job offers:**

Comparing salaries offered by other companies can also help you make a decision.

**The number of years of experience and field of work play a very important role in determining your income**

You should study of market conditions and company capabilities before applying.

**Experience and qualifications:**

The number of years of experience and field of work play a very important role in determining your income.

# Inventions that leads humanity to indolence

**R**obotics have been designed to ease work and modern scientists are constantly coming up with new innovations to eliminate manual work. Robots nowadays replace human duties with better outcomes, which may trigger unemployment rates globally, leading to a debate whether such inventions are a boon or a bane.

For instance, it's not necessary to cook yourself when a robot chef can do it for you. Kuhovarki, a robot, can select one out of 2000 recipes via a special application on the iPhone and serve food.

## Automated Stores

A Russian inventor patented the idea of an automated grocery store for those who don't like to spend much time at grocery stores.

The idea is that each individual product is placed on the looped belt, moving in a circle.

Thus, all you need is go to the store, click a few buttons, and the



right products themselves will come to the buyer. Wal-Mart and Amazon are already interested in this idea.

## Machine that plays with pets

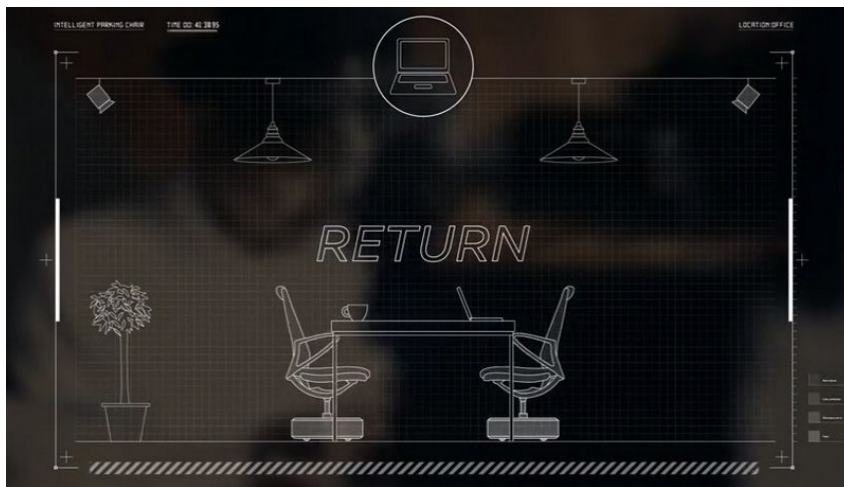
For situations where the dog wants to play and the owner is too lazy to get up off the couch. There is now a machine that will throw balls for a pet.

**The moving chair**

From time to time, while sitting at the computer, we have to get up and go to the kitchen or the bathroom. Now you just need to press a button and the chair will drive itself to the required locations.

**Mobile furniture**

Sometimes humans need items or papers that had been kept in drawers for a while, technology today enables drawers open on their own, without any efforts to open it.



# Spinal disc problems: How to deal with the pain

Spinal disks are rubbery pads between the vertebrae, the bones that make up the spinal column. Doctors call them intervertebral disks. Each disk is a flat, circular capsule about an inch in diameter and one-quarter inch thick. They have a tough, fibrous, outer membrane (the annulus fibrosus), and an elastic core (the nucleus pulposus).



## What causes slipped disks?

A slipped disk occurs when the outer ring becomes weak or torn and allows the inner portion to slip out. This can happen with age. Certain motions may also cause a slipped disk. A disk can slip out

of place while you are twisting or turning to lift an object. Lifting a very large, heavy object can place great strain on the lower back, resulting in a slipped disk. If you have a very physically demanding

job that requires a lot of lifting, you may be at increased risk for slipped disks. Weak muscles and a sedentary lifestyle may also contribute to the development of a slipped disk.

## Symptoms of a slipped disk include:

- Pain and numbness, most commonly on one side of the body
- Pain that extends to your arms or legs
- Pain that worsens after standing or sitting
- Pain when walking short distances
- Unexplained muscle weakness
- Tingling, aching, or burning sensation in the affected area



## How to treat slipped disc problems?

- Take disc painkillers.
- Physical therapy and visit a physiotherapist to massage pain areas.
- Apply heat bandages on the affected areas.
- Take muscle relaxants.
- Painkiller injections when a harsh disc pain occurs.
- Avoid exposure to cold air like a/c units.
- Avoid carrying heavy luggage.
- Ensure proper seating.
- Choose the right medical bed mattress; not solid nor too soft.
- Apply ginger treatment patches, or massage the upset area with eucalyptus oil, or olive oil to improve joint mobility and relieve pain.
- If the previous methods did not succeed the patient can go for a surgery.



# Relaxing in the lap of nature in Lausanne



Lausanne, one of the most famous and beautiful cities in Switzerland, is located about 60 km away from the city of Geneva.

The breathtaking view of Lake Geneva on one side, and the green hills on the other, with scattered bright white and red houses, make it a magical place, not forgetting





the Alps High-rise behind the lake creating a magnificent view, straight out of a poet's imagination.

The city of Lausanne enjoys two famous tourist destinations, the Olympic Museum and the Zoo. The lakeside quarter, Ouchy, with its beautiful lake shores, accommodates top luxury hotels, fancy restaurants, great shopping

areas and cafés overlooking the spectacular views and fresh air.

Lausanne is considered the second-largest Swiss city located on the banks of the famous Lake Geneva, where it combines a dynamic commercial town with its noteworthy resorts to create one of the most attractive touristic destinations worldwide, and also, the city is well known for

its energy and activity due to the number of universities, the annual international conferences hosting, not forgetting the sports and cultural activities.

Lausanne is also characterized by an oceanic type of climate, recognised by rainy skies throughout the year and mild temperatures in summer and cold during the winter season.



How many awards did the Ministry of Human Resources and Emiratization win in the 'Best Government Services' category using smartphone, during the Government Summit 2016?

1 - 2 - 3

Please send your answer on: [Magazine@mohre.gov.ae](mailto:Magazine@mohre.gov.ae)

Winner of Contest in 6th issue

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

**This issue's question**

The winner will be announced in the next issue

**Ahmed Abdullah**