

**GCC Council
Labour Ministers
appreciate UAE's
Smart Inspection
System**

**MOHRE restores
financial dues
of 10500
workers**

**Nepali expat
credits UAE for
better life**

**UAE labour market witnesses
quantum leap in 2016**

**UAE Cabinet mandates
MOHRE jurisdiction over
associated (domestic) workers**

**MOHRE initiative
to allow employees
to work from home**



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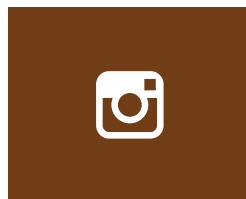
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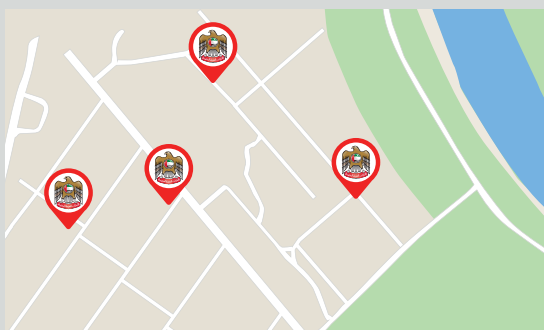


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/ministry of
human resources
and emiratization

Customer Happiness Centers in the UAE



The Ministry's Smartphone Application



Domestic workers' dossier

Based on the UAE Cabinet mandate regarding the commissioning of MOHRE to replace the Ministry of Interior in processing the domestic workers recruitment issues, the private sector labourers and household workers, hired into the UAE, shall come under the sole responsibility of one UAE governmental agency as applied globally.

HE Saqr Ghobash, Minister of Human Resources and Emiratisation said in an earlier press release that the “MOHRE shall administer the domestic workers dossier in line with the achievements in this sector as a result of the transparent directives and the close control by HE Sheikh Saif bin Zayed, Deputy Prime Minister and Minister of Interior”.

Those baselines again highlight the fact that the governmental administration system in the UAE builds on the principle of continual improvement through resilient integration between all governmental departments; relying on a clear vision turned into action through their strategic partnership.

That is why they are all keen to enhance comprehensive public happiness to align with the directives and aspirations of the UAE's wise leadership.

In light of this, the MOHRE shall continue in the same streamline earlier followed by the MOI in administering that dossier, and shall proceed in two parallel ways.

First, delivering high quality services of recruitment and hiring for domestic workers through “Tas’heel” service hubs, which see remarkable success in applying the UAE Government Excellence programme aimed at achieving the best practices in services. “Tas’heel” duly proved itself a feasible model of government-private sector partnership; as it is managed by Emirati cadres under MOHRE's supervision.

Second, providing legal shelter, legislatively and in the field, to the contractual parties so as to ensure their proper reciprocities, rights and duties-wise, and to elevate the UAE global standing in human dignity and rights observance and safeguarding - all in compliance with the principles of non-discriminative law-enforcement and rights of litigation, which are well embedded in the UAE system that is recognized as a state built on law-respecting institutions.

In conclusion, we should not disregard the role played by the intermediaries, or as commonly referred to: the workers' recruitment bureaus, who we expect to intensely adhere to the regulations and provisions formerly set by the MOHRE to regulate and control their mediation between the two parties of the contract.

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Customer Happiness Centres

Abu Dhabi Center - Al Ain Center - Labour Relations Office in Mazid Mall - bida zayed Labour office - Dalma Labour office - Service Center Abu Dhabi Chamber - Service Center Abu Dhabi Municipality General Directorate of Residency & Foreign Affairs Ajman Center - Labour Relations Office in Dubai Court Dubai Center - Al Twar Center - Service Center Department of Economic Development - Service center Muhaisnah - Cancellation Center Alwasl (Dubai) - Service Center Al Manara Center fujairah Center - Labour Relations Office Fujairah Courts Ras Al Khaima Center - Al Dhaid Center Khorfakkan Center - Sharjah Center kalba Center - Labour Relations Office Sharjah Court Umm Al Quwain Center

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 - Al Reaya Services center Al Shamil Businessmen Services

Dubai: On Time Business Solution - Itqan Businessmen Services - Twasol Businessmen Services LLC - Al Reaya 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
- Developing the capabilities and competencies of national workforce and guide them professionally in accordance with the requirements of the labor current and future market.
- Employing the national cadres who are seeking for work according to the labor market's needs.
- 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
- Provide information, accurate data and innovative solutions in the field of promoting nationalization and the development of relevant policies.
- 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 institutional work environment

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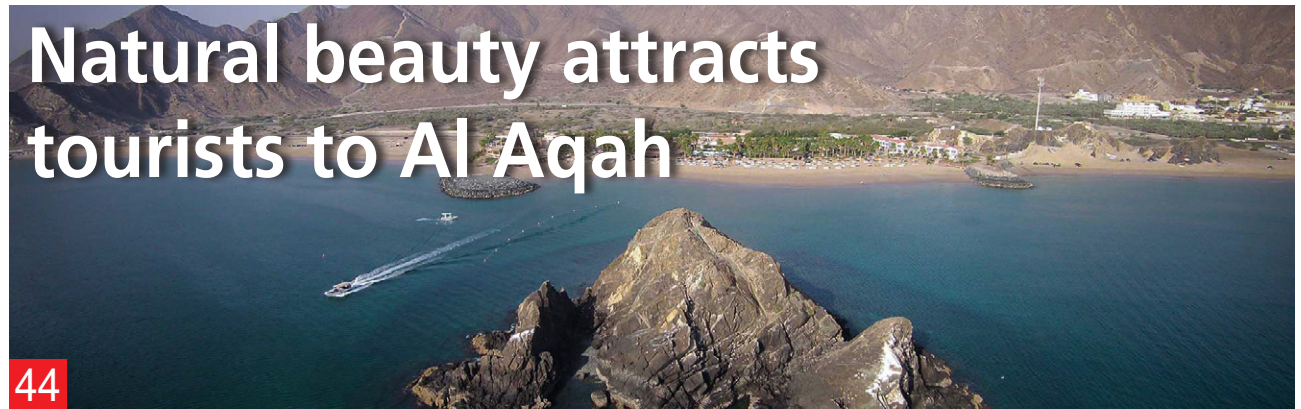


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Ghobash visits customer happiness center in Al Dhaid

His Excellency Saqr Ghobash, Minister of Human Resources and Emiratization, visited 'Al Dhaid Customer Happiness Center' to review best practices and monitor routine operations.

The visit came as part of the ongoing movement to note down the requirements and performance of customer happiness centers with a view to enhancing quality of transactions and ensuring transparency.

Ghobash, accompanied by a number of ministry officials, saw mechanisms applied to finalise customer services within Tas'heel centers which employ several UAE nationals and attempt services under the direct supervision of the ministry.

During the visit, a training program was conducted to educate legal researchers. Ghobash said, "I am glad to see fresh trainees attend essential courses that prepare them to handle labour disputes and ensure neutrality between both parties."

"I urge trainees to fully engage during educational courses, learn and continuously enroll in such programs to stay updated on the latest labour laws and decrees," Ghobash added.

The training program discussed



latest decrees concerning unified labour contracts, shed light on termination cases, as well as dis-

cussed labour mobility to other facilities through the issuance of new work permits.

UAE Cabinet mandates MOHRE jurisdiction over associated (domestic) workers

The Council of Ministers has given the Ministry of Human Resources and Emiratisation (MOHRE) the responsibility to administer Associated (domestic) workers in the UAE.

MOHRE will start receiving and processing applications for the recruitment and employment of domestic workers in Dubai during the first quarter of 2017, as a first step towards extending its mandate to the rest of the UAE during the course of the second quarter. Saqr Ghobash, Minister of Human Resources and Emiratisation, said in a statement that MOHRE will strive to administer this sector in line with the 'Government of the Future' vision. "As in most countries, all

sectors of employment now become the responsibility of a single government agency", he added.

Ghobash added that his ministry will build on the many accomplishments that accompanied the development of this vital sector and realised under the stewardship of HH Sheikh Seif Bin Zayed Al Nahyan, Deputy Prime minister and Interior Minister of the UAE, whether in terms of important legislative initiatives or in terms of the quality of the services offered to stakeholders.

"MOHRE intends to follow through with policies and strategic plans with a view to apply the same principles and labour governance standards

across private sector employment while, at the same time, taking into consideration the particularities of domestic employment".

Ghobash emphasized on the importance of fully cooperating with MOI, notably the General Directorate of Residency and Foreigners' Affairs (GDRFA) in order to benefit from its long experience in providing quality services in the context of the issuance of work permits.

Associated Labour workers are legally defined as those employed in or by households and include house workers and nannies, cooks, guards, drivers, shepherds, gardeners and household agricultural help.

Ministry honors top suggestions to promote reading

His Excellency Saqr Ghobash, Minister of Human Resources and Emiratisation, highlighted the importance of reading and promoting it a cultural activity amongst employees, in line with the guidelines of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the United Arab Emirates to mark 2016 as Year of Reading.

Ghobash honored the best suggestions to promote the culture of reading, following a contest which received more than 200 proposals.

"Encouraging a culture of reading among employees, alongwith their daily duties, will significantly con-



tribute to expanding their imagination and knowledge which will further motivate them as well as enhance their creativity, this will also have a positive impact on the Ministry's overall," he said. Ghobash emphasised the need to read good quality material, especially focused on

self-development as it will help employees to improve and progress in their career. He pointed out the reading initiatives which were launched throughout the year to promote the idea and how employees had been positively affected by such initiatives from customers to students.



Labour ministers of GCC Council appreciate Smart Inspection System in UAE

The Labour Ministers of the Gulf Cooperation Council (GCC) have hailed the implementation of 'Smart Inspection

System' in the UAE, and said it is a first of its kind innovative labour market monitoring mechanism.

Examining the system during the 33rd session of the GCC Ministers of Labour and Social Affairs in Riyadh, the council



Innovative regional electronic system to manage labour recruitment

The Ministry of Human Resources and Emiratisation conducted a seminar that discussed the development of a regional electronic system which manages the labour recruitment process, linking both requirements proposed by labour sending and receiving nations.

The attendees discussed common barriers related to labour overseas mobility, then suggested best solutions to overcome such issues.

The two-day seminar, held at Murooj Rotana Hotel, introduced a systematic thought generating tool; a new methodology that triggers creativity, to help find better alternatives and approaches to bring about the desired change.

Experts participating in the workshop stressed on the importance of achieving a balance between the use of new eRecruitment systems while meeting requirements proposed by governments of both countries, such as monitoring contracting procedures and ensuring rights protection.

The Seminar was attended by Dr. Omar Al Nuaimi, Assistant Undersecretary for Communications and International Relations at the MOHRE alongwith Ziyad Al-Sayegh, Assistant Undersecretary for International Labor Relations at the Ministry of Labour in Saudi Arabia, and a number of labour ministers, local experts and business owners from Saudi Arabia, the Philippines, Sri Lanka, and Bangladesh.

urged members to note down mechanisms applied by the UAE Ministry of Human Resources and Emiratisation- from design to operational modes over the past two years. The UAE delegation was represented by Saqr Ghobash, UAE Minister of Human Resources and Emiratisation.

The participants discussed a number of plans of action to increase employment opportunities for GCC citizens, went through professional classification and characterisation manual, as well as reviewed the results by experts which highlight the council's plans for the next three years.

Ghobash and his accompanying delegation attended an honouring ceremony to acknowledge employment strategies of private companies that ensure GCC citizens' enrolment in the sector, such as Aldar Properties and Serco Limited, along with honouring XTL Technologies as one of the small and medium enterprises in the GCC.

MOHRE initiative to allow employees to work from home

The ministry of Human Resources and Emiratization has implemented a new initiative which enables ministry employees to complete assigned tasks away from the office.

The first phase of the initiative included around 70 randomly picked MOHRE employees from different emirates, to monitor their performance and note down flaws.

H.E Saqr Ghobash, Minister of Human Resources and Emiratization, said, “The initiative helps enable cadres to perform better, using our state-of-the-art technical infrastructure which had been developed to help those who remotely perform their duties away from the ministry’s premises and thus manage to meet assigned targets. This initiative is in line with our initiatives towards the 2021 vision of the government.”

He stressed the importance of the initiative and its contribution to employee motivation towards innovation and creativity in terms of services delivery, in order to achieve one of the strategic objectives which calls for quality, efficiency, and transparency.

“Those who had been selected to remotely perform their duties must adhere to corporate governance



practices, ensure confidentiality and security while handling information and data. They’re allowed to proceed with the initiative as long as the service delivery timing is not affected, not forgetting quality and excellence factors,” he said.

H.E the minister called upon female employees to optimise the application of the initiative, which allows greater time flexibility by working non-restricted hours, something which would help female employees achieve a balance between job tasks and family commitments.

Saif Ahmed Al Suwaidi, Ministry’s Undersecretary for Human Resources Affairs, explained that the adoption of such initiative commenced following certain procedures by the Federal Authority for the Government Human Resources for those who were assigned to perform work remotely. To ensure the productivity of the employee they will be as-

signed a specified number tasks that must be completed throughout the day.

“In the first phase, over 70 staff including six employees with special needs are all adapting the new initiative, performing audit-related tasks to work permit requests using special operating systems that guarantees and enables those employees to pursue their duties without malfunctions and allows the ministry to follow-up on their performance for the purposes of measurement and review of this initiative in order to start the second phase,” Al Suwaidi said.



Employees welcome the initiative

Employees have welcomed the initiative as it provides special privileges. Mouza Sultan, one of the employees who welcomed the new lifestyle, said, “This new initiative will contribute to raising the level staff happiness levels plus increase productivity, due to the working hours flexibility and also allows our freedom to choose the location to complete our assigned tasks”.

Samira Mubarak, an eServices supervisor, said, “Many have welcomed the initiative where it cuts off time and effort required to go back-and-forth to the office, in addition to reducing mobility fuel consumption rates, lessens the CO2 emissions as well as reduces office hours commitment pressure.”

Nihad Humaid, a Ministry employee, said, “Employees have a great opportunity to achieve a balance between career and family life, thanks to the new initiative it allows me to complete work tasks and meet family responsibilities.”

The system enables the supervisor to adjust mechanisms and determine the random distribution of transactions to the assigned employees by the initiative and identify their tasks according to the daily transactions flow.

Al Suwaidi confirmed that a dedicated internal team has been formed and assigned to follow-up on the implementation process, provide training and qualification requirements to actively ensure the persistence of the initiative and motivate them to provide services that assure customer happiness measures.

Following a survey the ministry found prior to launching the initiative that most females aging 25-42 years welcomed the implementation phase, as it enables them to work from home and be close to their family without having to drive for far-off distances to reach office, thus relieves stress and discomfort especially when traffic congestion is involved on daily basis.

“If the results of the initial phase fit international standards, the second phase of the initiative will be implemented mid-2017 to include about 300 inspectors,” he said.

The initiative follows the ISO : 27001 regulations and standards in information security, which ensures the safety of related all data within electronic devices used by staff, the system includes instant messaging features between employees and supervisors for assistance purposes.

MOHRE discusses Emiratisation plans in banking and finance sectors

The Government Accelerators team, supervised by the Ministry of Human Resources and Emiratisation (MOHRE), along with representatives from different banks and financial institutions, held a meeting to discuss Emiratisation backup plans in banking and finance sectors to comply with the orders of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister Ruler of Dubai.

H.E Humaid Al Qutami, Chairman of the Human Resources Development Committee in banking and finance, was keen on promoting the participation of citizens in these two vital sectors through integrated strategies and to intensify efforts and achieve 100 per cent of the highlighted targets.

The meeting, held recently at the Emirates Towers in Dubai, was attended by Nasser Thani Al Hamli, Undersecretary of the Ministry of Human Resources and Emiratisation for Emiratisation Affairs, Jamal Al Jesmi, Director General of the Emirates Institute for Studies of Banking & Finance and Farida Al Ali, Assistant Undersecretary for Emiratisation at the MOHRE.

Through the program, the Ministry of Human Resources and Emiratisation, in partnership with the private sector, shall provide 1,000 job opportunities for national job-seekers in the financial sector within 75 days in a bid to raise the Emiratisation rate in the private sector to 5 per cent. The meeting reviewed team formation strategies and deliberated on phases to accelerate

the provision of job opportunities for UAE citizens within banks and financial institutions and to create necessary means to eliminate obstacles that limit implementation mechanisms.

The meeting was attended by about 25 CEOs and heads of human resources in the Emirates Institute for Banking and Financial Studies, Insurance Commission and the Central Bank, Emirates NBD Bank, Abu Dhabi National Bank, Noor Bank, Emirates Investment Bank, RAK bank, Abu Dhabi Islamic Bank, and Union National Bank, Sharjah Islamic Bank, Arab Bank, HSBC, Citibank, Majid Al Futtaim Group, Abu Dhabi national insurance company, Al Rostamani Group, Al Fardan exchange and others.





Data entry, health & safety officers among targeted positions

MOHRE meets 100 employers to check Emiratisation initiatives

The Ministry of Human Resources and Emiratisation has met with over 100 private sector employers to address two ministerial decrees to enroll UAE national citizens within the private sector.

The decrees state that health and safety officers, as well as data entry employees, are amongst the top targeted positions for Emirati job seekers.

The Ministerial Decree No. (710) of 2016 (employ UAE nationals for 'Data Entry' professions) reads that establishments employing over 1,000 workers are authorised to access "Tas'heel" online services yet ensure that data entry employees are filled by UAE citizens (minimum 2

staff members) excluding other nationalities to carry out the assigned duties.

In addition to the Ministerial Decree No. (711) (concerning Health & Safety Officers within both industrial and construction sectors), companies specialised in construction and industrial works, employing over 500 workers, will not receive work permits unless they appoint of at least one Emirati occupational health and safety officer.

Fareeda Al Ali, Acting Assistant Undersecretary for National Human Resources Employment Affairs, said, "It is vital to strengthen communications with private sector en-

ties through strategic partnerships, and our which highlights the ongoing efforts to enrol UAE citizen into the private sector, thus achieve Emiratisation goals as per the 2021 vision".

"We shall offer those companies, which had been probed by hiring data entry employees or health & safety officers, all required support to ensure accomplishment of the vision," she added.

The meeting was attended by his excellency Nasser Al Hamli, Undersecretary for Emiratisation Affairs at the MOHRE, and Noura Al Marzouqi, Acting Assistant Undersecretary for Human Resources Development Affair.

MOHRE to enhance customer happiness via Tas'heel Award

The Ministry of Human Resources and Emiratisation launched the Tas'heel Award to promote customer happiness levels across all service centers.

The award shall be held annually in conjunction with Aafaq Islamic Finance PSC, as both parties aim to enhance services across all centers and promote competitiveness amongst Tas'heel employees.

Saif Al Suwaidi, Undersecretary of the Human Resources sector at the ministry, said, "We need to enhance customer services and stretch beyond just satisfaction, to ensure happiness of every customer. This award meets our strategic objectives in terms of strengthening institutional competence to deliver high-quality, cost-effective government services in a timely manner."

Talking about the award's categories, Fatima Al-Mulla, Deputy Director of Tas'heel Service Centers, said,

"There are two main categories, the first involves the 'Centers' which further has three sub-categories, and 'Employees' which includes five sub-categories."

The 'Center' category includes three sub-categories- Center with Superior Achievements, to be evaluated according to the Emirates Government Service Excellence Program, 'Excellent Center' to be evaluated according to development plans, programs, and achievements and 'Best Center' in achieving customer happiness which will be evaluated according to the initiatives and programs launched to increase happiness levels, in addition to the center's environment in terms of facilities, lighting, ventilation ...etc.

The extent of applying quality over services and measuring customer satisfaction has been taken into consideration as well.

The employees' category includes



five sub-categories. The 'best receptionist category will consider employee's commitment to laws and regulations, participation in internal and external committees and community pursuits, and the number of approved growth proposals presented.

The winner in the Best Director category will be selected based on planning measures, organization, and performance, achievements and their level of creativity and innovation.

The best supervisor award will be based on the ability to develop plans, take necessary actions when required, be organized, pursue customer satisfaction measures and the ability to encourage and motivate employees to deal with the concepts of change, governance, and institutional excellence.

The best customer service employee will be decided based on productivity and efficiency levels, and the supervisor's remarks. The employees category will also include best data entry employee.



400k users recorded

Ministry adds new services to the smartphone app

The Ministry of Human Resources and Emiratisation has added new services to its smartphone applications store, in order to meet customer demands.

Mohammed bin Saqer Al Nuaimi, Acting Assistant Undersecretary for Support Services at the ministry, said, “The new services that have been added include bank guarantee retrieval service, unblock violating company service, review company related documents service, and providing an informative wage protection system (WPS) draft.”

Al Nuaimi pointed out the ministry’s complete commitment towards enhancing services to meet customer happiness as per government directions for that matter, hence the recent and ongoing smartphone apps developments and additions. “Over 400,000 thousand users downloaded from the MOHRE store, which had been placed within the app store and Google play. Statistics highlighted that work permit initial approval fees had topped the chart of most commonly used services, followed by the quota request and work permit cancellation service,” he said.

Additional notes

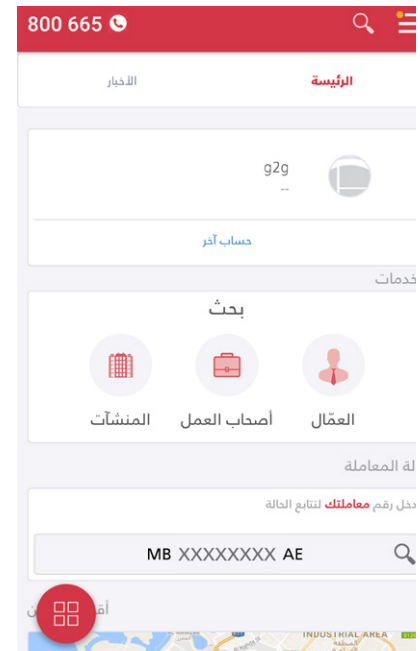
The MOHRE app offers nonstop services to ensure resolving transactions efficiently without the need to visit customer happiness centers.

'Wajjehni' app targets educational institutions, students, and teachers. This application assists students to study UAE's labour market job requirements and most required positions to ensure a positive educational selection, it also helps students enroll in the private sector to pursue a vocational training programs.

'Salamah' app targets employers, workers, and doctors as it provides employers and workers the opportunity to instantly report any work-related injuries.

The application provides occupational health and safety awareness posts, records labour injuries into a unified database. Additionally, the app informs doctors of new job opportunities offered by DHA.

'Absher' app targets UAE citizens working in the private sector, a large database is provided through this application highlighting offers, discounts, and promotions



on many products and services offered by several firms to citizens working in the private sector.

The discounts program was launched under the directives of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the United Arab Emirates.

The app allows users evaluate and choose offers that suit their needs, they can also check offers locations using an interactive smartphone map which has been built within the app.

'Aamen' app, which targets employers, and workers enabling them to report wage delays or any complaints from both ends, it also offers legal advice and labour related information, it provides employers a self-assessment service towards their facilities, a perceived labour market service, and the ability to calculate the end of service costs.



MOHRE restores financial dues of 10,500 workers

The Ministry of Human Resources and Emiratisation helped restore financial dues owed to 10,500 workers, which is around 2.6 per cent of the total 409,000 workers visited by General Inspectors from the beginning of 2016 till last September. The team made 2200 visits to 598 establishments, 740 labour accommodations and 870 worksites

across UAE. Maher Al-Obed, Assistant Undersecretary for Inspection Affairs, said, "The 12 teams of general inspectors unearthed a variety of violations across 122 facilities. These violations reported wage non-compliance, salary delays, avoiding overtime pays and not adhering to public holiday attendance compensations."

"These Inspectors perform a comprehensive duty that combines the responsibilities of all types of inspectors, to mainly raise awareness among business owners, specifically those employing over 50 workers which had been inquired to provide labour accommodations as per a recently launched decree," he added.



Each team made a visit to educate owners and workers about labour legislations, responsibilities in terms of granting workers overtime dues, ensure wages prompt payment, observe women and juveniles hiring in accordance with labour market following laws and regulations.

“Through this new initiative, each team will include different types of inspectors to educate one another about their current duties, i.e. occupational health & safety inspectors acquaint labour regula-

tions inspectors about of their daily tasks and vice versa.

This, I believe shall build a highly comprehensive team of inspectors and spread the knowledge which in turn increases the number of specified inspectors in each field, yet use the available inspectors,” Al-Obed said.

Sultan Al-Saadi, head of the initiative, said, "General Inspectors carry out a variety of periodic awareness raising visits and inspections, starting at the headquarters of a

company and also their branches, which ensures that the inspectors fairly audit all the records of the company."

"Inspectors will meet with workers, check their circumstances, note down their confrontations then match it with the outputs mentioned by the company, inspectors shall organise visits to remote work sites to check on occupational health and safety, then check labour accommodation standards," he said.

“General Inspectors will be running the smart inspections system, which records 13 specific models that classify establishments into five levels according to the level of hazardous working conditions and disputes recorded.

The system then prioritises follow-ups through a team of inspectors who utilise smart inspection devices to ensure speed and accuracy while on duty,” Al Saadi added.

He said that General Inspectors follow ethical principles while performing their tasks, starting by properly identifying themselves before inspecting the facility, explain the idea of a "General Inspector" to the employer or his representative and brief the management of the requirements of the inspection process.

“All owners are obliged to comply with the inspector's instructions, provide all necessary requirements and help the inspectors' accomplish their tasks in a timely manner," Al Saadi said.

MOHRE announces winners of 2nd apps award session



The Ministry of Human Resources and Emiratization announced the winners of the second session of the smartphones apps award during GITEX 2016 participation.

Mohammed bin Saqer Al Nuaimi, Acting Assistant Undersecretary for Support Services, said, "The MOHRE smartphones apps award follows a strategic plan that promotes apps as tools to deliver government services to customers and ensure their satisfaction."

Al Nuaimi honored the winners of four main categories- Ministry Staff Category in which Yousef Abdullah Al Kathiri from the Dubai labour office landed the first place, followed

by Ahmed Hassan Mohammed from the IT Department, and Ahmed Al-Majayda from the Government Communications Department.

The staff group category was bagged by the Department of Labour offices in Dubai.

Best idea of smartphone service or app provided by a customer went to Ibrahim Rushdie, followed by Mohammad Sami, and Khalifa Ibrahim.

The first place for the best innovative idea for an intelligent application service went to Sarah Iqbal from ALHOSN University, second place Bakhita Al-Kaabi, Faculty of HCT Sharjah, third place Ohoud Ali Al-

bedwawi from UAE University. In the special award category, as a top user of the smart app, the prize went to Al-Ahlia General Trading.

For the best private/government partner award in linked eServices the award went to the Ministry of Finance and the Telecommunications Regulatory Authority.

The award for the best private sector partner to provide an electronic service went to Avento company.

In the special honors category, the award for the best service center to promote the applications award went to Ajman Customer Happiness Centre.

MOHRE goes live on facebook



The Ministry of Human Resources and Emiratization has recently started Facebook's latest live stream tool to interact with over 24,000 users to explain labour laws in response to different queries.

Hussain Al Alili, Acting Director of the Ministry's Government Communications Department, said the initiative follows a clear path implemented by H.E Saqr Ghobash, Minister of Human Resources and Emiratization, to renovate communication channels and better reach customers which promote happi-

ness levels, to fairly contribute towards UAE's 2021 vision.

"Facebook is a popular and easy to use social media platform that hosts millions of users and making use of it to reach our followers had been highly appreciated by our users, especially as we offer a reliable spokesman to respond live while receiving questions in the comments box," he added.

The 'Live Legal Advisor' hosts Mohammed Ahmed Mubarak, Director of Labour Relations Office

in Dubai, had received over 864 inquiries, responses, shares, and friendly posts within the comments box in the first session," Al Alili said.

The channel also hosts Ahmed Al Nasser, Director of the IT department at the ministry who speaks of the latest technological advancements provided by the ministry and explains any technical support issues on spot.

The page already has more than 600,000 followers.



Innovation week witness spectacular activities

MOHRE announces smart initiatives during Innovation Week

The Ministry of Human Resources and Emiratisation announced a number of smart initiatives to mark the innovation week in November 2016.

A special innovation week platform was created during which His Excellency Nasser Thani Al-Hamli, Undersecretary for Emiratisation Affairs and Her Excellency Noura Al Marzouki, CEO of innovation at the Ministry were welcomed along with a number of ministry officials. The gathering saw several activities to promote the culture of innova-

tion among employees, partners and youngsters from the Greenwood International School.

Hashim Maya from SAP presented Innovative technology empowering humans and communities in the digital age and Asim Khan from Exponent Technologies Co. spoke about Adventures of a Drone Entrepreneur.

Innovation award winners

The ministry concluded the ceremony by announcing the winners of the second round of its Innova-

tion Award 2016. The award was launched by the Ministry of Human Resources and Emiratisation to simulate a creative and innovative environment to reach pioneering projects within different sectors to reach the ministry's strategy towards encouraging targeted categories to pursue innovation across the UAE.

Under the employees' category, the award went to Mohamed Al-Shehhi, followed by Khalid Mohammed Al-Saidi and Yousef Abdullah Al Kathiri.

The innovative project category was bagged by Occupational Health and Safety department team lead by Khalifa Al Ketbi.

The innovative customer category award went to Black and White Computer Trading Co.

In the students category, Alya Ahmad Al Suwaidi received a special honouring.

Two innovation labs

The Ministry of Human Resources and Emiratization has unveiled, in cooperation with the Cooperative Union, a new innovation lab which had been placed at one of the labour accommodation sides in Dubai.

Maher Al Obed Assistant Undersecretary for Inspection Affairs at the Ministry, said, "The opening of the lab comes in the framework of the ministry's keenness to provide a stimulating environment to inspire labourers to come up with innovative ideas and latest developments and encourage innovation as a culture amongst all."

Ahmed bin Kaneed, Director of Human Resources Management at the Cooperative Union, said, "The lab aims to attract new ideas which contributes to increasing the quality of happiness among all communities in UAE and increase service delivery in general."

The Ministry has also unveiled another innovation lab which had been assembled at the ministry's headquarter in the capital Abu Dhabi.

Smart channel

The Ministry of Human Resources and Emiratization has set the hashtag #ibtikar_mohre as a social media channel to get fresh innovative ideas or services from all users.

Miqyas Device

The Ministry of Human Resources and Emiratization launched a new device under the name Miqyas ('measure' in Arabic), which provides readings for temperature, sound, illuminance and humidity via a smart app. Installed during its trial phase at the ministry, Khalifa Al Ketbi, head of the services department and head of health and safety team at MOHRE, said that it increased the employee satisfaction level by 15 per cent.

"It allows us to control external factors to the working environment

like lighting, humidity and disturbance to provide the best environment for increased productivity," said Al Ketbi.

Al Ketbi added, "Such readings were previously provided by four different machines. Miqyas also provides history and alerts if the levels exceeded normal rates." While it is currently being used at the ministry, Al Ketbi said it can be used in repair workshops, labour camps along with other private firms in the future.

Al Ketbi noted that the benefit of the device is bringing to attention problems that employers were not aware of. "We want business owners to be able to adjust their working environments without receiving complaints or asking for the ministry's interference."



MOHRE celebrates Flag Day

H.E Saqr Ghobash, Minister of Human Resources and Emiratisation hoisted the UAE flag at the Al Dhaid Customer Happiness Center to mark the Flag Day celebrations. Nasser Al-Hamli, Undersecretary of Emiratisation Affairs at the ministry

was present among other assistant undersecretaries and employees.

Ghobash said, "This day presents the highest sense of commitment to our homeland, and our wise leaders who have implanted wisdom, love

and prosperity among locals and residents."

The flag was hoisted across all Ministry of Human Resources and Emiratisation customer happiness centers on that day.



Ghobash: UAE martyrs are pride of our nation



Recognising the sacrifices made by the brave martyrs of the UAE, H.E Saqr Ghobash, Minister of Human Resources and Emiratization said, “Today we stand together, holding hands, mourning those who sacrificed their lives to keep ours safe and sound. And to those in the armed forces who still

battle and stand their grounds in hopes to keep rights and assure its delivery.”

“I salute the mothers of those brave warriors, as they nurtured their youngsters with love and care towards their nation and society.”

Employees of the ministry and customers observed a minute of silence to mark the UAE Martyrs Day which is being observed annually on November 30th, in memory of those who gave their lives to keep the peace and prosperity.



Ghobash: National Day celebrations confirm our unity

His Excellency Saqr Ghobash, Minister of Human Resources and Emiratization, conveyed his sincere regards to His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, and his brothers His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE

Vice President and Prime Minister and Ruler of Dubai, and His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, and Highnesses the UAE Supreme Council Members and Rulers, UAE citizens and the residents on the occasion of the 45th

National Day. Ghobash prayed for further progress and prosperity to the United Arab Emirates and acknowledged all the support and hard work made by the late father of the nation, Sheikh Zayed bin Sultan, who, alongside his brothers, built the spirit of unity.

MOHRE celebrates National Day

The MOHRE celebrated the UAE's 45th National Day by organising several activities across various ministry premises.

Celebrations included a series of events from traditional performances, poetry, cultural and heritage displays as well as various recreational activities and local food tasting stations.

The event witnessed the participation of several officials, employees and customers.

The Ministry has prepared an electronic loyalty card to His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, as recognition of dedication and devotion to His Highness.



“We would have never achieved where we stand today without the unity of our people, and as long as we keep holding each other’s hands we shall further progress and reach highest points.”

Ghobash said, “The UAE achieves annual successes in various fields to create a delightful lifestyle for its citizens, it has become globally recognised as a model of peace and coexistence between different cultures worldwide.”





UNITED ARAB EMIRATES
MINISTRY OF HUMAN RESOURCES
& EMIRATISATION

10 IMPORTANT THINGS FOR YOU TO KNOW



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



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



Keep a copy of your signed contract in a safe place



Your employer must pay for your Residency Permit



Your contract must match your job offer



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



Keep a copy of your signed job offer



Keep the receipts for anything you are asked to pay for

Owner seeks labour court to demand his financial dues



The labour court has rejected a complaint filed by an employee against the owner to demand financial dues, after the investigations found “abnormal” work relation between the two parties.

The complainant approached the Ministry of Human Resources and Emiratisation seeking settlement of financial dues from the owner of the grocery store he worked in, to the tune of over AED 1,63,500 as delayed salaries, annual vacations refunds, end of service benefits, unfair work dismissal and the psychological and physical damages he suffered as the grocery store, where he served for 27 years, shut down. The complainant drew AED 3,500 every month.

When the legal officer contacted the owner for questioning, he

was surprised to find out that the owner was the actual complainant himself.

During investigations, it was found that all the revenues were directly cashed into the complainant’s account without any supervision.

Upon questioning, the complainant said the “grocery store would shut down” following an order issued by the municipality to demolish the entire building.

Concluding the case, the legal officer rejected the complainant’s claims.

However, the complainant refused to accept it, demanding to take the case to court. The court of first instance issued a ruling to reject all claims by the complainant,

stating that he was working as an employee for his own benefit under no supervision.

The complainant did not accept the verdict, and chose to resubmit the case. The Court of appeal accepted the appeal then issued a final ruling to reject the appeal and upheld the first instance court ruling.

According to article (1) of the of labour relations regulations, a worker is defined as “any male or female being who earns a fee of any kind by serving an employer following their directions or supervision, even if the worker serves in remote areas away from direct contact with the owner.”

In this case, since there was no supervision, hence no work relationship, due to which the claims were rejected.



MOHRE to implement two new decrees in 2017

UAE labour market witnesses quantum leap in 2016

The UAE labour market has witnessed a quantum leap in 2016 entering a new phase that enables Emirati job seekers fill private sector occupations, help promote national productivity and also ensure a transparent working relationship between production parties, all through the new decrees that

were implemented throughout the year to meet the aspirations of the national agenda and achieve the UAE's 2021 vision.

Emiratisation support

Two of the decrees announced by the Minister of Human Resources and Emiratisation this year, will be

implemented beginning of 2017, to support Emiratisation. Both decrees offer the opportunity to UAE nationals to get jobs in 'Data Entry' occupations, also as 'Occupational Health and Safety Officers' in construction enterprises that employ a large number of workers, starting 2017.

معاً نبني المستقبل



The ministry is also involved in educating and training the nominees to fill the assigned occupations.

Another decree exempted SMEs (small and medium-sized enterprises) from bank guarantees by the beginning of October 2016. The decree supports the initiation of fresh projects and classifies them within the ministry's first category, according to the stipulated terms and conditions.

The ministry is keen on developing the ongoing 'Absher' initia-

tive, which was launched under the directives of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the United Arab Emirates, in 2012. The ministry aims to help UAE nationals in the private sector to benefit from 'Absher' cards.

Similarly, the Tas'heel Customer Service Centers, have managed, under the supervision of the Ministry of Human Resources and Emiratisation, to ensure job opportunities to hundreds of UAE nationals across the nation.

The ministry also assures filling PRO occupations at Megacorps, and invests in developing their capabilities and enhancing their knowledge to fill in available job opportunities in the labour market to increase productivity, which confirms the recently launched decree by H.E Saqr Ghobash, Minister of Human Resources and Emiratisation, which increases the opportunity for Emirati students to cater to the private sector practicalities.

Transparent labour relations

The Ministry launched a set of reforms designed to promote transparency in fixed-term and unlimited contracts.

Henceforth, no non-national worker can be recruited from overseas for employment in the UAE until he/she has been presented with a standard job offer that conforms to the UAE Standard Employment Contract (SEC).

The decrees have been acknowledged internationally by labour organisations for their positive impact on both employers and workers, who stand to benefit at all stages of the contractual relationship, which requires both to deal with each other according to the responsibilities determined by each of those decrees.

During the course of the initiation, the ministry started several informative campaigns to educate the labour market parties about the decrees and ensure its sustainability.

Labour rights

The MOHRE has applied a new decree to ensure timely payment of employees' wages, post the wage protection system registration. The decree, implemented in October 2016, deals with non-complying establishments via a list of delay timelines and penalties.

Labour rights are a red line that must not be crossed and salary delays or refrains shall be dealt with firmly with the erring parties facing work permits ban, fines, court

referrals, and furthermore, enable workers to join other establishments.

In coordination with national government counterparts, the Ministry reinforces will conduct inspections to ensure compliance across labour accommodations that match international listed standards.

Legal action will be pursued against firms that fail to adhere to the regulations. The ministry shall take all the necessary measures against companies that choose to disobey and violate suggested accommodation terms and conditions.

When labour disputes occur, the ministry steps in and ensures that both parties, through absolute neutrality, amicably solve the issue, and in case it is not resolved, refer the case to the court for further investigations for final clearing procedures.

The ministry has also adopted a set of initiatives to promote occupational health and safety as a culture amongst business owners and workers, using awareness and educational programs wherein trained inspections team convey the message during periodic field visits.

The ministry is seeking to continue the application of the midday break work-ban hours during summers. The level of compliance of mid-day break for the second consecutive year exceeded 99 percent, reflecting the level of seriousness and awareness undertaken by employers.

Smart services

Over 400,000 users downloaded the smartphone apps by the MOHRE, available on Appstore and Google play, launched with the aim of enhancing services to meet customer happiness as per the UAE government directions.

The ministry bagged several awards, notably, Best m-Government services via smart phones in the economy, trade and education sectors in 2015 and 2016, and the e-Government Excellence Awards for the best "Smartphone application" for the ministries category in 2016.



The United Arab Emirates paid great tribute to initiate a complete policy and regulation reform, and promote national economic fundamentals alongside the increased number of private sector establishments and workforce, therefore, to ensure law obedience, by means of the available resources, the smart inspections system emerged. The system was placed under MOHRE Strategic Plan (2010-2013) which was implemented in October 2014, aiming to promote labour market monitoring and ensure a secure workplace to reach and support the ministry's vision, mission and set goals.

The system mainly functions by analyzing data provided by the ministry and other related entities. The entire data becomes the core of the smart inspections system as it prioritises inspectional duties according to risk related measurements, which in turn helps achieve best results within the inspections sector.

Another system which allows enterprises to evaluate their performance based on the capacity of their business and number of employees, helps inspectors prioritise inspectional field visits, thus create a transparent relationship

between the ministry and business owners.

Educating the workers, the ministry came up with a smart kiosk, which enables workers using identity cards, to learn and access labour ministerial decrees and laws implemented by listening and watching a special explanatory video that had been translated into different languages.

Two major innovations were also launched, the smart inspections vehicle which functions based on operational mechanisms of integrated intelligent systems that had been interconnected with the main base. The other was the Smart Drone which can be deployed by the inspectors to monitor and record any labour activities on worksites.

The ministry represents the UAE in international forums and regional events related to labour discussions while matching government objectives to ensure harmony among all international communities.

The ministry has been involved in major events, activities, and meetings assembled by the International Labour Organization for filling an integral members position of the Council 2014 - 2017 session representing the governments of the Asia-Pacific group.

The UAE, represented by the MOHRE, acts as the Vice Chairman of the Board of the International Training Centre at the ILO for governments group during the period 2014 to 2017.



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

Work permit replacement

It is a service provided to any establishment to submit an application for replacing an electronic work permit instead of another approved one which due fees have been paid, in accordance with the applicable form

Service Requirements

- 1 - Electronic signature card
- 2 - Copy of the specimen signature card
- 3 - Copy of the new worker's passport
- 4 - Colour photograph of the worker in white background
- 5 - Letter of approval from the competent authorities if the profession belongs to one of the following sectors (Health – Education – Babysitters – Sports trainers)
- 6 - Academic certificate if the profession belongs to the skill levels (1 – 2 – 3)
- 7 - The original entry permit of the old labour issued from the General Directorate of Residency and Foreigners Affairs should have the cancellation seal on it

Required Documents

- 1 -The business license shall be valid.
- 2 -Bank guarantee and fees of the work permit to be replaced shall be paid

- 3 -Replacement shall be made within the permit's original validity or renewal period amounting to 60 days
- 4 -The worker's age shall not be below 18 years and shall not exceed 60 years
- 5 -Replacement can be made a maximum of two times
- 6 -The original entry permit of the previous worker shall be cancelled.
- 7 -No change shall be made in the profession or gender. The system will not allow nationality change if it results in changing the establishment to another category.
- 8 -After replacing the work permit in the Ministry of Human Resources and Emiratisation, the employer should visit the General Directorate of Residency and Foreigners Affairs (GDRFA) to complete the visa replacement process.

Service Procedures

- 1 -Application shall be printed at Tas'heel service centers or through establishments registered in the ministry's e-forms program.
- 2 -The application will be transferred electronically to the ministry

and fulfilling the conditions contained herein shall be checked and verified.

3 -If there is something missing, the customer shall be notified thereof to complete the missing requirements through Tas'heel service centers.

4 -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

Application channels

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

Average time to complete

One working day

Service charges

None

Working Hours

Smartphones App: 24 hours service

Tas'heel service centers

From Saturday till Thursday

Time: 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'm employed under a fixed-term contract at an engineering consulting office. The contract will expire after five months but I sought termination of the contract prior to expiry. The employer withheld my salary for several months, including my annual leave reimbursements.

The company is facing financial issues and did not reimburse wages for most employees for several months.

My question is: If I chose to terminate my contract, will I face a work ban? am I obliged to pay any money to the employer? M. B



Answer

If the employer breaches his stipulated obligations as per the contract, workers are entitled to resign and join another company.

Salaries must be paid within a period not exceeding two months, crossing

that line, workers could end their fixed-term contracts and be given all end of service entitlements as per labour law Article No. (121).

On the other hand, if the employer fulfilled his obligations towards the worker then the latter is obliged to

presume his contract till expiry, if the worker decides to end the relation irrationally, then he is obliged to compensate the employer according to labour law Article No.(116), employers are entitled to request a one-year ban on the worker post-cancellation, according to Article No. (128).

Question 2:

An employee reported late to work for 10 minutes. Can the company issue a warning letter in this case, even if the worker had done it for the first time?

Answer

Each worker is committed to work during the company's assigned timings, if the employee arrives late to work or was reported absent, he or she must present a legitimate excuse to the employer justifying the reasons. If the employee arrives late or was absent unreasonably, an

approved penalty by the Ministry of Human Resources and Emiratisation shall follow while referring to Article No. (102) of the labour relations law.

However, referring to the question, a 10 minutes delay varies from one duty to another, some jobs are highly dependent on some employees, meaning if the employee reports late

to work he or she might completely halt the rest of the team affecting the business entirely for just being a few minutes late! On the other hand, some jobs do not require such responsibility and hence, the penalty might differ.

We urge everyone to commit to their schedules to avoid misunderstandings.

Nepali expat credits UAE for better life

Forty-year-old Ram Udagar Talma, a Nepali expat, landed in Abu Dhabi over 14 years ago as a worker in construction sector.

With the support of his employer, Talma, is today a specialised welder and is happy not only about his career growth but also the increase in income, which has helped him improve his family's lifestyle back home.

Sharing his story with Al'Amal magazine, Talma said: "Life today is far better for me and also my family since I have started working in the UAE."

"There were limited work opportunities back home and the

situation was only getting difficult by the day. I had heard about the UAE and how lot of people get job opportunities here and I started looking for one too.

Soon as I got the opportunity, I flew to Abu Dhabi and joined a construction company," he said.

He said he started as a labourer, moving tools and supplies on site. "My hard work and dedication paid off and earned me the employer's respect. One day, my employer called me in and told me I could

improve and increase my income through training. I immediately accepted without hesitation and he listed me for a specialized training program in the field of welding electric cables."

"After completing the course successfully, I earned my license. I started working in the field of welding electric cables, and over time I gained more experience, which prompted my manager to increase my monthly income as promised, which in turn increased my productivity levels and



motivated me further to increase my efforts,” added Talma.

Talking about the work environment, he said, “The company provides us a decent and stimulating work environment and we are very happy with the opportunities to undergo specialized training, which add to our skills and general knowledge.

The company also encourages good work relationship and connectedness among employees from all nationalities and it treats everyone with respect and without any discrimination.”

Talma said he loves his job and the positive work environment and is keen to develop his skills according to required market standards.

Sharing details about how his job in the UAE has helped his family, Talma said that he managed to save from his increased monthly salary and is sending it across to his family back home. I can manage the payment of tuition fees of my four children and cover the rest of the living expenses, in addition, if possible, help other members of family.”

“The UAE has people from so many different nationalities from all over the world. This country gives ample opportunities for success and provides a decent lifestyle, I am very happy to work in the UAE and my company, which has allowed me to improve and move up my career ladder, and I’m looking forward to further progress in the near future,” Talma concluded.



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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.



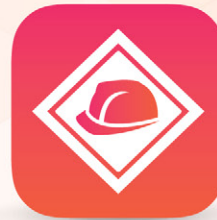
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Are you the player or a spectator in life?

Life is full of surprises. Its like a game hosting many teams and players and game watchers. These two categories are the simplest justification of life as we know it, either watch or end up being watched!

Players aim and shoot for goals, they follow set objectives. They arise at dawn, with a smile on their face, eager for what's next. They are daytime gamblers who take on the slightest chances and laugh in the face of risks. Players are determined characters, fully-charged with positive energy, believing that their dream will come true.

Spectators or game-watchers, on the other hand, just simply enjoy their seats and watch others play the game. They ignore chances that pass by, for being simply brain-trained to accept a false image they've created of themselves. Some might have played before, and failed, deciding to never try playing again. They watch real players pass, they salute their attainments and successes, yet stay quiet and mentally depart.

Success is always linked with determination, great players touch playgrounds by training hard day-by-day, take risky attempts to strike higher outcomes and become well-known worldwide.

If a person prefers to lay back and dream, then failure and downgrade enter his mailbox. Spectators, henceforth, become absent-minded of the whole game, incautious of their surroundings, lack plans, have no expectations, a couch potato for life!

Life is running at a fast pace and the level of competitiveness climbs as we speak, game watchers numbers rise further in contrary to players. Today, millions or even billions of spectators spend hours watching the latest updates which had been grasped by players using the most commonly used social media platforms. Watchers review and share on social media the lifestyle of big players, their successes and awards, life's adventures, without realising anymore that their own lives have faded, without any sorts of achievements, missing on the real opportunities.



Nareeman Al Hakeem
Assistant Expert

Nonetheless, some watchers do end their catnaps, realise that it's never late to catch the train, work hard enough to enter the game, believe that they would've had a chance all along. They stand up take their first steps with pride, then might fall on their knees, get back up again, and try further more and more, until the bright day comes knocking their doors.

The beauty of the game of life is that it has no time nor physical limitations, it just requires determination and consistency till you take your last breath, and thus, leave behind a legacy for others to follow.

“With each new day in Africa, a gazelle wakes up knowing he must outrun the fastest lion or perish. At the same time, a lion stirs and stretches, knowing he must outrun the fastest gazelle or starve. It is no different for the human race. Whether you consider yourself a gazelle or a lion, you simply have to run faster than others to survive.” — His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the United Arab Emirates and Ruler of Dubai, author of (My Vision: Challenges in the Race for Excellence)

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Fresh air, drink water, take a walk during break hours

8 simple ways to reduce work stress

Chances are you spend most of your day at a desk job. Sitting in front of a computer screen constantly isn't exactly healthy.

Whether you work from home or sit behind a desk, here are eight ways to make your office a better place for your health and well-being:

1. Clear the air

Office environments are known to trigger occupational allergies such as sensitivities to paint, office furniture or chemicals in the carpet. Even without any physical symptoms, the stuffy air could dampen brainpower. A recent study at Harvard University claims that offices with great ventilations and small levels of air pollutants were linked to better performance levels.

2. Try a standing desk

Ask if your workplace allows it as switching to a standing desk will help you move more throughout the day and help you sit less. While being on your feet all day does lead to aches and pains, you

can use a desk setup that will allow you to adjust your workspace. You can also substitute an exercise ball as your chair if a standing desk is not an option.

3. Keep a water jug at your desk

According to Glozine lifestyle news, water will not only improve your skin but also prevent headaches during dry, warm temperatures and suppress your appetite. Water is essential to keeping your liver and kidneys functioning properly as it flushes the toxins out of your system. Pick a water jug or bottle that is at least 32 ounces as this will keep you hydrated throughout the day.

4. Place your desk near the window

Studies from Northwestern University show that people with windows in their office are more physically active and they get better sleep than those without it. Get



as much natural light as possible by sitting near a window. Being exposed to natural daylight will help keep your stress levels down as well as your circadian rhythm working in proper condition. Working with natural light will keep you feeling energized and motivated throughout the day.

If you don't have a window near your desk, consider a cool, bluish light for your office lighting as this will help with analytical thinking. Warmer lights are better for social interaction with others. Choose a desk lamp rather than an overhead light as it may help reduce eyestrain.



5. Use aromatherapy

Skip air fresheners and candles that use artificial scents as some even release irritating chemicals. Go for an essential oil diffuser instead as these deliver a natural, subtle aroma. The smell of citrus alone can improve your memory while lifting your spirits. If most scents are too strong for you, try something lemony instead.

6. Only keep healthy options at your desk

The vending machine can be tempting during your afternoon hours. Skip this high-calorie temptation by bringing your healthy snacks to work. Try fresh fruits,

veggies, yogurt, and nuts to keep you satisfied. Whole fruits such as oranges and apples are great with nuts, especially since fruit contains simple sugars that should be eaten with other healthy foods. An apple with almond butter or carrot sticks with hummus is a filling and healthy snack.

7. Take walks during your break

Start a walking or jogging routine during your breaks or after work. Getting your co-workers to join will also promote healthy living to the entire office. A simple 5-10-minute walk at least three times a day will keep your body moving and metabolism running.

8. Add a plant

Studies show that office plants have been proven to increase productivity by 38%, creativity by 45% and overall well-being by 47%. Plants also help clean the office air, lessen static and office noise. Make sure to choose a plant that works well under low-light conditions and indoors. The spider plant, peace lily, and aloe plant are great options for an office plant.

Having an office job doesn't mean you have to give up on living a healthy lifestyle. These small changes to your workstation and daily routine will help you stay fit.

There's a scientific reason for it

Social media snips most of our free time! And here's why...

Many of us, without thinking, head to Facebook, Twitter, or other social media sites during work breaks. But, besides boredom and distraction, there is a scientific reason for it.

A new medical study, conducted by neuroscientists at the University of California, Los Angeles, may provide a clue: the brain wants to be social.

Following an article published in the Huffington post, which refers to a study, published in the Massachusetts Institute of Technology's Journal of Cognitive Neuroscience, tries to answer a question scientists have been researching for at least two decades: What is the brain doing while at rest? Scientists have always known that our brains keep busy all the time, but they haven't been able to figure out what it's doing. In the study, what the UCLA scientists uncovered is that even when we have a bit of quiet downtime to ourselves, "the brain has a major system that seems predisposed to get us ready to be social in our spare moments," says Matthew Lieberman, a UCLA professor of psychology and of

psychiatry and bio-behavioral sciences, and one of the study's authors.

"When I want to take a break from work, the brain network that comes on is the same network we use when we're looking through our Facebook timeline and seeing what our friends are up to," adds Lieberman, who is an expert in social cognitive

neuroscience and an author of Social: Why Our Brains Are Wired to Connect.

"That's what our brain wants to do, especially when we take a break from work that requires other brain networks."

The researchers surveyed 10 men and 11 women, from ages 18 to 31 – all recruited from UCLA. The study involved the participants viewing 40 photographs in three sets, with their brain activity recorded using functional magnetic resonance imaging (fMRI).

According to the UCLA press release, "Most of the photos showed people performing actions in a social setting and expressing a certain emotion.

In one set of 40 photographs, images were paired with captions that reflected the person's mental





state – ‘He is feeling bored’ or ‘She is expressing self-doubt,’ for example.

The second set of photos had identical images, but with captions that merely described what the person was doing – ‘He is resting his head’ or ‘She is looking to her side.’ And a third set of images depicted a number accompanied by a simple mathematical equation – for example, ‘10: 18-8.’”

The participants were asked if the captions accurately describes the images. One conclusion the researchers found was that in the regions of the brain that were active while viewing the first set of images (emotion), the same areas were active during periods of rest; those areas weren’t as active when looking at the two other sets.

Also, one part of the brain, the dorsomedial prefrontal cortex (which turns on when we dream and when we think about other people), was more active during rest, before participants were asked to look at photos; the participants “made significantly faster judgments if the next photo they saw presented a statement about the person’s mental state,” the researchers found.

As Lieberman says, the brain is preparing itself to react quicker when it moves from rest to social. Interestingly, the dorsomedial prefrontal cortex was less active when participants viewed the other two set of photos, even if they were the same photos but with non-emotional captions. “It’s the same photograph; the only thing that differs is whether the

caption is mind-focused or body-focused,” says lead author Robert Spunt, a postdoctoral scholar at the California Institute of Technology who conducted the research while at UCLA. “It’s remarkable.”

The study doesn’t mention Facebook or other social networks specifically, but Lieberman suggests there’s a connection.

In general, it could also explain why many people want to socialise with others in the workplace.

While scientists have known that humans distract themselves during work by jumping onto social media, there’s now a study that attempts to explain why. So the next time your boss tells you to stop goofing off, say it’s a medical condition.

Sciatica pain: Right steps can prevent it

Sciatica is pain caused by irritation to or stretching of the sciatic nerve.

Sciatica is not an actual diagnosis you would get from your doctor after an exam and tests; rather, it's a collection of symptoms brought about by other problems in the spine such as spinal stenosis and spinal arthritis.

Causes

Sciatica is a set of symptoms associated with one or more conditions that result in irritation to a spinal nerve root or nerve.

Causes could include:

- Disc herniation that irritates a spinal nerve root. The herniated material presses on the spinal nerve root (the place where the spinal cord branches out to become a nerve.) When this occurs, it may cause pain, electrical feelings and/or weakness down one leg, i.e. “sciatica.”
- **Spinal stenosis:** In spinal stenosis, the spinal canal narrows due to arthritic changes. This may result in irritation to the nerve root as the spinal cord branches into the spinal nerve.
- **Sacroiliac :** Joint Dysfunction is another low back condition that can irritate the L-5 nerve, and mimic the effects of sciatica.
- **Piriformis Syndrome:** A rare condition, piriformis syndrome, occurs when a tight piriformis muscle pinches or irritates the sciatic nerve, which runs underneath it.
- Less common causes of sciatica including tumors, infections, and total hip replacement for congenitally dislocating hips.

Common symptoms

- A “pins-and-needles” sensation, numbness or weakness, or a prickling sensation down the leg in some cases
- Weakness or numbness when moving the leg or foot
- Muscle weakness and breakdown due to lack of nutrients from the sciatic nerve.
- Neurological problems which causes urinating and defecating issues.

Treatment

The goals of non-surgical sciatica treatments are to relieve pain and any neurological symptoms caused by a compressed nerve root.

There is a broad range of options available for sciatica treatment. One or more of the treatments below are usually recommended in conjunction with specific exercises.

- Chiropractic/manual manipulation
- Heat and/or ice packs are readily available and can help alleviate the leg pain, especially in the initial phase.
- Avoid heavy lifting, simple exercises i.e. swimming and walking, if the pain continues then consulting the doctor is highly recommended.
- Physical therapy.

Prevention

- Practice good posture.
- Walk and/or swim.
- Lift objects safely.
- Avoid sitting for extended periods.



Natural beauty attracts tourists to Al Aqah



Al Aqah area, located on the eastern coast of the emirate of Fujairah, with skyline views of the Gulf of Oman, presents a charming seaside nature for all surfers, scuba divers, and snorkelling enthusiasts.

The area has cliffs and is surrounded by mountains, blue turquoise beaches making it a heavenly escape from the city, away from routine and stressful life.

Its natural beauty attracts tourists from across all emirates and areas worldwide.

A natural protected wildlife reserve is located near the beach

of Al Aqah, breeding corals and turtles fabricating sea views only imagined in fairytales, especially during dusk and dawn. The area hosts thousands of marine birds.

The region has a moderate climate and clear calm waters throughout the year, an ideal environment for coral and marine life upbringing.





Al Aqah has positioned itself as one of the top destinations on the world's tourism map and resorts and luxury hotels have lined-up along the beautiful Arabian Gulf shores welcoming hundreds of thousands of visitors and tourists from all around the world.



Tourists are advised to rent out four-wheel rides to wander between the valleys and mountains of Al Aqah, visit the farmlands, go hiking, scrambling, rock climbing, as well as crossing glaciers.



When was the UAE's labour relations regulation law issued?

1972 - 1980 - 1985

Please send your answer on: 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

Homaid Mohammed