

Administrative fines dropped to Dh2000 per worker

Government training
initiative for Emiratis

MOHRE signs 10
agreements to further
Absher program

Ministry unveils three
new types of customer
service centres

Fahad Al Sabri:
Successful move
to private sector

Employment quarrel
between father
and son ends
in Labour Courts

Happiest Worker initiative
gives 10,000 free Du sim
cards to workers



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.



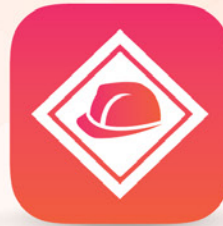
وجهني
WAJEHNI



آمن
AAMEN



وزارة الموارد
البشرية والتوظيف
MOHRE



سلامة
SALAMA



أبشر
ABSHER

For MoHRE APPs technical support reach us through :

050-9003939

mobile@mohre.gov.ae

800-665



Clock ticking on companies to settle labour violation penalty fees

The clock is ticking on companies in the UAE to settle penalty fees relating to violations of work permit rules and labour contracts.

Following a recent Cabinet order, beginning in May 2017, the Ministry of Human Resources and Emiratisation has warned 53,000 companies who have been found to have violated the rules, to meet their legal obligations.

The Ministry said that the fines relate to 141,000 workers.

Companies who pay up within the timeframe will see a reduction in fines of AED 2000 per worker. Companies who remain in violation of

the rules, once the deadline has passed, will face numerous restrictions and be excluded from services provided by the Ministry.

Companies found to have violated the rules represent a small proportion of total employers in the labour market. But sanctions against those who remain outside the law will be tough

AI' AMAL Editorial Team

Quarterly magazine issued by
Ministry of Human Resources
and Emiratization

Chief Editor

DR. Omar Abdulrahman Alnuaimi

Editorial Consultant

Ayman Rumaneh

Editorial Manager

Fatima Alhammadi

Editorial Secretary

Alaa Elbadry

Editorial Board

Laila Ameeri

Ahmed Al Majayda

Photographer: Fathy Farag

To contact the editorial team, email:
magazine@mohre.gov.ae

Call Center 80066473



<http://www.mohre.gov.ae>



<http://www.facebook.com/mohreuae>



http://www.twitter.com/mohre_uae



http://www.instagram.com/mohre_uae



http://www.youtube.com/mohre_uae



Apple Store apps: mohre



Android apps: mohre



Design & Production

Nadd Al Shiba PR and Event Management

Mohammed Al Jarouf

Phone: + 9714 2566707

Fax: + 9714 2566704

Website www.naddalshiba.com

Email info@naddalshiba.com



NADD ALSHIBA
PR & EVENT MANAGEMENT

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 AlQuwain Center

Service Centres



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



UNITED ARAB EMIRATES
MINISTRY OF HUMAN RESOURCES
& EMIRATISATION

Our Vision:

A labour market in the UAE that empowers Emiratis and attracts talent from around the world.

Our Mission:

To regulate the labour market, through legislation, policy making, enforcement and partnerships, to promote the participation of UAE nationals in employment, and attract and retain international talent.

Our Values:

- We will act with professionalism
- We will always respect human dignity
- We will behave with honest and integrity
- We will seek to earn trust and respect
- We will value innovation and creativity

Our Strategic Goals:

- The empowerment of Emiratis
- The protection of all workers
- The efficiency of the labour market
- The provision of excellent services to all
- Ensuring the delivery of administrative services according to the standards of transparency, dynamism and quality
- The grounding of a culture of innovation within the Ministry

Contents

Labour Happiness Award: Nine Winners



- 8 Ministers discuss future employment challenges
- 10 Domestic workers' bundles formed to meet customer demands
- 12 UAE participates in international labour conference in Geneva
- 16 Emirati youth participate in government Work Training Initiative
- 18 MOHRE signs 10 agreements to further Absher program



19 Administrative fines dropped to Dh2000 per worker

20 Oman's Ministry of Manpower praises the Smart Inspections System

21 Indonesia's Deputy Speaker commends UAE policies on labour rights

22 Midday breaks being monitored



22 Ministry makes three lucky workers dreams come true!

23 Happiest Worker initiative Gives 10,000 free Du sim cards to workers





Fahad Al Sabri
Successful move
to private sector

20



32



**Apprenticeship, an effective
way of meeting business
requirements**

34

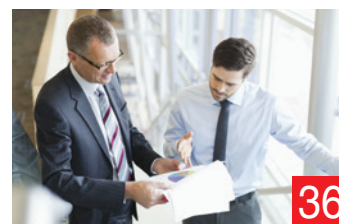
Abdul Moneim Khan

Dropping plans to leave UAE for US best
business decision I've made, says Dubai-
based entrepreneur

**Three tips to protect
your Facebook account**



38



36

**Traits of
effective
managers**



**Prevent food
poisoning,
especially in
summer**

40



**Sir Bani Yas for
a perfect wildlife
holiday**

42



Labour Happiness Award: Nine winners

Under the National Happiness and Positivity Charter, the Ministry of Human Resources and Emiratisation awarded nine organisations across the UAE for achieving the Labour Happiness

Award objectives, which include, the Happiest Work Environment, the Happiest Bus and the Happiest Labour Accommodation as well the best activities and initiatives launched for labourers.

The ceremony took place on Tuesday 2nd May 2017, at Saadiyat Island, Abu Dhabi with H.E. Saqr Ghobash, Minister of Human Resources and Emiratisation and H.E. Ohoud Al Roumi



Minister of State for happiness, in attendance.

During the ceremony, MOHRE in conjunction with Du, an Emirates Integrated Telecommunications Company, distributed mobile phone SIM cards free-of-charge, known as, The Happiness SIM as

a means to encourage labourer's happiness.

H.E. Saqr Ghobash made the following remarks about the awards:

“There is no doubt that a labourer's happiness leads to better productivi-

ty, as such, private sector companies raced to support what is believed to be one of the most significant initiatives today, happiness.”

H.E. Ohoud Al Roumi Minister of State for Happiness, echoed the aforementioned sentiment but also added to it by saying:

“Such initiatives remarkably uplift private sector work environments to reach a happy and positive work place, and that motivates employees to increase their productivity which in turn positively impacts the national economy.”

The following organisations won the awards:

The Ministers distributed awards to the following organisations:

- The Happiest Work Environment Award went to Al Naboodah Contracting Co. L.L.C. and Sharjah Cooperation Society
- The Best Activities and Initiatives award went to Al Fahim Foundation
- The Happiest Work Environment for Human Resources Award went to Majid Al Futtaim Retail - UAE
- The Best Labour Accommodation Award went to the developers of Saadiyat Workers' Village and M.K.M Commercial Services Holding Group
- The Happiest Bus Award went to Waid Admar Contracting Company, National Trading and Development Corporation and the Arab Construction Company

Ministers discuss future employment challenges



The Future of Work Conference held to mark International Labour Day was organised by the UAE in conjunction with the International Labour Organization.

The conference included a number of esteemed speakers from the National Qualifications Authority, Management Consultant Firm, McKinsey and search provider Google to discuss the opportunities and challenges for establishing a more diversified economy and developing a highly skilled local workforce to support strategic growth.

Members of the UAE Government specifically addressed the UAE's long-term response to potential disruptions in the labour market brought about by new technologies, economic and social changes.

Statements provided by stakeholders include:

H.E. Saqr Ghobash, Minister for Human Resources and Emiratisation address:

“Labour markets are already changing around the world, due to increasing automation, the rise of artificial intelligence, and the impacts of globalisation. We are gathered together today to ensure that the UAE is able to meet the challenges head on, and take advantage of the opportunities that the fourth industrial revolution brings. Our ambition is to see a labour market that continues to provide well-paid, valued and fulfilling jobs for all, driving a diversified and competitive economy in the UAE.”

H.E. Dr Ahmad bin Abdullah Humaid Belhoul Al Falasi, Minister of State for Higher Education, emphasised the importance of education and training in equipping the next generation to adapt to global forces. The Minister continued with:

“According to a recent Oxford University report, 47% of current jobs and positions in the global economy will ‘disappear’ in the next 20 years. Many of the jobs

that our children will work in do not exist today. Education will be the most important factor in ensuring that we are equipped to meet these challenges.

That is why the UAE has put education at the top of its list of priorities in transiting to a knowledge-based economy. Not only is 20% of the UAE's national budget dedicated to education, but the government has appointed three different Ministers focused on enhancing the quality of education.”

Nicolas Niemtchinow, the ILO's Assistant Director General and Special Advisor on the Future of Work stated that decisions that governments and educators make today about the types of skills that are taught to young people would have a great impact on their future careers. Mr Niemtchinow continued to say:

“Digital skills for all will be fundamental, but not exclusively. Soft skills will be equally important: interpersonal skills for dealing with others, people manage-

People of determination exhibition

An exhibition was also organized to display innovative projects gathered by people of determination from the Dubai Center for Special Needs.

ment, innovation and creativity, all are key to mastering external communication in a permanently connected world.

We have the largest number of young people in the workforce in history (1.8 billion). That is an opportunity because the youth are more dynamic and creative. But the youth are also more fragile. Our ability to take them on board and to benefit from innovation will be an opportunity as well as a challenge.”



Interactive workshops

On the sidelines of the forum, interactive workshops were held for a number of students from higher education institutions across the UAE. The Abu Dhabi Future Energy Company ‘Masdar’ alongside JAL and Mohammed bin Rashid Space

Center showcased job openings, privileges, services and future projects.

The Ministry also briefed the students about vocational training programs to prepare them prior to labour market entry.



Tadbeer to start by the fourth quarter of 2017

Domestic workers' bundles formed to meet customer demands

Domestic Worker bundles (packages for employing different types of workers) enter a pre-operational phase as the Tadbeer Customer Service Centre finalises plans to start by the fourth quarter of 2017, the Ministry of Human Resources and Emiratisation (MOHRE) announced.

His Excellency Saqr Ghobash, Minister of Human Resources and Emiratisation, said, "Customers can select domestic workers from a list of 19 different categories.

Tadbeer centres act as mediator and offer the highest level of contracting transparency."

Ghobash made the announcement during a meeting, held at the ministry in Dubai with 40 approved investors, selected out of 100 applicants.

The meeting was attended by Saif Al Suwaidi, Undersecretary of Human Resources, Humaid bin Deemas, Assistant Undersecretary of Labour Affairs and

Aysha Belharfia, Assistant Undersecretary of Domestic Workers Affairs.

Operating under a public-private partnership plan, the new-line of the 40 upcoming centres get complete support from the ministry and will provide functionality and service levels matching with 'Tas-heel' centres, fulfilling therefore, the UAE Government Excellence Program.

Ghobash said the Ministry is working with its international counterparts to reach agreements concerning recruitment processes.

"The ministry has gone a long way in developing initiatives and policies that will have a positive impact within the proposed bundle," he added.

Tadbeer Centres will help guarantee the provision of high-quality visa, include conducting pre-arrival interviews with domestic workers to ensure they un-



Tadbeer centres act as mediator and offer the highest level of contracting transparency

derstand their contractual rights, provide training and education to new workers, resolve disputes between workers and employees, and check on worker housing and accommodation.



Domestic workers' services are handled by Tas'heel

The Ministry of Human Resources and Emiratisation has called on families and employers, who are interested in hiring domestic workers in Dubai, Ajman, Umm Al Quwain, Ras Al Khaimah and Fujairah, to approach and check with Tas'heel service centres in these emirates to finalise the required transactions.

Aisha Belharfiyya, assistant under-secretary at the ministry for domestic worker affairs, said, "Tas'heel will provide bringing in and hiring domestic workers, renewal and cancellation of work permits and other related services."

Belharfiyya said the services offered by Tas'heel centres are pro-

cessed online, and the applicant is informed about the status of his application via SMS.

"The applicant will also be notified on the status of his application by e-mail, through which the customer will be furnished with a copy of the entry permit for the employee," she added.



UAE participates in international labour conference in Geneva

The UAE participated in the 106th International Labour Conference in Geneva, with the attendance of government officials, business owners and labourers from the member-countries of the International Labour Organisation, ILO.

Saqr Ghobash, Minister of Human Resources and Emiratisation, headed the country's del-

egation that participated in the conference, which discussed the report of the Director-General of the ILO on the Green Millennium Initiative that was launched during the 102nd International Labour Conference, and its connection with relevant programmes. It also discussed a high-level study on improving safe and healthy work environments, economic migration and major labour principles

and rights, according to its commitment to monitor social justice and discuss several international agreements.

The conference highlighted the efforts to combat child labour and dedicated a general discussion on women's labour, as part of the World of Work Summit and other topics related to labour issues.



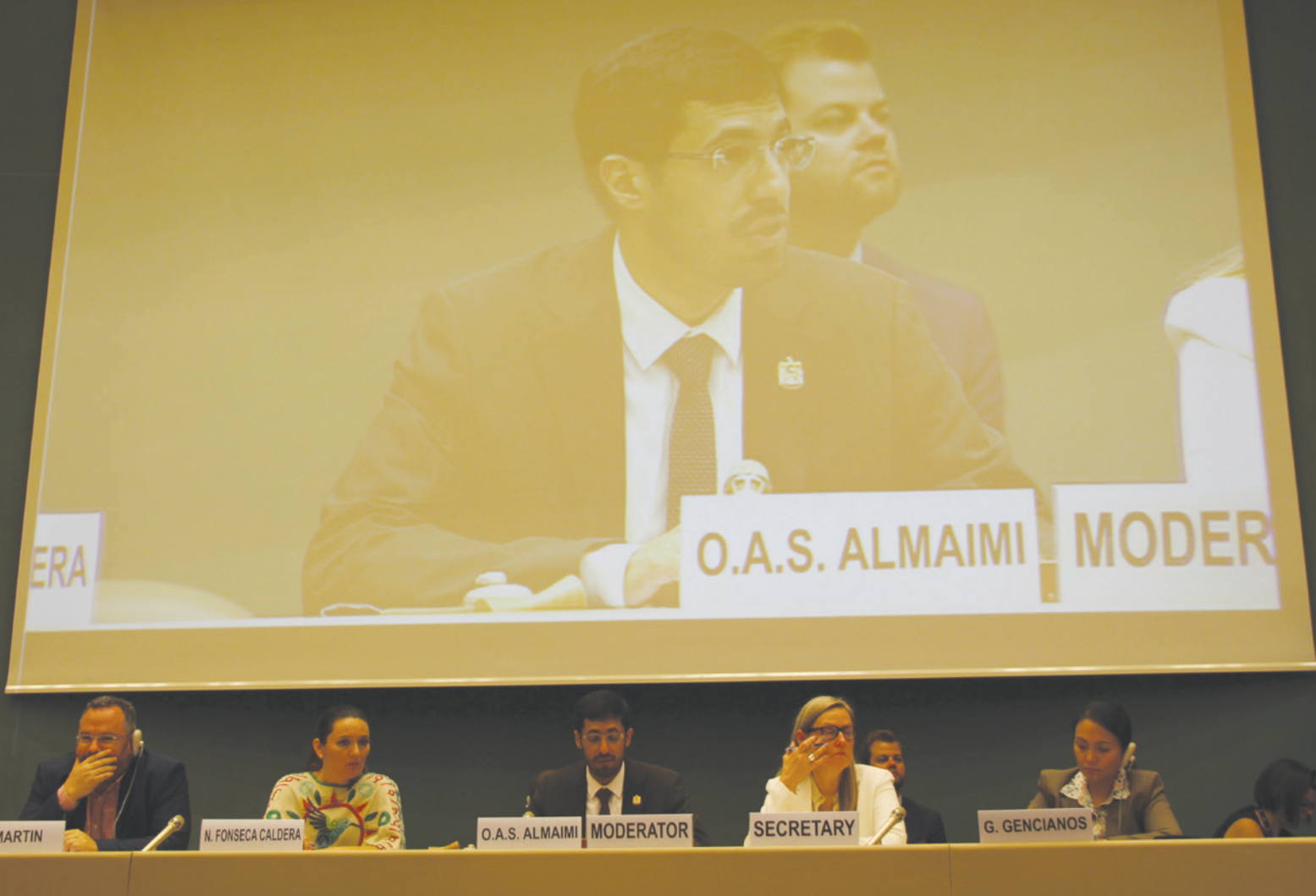
The UAE delegation participated in an expanded Gulf region meeting and the first coordination meeting of the Arab Group, with the attendance of government teams, business owners and labourers.

The government's team included, among the country's delegation, Humaid bin Deemas Al Suwaidi, Assistant Under-Secretary of the Ministry of Human Resources and Emiratisation for Labour Affairs, and Dr. Omar Al Nuaimi,

Assistant Under-Secretary for Communication and International Relations, as well as several concerned officials from the ministry.

Also in attendance was, Khalifa Khamis Mattar Al Kaabi, a member of the UAE delegation to the ILO and Dr. Mohammed Butti Thani Al Shamsi, Chairman of the Board of Directors of the Association of Co-ordination between Professional Associations.





UAE addresses regional consultative processes to develop international migration governance

The United Arab Emirates (UAE) addressed the level of impact of regional consultative processes, which assisted in the development of various forms of the international labour migration governance, during the third United Nations counselling meeting in Geneva.

Dr Omar Al Nuaimi, Assistant Undersecretary for Communications and International Relations at the Ministry of Human Resources and Emiratization, said ‘The Abu Dhabi Dialogue’ was formulat-

ed early 2008, as a collaborative tool between labour sending and receiving countries for the temporary contractual employment in the Asian region.

“The International Migration and Development Forum, which started in 2007, as a governmental and voluntary consultative tool, has strengthened Member States governments and helped exchange relevant experiences,” he said.

The meeting was attended by international experts from vari-

ous academic organisations, who discussed leading international practices, specifically in migration governance and labour mobility.

The United Nations Secretariat are sought to prepare a comprehensive report, addressing meetings proceedings, formulating therefore, an international treaty, which then, will undergo an adjudication procedure at United Nations Headquarters in New York prior to the final vote, which had been scheduled by mid-2018.

MOHRE meets public and private sector to review strategic plan 2017 – 2021

The Ministry of Human Resources and Emiratisation reviewed its strategic plan 2017-2021 with its private and public sector partners to ensure implementation of joint projects and initiatives.

The meeting was attended by Dr Omar Al Nuaimi, Assistant Undersecretary of the Ministry of Human Resources Communications and International Relations, as well as representatives from various governmental and private sectors.

Al Nuaimi said that the meeting comes from the Ministry's full belief in the pioneering role played by strategic partners and their contribution to achieving the objectives of the ministry's strategic plan.

He stressed the Ministry's keenness to strengthen and develop cooperation in a manner brought to embody the vision of the UAE's wise leadership in terms of carrying out joint responsibilities. He said the ministry provides

effective channels of communication to exchange views and proposals with partners, to meet requirements and achieve the highest level of government services.

During the meeting, Dalal Al Shehhi, Director of Strategic and Future Department, reviewed the strategic plan of the Ministry of Human Resources and Emiratisation 2017-2021, which declares a vision of a stable labour market in the UAE that empowers Emiratis and attracts talent from around the world. The objective is to regulate the labour market, through legislation, policy-making, enforcement and partnerships, promote the participation of UAE nationals in employment, and attract and retain international talent.

The six strategic objectives are: Emiratis empowerment, workers protection, labour market efficiency, provision of excellent services to all, ensuring the delivery of administrative services according to the standards of transparency, dynamism and quality.

The Ministry's strategic plan is based on five values, including professionalism, respect for human dignity, honesty and integrity as well as earn trust and respect, finally yet importantly value initiative and creativity.

During the meeting, a workshop was held to identify the challenges and difficulties faced by the strategic partners together with their demands.

There was a wide discussion, which resulted in a number of proposals presented by the attendees.

Strategic partners include: the Ministry of Interior, Ministry of Finance, Ministry of Foreign Affairs, Ministry of International Cooperation, Ministry of Health and Community Protection, the Red Crescent Authority, the National Authority for Emergency and Crisis Management, the National Committee for Combating Human Trafficking, the Abu Dhabi Judicial and Economic Development Authority, and telecommunication company Du.





Emirati youth participate in government work training initiative

The Ministry of Human Resources and Emiratization Tawteen Department partnered up with INJAZ UAE - a member of Junior Achievement Worldwide, the largest youth business training organization to launch “Tawteen Head Start Day”.

The program aimed to provide training and internship opportunities to young Emiratis and connect them to the private sector, as a part of the UAE’s Vision 2021.

His Excellency Nasser Thani Al Hamli, Undersecretary of Emiratization Affairs at the Ministry of

Human Resources and Emiratization, said: “we seek to create a motivational work environment by developing competencies through training programs.”

The Tawteen Head Start Day included over 30 private sector mentors and experts and 200 Emirati youth who were encouraged to partake in internships and private sector training opportunities. The one-day event offered multiple workshops for the UAE national youth to receive career guidance, advice on job-hunting, and training and connections for internships with over 15 companies. The day

توطين
TAWTEEN

جائزة الإمارات للتوطين
Emiratization Award

also offered mentoring for youth that wish to seek independent career paths, such starting their own business.

Tawteen Head Start Day is built to the premise to connect INJAZ’s corporate partners’ human resources and training teams with youth to



provide real career guidance and mentorship to boost employment and job hunting skills while also offering internship opportunities.

The training took place at The Dubai Chamber and included over 17 companies, such as: Accenture, Agthia Group, Bank of America, Barclays, Bin Zayed Group, Chalhoub Group, Citibank, Clyde & Co, Emirates Global Aluminium (EGA), Ernest & Young, Exxon Mobil, HSBC, Microsoft Corporation, Shell Sepil, Strategy&, TEJAR Dubai, and UPS.

Tawteen Head Start Day is the first among a series of tailored INJAZ programs to support Tawteen Career Guidance and Training initiatives for Emirati youth designed for employability offering career guidance with real job market knowledge.

National cadres forum highlights advantages of joining private sector

The Ministry of Human Resources and Emiratisation held the "National Cadres Forum" in United Arab Emirates University in Al Ain. 80 students attended the event where advantages of joining the private sector were showcased.

Students were told about government led initiatives, such as training programs to prepare graduates seeking to work and ensure a smooth transition into the market place.

Wadad Al-Shamlan, Director of the Career Guidance Department at the Ministry of Human Resources and Emiratisation utilized this platform to highlight the Ministry's strategy to Emiratisation in the private sector which includes: workshops to encourage citizens to apply to private sector, programs to professional develop citizens skills and lec-

tures to raise awareness of the advantages of joining private sector.

The workshop, held on the sidelines of the forum, provided students CV and interview training, better technique to utilizing job search engines, and understanding of employers requirements.

The workshop also shared success stories, such as: Amani Al Bannai, Director of Emiratisation Department at Emirates NBD. She discussed the importance of working in this sector and the career she has got out of it as a result. She continued to stress the need to focus on achieving the right career path, selecting a suitable job, which interests you, completing higher education, acquiring knowledge from others, and taking advantage of all available opportunities.



MOHRE signs 10 agreements to further Absher program

The Ministry of Human Resources and Emiratisation signed 10 agreements with a number of companies and institutions, under the Absher program, as advised by His Highness Sheikh Khalifa bin Zayed Al Nahyan, the President of the United Arab Emirates.

Nasser Al Hamli, Undersecretary for Emiratisation Affairs said,

“The agreements signed followed the initiation of the 2017 Year of Giving. These partnerships reinforce the social responsibility of the private sector companies and

institutions to enhance their role in supporting the development process witnessed by the country in all aspects.

He stressed the Ministry’s keenness to achieve the objectives placed by the "Absher" initiative in terms of offering jobs for Emiratis, vocational management programs, and training courses all to encourage citizens to join the private sector.

Al Hamli praised the partnership with institutions that have signed the agreements to offer advantages

and discounts to Emiratis, which in turn lifts employment rates in the private sector, yet importantly, sustains them.

Farida Al Ali, Assistant Undersecretary for National Human Resources Recruitment Affairs explained that the Ministry receives numerous applications by Emiratis working in the private sector to join the program.

Those wishing to join, are welcome to submit an application through the website www.mohre.gov.ae



Reduced fines for work permits and contracts

Administrative fines dropped to Dh2000 per worker

Companies burdened with fines for not completing work permit registration or late renewals, get fine reductions to Dh2000 per worker (labour card), the Ministry of Human Resources and Emiratisation announced.

Following the Cabinet's Decree, which overlooks labour affairs administrative fines and service charge fees, the Ministry of Human Resources and Emiratisation reduced all fine sums on work permits and labour contracts to Dh2000.

Saif Al Suwaidi, Undersecretary for Human Resources Affairs at the Ministry, said: "Following the instructions of H.E. Saqr Ghobash, Minister of Human Resources and

Emiratization, we've re-adjusted internal arrangements to ease fines per labour card with sums above Dh2000.

The declaration suggests easing procedures for all companies operating in the UAE, therefore, all companies are required to comply and pay the proposed amount to operate lawfully.

We want to stop companies from acquiring more fines, and simply, help them sort dues and get them back on track".

The new administrative and service charge fee mentions, 'failure to provide the Ministry with the worker's contract of employment within a pe-



riod not exceeding 60 days from the date of entry or the residence status modification date is fined Dh100 for each month delay up to a maximum of Dh2000. The previous fine was Dh500 for each month of delay without specifying a maximum limit.

Moreover, failure to renew work permits within a period not exceeding 60 days from the expiry date charges Dh200 for each month up to a maximum of Dh2,000, while the previous fine was Dh500 for each month of delay without setting a maximum limit for the fine.

Additionally, if an employer fails to provide the Ministry with a mission work permit labour contract within a period of 30 days from the worker's date of entry, charges Dh100 fine for each day and up to a maximum of Dh2000. Previously, fines were also Dh100 per delay, yet without setting a maximum limit.

Subsequently, failure to renew the mission work permit labour contract within a period of seven days from the expiry date, charges a Dh100 fine per day to a maximum of Dh2000, the previous fine did not set a maximum limit.'

141,500 labour fines recorded in UAE

141,500 fines had been issued for incomplete work permit registration or late renewals against 52,765 private sector companies according to the Ministry of Human Resources and Emiratisation.

Saif Al-Suwaidi, Undersecretary of Human Resources at the Ministry, said, "The number of fines cumulates to 15 percent of the total sum of companies recorded within the Ministry's database, which con-

firms that the majority abide to the set laws and regulations. However, there are those who have failed to adhere to the regulations and are advised to approach the ministry and pay the reduced sums following the Cabinet's recent decree to cut all fines to Dh2000 per worker."

The Ministry has also announced that additional work permits will not be issued if establishments fail to settle their dues.



Oman's Ministry of Manpower praises the Smart Inspections System

The Ministry of Human Resources and Emiratisation held a meeting with the Omani delegation to describe the Smart Inspections System adopted by the UAE to better maintain the labour market.

Al-Obaid stressed during the meeting the importance of enhancing cooperation and exchanging experiences between both countries to improve inspection means and better control the labour markets. He continued:

"The Intelligent inspection system analyzes the data provided based on 13 specific criteria and then classifies them into five levels and then prioritizes follow-up through a team of inspectors that use the

smart inspection devices to ensure speed and accuracy while performing tasks.

A criteria for risk is taken into consideration when a high percentage of reports are sent for the following; high numbers of absconding workers, labour complaints, number of expired labour cards, salary delays, avoid WPS registration, number of mission permits, part time permits, expired trade licenses, low wages and more."

The Omani delegation praised the ministry's smart inspections system and its active role in controlling the labour market and hopes for further knowledge exchange and future cooperation.

Attendees included: Maher Al-Obaid, Assistant Undersecretary of Inspection Affairs at the Ministry and the Omani delegation Salem bin Saeed Al-Badi, Director General of the General Directorate of Labour Welfare at the Ministry of Manpower in Oman, Hamdan bin Sultan Al Sunaidi, Assistant Director of the Department of Systems and Internet Applications at the Ministry, Ali Al-Kiyoumi, Head of the Systems Analysis Department in the Ministry, Mohsin Al-Nassi, Director of the Abu Dhabi Inspections Department at the Ministry of Human Resources and Emiratisation, and Sultan Al-Saadi, Deputy Director of Inspection Department at the Ministry.

Indonesia's deputy speaker commends UAE policies on labour rights

Fakhri of Hamzah, Deputy Speaker of the House of Representatives of the Indonesian Parliament, has praised the policies and programmes carried out by the Ministry of Human Resources and Emiratisation to protect the rights of workers in the country.

This came during his meeting with Dr. Omar Al-Nuaimi, Assistant Under-Secretary of the Ministry of Human Resources and Emiratisation for International Relations and Communications, at the Ministry in Dubai.

Al-Nuaimi said that workers in the UAE, with their different cultures, "are essential partners and contribute to the development of the country being experienced today."

He stressed the ministry's keenness to provide care and protection for the rights of workers and ensure the interests of employers are met through the implementation of policies that promote a balanced and productive working relationship between the two parties.

The UAE official referred to the various initiatives and programmes implemented by the ministry in its effort to protect the rights of workers, including the wage protection system, standards and conditions of labour accommodation, as well as the procedures for registering and settling labour disputes.

Al Nuaimi and the Indonesian official stressed the importance of enhancing cooperation between the two countries and exchanging experiences in the fields of labour.

Within 15 months MOHRE received 1.2 million calls through the call center

MOHRE wins best customer relations analysis award

The Ministry of Human Resources and Emiratisation call centre has been awarded the Best Customer Relations Analysis Award at the Middle East Call Centres Awards, according to Insights Middle East, which monitors and evaluates the quality of call centres in the region.

The announcement was made at a ceremony organized in Dubai to announce winners from over 500 regional participants, evaluated by a British panel.

Ahmed Al Nasser, Director of Customer Relations Department at the

Ministry of Human Resources and Emiratisation, stressed the ministry's interest in creating alternative ways of communication with customers by developing and modernizing the call centre, as well as enhancing the quality and speed of services provided.

He pointed out that the call center answers caller's queries through a specialized team. Calls are answered in three main languages, Arabic, English and Urdu, in addition to six sub-languages; French, Malayalam, Tamil, Persian, Dari and Tagalog.



Al Nasser pointed out that the call center of the Ministry of Human Resources and Emiratisation received about 1 million and 200 thousand calls through the call centre within 15 months from the beginning of 2016 until the end of March 2017.

Call centre number: 80066473

Midday breaks being monitored

The Ministry of Human Resources and Emiratisation has ordered 18 inspection teams to monitor the compliance of midday breaks across the country utilising the smart inspection system.

The midday break prevents work taking place under direct sunlight between 12:30 – 15:00 between June 15th and September 15th.

Maher Al Obed, Assistant Undersecretary of Inspection Affairs mentioned that inspectors began delivering safety instructions, distributing awareness leaflets to both employers and labourers, and warning them of the dangers associated with performing activities in hazardous conditions on June 7th, ahead of the ban.

The ministry will conduct 60,000 inspectional visits across the UAE and companies penalized for wrongdoing will be able to submit an objection letter to the Ministry



for questioning ensuring complete transparency. Mr. Obed said: “I am completely confident that we will see a high level of compliance, similar to that noted in previous years, employers are aware of the rule and the harsh consequences.” The decree, which has been running for 13 consecutive years aims to prevent any sort of work related injuries as such, working hours are divided between morning and evening shifts, eight hours daily and overtime must be compensated.

Violating companies will be fined Dh5000 per worker and a maximum of Dh50,000 if the case involves a large number of workers. The company can be degraded and possibly even temporarily stopped from operating.

In exceptional cases where continuous work is required, employers must provide workers with cold water and other recommended items by the country’s health authorities such as salt and lemon. They must also provide first aid, air-conditioners, sunshades and cold water.

Work excluded from the break include work on mix asphalt poured concrete 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. Emergency work includes cutting lines, water supply, sewerage, electricity and cutting off traffic or blocking public roads, in addition, to cutting gas pipelines or petroleum flow.

Ministry makes three lucky workers dreams come true!

The Ministry of Human Resources and Emiratisation asked three private sector workers to make a wish as a part of the Happiest Labourer Initiative for the Year of Giving.

Safa Ebrahim Alawar, Ministry’s Deputy Director of the Government Communications Department, said, “we insert a culture of motivation and encouragement which in turn increases productivity levels amongst the

workers which then impacts the overall development.” Ministry representatives selected three employees from different organisations and paid them a short visit. In doing so, the ministry representatives noted their wishes and presented the solution.

“I’ve always wished for my mother to come visit Dubai, bearing the costs, the ministry has made my dream come true, thank you!” said the lucky Arab

worker. The second worker, Asian, similarly thanked the ministry for granting a sum of aids dedicated to his children’s educational requirements back home.

Last but not least, the third selected worker, Asian, could not believe his son would finally be able to complete his higher education, “god bless the UAE and the ministry of helping me on such a burden, thank you!” he said.

Happiest worker initiative gives 10,000 free Du sim cards to workers



The Ministry of Human Resources and Emiratisation, decided, following an agreement with du an Emirates Integrated Telecommunications Company to grant 10,000 workers free SIM cards as a part of the ongoing 'Happiest worker' initiative.

Qassim Jameel, Director of the Guidance Department at the Ministry, said

"Each card includes 10 minutes international calls, 10 minutes local calls and additional minutes on the last five days of each month free of charge. Furthermore, each worker, as per the database, shall be granted several minutes to enjoy free international calls on their Independence Day.

All active users will enter into monthly prize draws and annually, one lucky winner will go home with a cheque worth one annual salary, 10 users will win an additional month's salary, and 50 names will receive a Dh100 recharge du cards.

The initial phase includes 10,000 randomly picked low-skilled workers during our constant labour guidance visits, the second phase of the initiative, shall handout 'Happiness SIMs' to all employees working in the UAE upon their visit to any of the recently launched 'Tawjeeh' centres.

The Ministry of Human Resources and Emiratisation will raise awareness around workers rights through SMS messages to their mobile phones."

Ahmed Bu Rahima, Vice President of Government Relations at Du, said:

"Our cooperation with the Ministry of Human Resources and Emiratisation to launch the Happiness SIMs reinforces our strategy of reaching out to all members of society, the initiative recognizes the workers and their contribution to the development process witnessed in our nation."

"Du continues its approach of launching initiatives aimed at the participation of all, providing an environment in which happiness flourishes, innovation standards evolve, and the vision of our leadership to make the UAE one of the happiest countries around the world."



UNITED ARAB EMIRATES
MINISTRY OF HUMAN RESOURCES
& EMIRATISATION



Dear Customer

You can apply Suggestion, Thanks or Complains
through The UAE Federal Government Feedback Gateway

<https://www.mygov.ae>

Or by visiting our customers happiness centers or services centers



@MOHRE_UAE



@MOHREUAE



/MOHRE



800 MOHRE
66473

www.mohre.gov.ae

ask@mohre.gov.ae

Customer Happiness Formula

Proud
Employee



We pledge you to make you happy



Dedicated
Entity



We want to make you happy



Positive and
Proactive
Customer



Help us to make you happy



Customer
Happiness

Employment quarrel between father and son ends in labour courts

An employment dispute between a father and son has ended up reaching the labour courts.

The son filed a complaint with the Ministry of Human Resources and Emiratisation, claiming that his father's business owed him AED 144,000. In his complaint, he claimed that he worked as a supervisor in a contracting company owned by his father, under a non-fixed term contract, with a total monthly salary of AED 3000.

But, the son claimed, he never received any wages from his father's company, nor did he receive his annual leave dues. All he was given to live on was a monthly allowance of AED 500.

In response, his father claimed that there was no working relationship between them, and further claimed that he had discharged his duty as

a father by providing his son with a work visa and supporting his family to the tune of AED 12,000 a month.

The dispute originally arose, according to the complainant, when the son requested a share in the company, which his father refused.

After entering into dispute resolution with a Ministry of Human Resources and Emiratisation employee, the father offered his son AED 46,200 in late wage compensation, annual leave and end of service allowance. He also offered an additional AED 64,000 as a goodwill gesture.

But the offer was turned down by the angry son, who demanded the complaint be referred to court.

The court ruled that the father owed AED 56,000 for one year's non payment of wage, plus leave



Ahmed Abdul-Jabbar

allowance, end of service, a ticket home and compensation for dismissal.

Ahmed Abdul-Jabbar, the assigned legal researcher, explained, "working relationships are based on the legal contract between the parties, which establishes the responsibilities and duties of the employer and employee. Family bonds do not negate a labour relationship between the two parties, which must be honoured by both sides."

Tawafq, Tawjeeh, and Taqieem to start operations in fourth quarter of 2017

Ministry unveils three new types of customer service centres

H.E Saqr Ghobash, Minister of Human Resources and Emiratisation, has announced the establishment of three new types of labour-related customer service centres.

The centres will be operated by the private sector, under the supervision of the Ministry, with the first centres opening their doors in the fourth quarter of 2017. The three types of centres have been named Tawafq, Tawjeeh and Taqieem. Tawafq Service Centres are being set up to improve labour relations. Tawjeeh centres will provide labour orientation programmes, while Taqieem centres will focus on providing businesses with labour compliance services.

“The Ministry is unveiling three newly branded customer ser-

vice centres. The centres have been launched in line with our strategic objectives, to ensure customer happiness and contribute to the ongoing improvement of the UAE’s labour

market,” said Ghobash, commenting on the announcement.

“Each centre will be required to operate according to with the Ministry’s policy frameworks,





delivering a high quality of service that ensures complete customer happiness.”

Tawafq centres are being established to enable workers to log labour-related complaints and seek dispute resolution. Initial operations will be in Abu Dhabi and Dubai, before being extended to all seven emirates.

The centres will be empowered to facilitate dispute resolution, make recommendations on further action to the Ministry, and refer complaints to the courts. They provide workers with legal consultancy services and will re-

ply to enquiries related to labour relations.

Tawafq Centres will be hiring qualified legal researchers, who must hold, as a minimum, a university degrees in law. Employees will be trained to deal with dispute resolution, reconciliation and settlements between parties.

With orientation and training of workers throughout the labour cycle an increasing priority of the Ministry, Tawafq Centres will provide awareness and orientation services to employees and employers.

The new centres mark a big expansion in UAE government’s programme of providing information to workers and employers on their rights and responsibilities.

Finally, Tawafq centres are aimed at helping businesses to ensure that they are compliant with UAE labour laws.

Their goal is to provide information and assessment services to organisations seeking to understand and improve their regulatory standing.

The centres will provide information on trade licences, labour turnover and checks on business’s provision of labour accommodation. Managers within the three new Centres must be UAE citizens with experience in the field. All centres must be inviting, spacious and accessible, with free parking spaces. Proposed locations for centres must be on the ground floor, fitted according to a design set by the Ministry.



Fahad Al Sabri

Successful move to private sector

"To start a journey with determination, you need to chalk out your career map, a map which leads you from who you are now to the ultimate position you seek in the future," said Fahad Al Sabri, head of security at Nikki Beach Resort and Spa.

"Remember, taking a first step requires consistency. Once you start working on your career path and seek to achieve your destination, you need to continue inspire of the challenges, you may lag at times, but you must stay determined to achieve success."

Speaking to Al'Amal Magazine, Al Sabri said, "I took on the challenge and continued step-by-step, till I fulfilled my dreams, I run full security operations of one of the top tourist destinations Dubai's Nikki Beach Resort and Spa."

"It was a major change when I handed my resignation letter at an esteemed government entity where I've served for 12 years, leaving the lifestyle many would dream of, and decided to work

in the field of hospitality, and moved from government to the private sector."

Going back to the property's initial start, Al Sabri, recognised as a valued launch member, rolled up his sleeves and came up with creative ideas to offer guests and visitors a real experience of the UAE's hospitality and heritage.

Following that, he went in for 112 security and safety specialized courses. He said, "Mentors helped shape my knowledge and I not only gained awareness, but also enhanced my creativity and innovation."

Tourism and hospitality are prime sectors, not to the UAE but to the entire world; these sectors have a major contribution to every na-

tion's economic growth.

The tourism and hospitality sectors lack local talents, Al Sabri added, "I urge young talented Emiratis to join hospitality, develop their skills and knowledge to be able to represent their nation in those sectors."

Working within the private sector, especially in hospitality, matches the Emirati attributes of nobility and inherent generosity. "Young Emirati talents will create incredible relations and gain insights about different cultures and personalities, thus, improving their capabilities," he added.

"Customers often prefer their mother tongue when inquiring, listening to familiar words makes them feel at home, and whether



you want to work in a leading resort or a hotel in the UAE, learning several languages, is essential to establish strong and long-term customer relationships.”

Fahad Al Sabri concluded by referring to superior customer services as a key objective in the hospitality and tourism sectors.

“It is a necessary for each individual serving at the hospitality sector to have strong awareness and the best customer service skills.”



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

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

Labour card cancellation (Labour dispute)

It is a service provided by the Ministry of Human Resources and Emiratisation (MOHRE) to any establishment if any of their workers is involved in a labour dispute and is referred to a court of law and the establishment or the worker wants to cancel the labour card or work permit in use (worker without electronic employment contract and permit issued)

Required Documents

A copy of the worker's travel ticket.

Terms and Conditions

1. Fees due for delay in issuing or renewing a labour card shall be paid
2. The establishment shall have an e-signature card

Service Procedures

1. The application for cancelling the labour card of a worker involved in a labour dispute shall be printed at any Tas'heel service centre or through the establishment that is registered in the Ministry's eForms program.
2. Applications should be submitted at the counters of labour relations offices

in Abu Dhabi, Dubai, and the labour relations division at the labour offices, in order to be checked.

3. Application should be checked to verify the payment of due fees, if any, and the labour card shall be cancelled. The worker shall then be referred to the General Directorate of Residency and Foreign Affairs to cancel the visa.

Where to Apply

Applications should be printed and submitted at 'Tas'heel' service centers or through establishments participating in the Ministry's e-forms program and the cancellation is done manually through the labour relation sections in the labour offices.

Service Time

15 working days

Target Audience

Employers

Service charges

None

Working Hours

Smartphone App 24/7

Service centers

"Tas'heel"

From Saturday till Thursday

From 8:00 a.m. to 8:00 p.m.

Labour relations division at Abu Dhabi and Dubai Courts, and labour offices

From Saturday till Thursday

From 8:00 a.m. to 8:00 p.m.

Labour card cancellation (Sickness)

It is a service provided by the Ministry to any establishment to cancel the labour card of a worker because of sickness/ disease

Required Documents

Lack of medical fitness certificate

Terms and Conditions

1. The worker shall first cancel his/her residence visa in the General Directorate of Residency and Foreigners Affairs or its affiliated centres
2. That have established an electronic signature card

Service Procedures

1. The application shall be printed, and required documents shall be scanned at printing offices, 'Tas'heel' service centres or through the establishments participating in the Ministry's e-forms program.

2. The application is transferred electronically to the Ministry's database for verification and to ensure all required conditions and documents are satisfied.

3. To follow up on the application status or print the cancellation permit, the applicant can use the enquiry service by visiting the Ministry's portal www.mohre.gov.ae

4. If there is something missing, the customer shall be notified to fulfil them at the 'Tas'heel' service centres

Where to Apply

Applications shall be printed and submitted at 'Tas'heel' service centers or through

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

Service time

One working day

Service charges

None

Working Hours

Smartphone App

24/7

Service centers

"Tas'heel"

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 Department, Ministry of Human Resources and Emiratisation.



Question 1:

I currently work as a supervisor. It is stated in my contract that I am entitled to a basic salary of AED 4000 per month. However, since I began three years ago, my company has been only paying me AED 2300. I've asked my company several times to pay me the full amount, but so far they have refused. Do I have the right to submit a complaint to the Ministry of Human Resources and Emiratisation to reclaim the money I am owed over the last three years?

Answer

Yes, you have every right to submit a complaint to the Ministry. This is an issue that is taken very seriously. Under the law, you are entitled

to compensation based on the difference between the stated salary and the actual salary that you have received.

(It is important to be aware that there are circumstances where the contract

may not be valid, however. For example, where there is evidence of prior agreement to the lower salary, but the higher salary has been written into the contract to enable the worker to sponsor his family, the prior agreement would stand.)

Question 2:

The general manager at my company handed in his resignation letter. I was keen to retain him and therefore suggested that he take a break and we would continue the discussion on his return from holiday. Months passed, I tried calling him several times, but received no answer. Eventually, I approached the Ministry of Human Resources and Emiratisation to issue a complaint, but found that he had got a judicial decision to transfer his permit to another company. What is my legal position?

Answer

It is important that responses to labour-related disputes are submitted to the Ministry

of Human Resources and Emiratisation with the fifteen days stipulated by law. In your case, it seems that you failed to maintain up-to-date records with the Ministry, or were out of

the country at the time of your general manager's complaint being submitted. As a result, the employee's request was referred to the courts, resulting in the termination of the labour contract.



Dropping plans to leave UAE for US best business decision I've made, says Dubai-based entrepreneur

Adbul Moneim Khan arrived in the UAE in 1994, determined to fulfil his dreams. The Dubai-based entrepreneur – originally from India – started out his career in construction, hoping to use the knowledge and experience that he gained to land a job somewhere else in the future. Preferably in the US or Europe.

“Before I arrived, I never intended to stay permanently”, says Khan. “I thought that I was going to be

here a few years, then move on. I never imagined that I'd still be here twenty-three years later. I remember

those days so well. I had received my BS Civil Engineering certificate and was keen to get ahead.”

But Khan discovered that his talents soon put him in high demand with local employers.

After staying with his first employer for two and a half years in the UAE, he landed a new job, managing a number of construction projects. The new role offered a higher salary and more experience.

“I was working as a construction engineer in a major business. It was an ideal environment for a young man like me and I learned an enormous amount.”

Then, one day, the offer of a job in the US came through. It forced Khan to re-evaluate his long-held desire to emigrate to the US.

“I thought about it for a while. But I quite quickly realised that the UAE had become my home. The opportunities that I had here, there were enough to fulfil all my ambitions.”

The decision paid off. Today, Khan runs his own company, employing 65 people, which he started as a result of the unique business environment. He is keen to ensure that others are given the same opportunities that he had when he arrived.

“Leaving a stable job and a great income back in 2004 was an incredibly scary decision to make. But it has paid off. There have been tough times, but we are so grateful



to have had the opportunity to live here. Today, I want all of those working for me to enjoy a good standard of living. Not just for them – but also for me: it makes sense to have a happy, healthy workforce. It drives up productivity and ensures that as a business we are continually growing.”



Apprenticeship, an effective way of meeting business requirements

To tackle the 'lost generation' phenomenon, apprenticeship offers an effective solution to equip the new generation with skills required in the present-day business environment and helps them land suitable job opportunities.

Apprenticeship has effectively reduced unemployment in five major countries, according to McKinsey&Company, Australia, Germany, Austria, Switzerland, and the Netherlands—have 15 to 20 percent of 16- to 24-year-olds hold workplace-based apprenticeships.

The benefits of apprenticeship in providing young people with

jobs and skills have long been appreciated by countries eager to promote growth and ease the transition from full-time education to work. In both France and England, about 5 percent of 16- to 24-year-olds hold apprenticeships, and both countries have made strenuous efforts to expand these numbers. But placement remains insufficient to meet the huge demand—or to have much

impact on youth unemployment. In both these countries, the youth-unemployment rate is currently approximately 20 percent, compared with less than 10 percent in Austria, Germany, and Switzerland.

Over the past 100 years, governments in countries such as Austria, Germany, and Switzerland have sought to rebalance the potentially unequal relationship between employer and apprentice by granting apprentices legal status and the right to acquire a general, transferable education and skills, alongside firm-specific competencies. Such governments also pay for this component of apprenticeship, thereby becoming major players in the apprenticeship bargain.

It is widely accepted that in Germany, apprenticeship works because of that nation's history and traditions. Of course, this also means that Germany's apprenticeship system cannot simply be copied by other countries. But countries in which apprenticeship is thriving can help us ask the right questions and identify broad principles to guide successful implementation.





Employers, however, must also be subject to checks and balances provided by government legislation protecting apprentices' interests. Ideally, government works with employee representatives in crafting legislation.

Then within that legislative framework, apprentices and employers agree on a mutually acceptable apprentice wage and

apprenticeship duration, such that both bear the costs of training and take a share from the returns. Successful apprenticeship thus depends on achieving some measure of equilibrium among the three partners: apprentices, employers, and government.

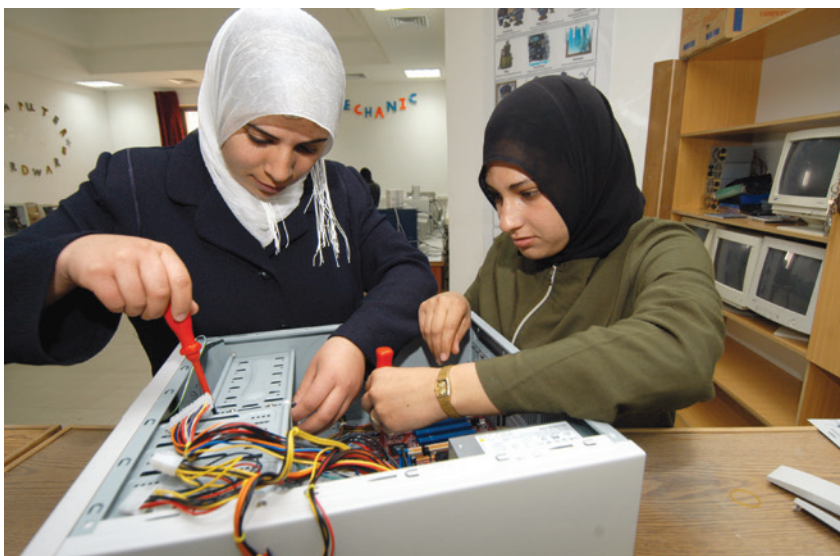
In the real world, particularly in the past two decades, the pressures of globalization and the growth

of the knowledge economy have knocked that equilibrium off.

Recently, for example, in countries such as Germany, Austria, and Denmark, many young people with basic qualifications who in the past would easily have found apprenticeships have failed to do so.

To tackle this imbalance, all three partners in traditional apprenticeship countries must pay a price.

With employers now demanding good or very good academic records from those seeking apprenticeships, young people have been forced to upgrade their qualifications or face a long wait for placement. Less-qualified candidates have had to undergo a period of remedial education after compulsory school and as a result, the age at which youth enter apprenticeship has risen.



Traits of effective managers

There are specific things that do not come to mind but our manager must do every day, for example, sense of humour is essential to break the ice, many things are important and performed by most successful managers or business owners worldwide on a daily basis.

The following questions will make you evaluate whether your manager is successful:

1. Sense of humour

Sense of humour helps maintain a manager's influence in different types of situations.

2. Does your manager share his plans and vision for the company with you and your colleagues?

A good manager would prefer to convey and express his vision and plans for the future of the company and its objectives to make sure that we, his team, know exactly what is expected of us and what we are working on.

3. Does your manager realize that the company is bigger than just one person?

A great manager appreciates all

who work under his leadership, no matter what level they were, as a day shall arrive and probably pick someone to crown.

4. Does your manager realize that people have a life and a family outside the workplace?

A perfect manager knows that we have commitments outside of work, while he expects us to work hard during working hours; it is also valued that we have time to devote to parents and children, doctor appointments and holidays.

5. Does your manager allow more leadership?

Instead of assembling followers, a distinguished manager ensures proper guidance to all team members, to be able to pick and shape future managers.



6. Does your manager praise you and your colleagues when you achieve something?

Instead of loose phrases about addressing each team member for the efforts conveyed and achievements portrayed, each manager should be intellectual to acknowledge each member specifically for

contributions to success with a certain achievement.

7. Is your manager responsible for a failure?

A strong manager is the one who bears responsibility when any failure occurs, and admits that any failure by a team member starts from where he stands.

8. Do you feel that your manager is just when the time comes to end relations with any staff member?

Any good manager understands that the wrong decision in selecting employees is part of the mistake he has made, and when it comes to terminate, he deals with us fairly.





Three tips to protect your Facebook account

Here are 3 tips to
help protect your
Facebook account:

1 Use a strong password

This is probably the most common security advice you will get when you read security-related topics online.

The importance of a strong password cannot be emphasised enough.

If you think you'll forget the hard password if you use it, you can rely on an application to manage Passwords like LastPass.

2 Do 2-Step Verification

Enabling 2-step verification will often eliminate many of the security issues associated with accessing your account via password, a feature available in many famous services and applications.

Even if someone can access your password, they'll need to enter your verification code. You will be connected to the phone when accessing from another device.

It is also necessary to back up verification codes if you are unable to access your mobile phone, so generate, print, and keep the backup codes in a safe place to use when needed.

3 Based on additional security features

Facebook offers additional security features to protect your

account from hacking, and if you want to keep your account safe, you should activate these features.

Trusted contacts: Choose some close family or friends you trust, and add them to a list Trusted Contacts.

If you've lost access to your Facebook account and have not been able to access your email to reset them up, rely on the above mentioned contacts to send a special code to regain access to your account, but make sure you choose people you can contact outside Facebook.

Sign-in alerts: Activate this feature, and you will receive an email or notification on your account at Facebook, when anyone logs in to your account from an unknown browser, or any suspicion raised, immediately change your password.



Prevent food poisoning, especially in summer



Due to a variety of reasons including frequent eating out, incidences of food borne illnesses are high are common during summer, especially food poisoning, which could be potentially fatal.

Causes of food poisoning?

The causes of food poisoning range from lack of hygiene, especially at restaurants and tourist resorts, high temperature and variations in temperature due to frequent electrical energy shortages and eating raw meat. The underlying problem is that it occurs in patients with immune system dysfunction.

Risk of food poisoning on body organs

Food poisoning ranges from simple cases, which could be treated at home, to critical cases that may require hospitalisation. Some deaths occur if a patient has other diseases (such as diabetes or myocardial infarction) in children or the elderly (65 years and over).

What is the definition of food poisoning?

Food poisoning is an illness caused by eating or drinking food or water contaminated with viruses, bacteria, toxins, parasites, or chemicals. Typical symptoms of food poisoning are vomiting and diarrhoea.

Symptoms

Almost all forms of food poisoning produce nausea, vomiting, abdominal cramps, and diarrhoea and sometimes a person could also get fever and headache. Symptoms can start within hours to days after eating the contaminated food and last from a day to a week.

Cases that require rapid medical intervention

As mentioned earlier, special cases require immediate treatment. For example, a normal patient can tolerate a sharp decrease in salts (i.e. potassium decrease), but in case of children, the elderly, patients with heart or kidney failure, inefficiency of treatment at home, and some special cases as oncology patients, there is a need for immediate medical intervention.

Proper treatment

Treatment depends on several factors, including but not limited to: age, health status, and severity



of inflammation, and could include:

- Sedatives for pain / medication for nausea and vomiting.
- Antibiotics: Following the doctor's prescription.
- Serums: used to treat droughts caused by acute diarrhoea.
- Inpatient treatment for severe cases.

Protective Instructions

- Drink plenty of water.
- Wash your hands properly.
- Washing fruits and vegetables with available sterilizers.
- Avoid excessive and frequent sun exposure to avoid dehydration.
- Avoid eating raw meat, or food that is not cooked well.



Sir Bani Yas for a perfect wildlife holiday

Sir Bani Yas Island is one of the largest natural islands in Abu Dhabi, and one of the eight islands collectively known as Desert Islands.

Sir Bani Yas is home to thousands of free-roaming animals and birds, a range of flora and fauna, breeding programmes for endangered species and numerous exciting tourism activities.

Visitors to Sir Bani Yas can explore this unique environment through a range of activities including nature and wildlife drives, guided tours, kayaking and mountain biking. Visitors also have access to horse riding at the





Sir Bani Yas Stables and a range of marine activities such as diving at the Desert Islands Water sports Centre.

The visitors can stay at the five-star Desert Islands Resort & Spa by Anantara and the luxurious Anantara Al Yamm Villa Resort and Anantara Al Sahel Villa Resort. In addition, Sir Bani Yas offers the perfect venue for meetings and business at the world-class Desert Islands Conference Centre.



Sir Bani Yas is also home to one of the most important archaeological sites in the Middle East. To date, 36 archaeological sites have been discovered, including a 4,000-year-old circular tomb, a fortified watchtower, a mosque, and the remains of a pre-Islamic Christian site; the latter being open for viewing by visitors.



Who takes responsibility of paying recruitment and employment fees?

- 1) Employers - 2) Employees - 3) Both ends together

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

Winner of Contest in the previous issue

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

Wissam Fathi

This issue's question

The winner will be announced in the next issue